

30 August 2022

OIA IRO-278

██████████
Email: ██████████@outlook.com

Kia ora ████████,

Official information request on supply and consumption data on the Wellington Water website.

I write regarding your official information request received by us on Saturday 6 August 2022 regarding supply and consumption data on the Wellington Water website.

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 full.

Wellington Water's response to your questions can be found in the **Appendix** of this letter, relating to the data discrepancies identified on the following page:
<https://www.wellingtonwater.co.nz/your-water/supply-map/>.

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 nui

██████████
Manager, Customer Experience
Wellington Water Ltd

Appendix

Question 1: There appears to be a reservoir (Maungaraki) missing on the map in the Lower Hutt City area. This may explain a discrepancy between the city total consumption and the sum of the individual reservoir consumption values.

Answer...

The supply map only shows reservoirs that are supplied directly by the Greater Wellington Regional Council-owned bulk water supply network. The Maungaraki reservoir in Lower Hutt is not one of these reservoirs, as it is supplied via other reservoirs. However, in looking into this we did identify an incorrect value for the Gracefield Reservoir, which has been corrected and explains the data discrepancy you've identified.

Question 2: The Wellington City total consumption is more than 25% higher than the sum of the individual reservoir consumption values. Is that fully explained by direct connections to the bulk supply network?

Answer...

Total City Consumption

The total city consumption is the amount of water consumed by all users in each city councils' jurisdiction. This is calculated by summing each city's bulk reservoir and network in flow volumes.

Please note, some zones within each city council are supplied directly from the bulk water mains (not via a reservoir). These are not shown on the map but are included in the total city consumption figures.

This data discrepancy exists because Wellington City zones are not exclusively supplied from bulk reservoirs, for example some areas like the CBD are also supplied directly from bulk mains using pressure reducing valves and the demand is measured from flow meters which are not shown on this map. As a result, the city total consumption is higher than the sum of individual reservoir consumption figures in the Wellington City Council area.

Question 4: When you click on an individual treatment plant or reservoir, the box states that the water volume is estimated. However, on the same page further down it is stated that reservoir consumption is measured. If this is correct, why aren't measured volumes shown on the supply map? I presume measured volumes are transmitted in real time and recorded centrally.

Answer...

Yes, all reservoir daily consumption is measured from bulk reservoir inlet flow meter readings, which are automatically exported from our system for the purposes of this map without data validation. Thanks a lot for your feedback, on reflection we think the wording on the website could be improved to better explain the source of this data.

Question 6: How does WW account for losses (leakage) in the bulk supply network?

Answer...

The flow leaving treatment plants is metered, as is in the inflow to reservoirs supplied from the bulk supply network. This allows pipeline losses from the bulk water supply to be assessed with a relatively high degree of confidence (with minor discrepancies due to things like meter inaccuracy etc.).

Do the city totals include losses in the bulk supply network?

Answer...

No. City usage is derived from bulk reservoir flow meter information downstream of the bulk supply mains that transfer water from the treatment plants to the bulk supply reservoirs.