

# ADDRESSING LEAKS - PROGRESS UPDATE 20/11/2023\*

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



## Leaks fixed

296 leaks fixed this week ▲26

657 leaks fixed in October

- 34 Urgent
- 54 High
- 483 Medium
- 86 Low

3,806 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



## Leaks fixed by council

This week:

- 133 HCC ▲ 52
- 27 PCC ▼ 28
- 12 SWDC ▼ 5
- 13 UHCC ▼ 21
- 111 WCC ▲ 28

In October:

- 244 HCC ▲ 18
- 77 PCC ▼ 5
- 36 SWDC ▲ 17
- 62 UHCC ▼ 25
- 238 WCC ▼ 48

-- indicates no change



## Leaks reported

3,807 open confirmed leaks (leaks that have been assessed). 73 open unconfirmed leaks.

- 976 HCC ▼ 308
- 383 PCC ▲ 32
- 69 SWDC ▲ 14
- 625 UHCC ▲ 133
- 1,754 WCC ▲ 19

46% of leaks reported by the public in November were duplicates.



## Leaks fixed since 1 July 2023

- 1,418 HCC
- 467 PCC
- 155 SWDC
- 420 UHCC
- 1,344 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.

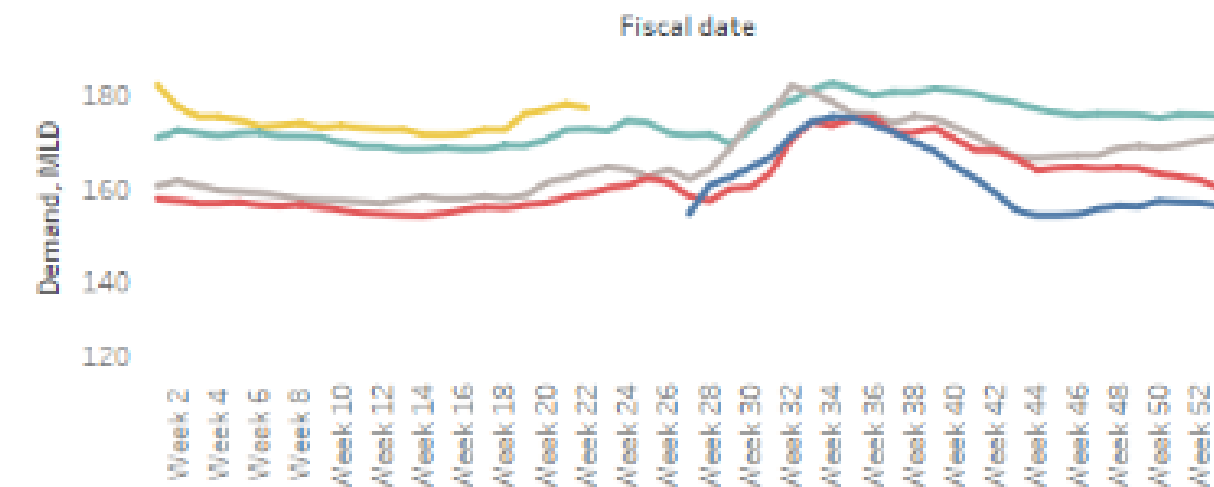


## Water use



### 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.

## 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.