

Monday 19 February 2024

OIA IRO-574

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED]

**Official information request leak response time.**

Thank you for your official information request dated Tuesday 23 January 2024.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision Monday 26 February 2024.

This extension is necessary because consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

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]

[REDACTED]

Governance Coordinator

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

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

**Our water, our future.**

Tuesday 20 February 2024

OIA IRO-574

Name: [REDACTED]

Email: [REDACTED]@stuff.co.nz

Kia ora [REDACTED]

**Official information request leak response time.**

Thank you for your official information request dated Tuesday 23 January 2024.

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 part.

The number of leaks reported between 2020 and 2023 and average response times are enclosed in the appendix below.

Pursuant to [Section 17\(e\)](#) of the Act we are unable to provide you with data prior to 2019 and therefore decline this part of your request. The data for years prior to FY2020/21 would be considered with much lower confidence and there are two reasons for this:

1. In 2018 there was a transition of service suppliers within Operations as we moved from an existing 10-year contract to the Integrated New Alliance. During this process, the transfer of data from the previous supplier to Wellington Water databases was not always complete or in a format that could be easily integrated or accessed.
2. At the start of the Alliance, a new front-end Asset Management and Maintenance system was planned for introduction. However, it took longer than expected – pushing the proposed start date from June 2019. As an interim measure, a system was implemented on short notice with the understanding that it would be temporary. Although it helped us at the time, the interim system had limitations as it was not a fully-fledged asset collection and maintenance integrated system.

The new system became fully functional in June 2020 and we can report with a high level of confidence from the 2020/21 financial year onwards.

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]

[REDACTED]

Head of Customer Engagement

## Appendix

### Leaks reported past three years:

Council	FY		
	20/21	21/22	22/23
HCC	3077	2438	2976
PCC	915	800	1182
SWDC	359	297	396
UHCC	1460	1028	1117
WCC	4067	3537	4135
<b>Total</b>	<b>9878</b>	<b>8100</b>	<b>9806</b>

### Time taken to resolve:

Council	FY/median time (in hrs) - Non-Urgent			FY/median time (in hrs) - Urgent		
	FY 20/21	FY 21/22	FY 22/23	FY 20/21	FY 21/22	FY 22/23
HCC	264.8	365.0	772.4	17.87	18.30	6.73
PCC	285.7	477.9	718.9	17.96	6.30	4.15
SWDC	174.7	107.2	95.2	32.30	3.46	4.66
UHCC	241.2	497.0	501.4	23.94	7.82	4.34
WCC	347.1	531.1	957.8	29.97	17.45	13.40

For the latest news and updates, follow us on our social channels:

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington\_water

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

**Our water, our future.**