



Statement of Service Report for 2021/22










Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured


PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	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	
Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of		No infringement notices	Achieved	Not achieved	
a) abatement notices		No enforcement orders	Achieved	Achieved	
b) infringement notices		No convictions	Achieved	Not achieved	
c) enforcement orders, and					
d) convictions					
*System and adequacy		Fewer overflows than 3 per 1000 connections	1.41	1.66	
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	0.1 hours	0.38 hours	
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:		Attendance non-urgent 24 hours	0.2 hours	1.36 hours	
a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and		Resolution urgent 24 hours	1.9 hours	3.65 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 non-urgent 96 hours	0.9 hours	3.2 hours	


*Mandatory


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*Customer satisfaction					
The total number of complaints received by the Council about any of the following:		Fewer requests than 6 per 1000 connections	10.2	1.41	A change has been made to the capture of water-related calls. In previous years, when officers could resolve a call immediately, particularly by providing information such as planned water shut-downs, this was not entered in the system as a complaint or request for service. However, Audit NZ and the Department of Internal Affairs have advised Council that all water-related calls are to be included in this measure. This change was in place for the 2020/21 financial year, and results demonstrate the increased number of calls recorded due to this change to process.
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*