

ADDRESSING LEAKS - PROGRESS UPDATE 21/8/2023



Leaks fixed

185 leaks fixed this week ▲ 30
1,307 leaks fixed year to date (From 01/07/23).

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

Last financial year 8,042 leaks were fixed.
779 were leaks fixed in July ▼ 67



Leaks fixed by council

This week:

- **2** SWDC ▼ 5
- **18** UHCC ▲ 2
- **81** HCC ▲ 30
- **16** PCC ▼ 8
- **68** WCC ▲ 11

In July:

- **45** SWDC ▲ 6
- **129** UHCC ▲ 67
- **292** HCC ▼ 66
- **118** PCC ▼ 1
- **291** WCC ▲ 23



Leaks reported

2,676 open confirmed leaks (leaks that have been assessed). 53 open unconfirmed leaks

- **589** HCC ▼ 19
- **214** PCC ▲ 1
- **44** SWDC ▲ 2
- **288** UHCC ▲ 4
- **1,541** WCC ▼ 18

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
128% of the network surveyed by WWL **
386 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

- **456** HCC
- **163** PCC
- **57** SWDC
- **176** UHCC
- **453** WCC



Comms last week

Social media

- Fact or Fiction Friday
- Mahi Monday

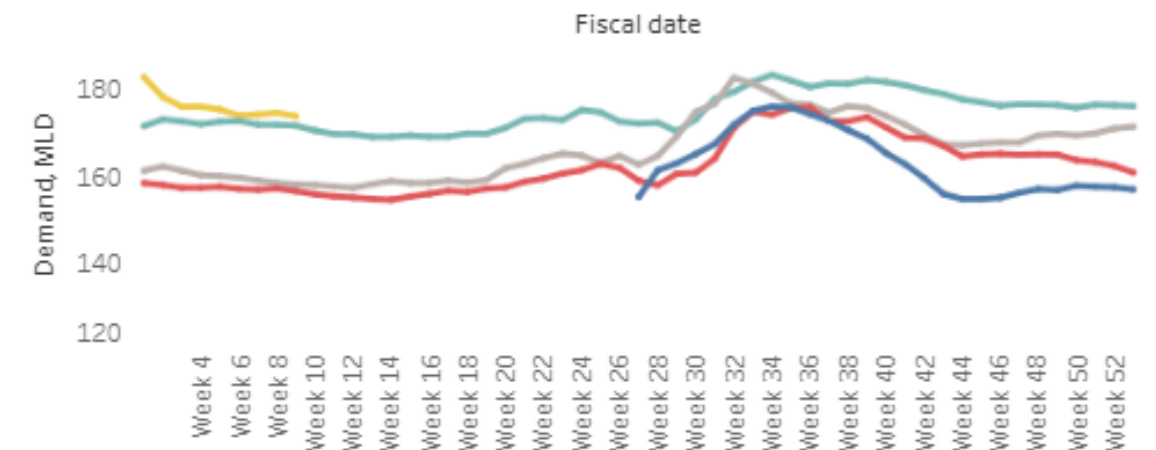


Water use



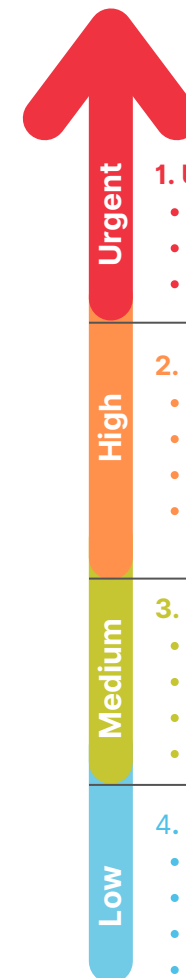
Water Demand

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.