

# ADDRESSING LEAKS - PROGRESS UPDATE 01/03/2023



## Leaks fixed

**256** leaks fixed this week ▲ 18  
**5,064** leaks fixed year to date (From 01/07/22)  
**41** leaks fixed per working day average in February.

**823** leaks fixed in February ▲ 235

- **58 Urgent**
- **65 High**
- **601 Medium**
- **99 Low**



## Leaks fixed by council

This week:

- **17** SWDC ▲ 2
- **39** UHCC ▲ 13
- **69** HCC ▲ 22
- **34** PCC ▼ 9
- **98** WCC ▼ 9

In February:

- **53** SWDC ▲ 18
- **111** UHCC ▲ 38
- **181** HCC ▲ 27
- **123** PCC ▲ 51
- **354** WCC ▲ 102



## Leaks reported

**2,976** open confirmed leaks (leaks that have been assessed) ▲ 42 since 22/02/23

- **927** HCC
- **360** PCC
- **38** SWDC
- **301** UHCC
- **1,350** WCC

**42%** of leaks reported by the public in February were duplicates. Down from 49% in January.



## Leaks detected

**449** new leaks detected by WWL\* ▲ 244  
**97** are on private properties ▲ 35  
**67%** of the network surveyed by WWL\*\*  
**1,591 km** surveyed since 1 July, 2022\*\*  
▲ 112 km since 15/02/23

\* Number of new leaks detected will be updated monthly  
\*\* Percentage and kms of the network surveyed will be updated weekly



## Comms this week (20 - 27 Feb)

### Proactive media

- Stuff news 27/02  
[Leak of the Week: A leak in Thorndon creates a slimy and slippery pavement, residents say.](#)

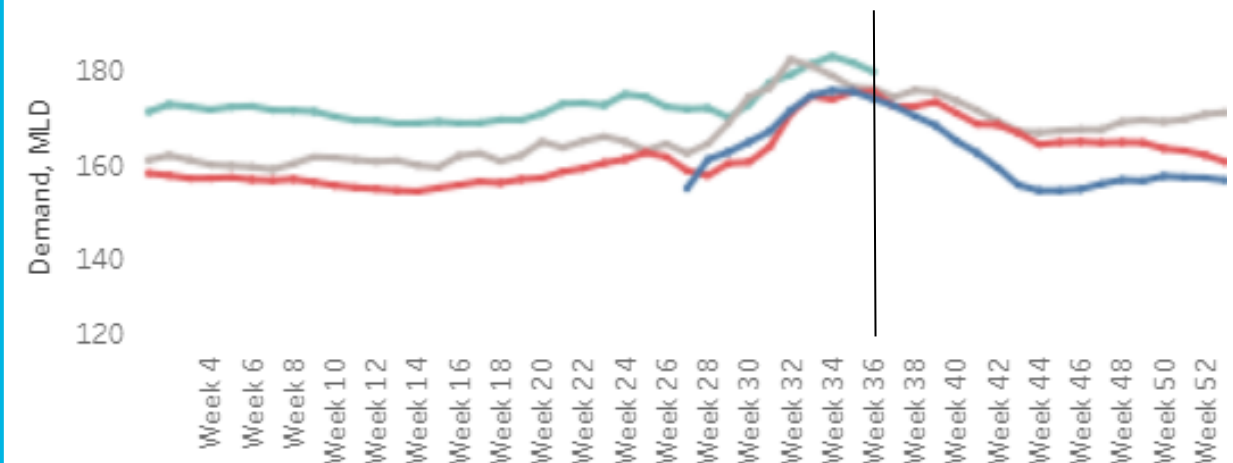
### Social media

- **Fact or fiction Friday:** 24/02 we prioritise fixing 'high water loss zones', these zones can be seen on the job status map.
- **Fixed Leak of the week #15:** 24/02 Melrose urgent leak fixed.
- **Mahi Monday:** 27/02 profile of Group Manager of Network Management.



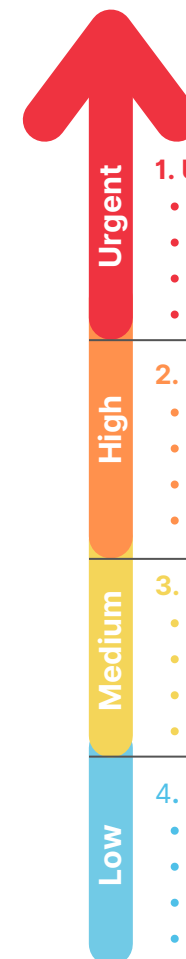
## Water use

Financial Year **2022/23**, 2021/22, **2020/21** and 2019/20  
4 Week Moving Average



The 4-week water use average dropped to 179 million litres per day from a peak of 184 2 weeks ago. This drop has supported the decision to move back to water restriction level 1 for the metropolitan area. Last week saw another big week of fixing leaks with 256 across the region. (Last updated 26/02/23)

## How we prioritise leaks



### 1. Urgent priority

- Greater than 10 litres of water per minute being lost
- Immediate risk to public safety
- Loss of water supply / service
- High risk of damage to property

### 2. High priority

- Between 7-10 litres of water per minute being lost
- Low risk to public safety
- Noticeable loss of water pressure
- No immediate risk to property

### 3. Medium priority

- Between 4-7 litres of water per minute being lost
- No risk to public safety
- No loss of water pressure
- No risk to property

### 4. Low priority

- Less than 4 litres of water per minute being lost
- No risk to public safety
- No loss of water pressure
- No risk to property

We must prioritise where our crews go to make the best use of our resources and focus on fixing the biggest leaks that have the most impact on water supply. Many of which are underground and not easy to spot.

The leaks that meet the criteria for 'urgent priority' leaks jump to the top of the list and are dealt with first. This means that small 'low priority' leaks such as a leaking toby will be deferred for attention later, when resources allow.