

ADDRESSING LEAKS - PROGRESS UPDATE 30/10/2023



Leaks fixed

- 117 leaks fixed this week ▼ 11
654 leaks fixed in October ▼ 46
- 34 Urgent
 - 55 High
 - 479 Medium
 - 86 Low

2,938 leaks fixed this financial year (from 01/07/23).
Last financial year 8,042 leaks were fixed.



Leaks fixed by council

- | This week: | In October: |
|---------------|----------------|
| • 36 HCC ▲ 12 | • 239 HCC ▼ 13 |
| • 10 PCC ▼ 9 | • 78 PCC ▼ 4 |
| • 7 SWDC ▼ 10 | • 36 SWDC ▲ 17 |
| • 8 UHCC ▼ 6 | • 58 UHCC ▼ 29 |
| • 56 WCC ▲ 2 | • 243 WCC ▼ 43 |

-- indicates no change



Leaks reported

3,414 open confirmed leaks (leaks that have been assessed). 120 open unconfirmed leaks.

- 974 HCC ▲ 312
- 292 PCC ▲ 126
- 53 SWDC ▲ 5
- 466 UHCC ▲ 68
- 1,629 WCC ▲ 25

39.3% of leaks reported by the public in October were duplicates.



Leaks detected

- 93 new leaks detected by WWL *
17 are on private properties
33% of the network surveyed by WWL **
815km surveyed since 1 July, 2023 **

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



Leaks fixed since 1 July 2023

- 1,062 HCC
- 350 PCC
- 119 SWDC
- 346 UHCC
- 1,059 WCC



Comms last week

Social media

- Mahi Monday - Meet Ropeti, our Customer Information and Resolutions Lead
- I Wonder Wednesday - Climate change affecting our water supply?
- Molesworth Street wastewater project update
- Te Mārua Water Treatment Plant time lapse video update
- Fix it Friday - Porirua leak.

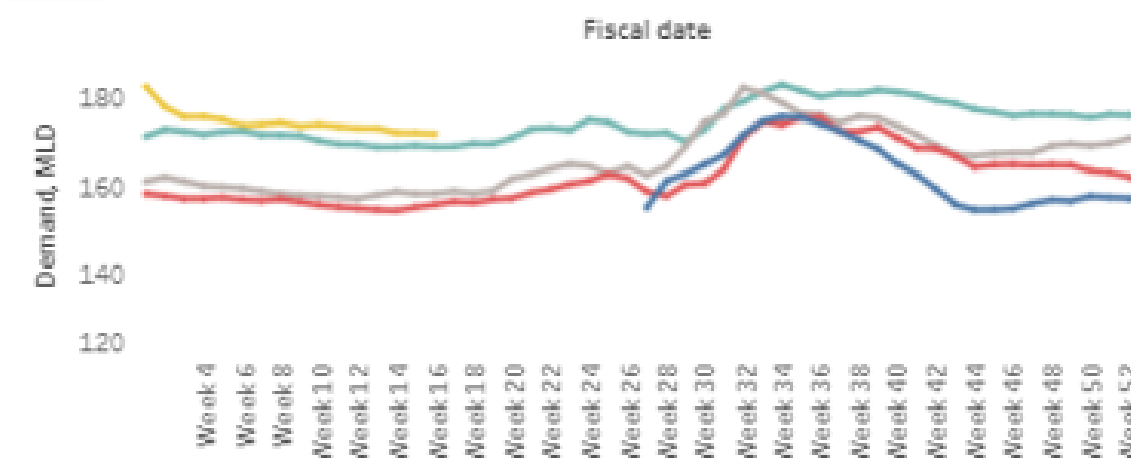


Water use



Water Demand

Financial Year 2022/23, 2021/22, 2020/21 and 2019/20
4 Week Moving Average
2023/24



The 4-week water use average currently sits at 174 million litres per day.
The yellow line represents this financial year, 2023/24.

How we prioritise leaks



1. Urgent priority

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

2. High priority

- Greater than 10 litres of water per minute being lost
- High risk to public safety
- Noticeable loss of water pressure
- High risk to buildings or road or likely significant structure risk

3. Medium priority

- Between 4-10 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.