




Statement of Service Report for 1 July to 31 December 2021










Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved


 Not measured


PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 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		No abatement notices	Achieved	Not achieved	No abatement notices received during the six-month period
Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of		No infringement notices	Achieved	Not achieved	No infringement notices received during the six-month period
a) abatement notices		No enforcement orders	Achieved	Achieved	No enforcement orders received during the six-month period
b) infringement notices					
c) enforcement orders, and					
d) convictions		No convictions	Achieved	Not achieved	No convictions during the six-month period
*System and adequacy		Fewer overflows than 3 per 1000 connections		1.41	
The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system					
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time		Attendance urgent 0.5 hours	1.3 hours	0.38 hours	Attendance on site is a challenge due to the size of the district and the number of available staff. RDC is currently considering alternative arrangements for areas to the north of the district to reduce the attendance times.
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		Attendance non-urgent 24 hours	0.2 hours	1.36 hours	
b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption		Resolution urgent 24 hours	1.9 hours	3.65 hours	
		Resolution non-urgent 96 hours	0.9 hours	3.2 hours	


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PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
*Customer satisfaction		Fewer overflows than 6 per 1000 connections	4.8	1.41	The result is up on last financial year but is still well within the achieved measure.
The total number of complaints received by the Council about any of the following:					
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