

Friday 28 April 2023

**OIA IRO-395**

Name: [REDACTED]

Email: [REDACTED]@yahoo.com

Kia ora [REDACTED]

**Official information request regarding Drainage issues at 43 Middlestone Road, Johnsonville.**

Thank you for your official information request dated Sunday 2 April 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 part.

Most of the information you have requested is enclosed in our email to you. And, please see in the Appendix of this letter more details regarding the resolution.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information within the Service Request Sheet has been redacted as it is personal information about private individuals. Moreover, we are unable to provide you with information prior to 2021 as the information is not held and therefore, we are declining on the grounds of [Section 17\(e\)](#) of the Act.

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

Specifications [Filter](#) >      1 - 10 of 10  

Description	Value	Unit of Measure
▶ Wide view photo(s) of Site/Damage/Issue	6758588	
▶ Closeup photo(s) of Damaged Asset/Issue	6758581	
▶ Asset	759436 - WCC_PWP056458 Pipe Pressure 20mm CU	
▶ Asset Location	007-WGTN-PW-RETC-CONN-PIPE - PW Connections Pipes WCC	
▶ Failure Classification	F03	
▶ Failure Report	P08 / C18 / R40	
▶ Failure/General Job Comments	Replaced section of pipe to to stop the leak	
▶ Photo(s) of Completed Repair Works	6758585	
▶ Job should be Capital Expenditure?	Y	
▶ Capital Expenditure Reason	Replaced more than 2m of pipe	

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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
43 Middleton Road, Johnsonville, Wellington, 6037	WCCSR-242224	WCC_PWP056458	Leaking Pipes 43 MIDDLETON ROAD, Johnsonville (TRAFFIC)	<p>&lt;div&gt;30/11/21 CAR R823191 &lt;/div&gt;&lt;div&gt;Trickle - The caller has reported a leak on the middle of the road. Looks to be a patch of road that was recently resealed. Is just a small wet patch at the moment. Has been wet for two or three days now. ██████████. &lt;b&gt;ESCALATION REFER TO ██████████ WITH UPDATES&lt;/b&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;29/10/21 Plans ordered standover may be required as well&lt;span style="background-color: rgb(255, 255, 255); color: rgb(255, 0, 0); font-family: &amp;quot;Segoe UI&amp;quot;, &amp;quot;Trebuchet MS&amp;quot;, Verdana, Helvetica, sans-serif; font-size: 13px; font-weight: 700;"&gt;1925244&lt;/span&gt;&lt;/div&gt;&lt;div&gt;1/11 Per DJ, when booking standover/s, please book Vac truck. &lt;/div&gt;&lt;div&gt;01/11/21 sk - WAITING ON PWR PLANS, NOVA GAS AND STRATEGIC IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). &lt;/div&gt;&lt;div&gt;Caution: There is Core Network in the area provided on the plan(s).&lt;/div&gt;&lt;div&gt;&lt;div&gt;01/11/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA&lt;/div&gt;&lt;div&gt;&lt;font color="#ff0000"&gt;CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS &lt;/font&gt;&lt;/div&gt;&lt;div&gt;&lt;font color="#ff0000"&gt;Wellington Electricity has 33kV and/or Strategic Pilot cables (Auxiliary) in your selected area of work. If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required. Please contact myself or call 0800 248 148 for further instructions to book a Standover.&lt;/font&gt;&lt;/div&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	JOBCO MP	9/29/2021 12:26:26 PM	11/8/2021 2:32:42 PM	9/29/2021 12:26:40 PM	Note from Council	Address: 43 MIDDLETON ROAD, Johnsonville Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472">https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472</a>
										9/29/2021 12:30:00 PM	Assigned to be rovered.	Assigned to be rovered.<!-- RICH TEXT -->
										10/18/2021 3:32:39 PM	reported from reinstatement crew	reported from reinstatement crew advised this is not gushing but a steady leak<!-- RICH TEXT -->
										10/20/2021 6:34:29 PM	Update - Escalated	Update - Escalated to TL for job to be assessed<!-- RICH TEXT -->
										10/21/2021 9:49:06 AM	Assigned to ██████████ to rover	Assigned to ██████████ to rover<!-- RICH TEXT -->
										10/22/2021 7:26:05 AM	Leak on service in old patch unable to get a good listen to pinpoint as	In middle of lane by blind corner in high traffic area pass to 2man crew with lights to repair leak



										10/22/2021 7:26:06 AM	Status Change to PAUSE	Pass to 2man crew needs plans or urgent mark outs
										10/29/2021 9:07:37 AM	Note from Council	Another caller rang to report the leak at this address was increasing in flow; might be worth raising to P2.
										10/29/2021 1:45:29 PM	Plans ordered	Plans ordered standover may be required as well<!-- RICH TEXT -->
										11/1/2021 2:48:43 PM	Waiting on Pwr plans	<div>01/11/21 sk - WAITING ON PWR PLANS, NOVA GAS IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </div><div>Caution: There is Core Network in the area provided on the plan(s).</div><!-- RICH TEXT -->
										11/1/2021 2:49:28 PM	Update	STRATEGIC GAS IN AREA<!-- RICH TEXT -->
										11/1/2021 9:40:06 PM	Plans attached	<div><div>01/11/21 sk - WE plans rec'd, All plans attached, 33KV IN AREA</div><div><font color="#ff0000">CAUTION: NORTHPOWER IS WELLINGTON ELECTRICITY'S PREFERRED LOCATOR FOR STRATEGIC ASSETS </font></div><div><font color="#ff0000">Wellington Electricity has 33kv and/or Strategic Pilot cables (Auxiliary) in your selected area of work. If your works are in the area of these cables, a mark out can be completed for FREE through B4UDig. A markout must be completed prior to excavation. If excavating is within 1.5m of the marked cables a Standover will be required. This can also be requested through B4UDig website. All Mark Outs and Standovers must have a minimum of 48 working hours' notice before the mark out and/or standover is required. Please contact myself or call 0800 248 148 for further instructions to book a Standover.</font></div></div><div> </div><!-- RICH TEXT -->
										11/1/2021 9:43:00 PM	Update - Escalated	Update - Escalated to █████ <!-- RICH TEXT -->
										11/2/2021 11:12:53 AM	WCC phoned for us to update █████	<div>██████████, SR-259092 phoned WCC and requested an update from us. Very unhappy with the amount of water being lost in light of the water restrictions etc. Advised HCC I'll phone █████ </div><!-- RICH TEXT -->
										11/2/2021 11:13:37 AM	Spoke to ██████████	Spoke to ██████████ to advise we have escalated this job for repair asap so it's at the top of our list to get to as soon as we can. He's still not happy but will wait and see how long that takes.<!-- RICH TEXT -->
										11/2/2021 1:07:02 PM	council called advised this job has been escalated.	council called advised this job has been escalated.<!-- RICH TEXT -->
										11/2/2021 4:40:37 PM	Note from Council	Another call regarding this job, has apparently gotten worse.

										11/4/2021 11:03:57 AM	ESCALATION	Has been escalated. Please contact [REDACTED] when this is booked <!-- RICH TEXT -->
										11/4/2021 1:06:01 PM	Update	Stand over booked for Monday 8th Nov 2021 under b4udig ref 1928693, there is high voltage power, strategic gas and nova gas located in the road. Due to health and safety all parties need to be onsite to allow this work to go ahead.<!-- RICH TEXT -->
										11/4/2021 1:21:46 PM	Extra note	Extra note - crew have assessed the job today and will continue to do so for the rest of week until job can be attended on Monday with traffic Mgt<!-- RICH TEXT -->
										11/4/2021 2:14:04 PM	Checked leak	Checked leak. Job is booked in to be repaired on Monday, with a vac truck and stand over. Doesn't appear to be a safety risk at this stage so will go ahead with Monday for repair, but if it bursts before then, we will take care of it under emergency works
										11/4/2021 2:14:05 PM	Status Change to PAUSE	On hold until Monday
										11/8/2021 8:24:51 AM	Vac truck booked with SAP fro 9am	Vac truck booked with SAP fro 9am<!-- RICH TEXT -->
										11/8/2021 12:30:12 PM	water off	<p>&lt;p class="MsoNormal"&gt;Hi All&lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Water will be shut off for 48 Middleton Rd, Johnsonville, Wellington. Job reference WCCSR-242224 for a ½ hour from 12:30pm – 1:00pm&lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Reason for shutdown:&lt;/p&gt;&lt;/p&gt;</p> <ul style="list-style-type: none"> </ul>

												<p>                     &amp;quot;Times New Roman&amp;quot; Pipe/Valve failure&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/li&gt;&lt;/ul&gt;                 </p> <p>                     &lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;                 </p> <p>                     &lt;p class="MsoNormal"&gt;This will affect properties :&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;                 </p> <ul style="list-style-type: none"> <li &gt;&lt;span="" &gt;all="" &gt;middleton="" &lt;="" 2="" 90="" <li="" <p="" both="" class="MsoListParagraph" dr&lt;o:p&gt;&lt;="" gr&lt;o:p&gt;&lt;="" li&gt;="" o:p&gt;&lt;="" of="" rd,="" sides&lt;o:p&gt;&lt;="" silverbirch="" span&gt;&lt;="" style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;" ul&gt;="" waterford="" –="">                     &lt;p class="MsoListParagraph"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;                  <ul style="list-style-type: none"> <li &gt;&lt;span="" &gt;affecting="" &lt;="" &lt;!--="" --&gt;="" 0="" 120="" <="" <li="" approximately="" class="MsoNormal" commercial="" li&gt;="" o:p&gt;&lt;="" properties&lt;o:p&gt;&lt;="" residential="" rich="" span&gt;&lt;="" style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;" td="" text="" ul&gt;=""> </li></ul></li></ul>
										11/8/2021 2:12:31 PM	Leak repaired	Leak repaired at 12:30pm on 8/11/2021
										11/11/2021 2:42:01 PM	Note from Council	Closed by WCC
	WCCSR-242224R	WCC_PWP056458	Reinstatement: Leaking Pipes 43 MIDDLETON	<div>30/11/21 CAR R823191 </div><div>Reinstatement Type Required: <font size="2"><b>Asphalt (Road)</b></font></div><div>Area/Siz	Potable	4	CLOSE	11/8/2021 2:37:05 PM	11/29/2021 2:47:50 PM			

			ROAD, Johnsonville (TRAFFIC)	e: <font size="2"><b>6m2</b></font></div><div>Requirements: <font size="2"><b></b></font></div><!-- RICH TEXT -->								
	WCCSR-253210	No Asset Selected	Leaking Pipes 43 MIDDLETON ROAD, Johnsonville	Trickle - Water coming up through pavement; suspect leaking water main.	Potable	3	CLOSE.C AN	10/16/2021 8:10:21 PM	10/17/2021 7:06:52 PM	10/16/2021 8:10:41 PM	Note from Council	Address: 43 MIDDLETON ROAD, Johnsonville Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472">https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472</a>
										10/17/2021 7:06:49 PM	Job cancelled	Job cancelled related to job ref 242224<!-- RICH TEXT -->
										10/17/2021 7:10:34 PM	Note from Council	Re-assigned by WCC
	WCCSR-255972	No Asset Selected	Leaking Pipes 43 MIDDLETON ROAD, Johnsonville	Steady flow - The caller has reported a significant leak coming up from under the tarsal. The leak has been going for a couple of months now and has gotten significantly worse over the last week. [REDACTED]	Potable	2	CLOSE.C AN	10/20/2021 5:03:21 PM	10/20/2021 6:05:30 PM	10/20/2021 5:03:36 PM	Note from Council	Address: 43 MIDDLETON ROAD, Johnsonville Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472">https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472</a>
										10/20/2021 6:05:02 PM	Job cancelled	Job cancelled related to job ref 242224<!-- RICH TEXT -->
										10/20/2021 6:08:56 PM	Note from Council	Re-assigned by WCC
	WCCSR-259843	No Asset Selected	Leaking Pipes 43 MIDDLETON ROAD, Johnsonville	Steady flow - Water Leak. Please find attached a photo of a water leak on Middleton Road Johnsonville. This leak has already been repaired. It is outside number 43 Middleton road. It has been leaking for over a week.  Thanks [REDACTED]	Potable	2	CLOSE.C AN	10/27/2021 12:20:23 PM	10/27/2021 12:27:57 PM	10/27/2021 12:20:39 PM	Note from Council	Address: 43 MIDDLETON ROAD, Johnsonville Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472">https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472</a>
										10/27/2021 12:27:56 PM	Duplicate of WCCSR-242224	Duplicate of WCCSR-242224<!-- RICH TEXT -->
										10/27/2021 12:30:46 PM	Note from Council	Re-assigned by WCC
	WCCSR-260972	No Asset Selected	Leaking Pipes 43 MIDDLETON ROAD, Johnsonville	Steady flow - Main water line is leaking outside 43 Middleton Rd (see photos)	Potable	2	CLOSE.C AN	10/28/2021 2:47:22 PM	10/28/2021 3:52:32 PM	10/28/2021 2:47:38 PM	Note from Council	Address: 43 MIDDLETON ROAD, Johnsonville Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472">https://www.google.com/maps/search/?api=1&amp;query=-41.218151817404205,174.80937173325472</a>
										10/28/2021 3:52:31 PM	Duplicate of ref:WCCSR-242224. Cancelling.	Duplicate of ref:WCCSR-242224. Cancelling.<!-- RICH TEXT -->
										10/28/2021 3:55:37 PM	Note from Council	Re-assigned by WCC