

# ADDRESSING LEAKS - PROGRESS UPDATE 4/9/2023



## Leaks fixed

- 187 leaks fixed this week ▲ 8  
832 leaks fixed in August ▲ 57
- 45 Urgent
  - 71 High
  - 574 Medium
  - 142 Low

1,681 leaks fixed this financial year (from 01/07/23).  
Last financial year 8,042 leaks were fixed.



## Leaks fixed by council

- | This week:    | In August:       |
|---------------|------------------|
| • 7 SWDC ▲ 5  | • 338 SWDC ▲ 298 |
| • 22 UHCC ▲ 8 | • 92 UHCC ▼ 19   |
| • 88 HCC ▲ 9  | • 338 HCC ▲ 75   |
| • 19 PCC ▼ 3  | • 91 PCC ▼ 16    |
| • 51 WCC ▼ 9  | • 285 WCC ▲ 33   |

-- indicates no change



## Leaks reported

2,614 open confirmed leaks (leaks that have been assessed). 206 open unconfirmed leaks

- 556 HCC ▼ 30
- 209 PCC ▲ 15
- 40 SWDC ▼ 2
- 293 UHCC ▲ 7
- 1,516 WCC ▲ 9

37.6% of leaks reported by the public in August were duplicates.



## Leaks detected

- 533 new leaks detected by WWL\*  
191 are on private properties  
131% of the network surveyed by WWL\*\*  
476km 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

- 629 HCC
- 212 PCC
- 68 SWDC
- 216 UHCC
- 554 WCC



## Comms last week

### Social media

- Mahi Monday - Levi, Water service person.
- I Wonder Wednesday - "I wonder what Soft Water is?"\*
- Fix it Friday - Wainuiomata leak
- Water use calculator promotion
- Our Drinking Water Story - "Omaroro Reservoir"
- Our Drinking Water Story - "The connection Network"

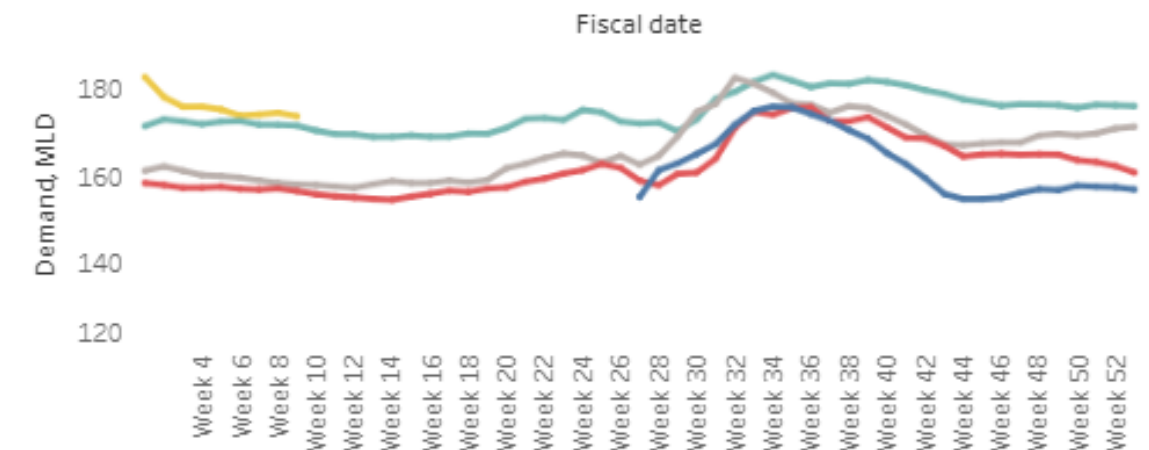
\* A new weekly feature, answering common 'wonders' Wellingtonian's might have about their water system



## 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.