



Reducing water leakage

Our customers have made it clear: reducing water leakage is a top priority. Feedback from the Water Future Community Advisory Panel and our surveys shows strong support for proactive maintenance and long-term infrastructure upgrades. In fact, 78 per cent of Bill Simulator respondents said they'd be willing to pay more to fix leaks and faults faster. Customers told us ageing infrastructure is a major concern. They want us to tackle water waste now and not delay.

Reducing leakage is a key part of our strategy. We have historically had the highest water loss rate in the country, with approximately 30 per cent of treated water going unaccounted for in recent years. These losses come from leaks, overflows, unauthorised use, and metering errors. While we've reduced this to 24.5 per cent, we know there's more to do.

What we'll invest in:

\$100.6 M

Dedicated programs to reduce water leakage

\$95.2 M

Renewing water mains
– a **600% increase**
from PSP4

\$45.1 M

Upgrading and replacing water meters

\$87.4 M

Renewing electrical systems and SCADA
(our monitoring and control technology)

What we'll do:

Reduce real water losses

- Replace old pipes and assets based on risk and priority
- Use technology to monitor the network and find hidden leaks
- Manage water pressure to reduce strain on the system

Reduce apparent water losses

- Prevent water theft
- Replace and maintain water meters
- Test and use new metering technology

Use water more efficiently in operations

- Improve how we use water in treatment and day-to-day operations
- Install new technology to reduce water use during operations

Build a smart, sustainable water network

- Create a system that constantly monitors for leaks, pressure changes, and faults
- Automatically trigger repairs, maintenance, or upgrades when issues are found