

ADDRESSING LEAKS - PROGRESS UPDATE 6/12/2023*

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



Leaks fixed

158 leaks fixed this week ▼63

756 leaks fixed in November

- 35 Urgent
- 69 High
- 497 Medium
- 155 Low

3,693 leaks fixed this financial year (from 01/07/23).

Last financial year 8,042 leaks were fixed.



Leaks detected

294 new leaks detected by WWL *

62 are on private properties

46% of the network surveyed by WWL **

1,156km 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

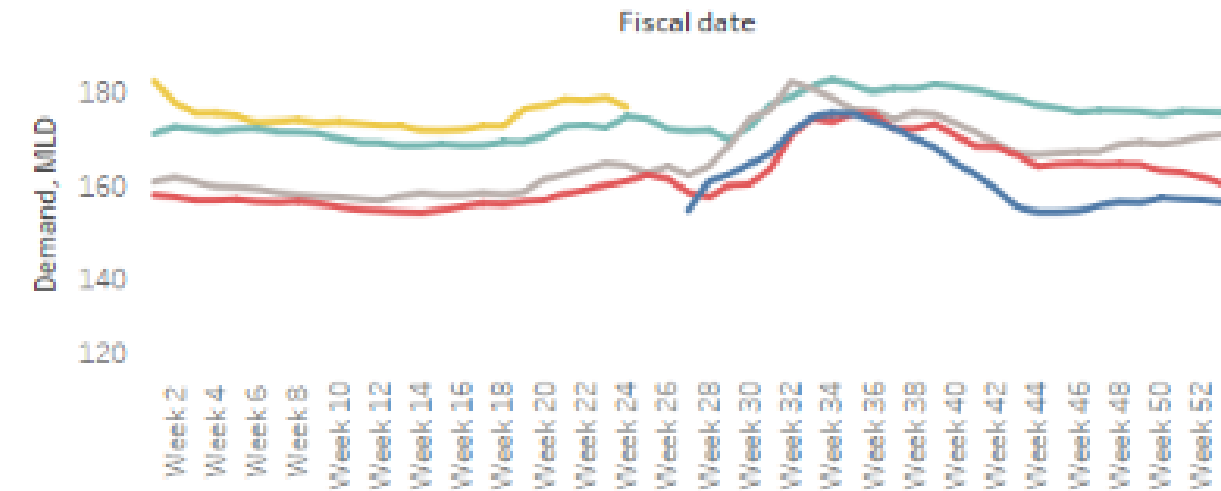


Water use



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:

- 56 HCC ▼54
- 19 PCC ▼7
- 0 SWDC ▼2
- 23 UHCC ▲6
- 60 WCC ▼6

In November:

- 261 HCC ▲37
- 69 PCC ▼4
- 12 SWDC ▼14
- 68 UHCC ▲12
- 346 WCC ▲111

-- indicates no change



Leaks fixed since 1 July 2023

- 1,310 HCC
- 414 PCC
- 116 SWDC
- 415 UHCC
- 1,436 WCC



Comms last week

Social media

- Mahi Monday - Meet Nick Hewer-Hewitt, our Head of Network Performance.
- Project update: Agra Crescent
- Water saving tip - Check your soil before watering.
- FAQ Focus - Why is the risk of tighter restrictions more serious this Summer?
- Fix it Friday - Naenae leak



Leaks reported

2,931 open confirmed leaks (leaks that have been assessed). 117 open unconfirmed leaks.

- 586 HCC ▼137
- 199 PCC ▼66
- 79 SWDC ▼4
- 415 UHCC ▼93
- 1,652 WCC ▼44

49.4% of leaks reported by the public in November were duplicates.

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.