

Wednesday 19 July 2023

OIA IRO-441

Name: [REDACTED]

Email: [REDACTED]@nzme.co.nz

Kia ora [REDACTED]

Official information request regarding leaks repair backlog.

Thank you for your official information request dated Tuesday 20 June 2023. You requested information on the current backlog, average repair time and priority criteria.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision to Friday 28 July 2023.

Further consultation is required with key officers to gather information on total leaks so that the average time can be compared against those, therefore we are extending your request in accordance with [Section 14\(1\)\(b\)](#) of the Act.

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.

Ngā mihi,

[REDACTED]

[REDACTED]

Governance Coordinator

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www.wellingtonwater.co.nz

Our water, our future.

Friday 21 July 2023

OIA IRO-441

Name: [REDACTED]

Email: [REDACTED]@nzme.co.nz

Kia ora [REDACTED]

Official information request regarding leaks repair backlog.

Thank you for your official information request dated Tuesday 20 June 2023. You requested information on the current backlog, average repair time and priority criteria.

On Friday 23 June 2023 we provided you with a link to information on our current backlog and priority criteria online. You can revisit that information, which is updated regularly, [here](#).

In addition, we have considered the remaining request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we can provide that information in full.

The information you have requested is 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 or freephone 0800 802 602.

Ngā mihi,

[REDACTED]
Acting Group Manager, Customer Operations Group

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Appendix

			(Median Time to repair leaks per Priority - in hours)			
Financial Year	Reported Leaks	Repaired Leaks	P1 Immediate/Critical	P2 Medium/Essential	P3 Standard/Required	P4 Low/Non-Essential
2020/21	9,877	9,082	26	93	380	623
2021/22	8,101	8,131	21	100	621	1,056
2022/23	10,246	8,168	13	126	922	1,652
FY 2020/21 to FY 2022/23 Average Response time			21	101	592	1,034