

ADDRESSING LEAKS - PROGRESS UPDATE 07/02/2024*

*The data provided is based on the best information available at the time of the assessment.



Leaks fixed

206 leaks fixed this week ▲ 71

681 leaks fixed in January

- 50 Urgent
- 54 High
- 488 Medium
- 89 Low

4,992 leaks fixed this financial year (from 01/07/23).

Last financial year 8,042 leaks were fixed.



Leaks detected

284 new leaks detected by WWL

100 are on private properties*

56% of the network surveyed by WWL**

1,399km 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

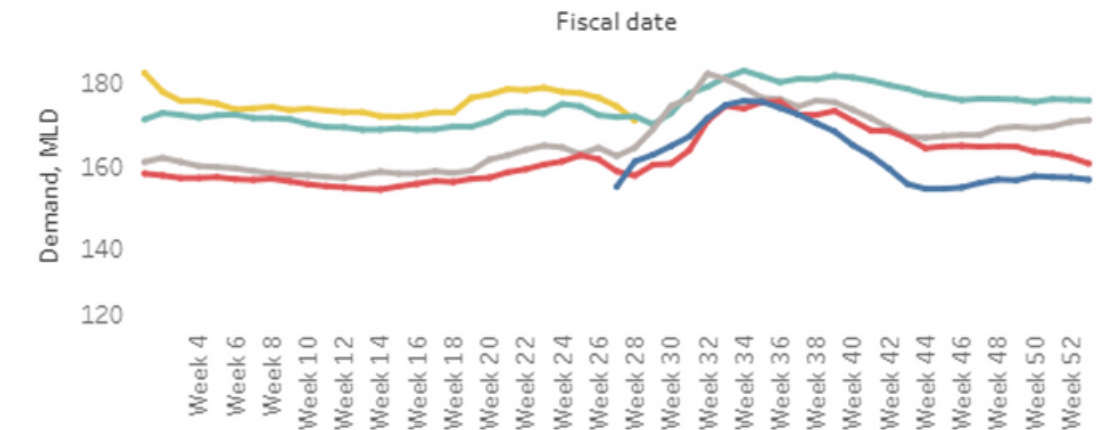


Water use



Water Demand

Financial Year 23/24, 22/23, 21/22, 20/21 and 19/20
4 Week Moving Average



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:

- 59 HCC ▲ 15
- 19 PCC ▲ 2
- 11 SWDC ▲ 7
- 54 UHCC ▲ 29
- 63 WCC ▲ 18

In January:

- 212 HCC ▲ 45
- 68 PCC ▲ 37
- 46 SWDC ▲ 16
- 109 UHCC ▲ 67
- 246 WCC ▼ 14

-- indicates no change



Leaks fixed since 1 July 2023

- 1,706 HCC
- 522 PCC
- 201 SWDC
- 591 UHCC
- 1,970 WCC



Comms last week

Social media

- Water Saving Tip - If it's yellow, let it mellow!
- Weekly Leak Update
- FAQ Focus - Council Water Use
- Fix it Friday
- Network Overflows
- Customer Feedback
- Mahi Monday - Roger Foote



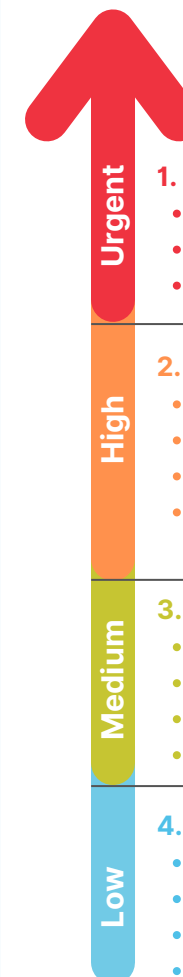
Open Confirmed Leaks

3,377 open confirmed leaks (leaks that have been assessed). 803 open unconfirmed leaks.

- 789 HCC ▲ 7
- 311 PCC ▼ 4
- 94 SWDC ▼ 1
- 424 UHCC ▲ 17
- 1,759 WCC ▼ 11

43.9% of leaks reported by the public in January 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.