

Statement of Service Report End of Year 2023/2024

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 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	Part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	Compliant (5/6)	Compliant (6/6)	The Bulls WTP did not comply with this rule due to the chlorination performance at the WTP not meeting requirements for two days in the year.
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)	Compliant (2/6)	Non-compliant (2/6)	The target was not met at four water treatment plants. At the Bulls, Taihape and Marton plants the continuous monitoring of UVT was not demonstrated. At the Hunterville plant the continuous monitoring of UVT was not demonstrated and on three days across the period turbidity performance requirements at the WTP were not achieved.
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.					
<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%	56%	42%	There was a leakage issue at Mangaweka. This has been repaired at the time of reporting and Mangaweka network is back to normal consumption.
*Demand Management	The average consumption of drinking water per day per resident within the District	600 litres per resident per day	543	448	

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PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<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	0.15 hours	0.05 hours	
	Resolution of urgent call outs	24 hours	0.7 hours	1.5 hours	
	Attendance for non-urgent call outs	24 hours	0.98 hours	0.7 hours	
	Resolution of non-urgent call outs	96 hours	4.41 hours	4.3 hours	
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹		≤20 complaints per 1000 connections	58.48	86.71 per 1000	The reduction of complaints from this time last year is due to the introduction of bore water from the new bore to the reservoir which has improved the taste and reduced the number of complaints we would normally receive in the dry summer season. Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply by the end of 2024.
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
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	1.25 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	96 hours	3.07 hours	6.4 hours (non-urgent)	

¹ 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