

ADDRESSING LEAKS - PROGRESS UPDATE 22 / 5 / 2023



Leaks fixed

178 leaks fixed this week ▲ 5
7,009 leaks fixed year to date (From 01/07/22)

607 leaks fixed in April ▼ 204

- **25 Urgent**
- **65 High**
- **472 Medium**
- **45 Low**



Leaks fixed by council

This week:	In April:
• 2 SWDC ▼ 4	• 15 SWDC ▼ 27
• 79 UHCC ▲ 71	• 79 UHCC ▲ 12
• 209 HCC ▲ 141	• 211 HCC ▼ 4
• 98 PCC ▲ 65	• 101 PCC ▼ 17
• 191 WCC ▲ 136	• 201 WCC ▼ 166



Leaks reported

3,083 open confirmed leaks (leaks that have been assessed)

- **876** HCC ▼ 14
- **272** PCC ▼ 16
- **84** SWDC ▼ 1
- **386** UHCC ▼ 2
- **1,465** WCC ▼ 1

41% of leaks reported by the public in April were duplicates.



Leaks detected

316 new leaks detected by WWL*
68 are on private properties
91% of the network surveyed by WWL**
2,165 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **2,160** HCC
- **929** PCC
- **314** SWDC
- **757** UHCC
- **2,832** WCC



Comms last week (4 Mar - 30 Mar)

Social media

- **Fact or fiction Friday:** (Fact) Some water loss through leaks in the region occurs on private property.
- **Mahi Monday:** Nikhita Bellihal - Incident response coordinator

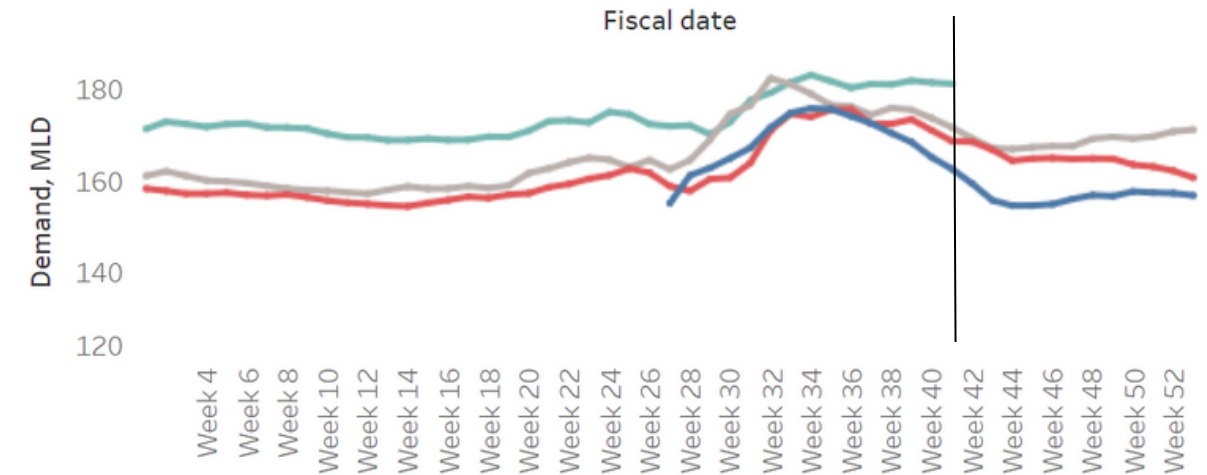
Media release

- Interim Wellington Water Chair appointed.
- Wellington Water and technology partner win global prestigious.



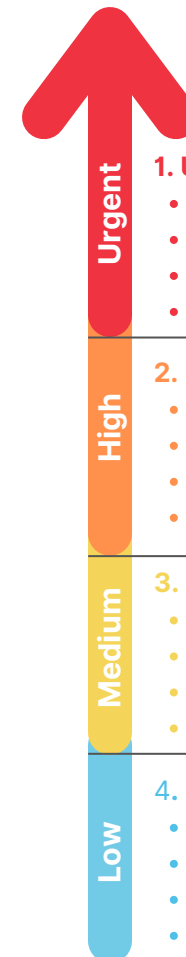
Water use

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



The 4-week water use average currently sits at 180.6 million litres per day. This figure has been consistent over the last month.

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.

ADDRESSING LEAKS - PROGRESS UPDATE 8 / 5 / 2023



Leaks fixed

173 leaks fixed this week ▼ 52
6,914 leaks fixed year to date (From 01/07/22)

607 leaks fixed in April ▼ 204

- **25 Urgent**
- **65 High**
- **472 Medium**
- **45 Low**



Leaks fixed by council

This week:

- **6** SWDC ▲ 1
- **8** UHCC ▼ 6
- **68** HCC ▼ 15
- **33** PCC ▼ 6
- **58** WCC ▼ 26

In April:

- **15** SWDC ▼ 27
- **79** UHCC ▲ 12
- **211** HCC ▼ 4
- **101** PCC ▼ 17
- **201** WCC ▼ 166



Leaks reported

3,148 open confirmed leaks (leaks that have been assessed) ▼ 74 since 1/05/23

- **890** HCC ▼ 70
- **288** PCC ▼ 35
- **85** SWDC ▲ 72
- **388** UHCC ▲ 21
- **1,473** WCC ▼ 12

41% of leaks reported by the public in April were duplicates.



Leaks detected

316 new leaks detected by WWL*
68 are on private properties
91% of the network surveyed by WWL**
2,165 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **2,133** HCC
- **905** PCC
- **312** SWDC
- **752** UHCC
- **2,795** WCC



Comms last week (4 Mar - 30 Mar)

Social media

- **Fact or fiction Friday:** (Fiction) Reinstatement of the ground is done straight after a leak is repaired
- **Mahi Monday:** Paul Winstanley - Utilities and Planning Engineer

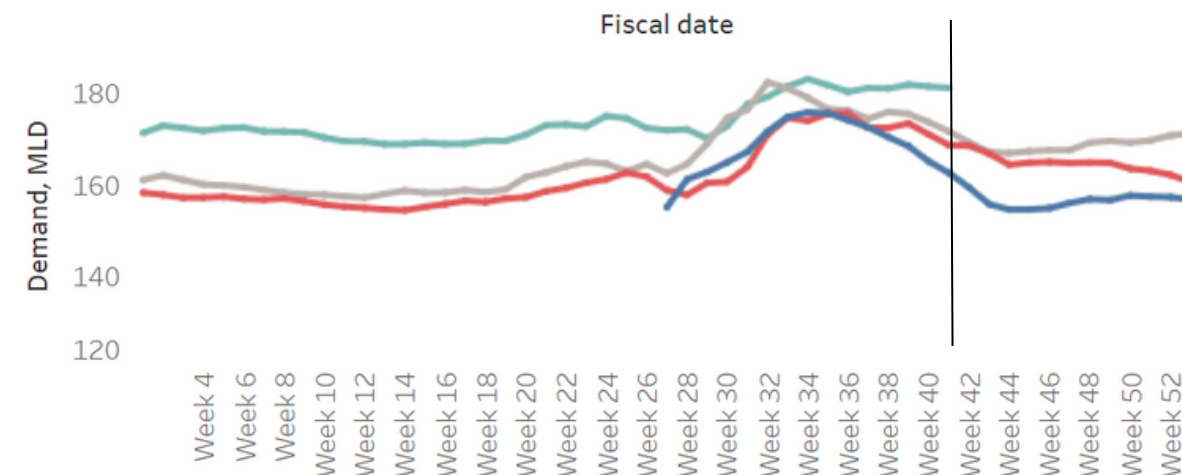
Media release

- Wellington Water Chair steps down



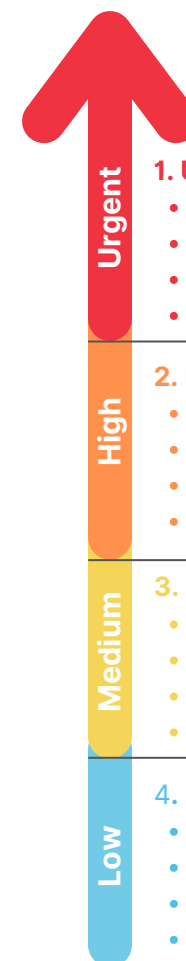
Water use

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



The 4-week water use average currently sits at 180.6 million litres per day. This figure has been consistent over the last month.

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.

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ADDRESSING LEAKS - PROGRESS UPDATE 8 / 5 / 2023



Leaks fixed

225 leaks fixed this week ▲ 95
 6,483 leaks fixed year to date (From 01/07/22)
 19 leaks fixed per working day average in March.

607 leaks fixed in April ▼ 204

- **25 Urgent**
- **65 High**
- **472 Medium**
- **45 Low**



Leaks fixed by council

This week:	In April:
• 5 SWDC ▲ 2	• 15 SWDC ▼ 27
• 14 UHCC ▲ 9	• 79 UHCC ▲ 12
• 83 HCC ▲ 33	• 211 HCC ▼ 4
• 39 PCC ▲ 17	• 101 PCC ▼ 17
• 84 WCC ▲ 34	• 201 WCC ▼ 166



Leaks reported

3,148 open confirmed leaks (leaks that have been assessed) ▼ 74 since 1/05/23

- **960** HCC ▼ 26
- **323** PCC ▼ 30
- **13** SWDC ▲ 3
- **367** UHCC ▲ 49
- **1,485** WCC ▼ 42

41% of leaks reported by the public in April were duplicates.



Leaks detected

316 new leaks detected by WWL*
68 are on private properties
89% of the network surveyed by WWL**
2,122 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **2,064** HCC
- **858** PCC
- **310** SWDC
- **745** UHCC
- **2,730** WCC



Comms last week (4 Mar - 30 Mar)

Social media

- **Fact or fiction Friday:** (Fact) We get lots of reports of the same leak.
- **Mahi Monday:** Paul Winstanley - Utilities and Planning Engineer

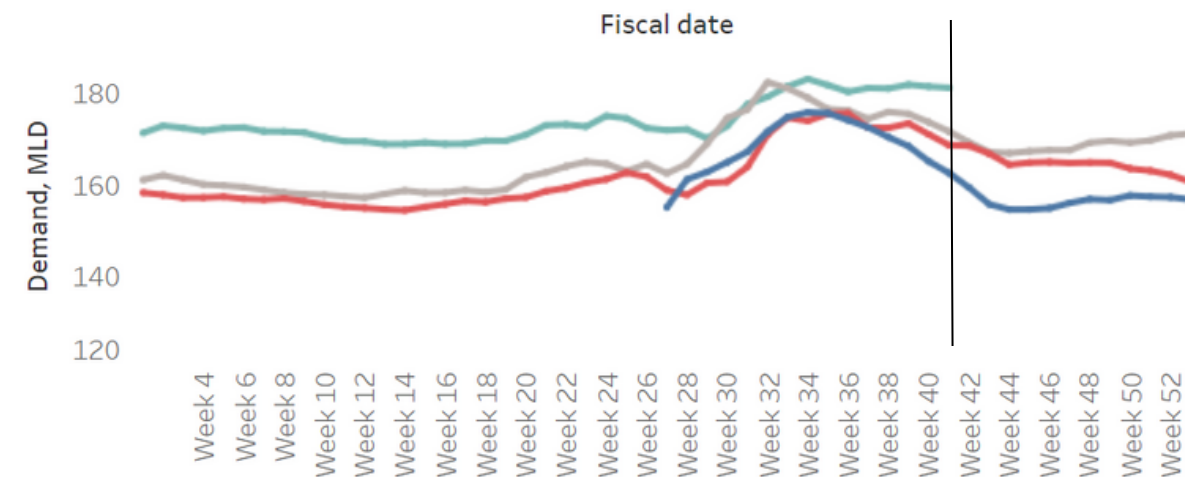
Media release

- Multiple water outages in Porirua



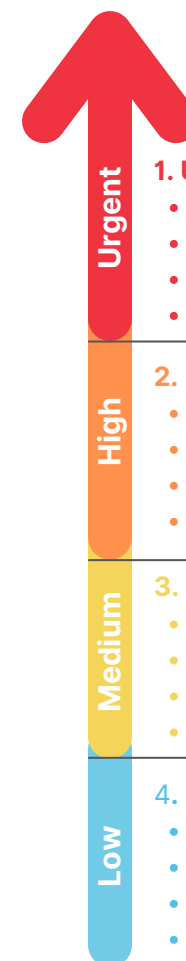
Water use

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



The 4-week water use average currently sits at 180.6 million litres per day. This figure has been consistent over the last month.

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
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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.

ADDRESSING LEAKS - PROGRESS UPDATE 1 / 5 / 2023



Leaks fixed

130 leaks fixed this week ▼ 56
 6,483 leaks fixed year to date (From 01/07/22)
 19 leaks fixed per working day average in March.

607 leaks fixed in April ▼ 204

- **25 Urgent**
- **65 High**
- **472 Medium**
- **45 Low**



Leaks fixed by council

This week:	In April:
• 3 SWDC ▼ 3	• 15 SWDC ▼ 27
• 5 UHCC ▼ 24	• 79 UHCC ▲ 12
• 50 HCC ▼ 11	• 211 HCC ▼ 4
• 22 PCC ▼ 13	• 101 PCC ▼ 17
• 50 WCC ▼ 5	• 201 WCC ▼ 166



Leaks reported

3,222 open confirmed leaks (leaks that have been assessed) ▲ 19 since 26/04/23

- **1,014** HCC ▼ 5
- **353** PCC ----
- **10** SWDC ▲ 1
- **318** UHCC ▲ 9
- **1,527** WCC ▲ 124

41% of leaks reported by the public in April were duplicates.



Leaks detected

316 new leaks detected by WWL*
68 are on private properties
85% of the network surveyed by WWL**
2,012 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **1,926** HCC
- **811** PCC
- **301** SWDC
- **713** UHCC
- **2,598** WCC



Comms last week (4 Mar - 30 Mar)

Social media

- **Fact or fiction Friday:** (Fact) Pictures speak 1000 words when assessing leaks

Fixed Leak of the Week #23:

- Burst drinking water pipe located in Owhiro Bay
- **Mahi Monday:** 24/04 profile of Tairarhia - Kairuruku (Coordinator Maori)

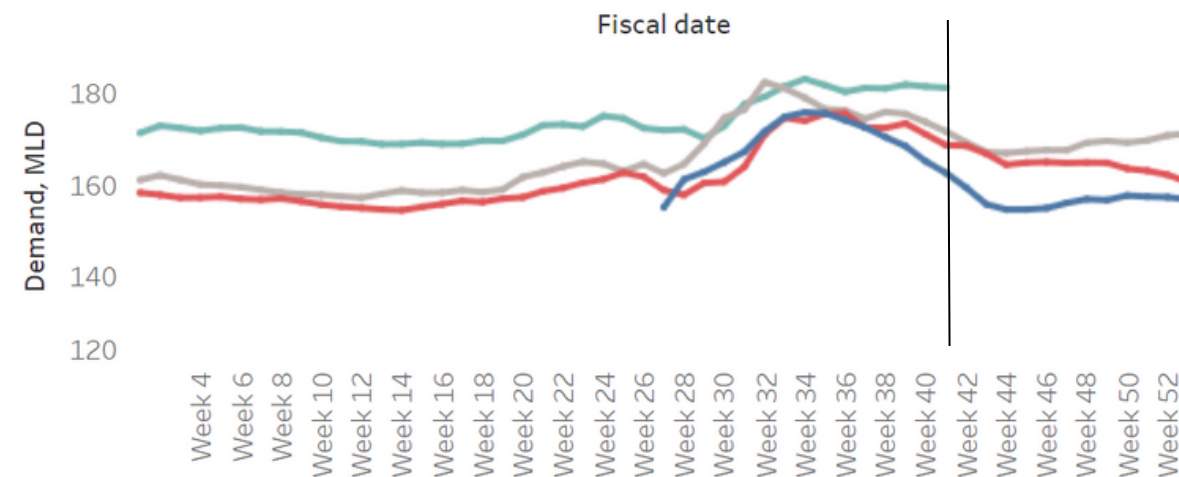
Media release

n/a



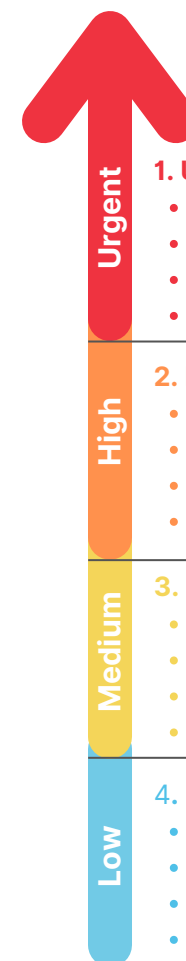
Water use

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



The 4-week water use average currently sits at 180.6 million litres per day. This figure has been consistent over the last month.

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.

ADDRESSING LEAKS - PROGRESS UPDATE 26 / 4 / 2023



Leaks fixed

186 leaks fixed this week ▲ 1
 6,049 leaks fixed year to date (From 01/07/22)
35 leaks fixed per working day average in March.

811 leaks fixed in March ▼ 12

- **36 Urgent**
- **67 High**
- **632 Medium**
- **76 Low**



Leaks fixed by council

This week:	In March:
• 6 SWDC ▼ 2	• 42 SWDC ▼ 18
• 29 UHCC ▲ 9	• 67 UHCC ▼ 44
• 61 HCC ▼ 8	• 215 HCC ▲ 34
• 35 PCC ▲ 3	• 118 PCC ▼ 5
• 55 WCC ▼ 12	• 367 WCC ▲ 13



Leaks reported

3,203 open confirmed leaks (leaks that have been assessed) ▲ 36 since 27/03/23

- **1,019** HCC ▼ 31
- **353** PCC ▼ 24
- **9** SWDC ▼ 3
- **309** UHCC ▼ 16
- **1,503** WCC ▲ 128

47.8% of leaks reported by the public in March were duplicates. Up from 42% in February.



Leaks detected

316 new leaks detected by WWL* ▼ 133
68 are on private properties ▼ 29
85% of the network surveyed by WWL**
2,024 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **1,876** HCC
- **789** PCC
- **298** SWDC
- **707** UHCC
- **2,548** WCC



Comms last week (17 Mar - 23 Apr)

Social media

- **Fact or fiction Friday:** (Fact) The time taken to plan fixing a leak is dependent on the location
- **Fixed Leak of the Week #22:** Burst water pipe on Totara Road, Miramar
- **Mahi Monday:** 24/04 profile of Tairahia - Kairuruku (Coordinator Maori)

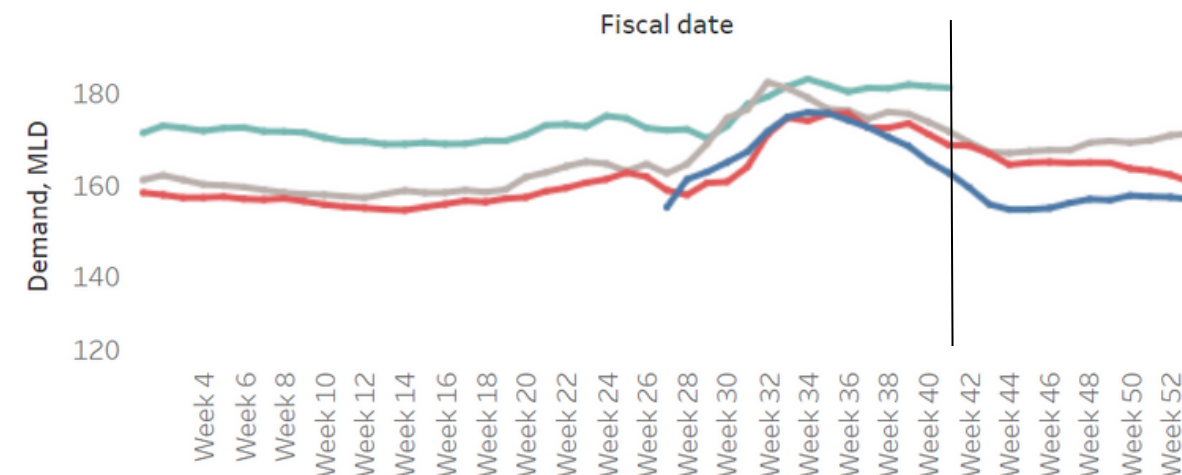
Media release

- 20/04 Gracefield reservoir is offline.



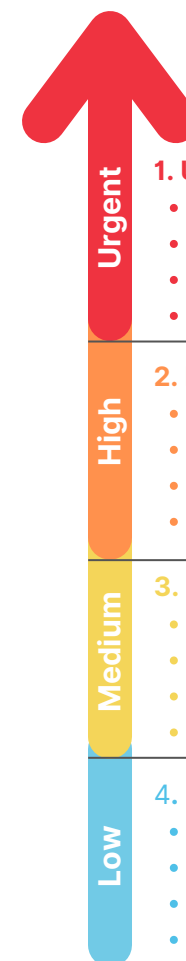
Water use

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



The 4-week water use average currently sits at 180.6 million litres per day. This figure has been consistent over the last month.

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
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- 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.

ADDRESSING LEAKS - PROGRESS UPDATE 17/04/2023



Leaks fixed

143 leaks fixed this week ▲ 6
6,145 leaks fixed year to date (From 01/07/22)
35 leaks fixed per working day average in March.

811 leaks fixed in March ▼ 12

- **36 Urgent**
- **67 High**
- **632 Medium**
- **76 Low**



Leaks fixed by council

This week:	In March:
• 3 SWDC ▼ 1	• 42 SWDC ▼ 18
• 23 UHCC ▲ 2	• 67 UHCC ▼ 44
• 39 HCC ▼ 12	• 215 HCC ▲ 34
• 32 PCC ▲ 18	• 118 PCC ▼ 5
• 46 WCC ▼ 1	• 367 WCC ▲ 13



Leaks reported

3,208 open confirmed leaks (leaks that have been assessed) ▲ 68 since 12/04/23

- **1,018** HCC ▲ 2
- **404** PCC ▲ 7
- **14** SWDC ▲ 1
- **322** UHCC ▲ 4
- **1,450** WCC ▲ 54

47.8% of leaks reported by the public in March were duplicates. Up from 42% in February.



Leaks detected

316 new leaks detected by WWL* ▼ 133
68 are on private properties ▼ 29
80% of the network surveyed by WWL**
1,899 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **1,851** HCC
- **760** PCC
- **293** SWDC
- **693** UHCC
- **2,531** WCC



Comms last week (10 Apr - 16 Apr)

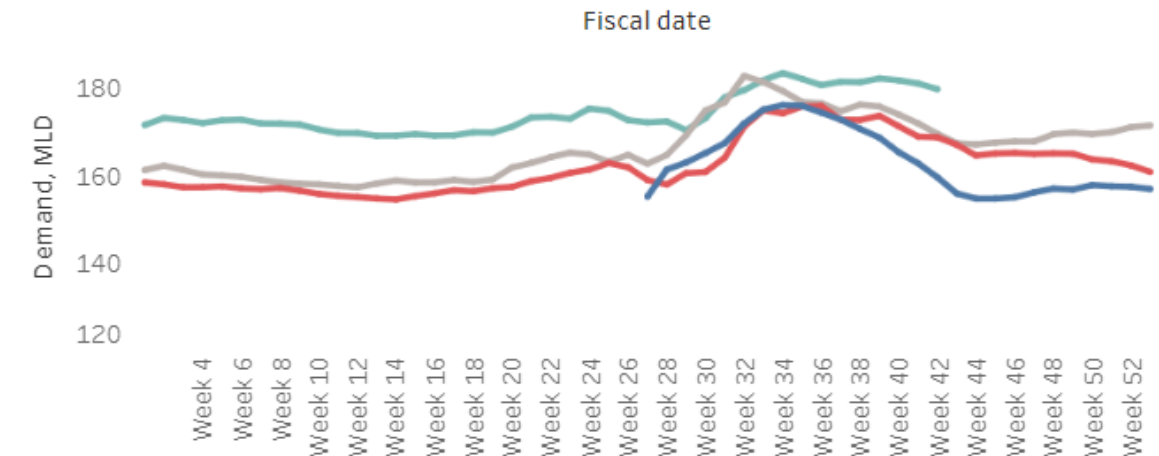
Social media

- **Fact or fiction Friday:** (Fact) Some of Wellington's drinking water pipes have much higher pressures
- **Fixed Leak of the Week #21:** Leak in Rata Road, Wainuiomata



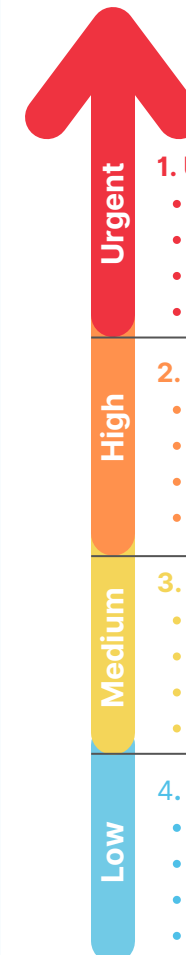
Water use

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



The 4-week water use average currently sits at 178.97 million litres per day.

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
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4. Low priority

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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.

ADDRESSING LEAKS - PROGRESS UPDATE 03/04/2023



Leaks fixed

185 leaks fixed this week ▲ 28
5,863 leaks fixed year to date (From 01/07/22)
35 leaks fixed per working day average in March.

811 leaks fixed in March ▼ 12

- **36 Urgent**
- **67 High**
- **632 Medium**
- **76 Low**



Leaks fixed by council

This week:	In March:
• 8 SWDC ▲ 2	• 42 SWDC ▼ 18
• 20 UHCC ▲ 9	• 67 UHCC ▼ 44
• 69 HCC ▲ 16	• 215 HCC ▲ 34
• 21 PCC ▼ 1	• 118 PCC ▼ 5
• 67 WCC ▲ 2	• 367 WCC ▲ 13



Leaks reported

3,167 open confirmed leaks (leaks that have been assessed) ▲ 73 since 27/03/23

- **1,050** HCC ▲ 1
- **387** PCC ▲ 18
- **12** SWDC —
- **325** UHCC ▲ 3
- **1,375** WCC ▲ 52

47.8% of leaks reported by the public in March were duplicates. Up from 42% in February.



Leaks detected

316 new leaks detected by WWL* ▼ 133
68 are on private properties ▼ 29
75% of the network surveyed by WWL**
1,765 km surveyed since 1 July, 2022**

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



Leaks fixed since 1 July 2022

- **1,754** HCC
- **719** PCC
- **286** SWDC
- **649** UHCC
- **2,438** WCC



Comms last week (28 Mar - 3 Apr)

Social media

- **Fact or fiction Friday:** (Fiction) As soon as a leak is reported, we go on-site to assess it
- **Fixed Leak of the Week #19:** Burst water pipe on Jervois Quay
- **Mahi Monday:** 3/04 profile of Joemar - Senior Wastewater Operations & Asset Advisor

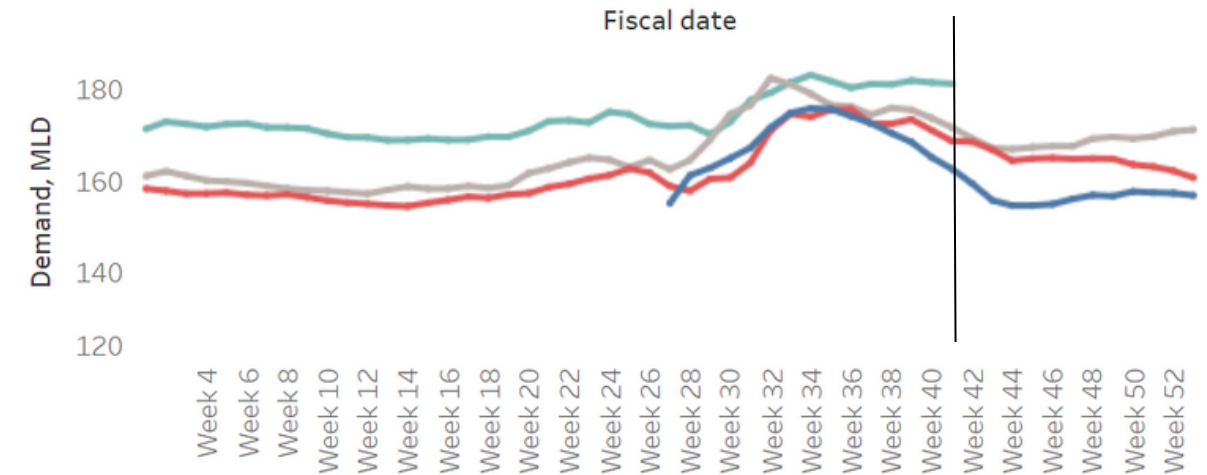
Media release

- 27/03 New storage tank to improve environmental outcomes for Porirua



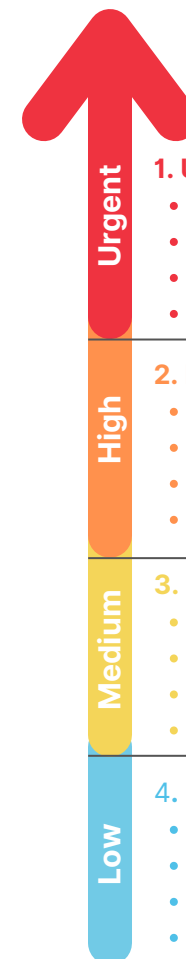
Water use

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



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How we prioritise leaks



1. Urgent priority

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ADDRESSING LEAKS - PROGRESS UPDATE 27/03/2023



Leaks fixed

157 leaks fixed this week ▲ 12
 5,683 leaks fixed year to date (From 01/07/22)
 40 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:
• 6 SWDC ▼ 12	• 53 SWDC ▲ 18
• 11 UHCC ▲ 6	• 111 UHCC ▲ 38
• 53 HCC ▲ 19	• 181 HCC ▲ 27
• 22 PCC ▼ 11	• 123 PCC ▲ 51
• 65 WCC ▲ 10	• 354 WCC ▲ 102



Leaks reported

3,094 open confirmed leaks (leaks that have been assessed) ▼ 9 since 22/03/23

- 1,049 HCC ▼ 4
- 387 PCC ▼ 12
- 12 SWDC ▼ 7
- 323 UHCC ▲ 4
- 1,323 WCC ▲ 20

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
 72% of the network surveyed by WWL**
 1,720 km surveyed since 1 July, 2022**
 ▲ 82km 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 (21 - 27 Mar)

Social media

- **Seaview Road progress update:** 25/03 We are now halfway through the works
- **Fact or fiction Friday:** 24/03 Fact - 'Drinking water pipes are often between 3 and 5 metres underground'
- **Fixed Leak of the Week #18:** 23/03 Mt Albert Park
- **Mahi Monday:** 20/03 profile of Angela - Principal Advisor RMA Consents & Environment

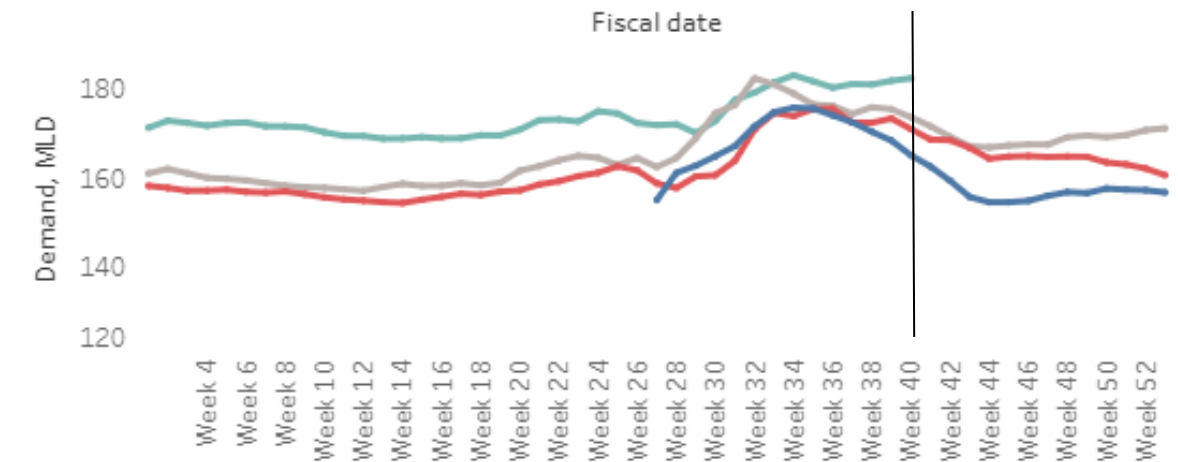


Water use



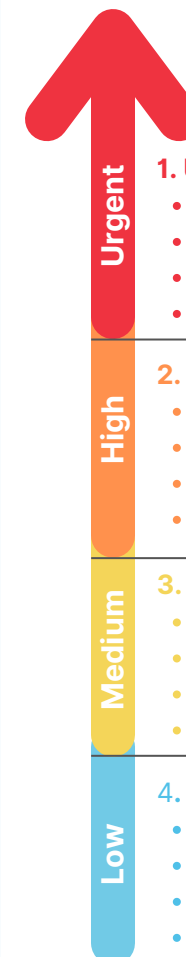
Water Demand

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



The 4-week water use average currently sits at 181.92 million litres per day. Use is expected to drop like previous years with the change to autumn. (Last updated 27/03/23).

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
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3. Medium priority

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- 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.

ADDRESSING LEAKS - PROGRESS UPDATE 22/03/2023



Leaks fixed

145 leaks fixed this week ▼ 75
5,599 leaks fixed year to date (From 01/07/22)
40 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:
• 18 SWDC ▲ 10	• 53 SWDC ▲ 18
• 5 UHCC ▼ 17	• 111 UHCC ▲ 38
• 34 HCC ▼ 6	• 181 HCC ▲ 27
• 33 PCC ▲ 1	• 123 PCC ▲ 51
• 55 WCC ▼ 63	• 354 WCC ▲ 102



Leaks reported

3,103 open confirmed leaks (leaks that have been assessed) ▲ 68 since 15/03/23

- **1,053** HCC ▲ 36
- **399** PCC ▼ 23
- **19** SWDC ▼ 10
- **319** UHCC ▲ 7
- **1,313** WCC ▲ 58

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
72% of the network surveyed by WWL**
1,720 km surveyed since 1 July, 2022**
 ▲ 82km 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 (14 - 20 Mar)

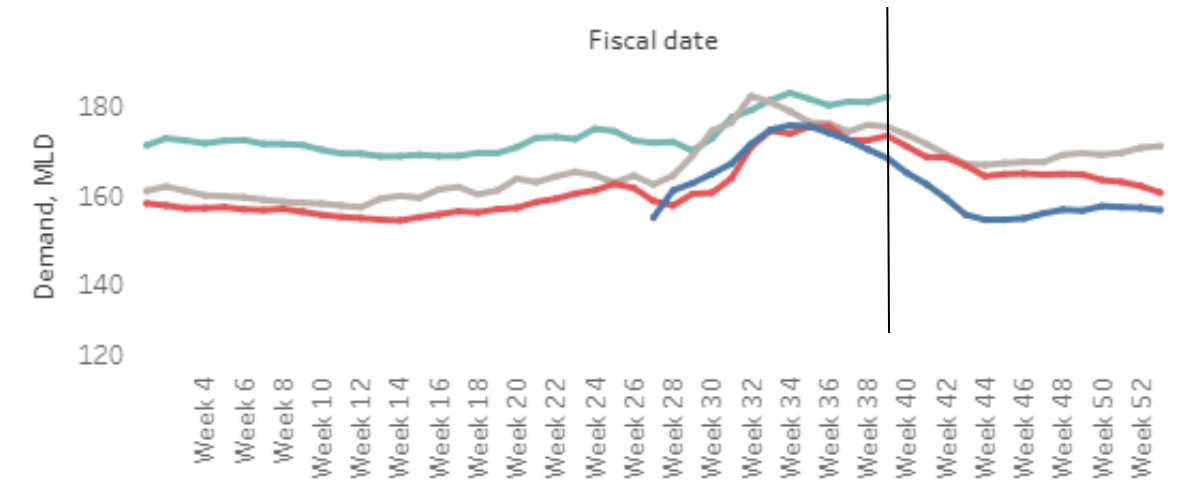
Social media

- **Fact or fiction Friday:** 17/03 Fact - 'There are up to six other utility pipes we dig around to get to leaks'
- **Mahi Monday:** 20/03 profile of Charles - Director of Regulatory Services



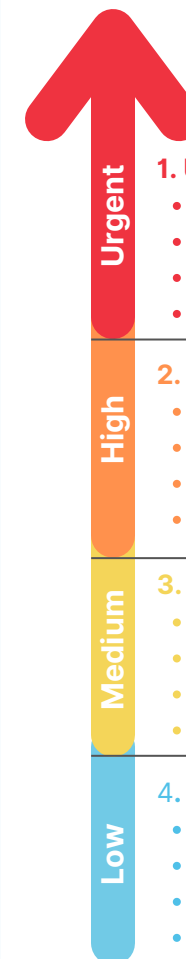
Water use

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



The 4-week water use average currently sits at 181.71 million litres per day. Use is expected to drop like previous years with the change to autumn. (Last updated 22/03/23).

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.

ADDRESSING LEAKS - PROGRESS UPDATE 15/03/2023



Leaks fixed

220 leaks fixed this week ▲ 38
 5,438 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: |
| • 8 SWDC ▼ 3 | • 53 SWDC ▲ 18 |
| • 22 UHCC ▲ 1 | • 111 UHCC ▲ 38 |
| • 40 HCC ▲ 3 | • 181 HCC ▲ 27 |
| • 32 PCC ▲ 14 | • 123 PCC ▲ 51 |
| • 118 WCC ▲ 24 | • 354 WCC ▲ 102 |



Leaks reported

3,035 open confirmed leaks (leaks that have been assessed) ▼ 16 since 08/03/23

- 1,017 HCC ▲ 56
- 422 PCC ▼ 23
- 29 SWDC ▼ 10
- 312 UHCC ▼ 3
- 1,255 WCC ▼ 36

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
 72% of the network surveyed by WWL**
 1,702 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 (06 - 13 Mar)

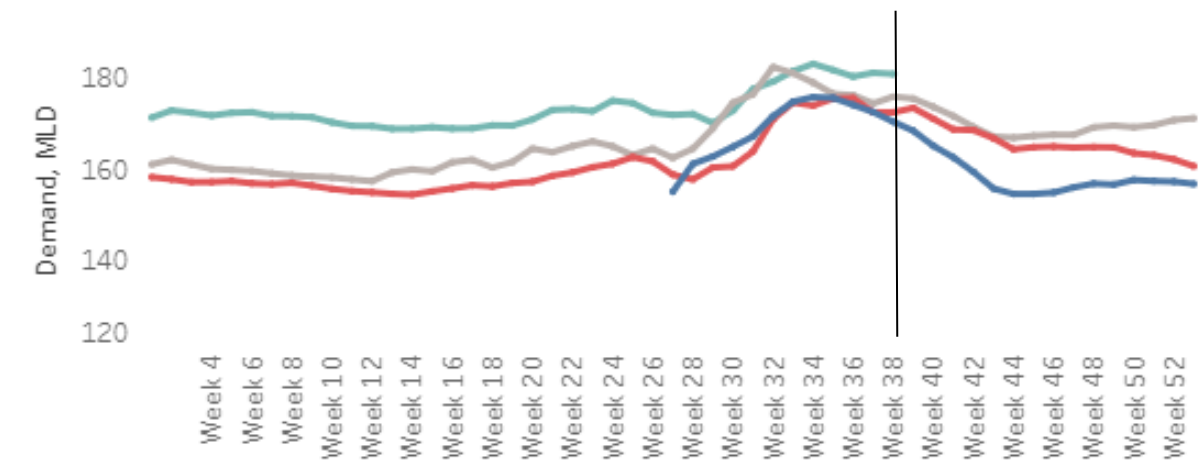
Social media

- **Fact or fiction Friday:** 10/03 Fact - 'When a leak is "under investigation" we're still working on it.
- **Fixed Leak of the week #17:** 09/03 Wilton Road, Wadestown, urgent leak fixed.
- **Mahi Monday:** 13/03 profile of Wellington Water project manager.



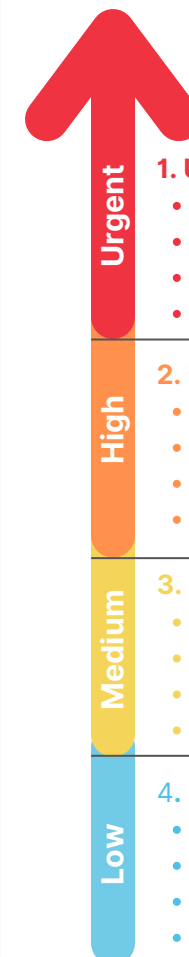
Water use

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



The 4-week water use average dropped to 180.4 million litres per day. Use is expected to continue to drop like previous years with the change to autumn. (Last updated 15/03/23)

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.

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)

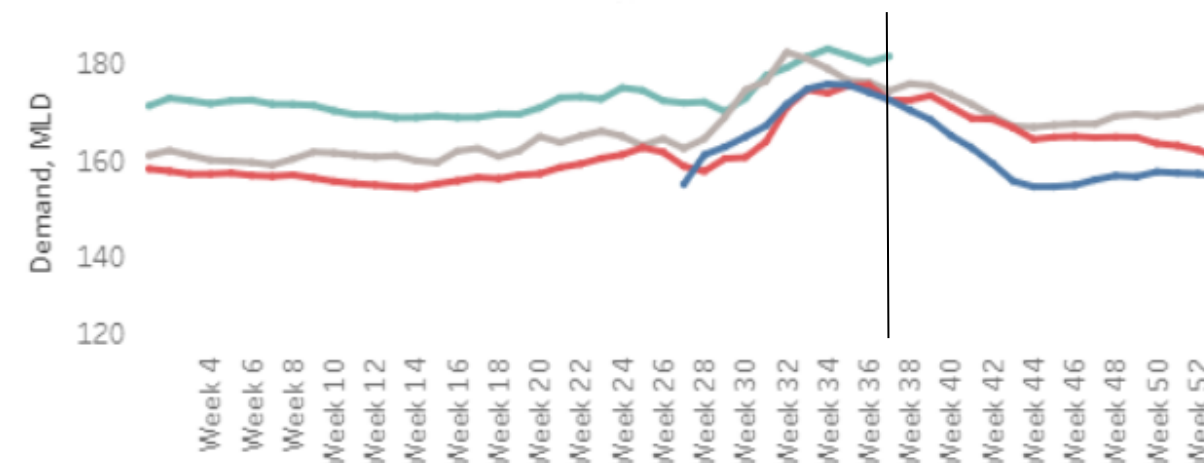
Social media

- **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.



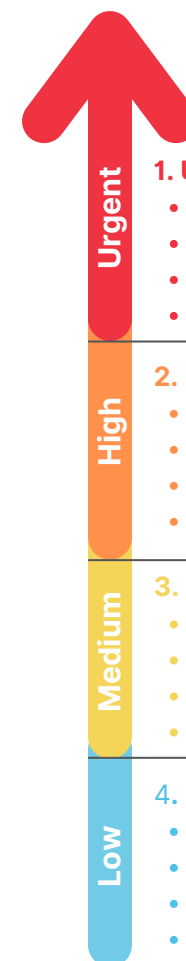
Water use

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.

ADDRESSING LEAKS - PROGRESS UPDATE 01/03/2023



Leaks fixed

256 leaks fixed this week ▲ 18
 5,064 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: |
| • 17 SWDC ▲ 2 | • 53 SWDC ▲ 18 |
| • 39 UHCC ▲ 13 | • 111 UHCC ▲ 38 |
| • 69 HCC ▲ 22 | • 181 HCC ▲ 27 |
| • 34 PCC ▼ 9 | • 123 PCC ▲ 51 |
| • 98 WCC ▼ 9 | • 354 WCC ▲ 102 |



Leaks reported

2,976 open confirmed leaks (leaks that have been assessed) ▲ 42 since 22/02/23

- 927 HCC
- 360 PCC
- 38 SWDC
- 301 UHCC
- 1,350 WCC

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
 67% of the network surveyed by WWL**
 1,591 km surveyed since 1 July, 2022**
 ▲ 112 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 (20 - 27 Feb)

Proactive media

- Stuff news 27/02
[Leak of the Week: A leak in Thorndon creates a slimy and slippery pavement, residents say](#)

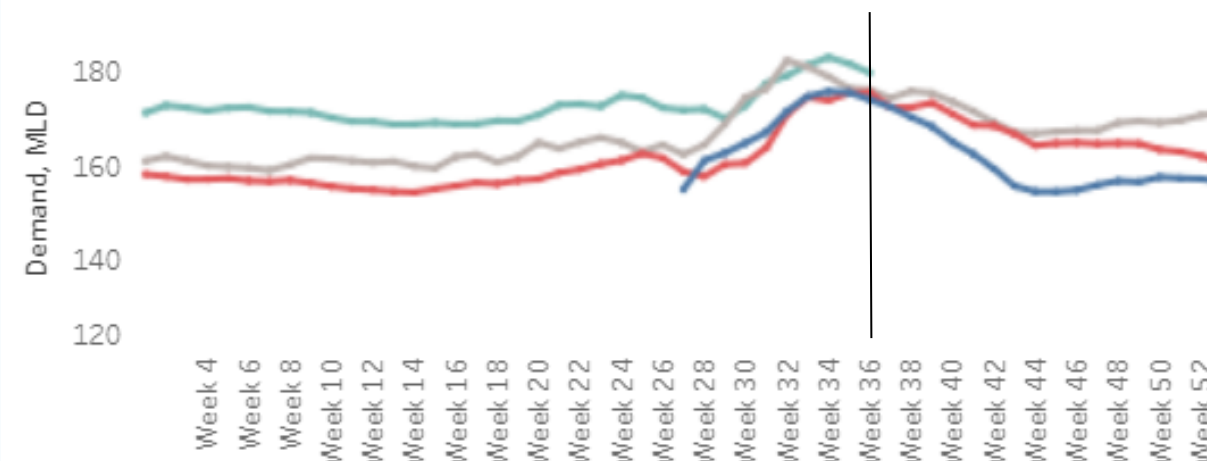
Social media

- **Fact or fiction Friday:** 24/02 we prioritise fixing 'high water loss zones', these zones can be seen on the job status map.
- **Fixed Leak of the week #15:** 24/02 Melrose urgent leak fixed.
- **Mahi Monday:** 27/02 profile of Group Manager of Network Management.



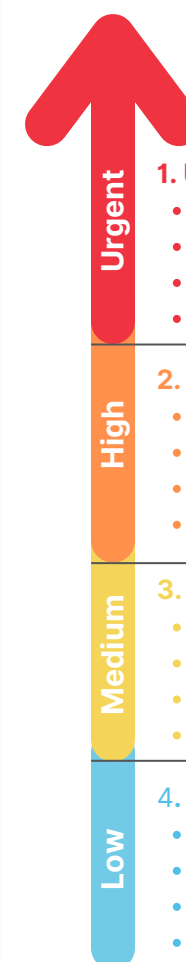
Water use

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



The 4-week water use average dropped to 179 million litres per day from a peak of 184 2 weeks ago. This drop has supported the decision to move back to water restriction level 1 for the metropolitan area. Last week saw another big week of fixing leaks with 256 across the region. (Last updated 26/02/23)

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

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Urgent

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**

High

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**

Medium

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**

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**