

Monday 22 April 2024

OIA IRO-610

Tēnā koe

Official information request regarding leak data for Lower Hutt (our ref: OIA IRO-610).

Thank you for your official information request dated 21 February 2024 requesting the following information under the Local Government Official Information and Meetings Act 1987 (the Act).

- *A recent post by Hutt city council states "The amazing crew at Wellington Water have fixed 1,761 leaks in Lower Hutt since 1 July 2023 - with 350 of them since 1 January 2024! 🚰"*
- *Of those 350, how many have had a previous repair in the 6 months prior?*
- *Of those 350 How many had been repaired more than once?*

We have considered your request in accordance with the Act and decided to grant your request in part.

We don't hold the specific data you have requested on previous repairs. Therefore, in accordance with [Section 17\(e\)](#) of the Act, we decline this part of your request because the information does not exist.

We can provide you with a basic revisit rate per year from Hutt City Council leaks instead. Please see this data in the below table.

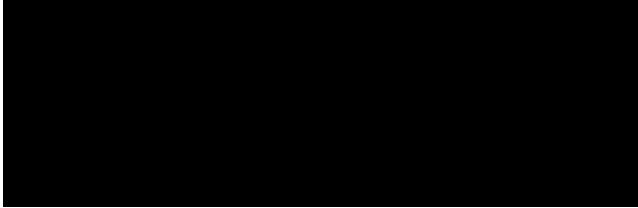
Hutt City Council	
Number of Leaks visited in the past 12 months, ending March 2024	2779
Addresses Visited	2512
Number of Address Revisits	254
Percentage of Addresses that are Revisited*	9%

**A leak reported in the same vicinity of an address that has had a previous leak repaired is normally due to a break on a different section of the same asset. This is not a reflection on the quality of work, but rather an indication of an aging network. Full renewal of the asset will be recommended after multiple reactive maintenance repairs have been required to the same asset.*

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,



Group Manager
Customer Operations Group

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Our water, our future.

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.