

Thursday 18 May 2023

**OIA IRO-398**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for 24 months of open confirmed leak data.**

Thank you for your official information request dated Sunday 16 April 2023. You requested, for each of the last 24 months, the figure for open and confirmed leaks for Wellington City. We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to grant your request in full.

The information you have requested is enclosed in the appendix of this letter.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Senior Communications and Engagement Advisor**

## Appendix

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[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

<b>Month</b>	<b>Customer Service Requests</b>	<b>Regional Water Loss (Leak Detection)</b>	<b>Total Open</b>
May 2021	677		677
June 2021	578		578
July 2021	423		423
August 2021	332		332
September 2021	344		344
October 2021	449		449
November 2021	515		515
December 2021	535		535
January 2022	658		658
February 2022	774		774
March 2022	707	1	708
April 2022	741		741
May 2022	609	2	611
June 2022	537	3	540
July 2022	487		487
August 2022	532		532
September 2022	565	64	629
October 2022	733	146	879
November 2022	770	175	945
December 2022	852	322	1174
January 2023	971	358	1329
February 2023	922	414	1336
March 2023	888	478	1366
April 2023	967	578	1545

*\*Please note that the above figures from Customer Service Requests and the Regional Water Loss Team figures are not duplicates.*