

Friday 8 March 2024

OIA IRO-566

Name: Carl Wiggin

Email: fyi-request-25360-361a2f28@requests.fyi.org.nz

Tēnā koe Carl,

Official information request regarding water leaks – Partial Response.

Thank you for your official information request dated Tuesday 9 January 2024. On Thursday 11 January 2024, Wellington City Council transferred your request to us in full under the Local Government Official Information and Meetings Act 1987 (the Act).

1. *Number of known leaks / open tickets.*
2. *Number of leaks fixed per day/week/month.*
3. *Average cost per leak.*
4. *Average time to resolve leak.*
5. *Any other data you think might be relevant to the public understanding of the issue and the progress of fixing the issue.*
I would like data going back 5 years if possible.

We have considered your request in accordance with the Act and determined that we are able to grant it in part.

For your first and fifth question, there is a variety of information about leaks that you can find on our website here – including the number of known leaks. As this information is publicly available, we are declining this part of your request in accordance with [Section 17\(d\)](#) of the Act.

Information for your second, third and fourth questions will take us some time to prepare for release and we will have this information to you in due course.

Please note that we can only grant three years of data for your second, third and fourth question. Information prior to the 2020/21 Financial year cannot be made without substantial collation or research and we therefore have to decline in part, in accordance with [Section 17\(f\)](#) of the Act. The reasons for this is set out below:

1. In 2018, there was a transition of service suppliers within Operations as Wellington Water moved from an existing 10-year contract to the Integrated New Alliance. During this process, the transfer of data from the previous supplier to the Wellington Water databases was not always complete or in a format that could be easily integrated or accessed.

2. At the start of the Alliance, a new front-end Asset Management and Maintenance system was planned for introduction. However, this process took longer than expected, pushing the proposed start date from June 2019 to June 2020. As an interim measure, a system was implemented on short notice, with the understanding that it would be temporary. Although it helped Wellington Water at the time, the interim system had limitations as it was not a fully-fledged asset collection and maintenance integrated system.

The new system became fully functional from June 2020, and we can report with a high level of confidence from the 2020/21 financial year onwards.

Please also note that leak repair costings are included under a broader financial budget for reactive maintenance.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to email us at official.information@wellingtonwater.co.nz

Ngā mihi nui,



Lisa Strickland
Head of Customer Experience

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Our water, our future.