

11 April 2023

Georgina Campbell
NZ Herald

s 7(2)(a)

Tēnā koe Georgina

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

Thank you for your correspondence of 25 March 2023 in which you requested the following official information:

- 1. A copy of all complaints, including the date each complaint was made, about a leak in the vicinity of Point Howard before the recent landslide caused the evacuation of homes there.*
- 2. All internal and external correspondence at Wellington Water relating to the leak before the landslide happened.*
- 3. All internal and external correspondence at Hutt City Council relating to the leak before the landslide happened.*

We advise that this letter of response only addresses points 1 and 3 above, as only these points are relevant to Hutt City Council. Wellington Water Limited (WWL) will be responding directly to you in relation to point 2 above.

Hutt City Council has interpreted your information request as applying to complaints and correspondence received or sent from 9 January 2023, which is when the first report of the water leakage on Howard Road was received. The water leak was repaired in very early morning of 14 March 2023. A small landslide was noted at the time of the repair, however the larger, damaging landslip on Howard Road didn't occur until about 9.30am on 14 March 2023. We have not included any correspondence that followed this larger landslide.

Point 1 – Complaints about the water leak on Howard Road

WWL and Hutt City Council recently released a joint review about the slip 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.

Your request to be provided with this information is refused under section 17(d) of the LGOIMA, on the grounds that the information is already publicly available.

Point 3 – Correspondence held by Hutt City Council relating to the water leak

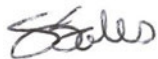
The information you requested is attached. A small landslide was noted at the time of the leak repair, in the very early morning of 14 March 2023. This small landslide is referenced in some of the documents supplied to you in response to Point 3. We have not supplied any information that relates to the larger landslide that occurred around 9.30am, as this is outside the scope of your request.

Some information has been withheld from this material under section 7(2)(a) of the LGOIMA, to protect the privacy of individuals.

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



Susan Sales
Senior Advisor, Official Information and Privacy

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)

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

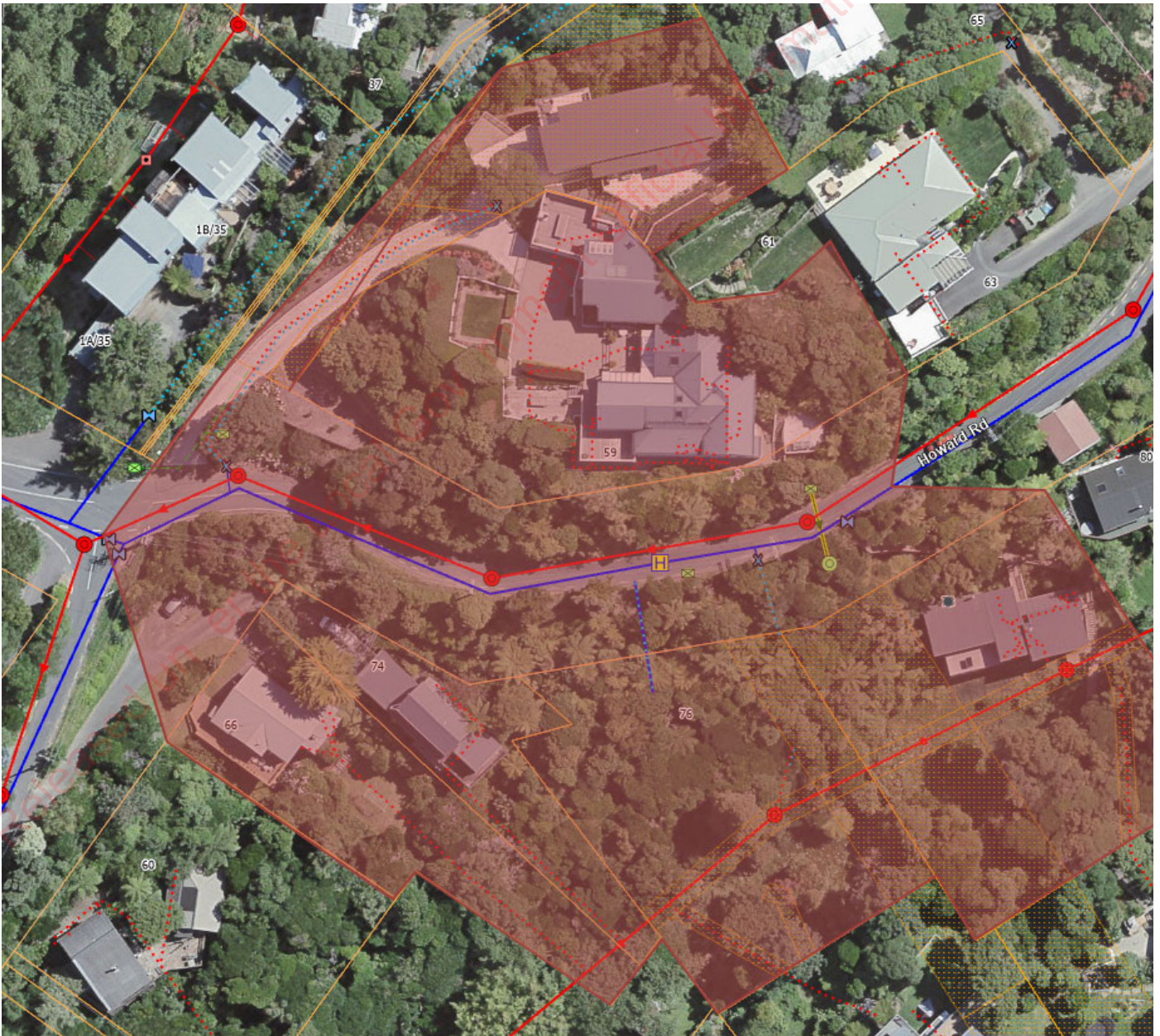
BURST 150mm WATER MAIN – 78 HOWARD ROAD, POINT HOWARD

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)

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: [s7(2)(a)]@wellingtonwater.co.nz>

Sent:

To: [s7(2)(a)]

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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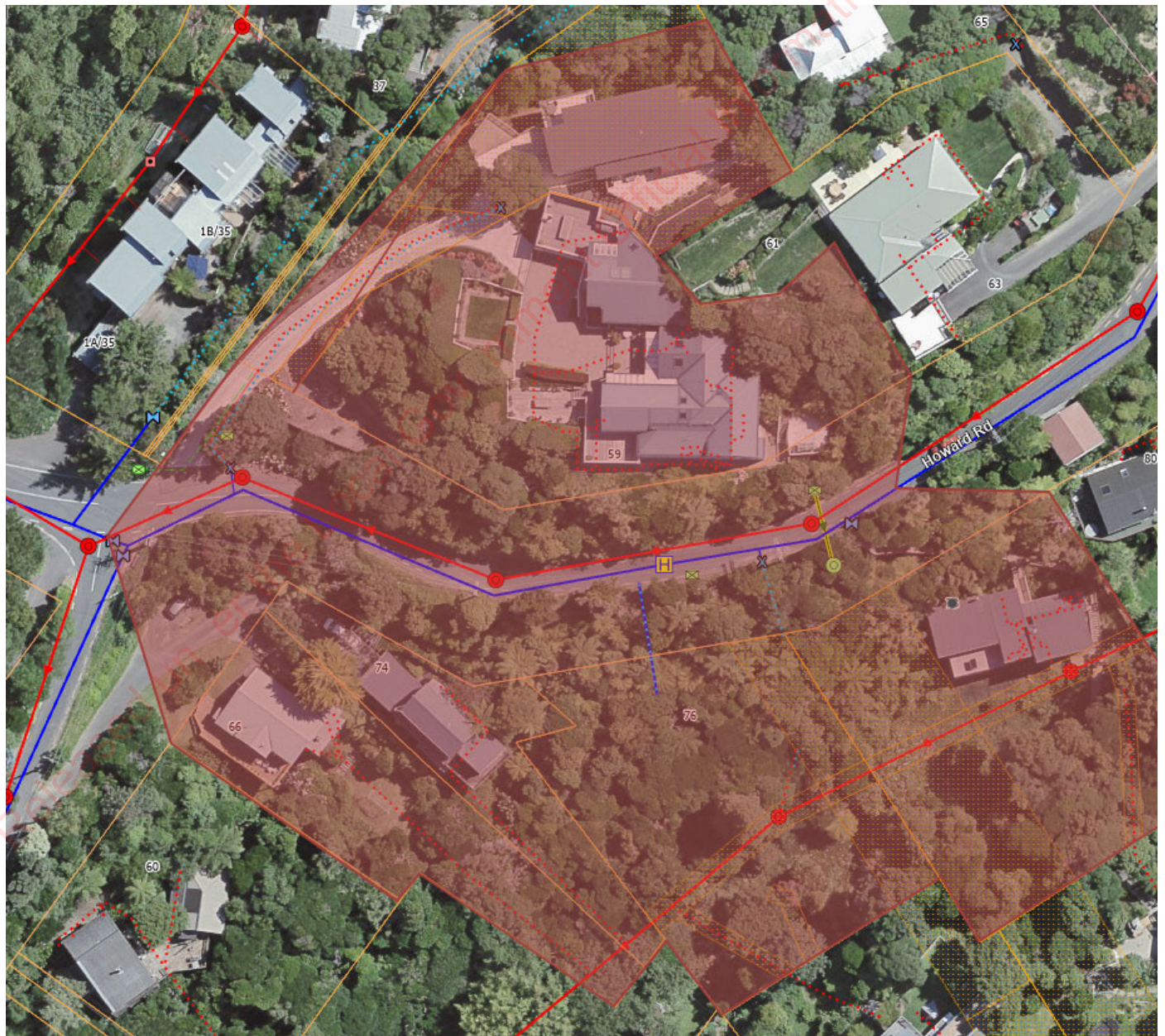
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