

26 September 2025

LGOIMA 25-175

[REDACTED]

Tēnā koe [REDACTED]

### Request for information

Thank you for your request of 1 September 2025, made under the Local Government Official Information and Meetings Act 1987 (LGOIMA – the Act) for the following:

*This request is for the area within the boundary of the Wellington City Council.*

*In each of the last four years, can you please let me know:*

- 1) How many leaks were reported?*
- 2) How many leaks were fixed?*
- 3) How many metres of pipes were replaced? (Storm, water, and sewage tallied separately if possible)*

Your request is responded to in accordance with the Act. Please refer to the appendix on the following page that responds to your individual questions.

Please note that it is our policy to publicly release our responses to official information requests where possible. Our response to your request may be published at <https://www.wellingtonwater.co.nz/about-us/official-requests/official-information-act-responses/> with any personal information removed.

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.

If you wish to discuss this decision with us, please feel free to email us at [official.information@wellingtonwater.co.nz](mailto:official.information@wellingtonwater.co.nz)

Nāku noa, nā

[REDACTED]

[REDACTED]

Group Manager  
Network Operations

## APPENDIX

### 1) *How many leaks were reported?*

Please see below the number of public leaks **reported** (customer service requests) and **fixed** (customer service requests) for each of the last four financial years, up to 31 August 2025. The figures below exclude private leaks.

Our Regional Water Loss team periodically arranges for contractors to survey all streets for leaks to support our water loss reduction activities. The figures below exclude detected leaks.

Financial Year	Leaks Reported	Leaks Fixed
FY 2022/23	3372	3119
FY 2023/24	2960	3122
FY 2024/25	2571	2926
FY 2025/26 (till 31 Aug 2025)	370	340

### 2) *How many leaks were fixed?*

See above.

### 3) *How many metres of pipes were replaced? (Storm, water, and sewage tallied separately if possible)*

Please note that prior to FY 2023/24, a formal baseline for this metric had not been established. This is because the new tool and approach for tracking pipe renewal lengths were only introduced in FY 2023/24. As a result, FY 2023/24 marks the first year in which a baseline and planned target for metres of pipe renewed were set.

For financial year 21/22, we renewed a total of 5.2km, comprising of:

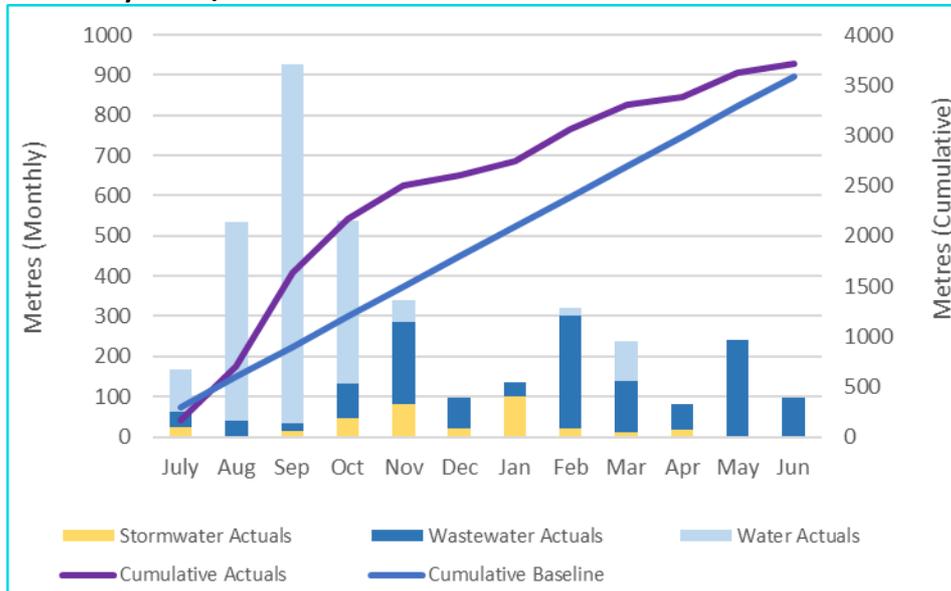
- Water – 2.9km
- Wastewater – 2.1km
- Stormwater- 0.2km

For financial year 22/23, we replaced a total of 9.4km, comprising of:

- Water – 5.6km
- Wastewater – 3.6km
- Stormwater- 0.25km

Please see below the graphs for last two financial years.

### Financial year 23/24



### Financial year 24/25

