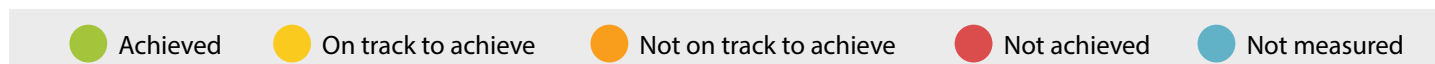


# Statement of Service Report 6 monthly Dec 2023/24

## Water Supply

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

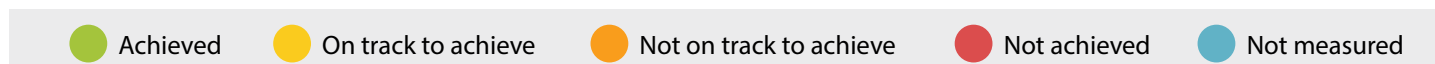


PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*Safety of drinking water The extent to which the Council's drinking water supply complies with: Council is required to report against the Drinking Water Standards for New Zealand (2018). From January 2023 Council is required to comply with the DWQAR (2022) Drinking Water Quality Assurance Rules, but the reporting requirement remains.	Part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	DWQAR July-Dec Non-compliant (6/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (6/6) DWQAR Jan-Jun 2023 Non-compliant (4/6)	Manawatū Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls - compliant Hunterville Urban - compliant Mangaweka - Compliant Marton - compliant Rātana - compliant Taihape - compliant
	Part 5 of the drinking water standards (protozoa compliance criteria)	No Incidents of non-compliance with protozoa compliance criteria (6/6)	DWQAR July-Dec 2023 Non-compliant (5/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (4/6) DWQAR Jan-Jun 2023 Non-compliant (2/6)	Manawatu Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls – compliant Hunterville Urban – 6 days – non-compliant Mangaweka – compliant Marton - compliant Rātana – compliant (due to sanitary bore) Taihape - compliant
<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%	Not Measured	42%	This performance measure will be reported on at the end of the reporting year.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	435	448	No account has been taken of industrial usage.

# Statement of Service Report 6 monthly Dec 2023/24

## Water Supply

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
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*Councils intended level of service is to: Be responsive to reported faults and complaints\**

*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	<span style="color: red;">●</span>	0.5 hours	0.85 hours	0.5 hours
	Resolution of urgent call outs	<span style="color: green;">●</span>	24 hours	1.25 hours	1.5 hours
	Attendance for non-urgent call outs	<span style="color: green;">●</span>	24 hours	1.2 hours	0.7 hours
	Resolution of non-urgent call outs	<span style="color: green;">●</span>	96 hours	4.03 hours	4.3 hours

*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council <sup>1</sup>	<span style="color: red;">●</span>	≤20 complaints per 1000 connections	26.3 per 1000	86.71 per 1000	Council often receives a higher number of complaints in the summer months, which is shown in the results from 2022/23. The steep decline for the July-December period is due to the water taste and odour improving during the colder months. Council is aware of ongoing concerns about the water supply, particularly in Marton. Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply in late 2024 to mid 2025.
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*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	<span style="color: green;">●</span>	48 hours	0.68 hours	0.1 hours (normal)
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	<span style="color: green;">●</span>	96 hours	5.22 hours	6.4 hours (non-urgent)

<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