

# ADDRESSING LEAKS - PROGRESS UPDATE 9/10/2023



## Leaks fixed

- 132** leaks fixed this week ▼16  
**700** leaks fixed in September ▼122
- **45 Urgent**
  - **66 High**
  - **517 Medium**
  - **72 Low**

**2,434** leaks fixed this financial year (from 01/07/23).  
Last financial year 8,042 leaks were fixed.



## Leaks detected

- 93** new leaks detected by WWL \*  
**17** are on private properties  
**139%** of the network surveyed by WWL \*\*  
**665km** 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

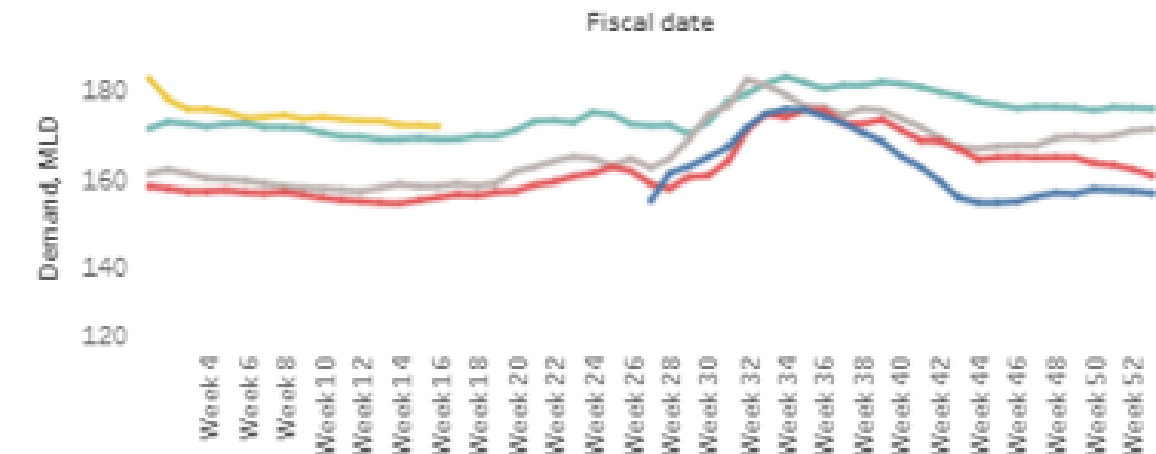


## Water use



### 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.



## Leaks fixed by council

- | This week:          | In September:         |
|---------------------|-----------------------|
| • <b>55</b> HCC ▲1  | • <b>226</b> HCC ▼112 |
| • <b>17</b> PCC ▲7  | • <b>82</b> PCC ▼3    |
| • <b>4</b> SWDC ▲3  | • <b>19</b> SWDC ▼6   |
| • <b>11</b> UHCC ▲6 | • <b>87</b> UHCC ▼4   |
| • <b>45</b> WCC ▼33 | • <b>286</b> WCC ▲3   |

-- indicates no change



## Leaks fixed since 1 July 2023

- **883** HCC
- **295** PCC
- **87** SWDC
- **302** UHCC
- **865** WCC



## Comms last week

### Social media

- Mahi Monday - Meet Dirk Naish, Technical Advisor Leak Detection
- Project update - Donald Street Wastewater Pump Station
- I Wonder Wednesday - How UV light makes our water safe?
- Fix it Friday - Maungaraki



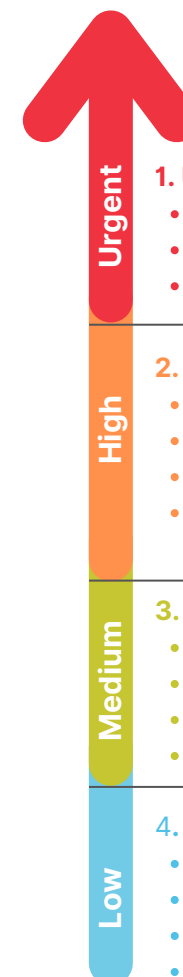
## Leaks reported

**2,740** open confirmed leaks (leaks that have been assessed). 146 open unconfirmed leaks.

- **585** HCC ▼6
- **188** PCC ▼9
- **40** SWDC ▼2
- **345** UHCC ▲38
- **1,582** WCC ▼13

**43.9%** of leaks reported by the public in September were duplicates.

## 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.