

# ADDRESSING LEAKS - PROGRESS UPDATE 14/8/2023



## Leaks fixed

**155** leaks fixed this week ▼ 51  
**1,157** leaks fixed year to date (From 01/07/23).  
Last financial year **8,042** leaks were fixed.  
**779** were leaks fixed in July ▼ 67

- **32 Urgent**
- **90 High**
- **565 Medium**
- **92 Low**



## Leaks fixed by council

This week:	In July:
• <b>7</b> SWDC ▼ 3	• <b>45</b> SWDC ▲ 6
• <b>16</b> UHCC ▼ 23	• <b>129</b> UHCC ▲ 67
• <b>51</b> HCC ▼ 9	• <b>292</b> HCC ▼ 66
• <b>24</b> PCC ▲ 2	• <b>118</b> PCC ▼ 1
• <b>57</b> WCC ▼ 18	• <b>291</b> WCC ▲ 23



## Leaks reported

**2,705** open confirmed leaks (leaks that have been assessed). 53 open unconfirmed leaks

- **607** HCC ▼ 5
- **213** PCC ▼ 11
- **42** SWDC ▲ 2
- **284** UHCC ▼ 20
- **1,559** WCC ▼ 17

**44.8%** of leaks reported by the public in July were duplicates.



## Leaks detected

**533** new leaks detected by WWL \*  
**191** are on private properties  
**126%** of the network surveyed by WWL \*\*  
**346 km** 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 July 2023

- **390** HCC
- **151** PCC
- **57** SWDC
- **169** UHCC
- **388** WCC



## Comms last week

### Social media

- Fact or Fiction Friday
- Mahi Monday

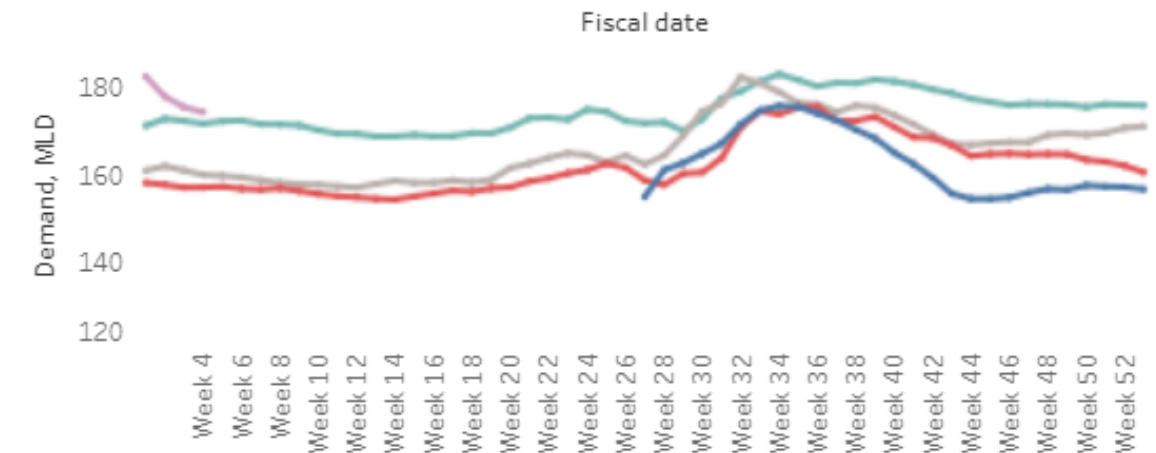


## Water use



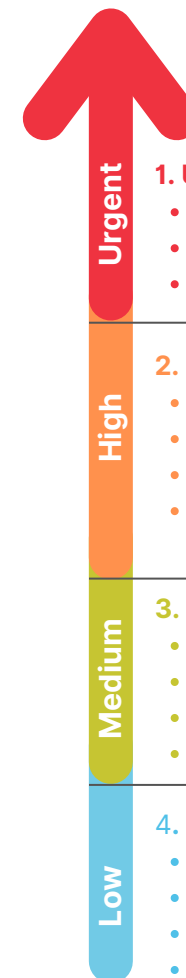
### Water Demand

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



The 4-week water use average currently sits at 174 million litres per day.

## 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.