

ADDRESSING LEAKS - PROGRESS UPDATE 25/01/2023



Leaks fixed

192 leaks fixed this week ▲ 60
 4,058 leaks fixed year to date (From 01/07/22)
 24 leaks fixed per working day average

525 leaks fixed in December ▼ 131

- 51 Urgent
- 72 High
- 372 Medium
- 30 Low



Leaks fixed by council

Leaks fixed in December:

- 37 SWDC ▲ 4
- 64 UHCC ▲ 12
- 137 HCC ▼ 74
- 58 PCC ▼ 15
- 229 WCC ▼ 56



Leaks reported

2,657 open confirmed leaks (leaks that have been assessed) ▲ 61 since 17/01/23

- 8 Urgent
- 88 High
- 2184 Medium
- 377 Low

195 open unconfirmed leaks (jobs that have been reported but not yet assessed) ▲ 6 since 17/01/23.

56% of leaks reported by the public in December were duplicates. ▼ 12%



Leaks detected

283 new leaks detected by WWL* ▲ 21
 88 are on private properties ▲ 24
 50% of the network surveyed by WWL**
 1,181 km surveyed since 1 July, 2022**
 ▲ 19km since 17/01/23

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



Comms this week (18 Jan-25 Jan)

Proactive media

- Staff article 23/01
[Leak of the week](#)

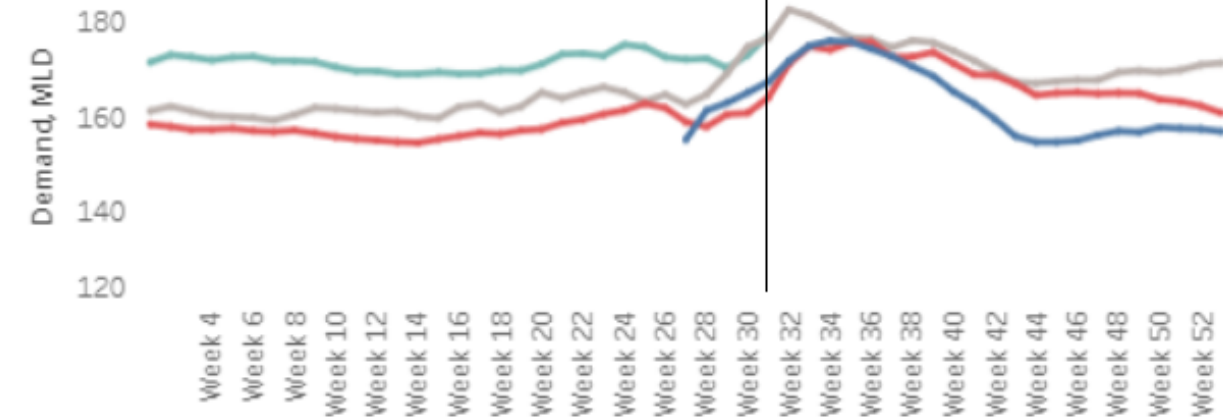
Social media

- **Fact or fiction Friday:** 20/01 Highlighting the challenges of finding a leaks location and fixing it safely with the least disruption.
- **Leak of the week:** 18/01 an urgent leak we fixed in Wainuiomata early last week.
- **Mahi Monday:** 23/01 profile on our Regional planning engineer.



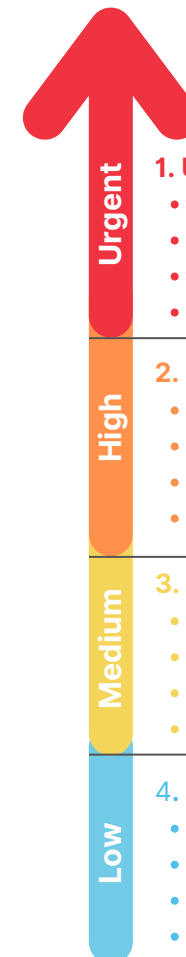
Water use

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



The graph has been updated from previous weeks to represent the fiscal year and better show the yearly comparison. Water use has steadily risen in line 2022 which has triggered the need to move to Level 2 water restrictions this week 26/01. (last updated 23/01/23)

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.