

Tuesday 12 December 2023

OIA IRO-526

Name: [REDACTED]

Email: [REDACTED]@stewart.geek.nz

Kia ora [REDACTED]

Official information request for resolution times for leak repairs.

Thank you for your official information request dated Saturday 11 November 2023. On Friday 1 December 2023, you and I had a phone call to which you confirmed that you wanted the current Financial Years' (FY) Statistics from 1 July to 1 December 2023, and the previous from 1 July 2022 to 30 June 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we are able to grant your request in part.

The median response time information is in the Appendix of this letter, which is our current reporting methodology required through Department Internal Affairs (DIA).

We do not report on standard deviation, or average time taken therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

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 or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Head of Customer Experience

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Appendix

Question One: What are the median, average and std dev for the time taken from a notification from a member of the public that there is a leak until it is resolved by category of leak.

We currently adhere to the DIA regulations by specifically reporting on the duration taken to resolve network faults in the drinking water network, with most of these faults being leaks.

FY	Priority	Median (in hours)	Median (in days)
2022/23	Urgent	6.5	0.3
	Non-Urgent	773	32
2023/24 YTD	Urgent	4.8	0.2
	Non-Urgent	478	20

Question Two: What summary statistics do you report on for time taken to fix leaks, internally and externally?

We report as per DIA regulations.