

ADDRESSING LEAKS - PROGRESS UPDATE 21/02/2024*

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



Leaks fixed

194 leaks fixed this week ▼ 1

657 leaks fixed in January

- 50 Urgent
- 51 High
- 467 Medium
- 89 Low

5,354 leaks fixed this financial year (from 01/07/23).

Last financial year 8,042 leaks were fixed.



Leaks detected

344 new leaks detected by WWL

85 are on private properties *

56% of the network surveyed by WWL**

1,399km 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



Open Confirmed Leaks

3,478 open confirmed leaks (leaks that have been assessed). 739 open unconfirmed leaks.

- 961 HCC ▲ 122
- 300 PCC ▼ 16
- 85 SWDC ▼ 5
- 386 UHCC ▲ 2
- 1,746 WCC ▼ 13

47.7% of leaks reported by the public in January were duplicates.



Comms last week

Social media

- How we prioritise leaks
- Water Saving Tip
- Omāroro Reservoir in numbers
- Level 2 Update
- Fix it Friday

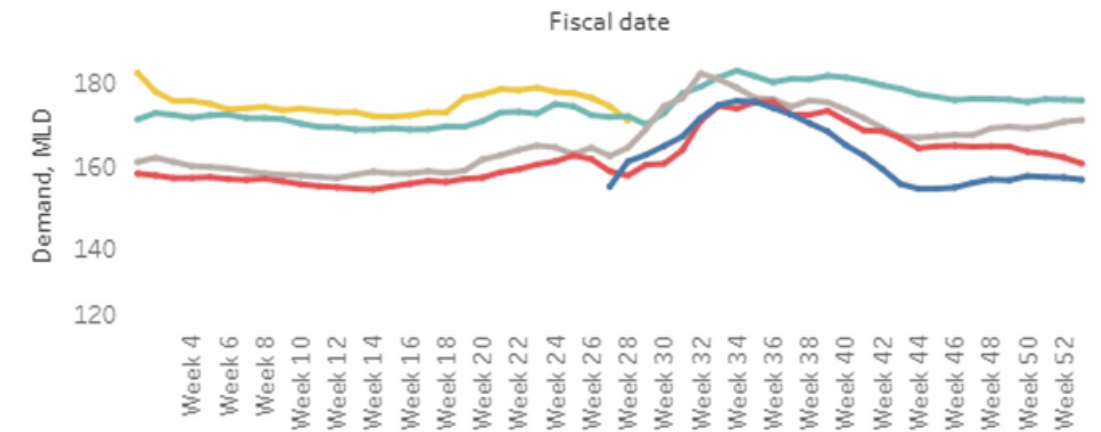


Water use



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.



Leaks fixed by council

This week:

In January:

- | | |
|----------------|-----------------|
| • 39 HCC ▼ 9 | • 204 HCC ▲ 37 |
| • 17 PCC ▲ 6 | • 65 PCC ▲ 34 |
| • 5 SWDC -- | • 46 SWDC ▲ 16 |
| • 21 UHCC ▼ 19 | • 109 UHCC ▲ 67 |
| • 112 WCC ▲ 21 | • 233 WCC ▼ 27 |

-- indicates no change



Leaks fixed since 1 July 2023

- 1,772 HCC
- 552 PCC
- 214 SWDC
- 650 UHCC
- 2,164 WCC

How we prioritise leaks



Urgent

1. Urgent priority

- Loss of water supply / service or significant burst
- Immediate risk to public safety
- High risk of damage to property

High

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

Medium

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

Low

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.