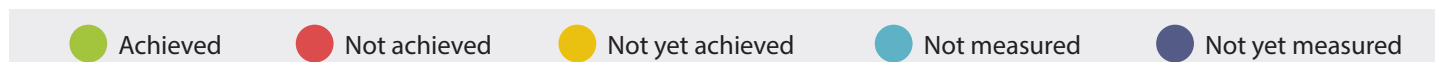


# Statement of Service Report for 2022/23

## Water Supply

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



PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 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) Based on December reporting only	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) Based on December reporting only	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. Non-compliance is often caused by data collection issues such as spikes in electricity, and does not indicate that public health was ever at risk. Hunterville Urban WTP was non-compliant in December 2022 due to a 41-minute spike on filters.
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		Less than 40%	Not measured	37%	This is an annual measure calculated at the end of each financial year
The percentage of real water loss from Council's networked urban reticulation system					
*Demand Management		600 litres per resident per day	Not measured	559 litres per resident per day	This is an annual measure calculated at the end of each financial year.
The average consumption of drinking water per day per resident within the District					

\*Mandatory

# Statement of Service Report for 2022/23

## Water Supply

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

● Achieved
 ● Not achieved
 ● Not yet achieved
 ● Not measured
 ● Not yet measured

PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 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	0.1 hours	0.1 hours	
	Resolution of urgent call outs	24 hours	0.1 hours	1.4 hours	
	Attendance for non-urgent call outs	24 hours	0.9 hours	0.2 hours	
	Resolution of non-urgent call outs	96 hours	5.3 hours	3.4 hours	
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council <sup>1</sup>		≤20 complaints per 1000 connections	21.86	67.6/1000	While slightly lower than the 6 monthly results from July-December 2021, Council often receives a higher number of complaints in January, which are not captured in this report. 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 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	0.1 hours (normal)	0.2 hours (urgent) 0.1 hours (normal)	Only two requests were received for rural water supplies, both of which were non-urgent.
	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	0.9 hours (normal)	21.6 hours (urgent) 1.9 hours (normal)	Only two requests were received for rural water supplies, both of which were non-urgent.

\*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