


26 November 2024

OIA IRO-780



Tēnā koe 

Request for information about drinking water and wastewater leaks

Thank you for your request of 5 November 2024, made under the Local Government Official Information and Meetings Act 1987 (LGOIMA – the Act) for the following:

Have been informed that Wellington Water has figures from 2014 for drinking water and sewage leaks by months.

On 14 November 2024, you agreed to refine your request. This response will now show the requested information post June 2020 in accordance with the Act. Please refer to the documents in the appendix titled:

- Water leaks fixed per month from June 2020
- Wastewater leaks fixed per month from June 2020

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

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.

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

Nāku noa, nā



Acting Group Manager
Customer Operations Group

APPENDICES

Disclaimer/: the information in appendix 1 and appendix 2 are based on the best information available at the time of the assessment. As more information is collected through the close out process for each job it may change the numbers presented slightly as greater confidence is achieved.

This information encompasses both private and public leaks, with each category separately identified. It includes data for all councils (Wellington City Council, Hutt City Council, Upper Hutt City Council, Porirua City Council, and South Wairarapa District Council) covering the period from June 2020 to October 2024.

Wellington Water contributes significantly to the private leak repair process, helping to reduce water loss across the region. Wellington Water's involvement includes but is not limited to: proactively surveying the network for leaks (both network and private), contacting customers (follow up letters and phone calls) to ensure leaks are fixed, and having a Technical Advisor inspect the site once the customer reports the job as complete before closing the job. However, the actual physical repair of the private leak is carried out by a plumber or another service provider.

Appendix 1: Water leaks fixed per month from June 2020

Month Year	Public Leaks Fixed	Private Leaks Fixed
June 2020	12	
July 2020	429	25
August 2020	594	50
September 2020	689	58
October 2020	738	58
November 2020	768	74
December 2020	761	42
January 2021	659	60
February 2021	740	77
March 2021	916	154
April 2021	716	124
May 2021	691	110
June 2021	653	88
July 2021	683	89
August 2021	747	80
September 2021	660	73
October 2021	513	87
November 2021	671	91
December 2021	559	68
January 2022	590	75
February 2022	580	40
March 2022	805	71

April 2022	597	63
May 2022	810	191
June 2022	555	66
July 2022	624	69
August 2022	612	67
September 2022	623	76
October 2022	632	67
November 2022	686	114
December 2022	529	58
January 2023	578	117
February 2023	750	151
March 2023	790	112
April 2023	580	90
May 2023	857	106
June 2023	761	150
July 2023	697	121
August 2023	745	142
September 2023	652	99
October 2023	561	107
November 2023	707	157
December 2023	550	70
January 2024	648	87
February 2024	751	60
March 2024	809	106
April 2024	864	169
May 2024	1013	88
June 2024	715	67
July 2024	911	63
August 2024	782	103
September 2024	675	204
October 2024	744	199

Appendix 2: Wastewater leaks fixed per month from June 2020

Month Year	Leaks Fixed
June 2020	20
July 2020	307
August 2020	283
September 2020	342
October 2020	303
November 2020	307
December 2020	321
January 2021	284
February 2021	261
March 2021	395
April 2021	347
May 2021	416
June 2021	383
July 2021	575
August 2021	470
September 2021	424
October 2021	326
November 2021	354
December 2021	341
January 2022	263
February 2022	440
March 2022	267
April 2022	239
May 2022	317
June 2022	338
July 2022	306
August 2022	341
September 2022	301
October 2022	259
November 2022	316
December 2022	267
January 2023	231
February 2023	254
March 2023	316
April 2023	243
May 2023	283
June 2023	271
July 2023	292

August 2023	308
September 2023	287
October 2023	283
November 2023	255
December 2023	234
January 2024	209
February 2024	231
March 2024	280
April 2024	313
May 2024	324
June 2024	229
July 2024	319
August 2024	290
September 2024	178
October 2024	134
November 2024	89