

Monday 7 August 2023

**OIA IRO-445**

Name: [REDACTED]

Email: [REDACTED]@actrix.co.nz

Kia ora [REDACTED]

**Official information request regarding water leaks in Lower Hutt.**

Thank you for your official information request dated Friday 23 June 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to provide part of the information you have requested.

Our responses to your questions are in the Appendix of this letter.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Acting Group Manager, Customer Operations Group**

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[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

## Appendix

For the 2022/23 Financial Year, 60% of the repairs were for valves - Toby's - and hydrants, 39% were pipe bursts, and 1% were marked as 'other'.

2022/23 FY Monthly Breakdown			
Month and Year	Valves - Hydrants - Toby	Pipes	Others
July 2022	56%	42%	2%
August 2022	68%	31%	1%
September 2022	62%	37%	1%
October 2022	72%	27%	0%
November 2022	66%	33%	1%
December 2022	52%	48%	
January 2023	48%	52%	
February 2023	55%	45%	
March 2023	50%	50%	
April 2023	46%	52%	2%
May 2023	62%	37%	1%
June 2023	70%	30%	1%

Our rate of Re-visit to issues regarding leaks is 8%. This percentage represents the number of instances where we have returned to the same address multiple times, but it does not necessarily indicate that the visits were for the same issue.

**Question 2: Are the people repairing the leak qualified plumbers?**

*Answer...*

No

**Question 3: Why are there so many leaking Toby's – poor quality taps or too high-water pressure?**

*Answer...*

This part of your request is being declined in accordance with [Section 17\(e\)](#) of the Act.

**Question 4: What should be water pressure be going into households?**

*Answer...*

This part of your request is being declined in accordance with [Section 17\(e\)](#) of the Act.