Metropolitan Region Water Loss and Demand Overview

This document provides a high-level summary of the Wellington Metropolitan Region's estimated annual water loss and total demand (water lost through leaks and customer use). It also includes information on the key factors that have impacted water loss and demand, and what we can expect moving forward.

How do we measure water loss and demand?

To measure **water loss** from the Wellington, Lower Hutt, Porirua and Upper Hutt networks, we use the Minimum Night Flow methodology that aligns with the Water NZ Water Loss Guidelines for areas with low water meters.

We also track average daily **water demand** (use and water loss) on a weekly basis, to gain an overall picture of water demand per capita and how it compares to previous years. Demand is measured by meters which show the total volume of water supplied by water treatment plants.

Unfortunately, we cannot accurately track current, or 'live' water loss or water use without universal metering.

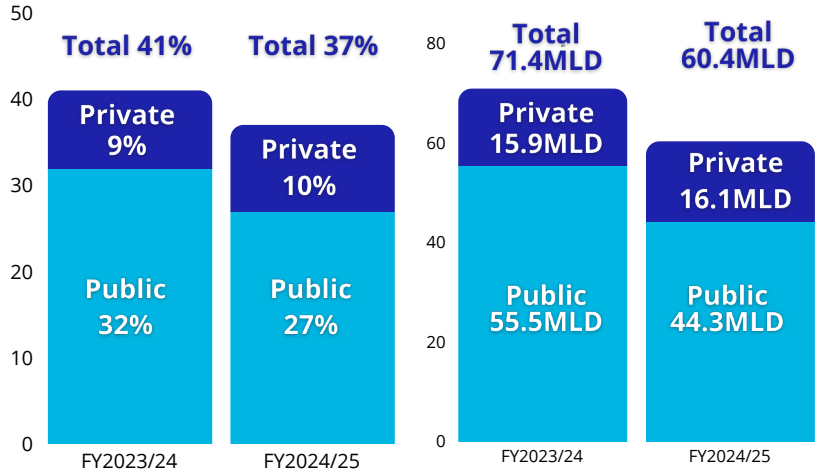
These two measures work together to help Wellington Water and our council owners better understand:

- past financial years' water use and loss
- identify any high-level trends
- gauge if councils' investment and Wellington Water's efforts are having the desired impact, and
- guide future investment decisions.

Metropolitan public and private water loss figures

The estimated annual average water loss on the Metropolitan **public** network for FY24/25 is **27%***, down **5%** from FY23/24 (32%).

In real terms, this equals a saving of about **11.2million litres per day**.



A significant reduction in **water demand** has been achieved this financial year (1 July 2024 - 30 June 2025) thanks primarily to increased council investment into finding and fixing leaks in the public network.

Further **demand reduction** has been achieved through property owners fixing leaks on the private network and improved water efficiency efforts of both commercial and residential users. While this is good news, investment in drinking water pipe renewals remains below what is required to address ongoing deterioration of the water supply network, requiring increasingly unsustainable levels of investment in the future to keep water loss under control.

The **methodology** used is the same as the previous year so we have confidence that there has been a genuine reduction in water loss, although there remains significant uncertainty with the true extent of water loss due to the lack of universal metering.

As these water loss figures are a retrospective average of the entire past financial year (1 July 2024 to 30 June 2025) this a **good initial indicator** of the impact that council's increased investment into finding and fixing leaks has had. To continue to reduce water loss in 25/26, ongoing investment is required.

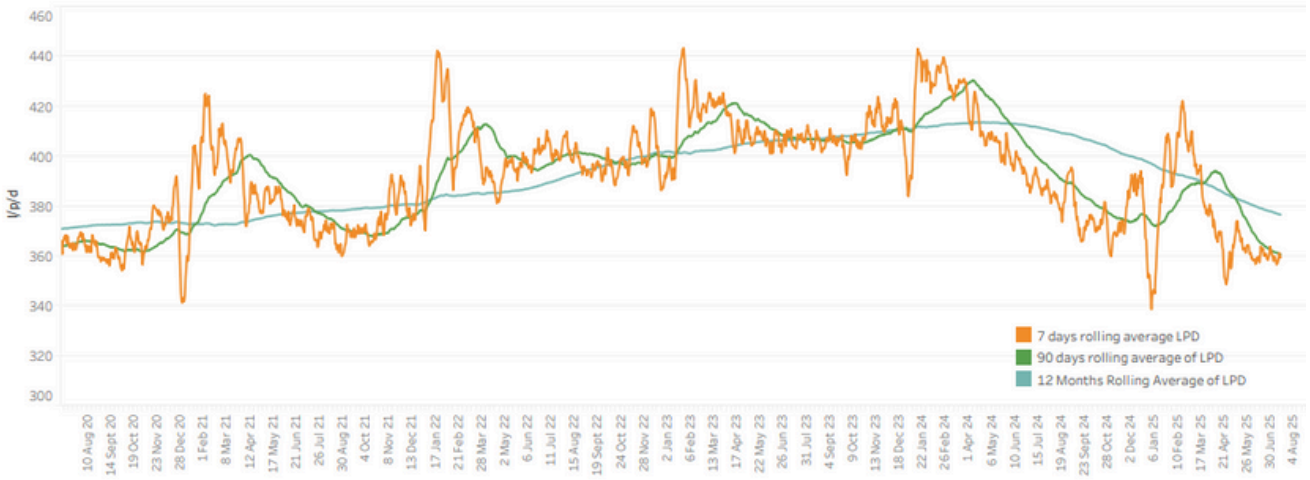
**95% confidence intervals of between 14% and 41%.*

Metropolitan Region Water Loss and Demand Overview

The Rolling Average

Since July 2024, the twelve month rolling water demand (water use and water loss) average has shown an encouraging drop, and is continuing to decline.

Council's increased investment and Wellington Water's strong focus on reducing water loss and managing the summer risk has contributed to these results, as well as the effort from residents and businesses to manage and reduce water use through the peak summer period.



Water loss on the public network

Council	FY23/24	FY24/25*	Reduction	CI 95%*
WCC	28%	23%	5%	9% & 37%
UHCC	41%	39%	3%	27% & 51%
HCC	35%	30%	5%	17% & 42%
PCC	30%	27%	3%	14% & 39%
Metro average	32%	27%	5%	14% & 41%

**FY24/25 95% confidence intervals between*

Council	FY2023/24	FY2024/25	Reduction
WCC	24.8MLD	18.7MLD	6.1MLD
UHCC	8.3.MLD	7.7MLD	0.6MLD
HCC	16.6MLD	12.9MLD	3.7MLD
PCC	5.9MLD	5.0MLD	0.9MLD
Metro Region	**55.5MLD**	**44.3MLD**	**11.2MLD**

Moving forward

- While these results show the impact of increased investment into leak repairs, it's important that we also increase investment long-term in replacement of pipes and renewal of the network to prevent water loss and reduce the risk for years to come. Additionally, we need to keep in mind our longer-term resilience as a region.
- Continuing to fix leaks and increasing the number of pipes we renew are core actions as part of Wellington Water's longer-term strategy to ensure a continued reliable and sustainable source of drinking water for our region.
- Our strategy focuses on three strategic outcomes: keep water in the pipes, reduce water use, and add water supply. All of which need to be progressed simultaneously. To do this, our shareholding councils have responded by including work to implement water meters in their Long-Term Plans, investing in increasing treatment capacity of the Te Mārua Water Treatment Plant, and Greater Wellington Regional Council have asked us to progress early planning work for additional off-river storage lakes to supply the Te Mārua Water Treatment Plant.

Upper Hutt City Council Water Loss Overview

This document provides a high-level summary of Upper Hutt City Council's estimated annual water loss. It also includes information on the key factors that have impacted water loss and demand, and what we can expect moving forward.

How do we measure water loss and demand?

To measure **water loss** from the Wellington, Lower Hutt, Porirua and Upper Hutt networks, we use the Minimum Night Flow methodology that aligns with the Water NZ Water Loss Guidelines for areas with low water meters.

We also track average daily **water demand** (use and water loss) on a weekly basis, to gain an overall picture of water demand per capita and how it compares to previous years. Demand is measured by meters which show the total volume of water supplied by water treatment plants.

Unfortunately, we cannot accurately track current, or 'live' water loss or water use without universal metering.

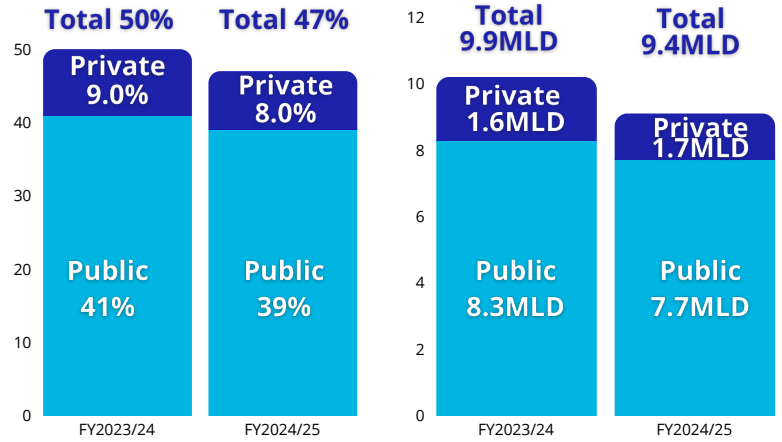
These two measures work together to help Wellington Water and our council owners better understand:

- past financial years' water use and loss
- identify any high-level trends
- gauge if councils' investment and Wellington Water's efforts are having the desired impact, and
- guide future investment decisions.

Upper Hutt public and private water loss figures

The estimated annual average water loss on the Upper Hutt **public** network for FY24/25 is **39%***, down **2%** from FY22/23 (41%).

In real terms, this equals a saving of about **600,000 litres per day**.



Moving forward

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**95% confidence intervals of between 27% and 51%.*