

# ADDRESSING LEAKS - PROGRESS UPDATE 13/11/2023\*

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



## Leaks fixed

270 leaks fixed this week ▲10

662 leaks fixed in October

- 34 Urgent
- 55 High
- 488 Medium
- 85 Low

3,403 leaks fixed this financial year (from 01/07/23).

Last financial year 8,042 leaks were fixed.



## Leaks detected

445 new leaks detected by WWL\*

119 are on private properties

40% of the network surveyed by WWL\*\*

991km 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

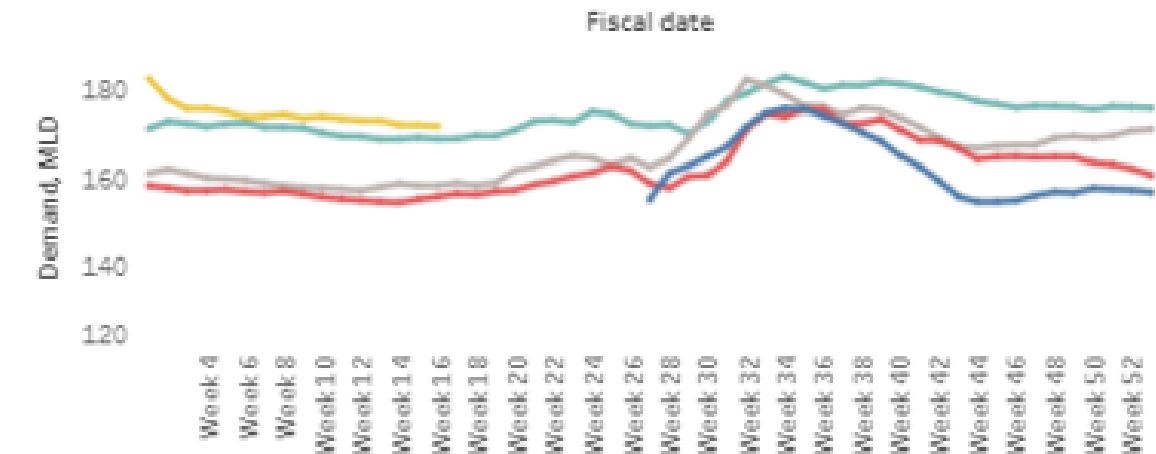


## Water use



### 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:

- 81 HCC ▼ 38
- 55 PCC ▲ 35
- 17 SWDC ▲ 3
- 34 UHCC ▲ 6
- 83 WCC ▲ 4

In October:

- 244 HCC ▲ 18
- 78 PCC ▼ 4
- 36 SWDC ▲ 17
- 62 UHCC ▼ 25
- 242 WCC ▼ 44

-- indicates no change



## Leaks fixed since 1 July 2023

- 1,225 HCC
- 421 PCC
- 147 SWDC
- 391 UHCC
- 1,217 WCC



## Comms last week

### Social media

- Mahi Monday - Meet Chrissy Seabourne, our Senior Geographic Information System (GIS) Map Developer
- What do I do after a water outage?
- Fix it Friday - Hutt Road (Kaiwharawhara) leak.



## Leaks reported

3,937 open confirmed leaks (leaks that have been assessed). 87 open unconfirmed leaks.

- 1,284 HCC ▲ 174
- 351 PCC ▲ 7
- 55 SWDC ▼ 9
- 512 UHCC ▲ 55
- 1,735 WCC ▲ 117

44.9% of leaks reported by the public in November 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.