

15 July 2025

File Ref: OIAPR-1274023063-39902

By email: [REDACTED]

Tēnā koe [REDACTED]

### Request for information 2025-196

I refer to your request for information dated 25 June 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 25 June 2025. You have requested the following:

*“Just checking in again please about the disconnected display at Duppa Street (7126).*

*Since it’s been well over six months since it’s been offline, I’m making a formal request under the Local Government Official Information and Meetings Act 1987 (LGOIMA). I’d like to request:*

- 1. The dates and times of any meetings Metlink has had with contractors about reconnecting the display.*
- 2. Any records, notes (draft or formal), or other documentation from those meetings or related discussions.*
- 3. The reason this issue has remained unresolved for so long.*
- 4. A clear date for when the display is expected to be reconnected.”*

### Greater Wellington’s response follows:

- 1. The dates and times of any meetings Metlink has had with contractors about reconnecting the display**

Please see a timeline of Greater Wellington’s communications regarding this display.

17 July 2024	Original request for Duppa Street reconnection carried out
21 October 2024	Original electrical certification supplied
16 May 2025	Email communication sent to Meridian and Wellington Electricity

10 June 2025	As-Built drawing requested from JFC
11 June 2025	Electrical certificates resent
19 June 2025	Email communication with Wellington Electricity
19 June 2025	Email communication around the As-Built drawings
19 June 2025	As-Built drawings rejected by Wellington Electricity
23 June 2025	Layout drawings supplied to Wellington Electricity
23 June 2025	Wellington Electricity advised that they are still waiting on the Electrical Certification from HTS
1 July 2025	HTS advised they are working on the electrical certification

## **2. Any records, notes (draft or formal), or other documentation from those meetings or related discussions**

Please see **Attachment 1** for a copy of the emails which were exchanged on this issue and the original request for connection form. Personal details have been redacted from this document under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) on the grounds that the withholding of this information is necessary to protect the privacy of natural persons, including that of deceased natural persons.

When withholding this information, we are required to consider the public interest in the release of the information. We have considered this and do not believe the public interest outweighs our decision to withhold this information.

## **3. The reason this issue has remained unresolved for so long**

The following lists several reasons for the delay in connecting the Real Time Information (RTI) display board:

- There were several RTI displays being relocated or removed at the same time in different areas of the city (Thorndon, Newtown and Island Bay) due to Wellington City Council (WCC) cycleway projects. At the time there was confusion within the process on what was required to have a reconnection once a temporary disconnection was arranged. Originally Greater Wellington understood the request would be just a reconnection.

However, after several inspections, we were made aware that moving a display constituted a new power connection request, rather than a reconnection.

- Greater Wellington makes all connection or disconnection requests via our electrical retailer Meridian Energy. Parties involved include Greater Wellington, WCC, Meridian, Wellington Electricity, Northpower, Downer or JFC (civil works contractors), and the Greater Wellington RTI installer HTS Group. Originally, Greater Wellington had no direct contact with Wellington Electricity (WE) or Inspectors from Northpower so communication between all the parties has led to delays.
- When displays were temporarily disconnected and then relocated, a reconnection request was sent to Meridian. During site visits by Northpower, their inspectors advised that the connection was a new connection request, even though the connection location to the main power source was not changed. That caused 3-4 months of delay with several site visits being arranged between WE and Northpower.
- Due to construction timelines, and time constraints on the cycleway projects, some RTI displays were disconnected by the civils contractor to avoid construction delays. It was not understood that this would cause potential delays to have the display reconnected without the correct paperwork being sent to the Greater Wellington retailer (Meridian). As identified, there was confusion with the process around the connection or reconnection requirements.
- Due to time limitations on electrical certification paperwork (6 months from installation and inspection), re-certification of paperwork was required, which also takes time to arrange between the electrical certifiers, Meridian, WE and then the final inspection by Northpower.

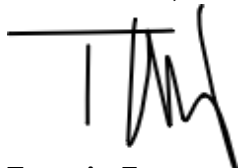
#### **4. A clear date on when the display is expected to be reconnected**

Please refer to the timeline above. Greater Wellington is currently waiting for the electrical certification and we are unable to provide you with a date we expect to receive that. We acknowledge the community's frustration with the delays. We are working towards reconnecting the display as soon as possible.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to be 'Tamsin Evans', written over a horizontal line.

**Tamsin Evans**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink (Acting)