

7 May 2026

LGOIMA 26-049

Alex B

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Tēnā koe Alex

Request for information

Apologies for the delay with responding to your request and thank you for your patience.

On 11 March 2026, you made a request under the Local Government Official Information and Meetings Act 1987 (LGOIMA – the Act) for the following:

I am requesting copies of business records and correspondence regarding the burst pipe event on Thompson St, Mount Cook on Friday 13 June 2025, and the subsequent effects on properties further down the hill in the Victoria St / Cuba St / Karo Drive vicinity in particular:

- 1. Any reports on the incident including downstream effects in the area noted above*
- 2. Internal communications between WW personnel pertaining to the incident*
- 3. Communications between WW and Wellington City Council pertaining to the incident*
- 4. The time when the burst main was first reported*
- 5. The time when the burst main was understood to be leaking into the sewer system*
- 6. The time when any sewage overflow events were observed in the Victoria St / Cuba St / Karo Drive vicinity*
- 7. The time when the decision was made to isolate the burst water main*

For reference, this was the initial media release pertaining to the incident in question:

<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wellingtonwater.co.nz%2Fabout-us%2Fnews-and-media%2Fnews-and-media-2%2Fboil-water-notice-issued-for-thompson-street-mount-cook-wellington-city&data=05%7C02%7Cofficial.information%40wellingtonwater.co.nz%7C9a620159ff53410f895508de7f48b7c8%7C7ada94a2255d414ea98ba7ef6453451a%7C0%7C0%7C639088147632592362%7CUnknown%7CTWFpGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOilwLjAuMDAwMCIlIAiOiJXaW4zMilSkFOIjoiTWpbcisldUIjoyfQ%3D%3D%7C80000%7C%7C&sdata=fD0DBQOKoyFOfrnoBqmnr05BKwEBZtZ0W82GS86aSZU%3D&reserved=0>

Your request is responded to in accordance with the Act. Please refer to the appendix on the following page that responds to your individual questions.

Please note that it is our policy to publicly release our responses to official information requests where possible. Our response to your request may be published at <https://www.wellingtonwater.co.nz/about-us/official-requests/official-information-act-responses/> with any personal information removed.

If you wish to discuss this decision or request with us, please feel free to email us at official.information@wellingtonwater.co.nz

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 or freephone 0800 802 602.

Nāku noa, nā



Chris Fleck
Group Manager
Network Operations

APPENDIX

1. Any reports on the incident including downstream effects in the area noted above

The information requested is withheld under section [7\(2\)\(g\)](#) of the Local Government Official Information and Meetings Act 1987, as it is subject to legal professional privilege.

We have considered whether, in the circumstances, the public interest in releasing this information outweighs the need to withhold it. We do not believe that is the case.

2. Internal communications between WW personnel pertaining to the incident

Following a search of the relevant data, we identified approximately 18,000 records. To meet your request, we would need to:

- Review and redact any sensitive information
- Remove any duplication
- Validate that the released information is accurate, consistent, and within the scope of your request.

Given the results from the IT search, on 24 March 2026 we emailed you advising of the following:

With respect to points 2 and 3 below, an IT search generated close to 18,000 results. Each result may contain multiple pages. Due to the extensive and complex nature of reviewing this volume of material, we would need to refuse your request under section 17(f) of the Local Government Official Information and Meetings Act 1987, as the information cannot be made available without substantial collation or research.

- 2. Internal communications between WW personnel pertaining to the incident*
- 3. Communications between WW and Wellington City Council pertaining to the incident*

Therefore, to enable us to process your request and provide a meaningful response, we will need you to refine or clarify the scope of these parts of your request.

As we did not receive a response from you for some time, and given the extensive and complex nature of the task, we have refused your request under section [17\(f\)](#) of the Act. The information requested cannot be made available without substantial collation or research.

On 22 April 2026, you refined your request and advised “*With respect to items 2 and 3 of my initial request, please ignore those two items and proceed with the remainder of the items in the request.*”

3. Communications between WW and Wellington City Council pertaining to the incident

Please see the above response to 2.

4. The time when the burst main was first reported

Our system shows the first signs of an issue came in from Wellington City Council afterhours call centre 23:51 on 11 June 2025. The calls reported loss of service and low water pressure.

5. The time when the burst main was understood to be leaking into the sewer system

Discovery of the Thompson Street leak entering a wastewater manhole was identified on 13 June 2025 at a manhole located outside on Thompson Street.

6. The time when any sewage overflow events were observed in the Victoria St / Cuba St / Karo Drive vicinity

- A toilet overflowed at a property in Victoria Street at 20:13 on 12 June 2025, and at 10:56 on 13 June 2025
- There was a wastewater overflow on the footpath at a property on Victoria Street on 13 June 2025

There were no calls received for wastewater overflows on Karo Drive or Cuba Street during the incident, just the 3 calls for Victoria Street mentioned above.

7. The time when the decision was made to isolate the burst water main

The water was first turned off, or isolated for repair at 15:30 on 12 June 2025. Please note that the water main was off and on from the upstream valve throughout the day as we worked to locate the burst and then undertake the repair. There is a bottom valve, which is a shut valve, so this was always shut.