



# Statement of Service Report for 1 July to 31 December 2021

## Water Supply

### 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 safe and compliant supply of drinking water</i>					
*Safety of drinking water	• part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	Compliant (6/6)	Compliant (6/6)	All plants and supply networks compliant
The extent to which the Council's drinking water supply complies with:	• part 5 of the drinking water standards (protozoa compliance criteria)	No Incidents of non-compliance with protozoa compliance criteria (6/6)	Non-compliant (1/6)	Non-compliant (2/6)	Compliance with this measure is challenging as a single short-term incident will render a treatment plant non-compliant for the year.
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network	The percentage of real water loss from Council's networked urban reticulation system	Less than 40%	-%	42%	This is an annual measure calculated at the end of each financial year
*Demand Management	The average consumption of drinking water per day per resident within the District	600 litres per resident per day	- litres per resident per day	524 litres	This is an annual measure calculated at the end of each financial year
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*Where the Council attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured.	Attendance for urgent call outs	0.5 hours	0.2 hours	0.25 hours	Information supplied from Council's Request for Service system
	Resolution of urgent call outs	24 hours	1.6 hours	2.08 hours	Information supplied from Council's Request for Service system
	Attendance for non-urgent call outs	24 hours	1.9 hours	2.05 hours	Information supplied from Council's Request for Service system
	Resolution of non-urgent call outs	96 hours	4 hours	2.77 hours	Information supplied from Council's Request for Service system


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PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
*Customer satisfaction		≤20 complaints per 1000 connections	33.9/1000	17.8/1000	Information supplied from Council's Request for Service system. Connection number assume 4569 Water Supply rated properties for 2021-22 Financial year provided Finance Requests = 137
The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council <sup>1</sup>					

*Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies*

Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	48 hours	1.1 hours (urgent) 6 hours (normal)	0.25 hours	
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	21.6 hours (urgent) 6 hours (normal)	2.08 hours	

\*Mandatory

<sup>1</sup> a. drinking water clarity  
b. drinking water taste  
c. drinking water odour  
d. drinking water pressure or flow  
e. continuity of supply, and

f. The Council's response to any of these issues