

28 April 2023

John Welch

s 7(2)(a)

Tēnā koe John

Request for Information pursuant to the Local Government Official Information and Meetings Act 1987 (LGOIMA)

Thank you for your correspondence of 16 March 2023 in which you requested the following official information:

1. *All communications during the period 1 December 2022 and 13 March 2023 between residents and Hutt City Council (HCC) concerning the water leak at 78 Howard Road, Pt Howard.*
2. *All communications during the period 1 December 2022 and 13 March 2023 between HCC and Wellington Water (WWL) concerning the leak at 78 Howard Road, Pt Howard.*
3. *All communications during the period 1 December 2022 and 13 March 2023 between HCC and any other party concerning the leak at 78 Howard Road, Pt Howard.*
4. *Details of what part the Ward Councillor played in respect of the leak including any representations made to council officers or Wellington Water.*
5. *Details of weather events that the Mayor was referring to when he communicated to the media that the slip was caused by such events.*

Our records indicate that the first report of water leakage on Howard Road was received on 9 January 2023. This leak was repaired overnight on 13-14 March 2023. A smaller landslip was noted at the time of the repair, which was followed by the larger landslip at 9.30am on 14 March 2023.

WWL and Hutt City Council recently released a joint review about the larger landslip on Howard Road. This review is available on the Council's website through this [link](#). A summary of complaints received about water leakage on Howard Road, including their dates, is provided on page 8 of the review, and a comment about the weather around the time of the slip is given on page 2 of the review. Your request to be provided with the information as per points 1. and 5. above are therefore refused under section 17(d) of the LGOIMA, on the grounds that the information is already publicly available.

The information you requested in points 2. and 3. above is attached. Some information has been withheld from this material under section 7(2)(a) of the LGOIMA, to protect the privacy of individuals.

You have also asked about the involvement of the Ward Councillor, Cr Lewis, in respect of the leak. Cr Lewis advises that she has not had any emails or correspondence by way of phone calls, texts or conversations with or from residents in relation to representing views of Point Howard residents about the slip, nor has she had any communications from or with Council or WWL about this matter.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'Susan Sales', written in a cursive style.

Susan Sales
Senior Advisor, Official Information and Privacy

From: Michelle Palmer
Sent: Tuesday, 14 March 2023 6:36 am
To: Amy Dowdle
Subject: FW: [EXTERNAL] BURST WATER MAIN - 78 Howard Road, Point Howard

Morena

Just an FYI. Depending on how big this 'slip' is, we may or may not get any media on it
M

----- Original message -----

From: Customer Support Team <customer@wellingtonwater.co.nz>
Date: 14/03/23 12:01 am (GMT+12:00)
To: __Customer Contact Centre <CustomerContactCentre@huttcity.govt.nz>, Bruce Hodgins <bruce.hodgins@huttcity.govt.nz>, Jason Wildman <Jason.Wildman@huttcity.govt.nz>, Caryn Ellis <Caryn.Ellis@huttcity.govt.nz>, PNCC Afterhours <Afterhours.Afterhours@pncc.govt.nz>, Jarred Griffiths <Jarred.Griffiths@huttcity.govt.nz>, ^{s7(2)(a)} [REDACTED]@wellingtonwater.co.nz, Frances Gregory <Frances.Gregory@huttcity.govt.nz>, Diane Robinson <Diane.Robinson@huttcity.govt.nz>, Colin Lunn <Colin.Lunn@huttcity.govt.nz>, Anthony Robinson <Anthony.Robinson@huttcity.govt.nz>, Paula Majumdar <Paula.Majumdar@huttcity.govt.nz>, Kara Collins <Kara.Collins@huttcity.govt.nz>, Josef Stains <Josef.Stains@huttcity.govt.nz>, Michelle Palmer <Michelle.Palmer@huttcity.govt.nz>

^{s7(2)(a)}



Subject: [EXTERNAL] BURST WATER MAIN - 78 Howard Road, Point Howard

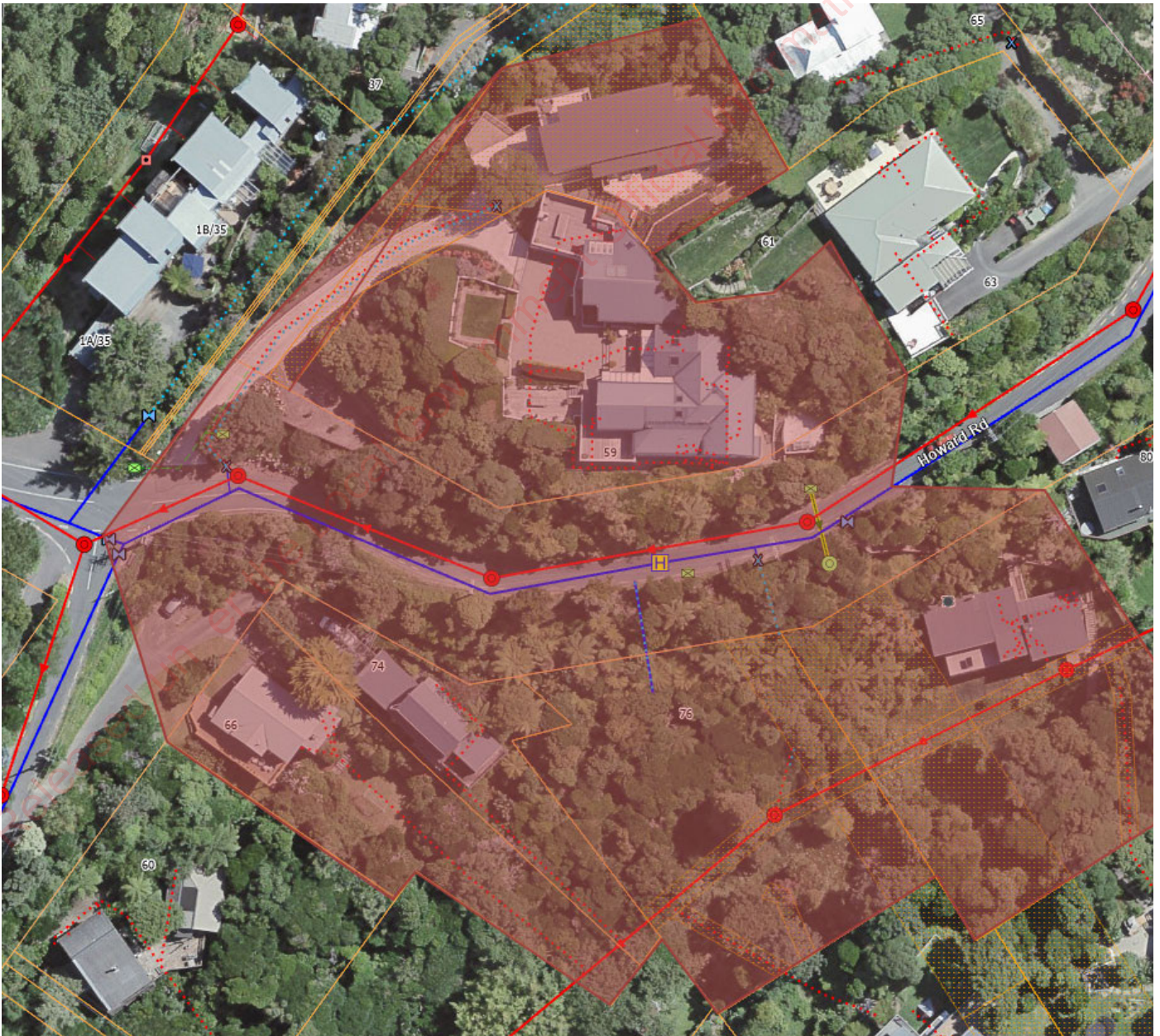
BURST 150mm WATER MAIN – 78 HOWARD ROAD, POINT HOWARD

Response: Level 2
Response Lead: s7(2)(a)
Supported by: Service Delivery Team
Initial Outage Time: 22:30

Kia Ora Koutou

Our team have responded to a burst 150mm reinforced concrete water main at 78 Howard Road, Point Howard, which has resulted in a slip in the section. Engineers will be attending the site tomorrow to assess what can be done to clean up the slip.

Area affected is 59 – 78 Howard Road (as per map below). We have turned the water off to this area.



It is anticipated that service will be interrupted for at least 4 – 6 hours. We are awaiting Urgent markouts and traffic control before the excavation process can begin.

Further updates will be provided once the crew have commenced the repair.

Nga mihi

s7(2)(a) [Redacted]

Customer Experience Team



Tel 04 912 4470

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Released under the Local Government Official Information and Meetings Act

From: [REDACTED]@wellingtonwater.co.nz>

Sent:

To: [REDACTED]

Cc:

Subject: [EXTERNAL] SERVICE RESTORED 04:30 BURST WATER MAIN 78 Howard Road, Point Howard

SERVICE RESTORED 04:30 14/03/2023

Kia Ora Koutou

The team have completed the repair and service was restored at 04:30.



Please note due to the slip road access will be for residents only. Our engineers will inspect the slip site further in daylight.

Customers should be advised to run a cold tap for a few minutes to clear any air pockets or cloudy water from their pipes before using hot taps, dishwashers and washing machines.

The team will be in the area for a while yet backfilling the excavation and cleaning up the site but there will be no further updates.

Nga mihi

s7(2)(a)

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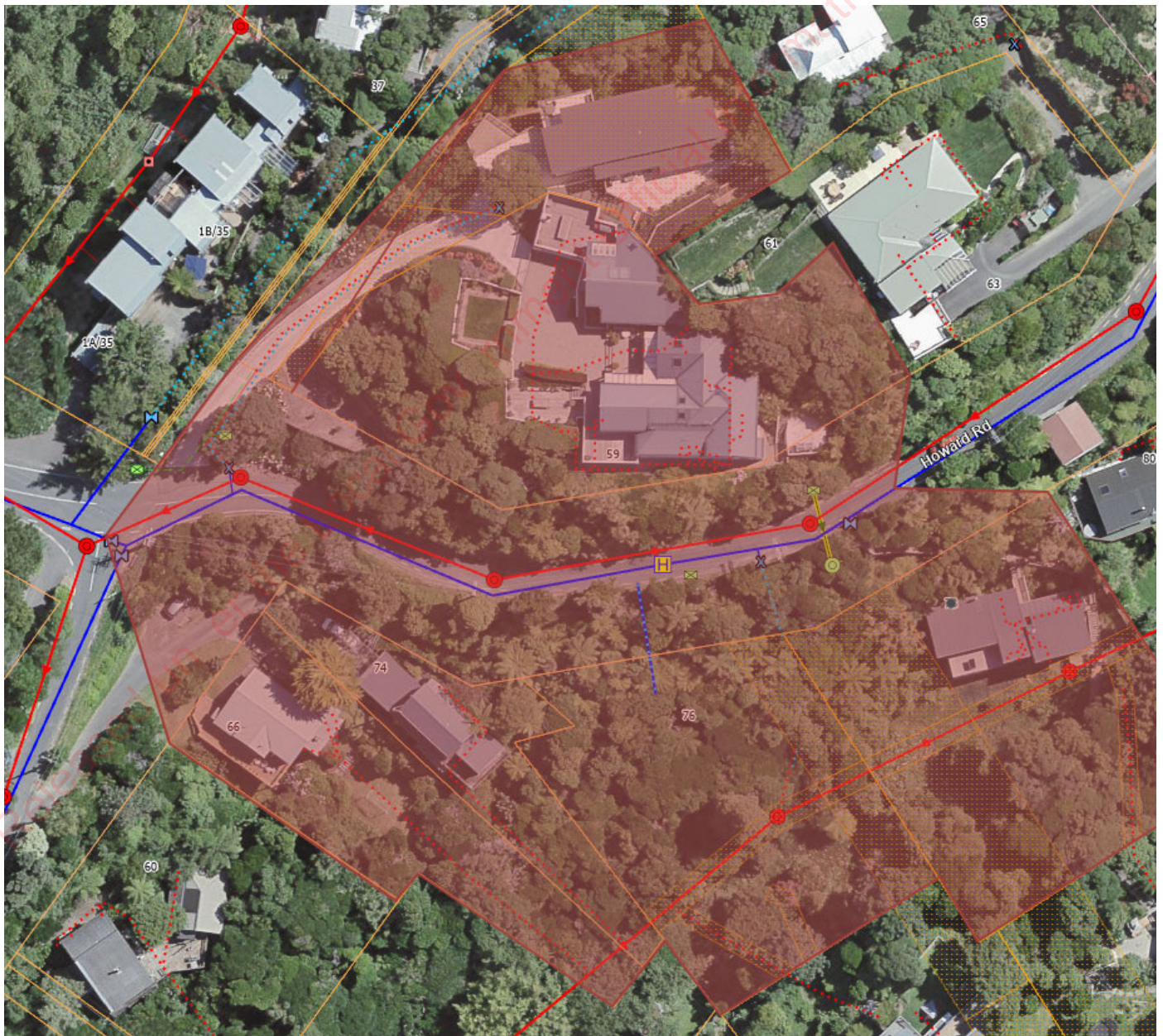
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From: confirmnotify <confirmnotifyhcc@huttcity.govt.nz>
Sent: Thursday, 26 January 2023 11:19 am
To: AppsSupport
Subject: RAP - For HCCAPPSUPPORT - Enquiry 597456

Enquiry Number: 597456
Status: Call Logged
Follow Up Date: 27/01/2023 11:14:08
Action Officer: Online RFS
Logged By: Report A Problem

Subject: Water - Major Leaks

Description: Fast running, clear water stream coming from land at 78 Howard Road down on to land at 76 Howard Road and forming a pond which drains on to adjoining lower level land. Unable to locate the leak source but seems to come from high level close to a new road widening / ground works at 78 Howard Road. This leak was reported many weeks ago by telephone without any action being reported. The volume of water is extensive = to 50mm diameter hose pipe on full flow x two.

Site: Ngaumatau Road
Location: 76 Howard Road, POINT HOWARD

Contact: s7(2)(a)
Telephone: s7(2)(a)
E-Mail: s7(2)(a)