

22 October 2025

LGOIMA 25-203

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for information

Thank you for your request of 20 October 2025, made under the Local Government Official Information and Meetings Act 1987 (LGOIMA – the Act) for the following:

On the Wellington Water Job Status map (<https://experience.arcgis.com/experience/87b887b5023e45efbe59736e8b2e0f27>) it states that "We have a clear prioritisation process for "Drinking Water" Jobs to ensure our work is as effective as possible. Drinking water leaks that meet the criteria for "urgent priority" jump to the top of the list and are dealt with first. "Low priority" leaks will be deferred to fix later when our resources allow." Can you please provide details of the prioritisation process and also what the criteria is for "urgent priority" as referred to in the extract above.

Your request was transferred to Wellington Water under section 12 of the LGOIMA, as we are the lead agency for Wellington City Council's water infrastructure.

Your request has been refused under section 17(d) of the LGOIMA. This section allows a local authority to refuse a request where the information requested is or will soon be publicly available.

The information you have requested is publicly available and can be accessed via the Wellington Water website at: <https://www.wellingtonwater.co.nz/your-water-2/topic/drinking-water/water-conservation/leaks>. In it you will see that the criteria for assigning an urgent priority to a leak are as follows:

- Loss of water supply/service or significant burst
- Immediate risk to public safety
- High risk of damage to property

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 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

Nāku noa, nā



Group Manager
Network Operations