

Friday 14 April 2023

**OIA IRO-388**

Name: [REDACTED]

Email: [REDACTED].co.nz

Kia ora [REDACTED],

**Official information request regarding leak at 8 Webb Street.**

Thank you for your official information request dated Friday 24 March 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in full.

Please see enclosed in our email to you Job Sheets we hold on the leak. In addition, we have provided a short summary of the data in the Appendix of this letter.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information has been redacted as it is personal information about private individuals.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Team Lead, Communications and Engagement**

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[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

## Appendix

On 22 September 2022 at 5.09p.m., Wellington Water (WWL) were notified that there was a leak. WWL engaged City Care to investigate who were onsite on 23 September 2022. On that day, you were told it was a private leak and it needed to be fixed. According to our notes, you assured us that a plumber would be engaged.

On 17 October 2022 the leak was repaired, and we closed the job off.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
8 Webb Street, Wellington, 6011, Wellington	WCCSR-460506	No Asset Selected	Private Leak 8 Webb Street, Mount Cook-Te Aro	Gushing - cnr Webb Street and Taranaki, water gushing out from under a building to the left of this intersection. cell phone [REDACTED]	Potable	4	CLOSE	9/22/2022 5:09:23 PM	10/18/2022 8:42:42 AM	9/22/2022 5:09:37 PM	Note from Council	Address: WEBB STREET, Mount Cook-Te Aro Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.29746496970647,174.77251007909538">https://www.google.com/maps/search/?api=1&amp;query=-41.29746496970647,174.77251007909538</a>
										9/22/2022 5:09:47 PM	Note from Council	called through to [REDACTED]
										9/23/2022 8:14:55 AM	assigned to [REDACTED]	<div>assigned to [REDACTED] </div><div>left vm for customer </div><!-- RICH TEXT -->
										9/23/2022 11:00:03 AM	P1 Related	P1 came through for a loss of service for this building under WCCSR-460713. Discussed with [REDACTED] who advised <span style="color: rgb(128, 128, 128);">hat he reduced the water pressure to minimize the leak, but the leak is private. he has informed the Landlord. this loss of service is related. [REDACTED] will go and discuss with the customer what is happening. </span><!-- RICH TEXT -->
										9/23/2022 11:39:05 AM	Private leak	Leak gushing from building.no leak coming from fittings behind meter.water meter is ticking over very quickly.so leak is beyond council assets .spoke to building owner [REDACTED] and informed him that he has a private leak and I have also turned manifold down to slow up leak.he's replied that he was awe that he has a private issue and he has a plumber on his way to fix leak.I've informed [REDACTED] on situation and is awe that this job will be a signed to him
										9/23/2022 11:39:06 AM	Status Change to PAUSE	Private leak
										9/23/2022 11:48:22 AM	Private Leak. Reassigned to TA [REDACTED]	Private Leak. Reassigned to TA [REDACTED] RICH TEXT -->
										9/23/2022 11:53:22 AM	Address updated.	Address updated as per [REDACTED] Leak is at no.8.<!-- RICH TEXT -->
										10/3/2022 10:01:32 AM	email from ADR	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;Good morning &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;There is a private leak surfacing just past the toby box on the edge of the footpath and building at #8 webb st.&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;Estimated 30 LPM.&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p>

												<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Cheers Brendan</span></p></p></span></p><!-- RICH TEXT -->
										10/18/2022 8:42:40 AM	leak repaired as of 17/10/22	leak repaired as of 17/10/22<!-- RICH TEXT -->
										10/21/2022 9:40:33 AM	Note from Council	Closed by WCC