

Statement of Service Report for 2022/23

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured


PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	2022/23 RESULT	2021/22 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions	●	No abatement notices	0	Achieved	No abatement notices received during the reporting year.
	●	No infringement notices	1	Achieved	An infringement notice was received on 8 December 2022, referring to non-compliance for the Taihape Wastewater Treatment Plant in October of that year. Council approved additional capital works in the 23/24 financial year to improve the performance of the plant.
	●	No enforcement orders	0	Achieved	No enforcement orders received during the reporting year.
	●	No convictions	0	Achieved	No convictions during the reporting year.
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	●	Fewer overflows than 3 per 1000 connections	0.22	1.41	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time Where the Council attends to sewage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured: a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	●	Attendance urgent 0.5 hours	0.1 hours	0.1 hours	
	●	Attendance non-urgent 24 hours	0.1 hours	0.2 hours	
	●	Resolution urgent 24 hours	1.4 hours	1.9 hours	
	●	Resolution non-urgent 96 hours	1.9 hours	1.3 hours	


*Mandatory


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*Customer satisfaction					
The total number of complaints received by the Council about any of the following:		Fewer requests than 6 per 1000 connections	12.92	10.2	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.
a. sewage odour					
b. sewerage system faults					
c. sewerage system blockages, and					
d. the Council's response to issues with its sewerage system					
Expressed per 1000 connections to the Councils sewerage system.					

* *Mandatory*