

ADDRESSING LEAKS - PROGRESS UPDATE 08/03/2023



Leaks fixed

182 leaks fixed this week ▼ 74
 5,271 leaks fixed year to date (From 01/07/22)
 41 leaks fixed per working day average in February.

823 leaks fixed in February ▲ 235

- 58 Urgent
- 65 High
- 601 Medium
- 99 Low



Leaks fixed by council

- | | |
|-------------------|---------------------|
| This week: | In February: |
| • 10 SWDC ▼ 7 | • 53 SWDC ▲ 18 |
| • 21 UHCC ▼ 18 | • 111 UHCC ▲ 38 |
| • 37 HCC ▼ 32 | • 181 HCC ▲ 27 |
| • 18 PCC ▼ 16 | • 123 PCC ▲ 51 |
| • 94 WCC ▼ 4 | • 354 WCC ▲ 102 |



Leaks reported

3,051 open confirmed leaks (leaks that have been assessed) ▲ 77 since 01/03/23

- 961 HCC ▲ 34
- 445 PCC ▲ 79
- 39 SWDC ▲ 1
- 315 UHCC ▲ 14
- 1,291 WCC ▼ 59

42% of leaks reported by the public in February were duplicates. Down from 49% in January.



Leaks detected

449 new leaks detected by WWL* ▲ 244
 97 are on private properties ▲ 35
 70% of the network surveyed by WWL**
 1,655 km surveyed since 1 July, 2022**
 ▲ 64 km since 15/02/23

* Number of new leaks detected will be updated monthly
 ** Percentage and kms of the network surveyed will be updated weekly



Comms this week (28 Feb- 06 Mar)

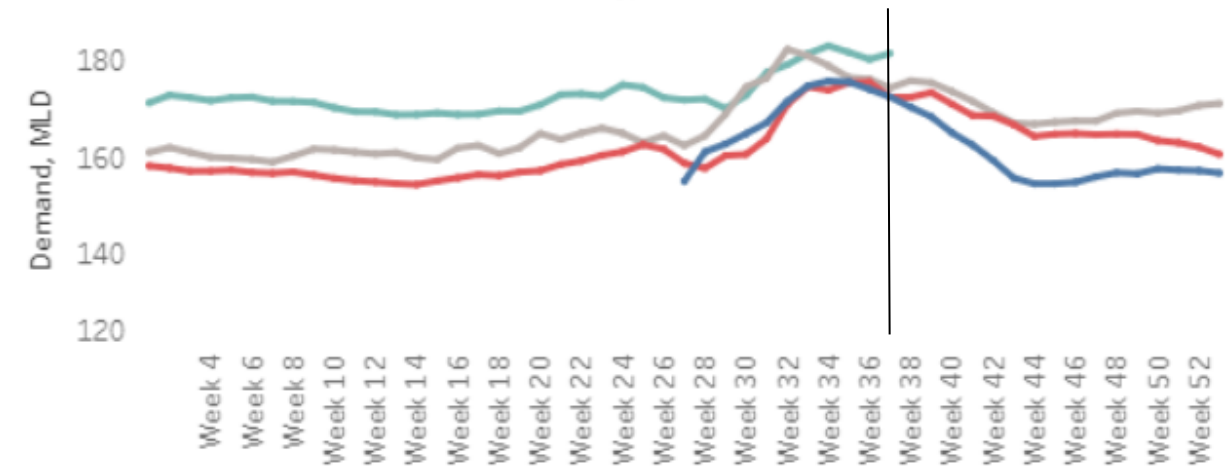
Social media

- **Fact or fiction Friday:** 03/03 Fiction - 'We often fix the same leak more than once', an explanation of why multiple leaks can occur near previous repairs.
- **Fixed Leak of the week #16:** 02/03 Island Bay urgent leak fixed.
- **Mahi Monday:** 06/02 profile of Post Event Response Team chair.



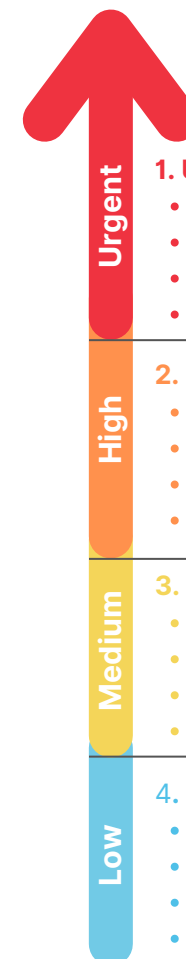
Water use

Financial Year 2022/23, 2021/22, 2020/21 and 2019/20
 4 Week Moving Average



The 4-week water use average increased to 181.1 million litres per day, currently 3.3% higher than previous years for the same period. This increase aligns with the move back to water restrictions level 1 for the metropolitan area. Use is expected to drop like previous years with the change to autumn. After 2 very large weeks fixing leaks last week's numbers dropped back to 182, this remains above the weekly average for the last 3 months of 148 leaks fixed per week. (Last updated 05/03/23)

How we prioritise leaks



1. Urgent priority

- Greater than 10 litres of water per minute being lost
- Immediate risk to public safety
- Loss of water supply / service
- High risk of damage to property

2. High priority

- Between 7-10 litres of water per minute being lost
- Low risk to public safety
- Noticeable loss of water pressure
- No immediate risk to property

3. Medium priority

- Between 4-7 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.