



Statement of Service Report for 2021/22

Water Supply

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 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 (2/6)	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. 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. Rātana and Marton treatment plants were 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%	37%	42%	
*Demand Management	The average consumption of drinking water per day per resident within the District	600 litres per resident per day	559 litres per resident per day	524 litres	
<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	0.25 hours	
	Resolution of urgent call outs	24 hours	1.4 hours	2.08 hours	
	Attendance for non-urgent call outs	24 hours	0.2 hours	2.05 hours	
	Resolution of non-urgent call outs	96 hours	3.4 hours	2.77 hours	


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*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	67.6/1000	17.8/1000	<p>Complaints about the water supply were high in November through March. These relate to seasonal variations in the surface water intake that make it more difficult to treat to aesthetic standards.</p> <p>Council is aware of ongoing concerns about the water supply, particularly in Marton, and therefore has planned a range of upgrades to improve this.</p> <p>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.</p>

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	0.2 hours (urgent) 0.1 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) 1.9 hours (normal)	2.08 hours	

* *Mandatory*

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