

Wednesday 26 July 2023

OIA IRO-448

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding water leaks in the Wellington Region.

Thank you for your official information request dated Friday 30 June 2023. You requested the following information:

- What was the total number of known water leaks in the Wellington region covering the years 2018 - to current date?
- What percentage of all known water leaks in the Wellington region occurred on the **public piping network** covering the years 2018 - to current date?
- What percentage of all known water leaks in the Wellington region occurred on **residential properties** covering the years 2018 - to current date?

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we are able to grant your request in part.

The report is enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information has been withheld as it is personal about private individuals.

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

For the latest news and updates, follow us on our social channels:

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

Appendix

Question 1: What was the total number of known water leaks in the Wellington region covering the years 2018 - to current date?

Answer...

28, 852 reported leaks.

Question 2: What percentage of all known water leaks in the Wellington region occurred on the public piping network covering the years 2018 - to current date?

Answer...

93.87% on public piping network (non-private leaks).

Question 3: What percentage of all known water leaks in the Wellington region occurred on residential properties covering the years 2018 - to current date?

Answer...

6.13% on residential properties (private leaks).

-Disclaimer-

Data prior to the 2020/21 Financial Year (FY) is considered with low confidence.

There are two reasons for this:

- 1) In 2018, there was a transition of service suppliers within our Customer Operations Group as we moved from an existing 10-year contract to a new Integrated Alliance. During this process, the transfer of data from the previous supplier to Wellington Water databases was not always complete, or in a format that could be easily integrated or accessed.
- 2) At the start of the new Alliance, a new front-end Asset Management and Maintenance system was planned for introduction. However, it took longer than expected, pushing the proposed start date from the 1st of July 2019 to the 1st of July 2020. As an interim measure, a system was implemented on short notice with the understanding that it would be temporary. Although it helped us at the time, it had limitations as it was not a fully-fledged asset collection and maintenance integrated system.

Note that the new system became fully functional from the 1st of July 2020 and from the 2020/21 FY we can report with a high level of certainty.

From: [Official Information](#)
To: [\[REDACTED\]@gmail.com](#)
Cc: [Official Information](#)
Subject: Response to OIA IRO-448
Date: Wednesday, 26 July 2023 4:16:57 pm
Attachments: [OIA IRO-448 Official information request regarding water leaks in the Wellington Region](#), [\[REDACTED\] letter.pdf](#), [image001.png](#), [image002.png](#)

Kia ora [REDACTED]

Please note that the private leak figures are those that are reported. Beyond what is reported to us, we are unable, in the absence of universal water meters, to be confident that the figure represents the actual percentage of private leaks.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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.

From: Official Information
Sent: Wednesday, July 26, 2023 3:02 PM
To: [\[REDACTED\]@gmail.com](#)
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: Response to OIA IRO-448

Kia ora [REDACTED]

Official information request regarding water leaks in the Wellington Region
Please see attached our response to your request.

Ngā mihi nui,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Friday, June 30, 2023 3:57 PM
To: [\[REDACTED\]@gmail.com](#)
Cc: Customer Support Team <customer@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>
Subject: Acknowledgement of Receipt - OIA IRO-448

Thanks [REDACTED]

Kia ora [REDACTED]

Official information request regarding water leaks in the Wellington Region

Thank you for your official information request dated Friday 30 June 2023. You requested the following information:

1. What was the total number of known water leaks in the Wellington region covering the years 2018 - to current date?
2. What percentage of all known water leaks in the Wellington region occurred on the **public piping network** covering the years 2018 - to current date?
3. What percentage of all known water leaks in the Wellington region occurred on **residential properties** covering the years 2018 - to current date?

We will endeavour to respond to your request as soon as possible and in any event no later than Monday 31 July 2023, being 20 working days after your request was received by Wellington Water. If we are unable to respond to your request by the set date, we will notify you of an extension of that timeframe.

The response date shown takes into account:

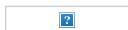
1. Matariki (14 July 2023)

If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so these can be taken into account.

Ngā mihi,

[REDACTED]

[REDACTED] (he/him)
Governance Coordinator - Business Services



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Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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From: Customer Support Team <customer@wellingtonwater.co.nz>
Sent: Friday, June 30, 2023 9:34 AM
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: Official Information Request

Hi [REDACTED]

Please see below email for you.

Thanks,

She/Her Customer Support Team



PH 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From [Redacted] <[\[Redacted\]@gmail.com](mailto:[Redacted]@gmail.com)>
Sent: Friday, 30 June 2023 9:31 am
To: Info Mailbox <info@wellingtonwater.co.nz>
Subject: Official Information Request

Caution: This is an external email. Please take care when clicking links or opening attachments.

Hello,

Pursuant to Section 10 of the Local Government Official Information & Meetings Act 1987, I request the following information please:

4. What was the total number of known water leaks in the Wellington region covering the years 2018 - to current date?
5. What percentage of all known water leaks in the Wellington region occurred on the **public piping network** covering the years 2018 - to current date?
6. What percentage of all known water leaks in the Wellington region occurred on **residential properties** covering the years 2018 - to current date?

I would appreciate my request being fulfilled via email please [Redacted] <[\[Redacted\]@gmail.com](mailto:[Redacted]@gmail.com)>.

Many thanks

[Redacted]