

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

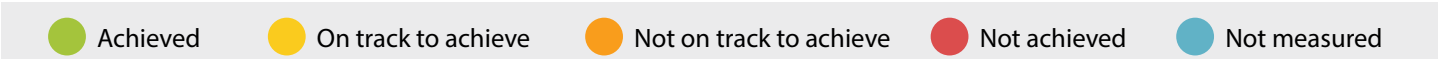
<div><div></div> Achieved</div> <div><div></div> On track to achieve</div> <div><div></div> Not on track to achieve</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Provide a safe and compliant supply of drinking water					
*Safety of drinking water The extent to which the Council's drinking water supply complies with:	Water supplied is compliant with the DWQA Rules in the Distribution System (Bacteria compliance)	No Incidents of non-compliance with bacteria compliance criteria for each water supply	Compliant (4/6)	Compliant (5/6)	Rātana non-compliant 1 day in July, 4 days in September, 3 days in October, 2 days in December. Mangaweka non-compliant 1 day in September. Hunterville non-compliant 2 days in October, 1 day in December. Taihape non-compliant 1 day in October, 1 day in November, 1 day in February. Marton non-compliant 1 day in December. Bulls non-compliant 1 day in December, 1 day in February.
	Water supplied is compliant with the DWQA Rules in the Treatment System (Protozoal compliance)	No Incidents of non-compliance with protozoa compliance criteria for each water supply	Compliant (2/6)	Compliant (2/6)	Bulls not-compliant for 6 days in January, 22 days in February and 15 days in March due to turbidity issues. Hunterville non-compliant 1 day in July, 1 day in February, 1 day in March. Marton non-compliant 1 day in July, 1 day in August, 1 day in September, 6 days in February due to turbidity issues. Taihape non-compliance for 2 days in March due to connectivity issues. Mangaweka non-compliant 1 day in August.
Councils intended level of service is to: Provide reliable and efficient urban water supplies					
*Maintenance of the reticulation network The percentage of real water loss from Council's networked urban reticulation system		Less than 40%	81%	56%	Work has been completed on the Bulls WTP which has likely impacted these results.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	263	543	

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Be responsive to reported faults and complaints*					
*Fault response time 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 from the time that the Council receives notification to the time that service personnel reach the site	0.5 hours	0.15 hours	0.15 hours	
	Resolution of urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	24 hours	1.3 hours	0.7 hours	
	Attendance for non-urgent call outs from the time that the Council receives notification to the time that service personnel reach the site	24 hours	0.63 hours	0.98 hours	
	Resolution of non-urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	2.5 hours	4.41 hours	

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> On track to achieve</div> <div><div></div> Not on track to achieve</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹	<div></div>	No more than 20 complaints per 1000 connections	57.94	58.48	The occurrence of geosmin over the summer months in the Marton water supply has meant that complaints increased, albeit earlier than expected. A treatment plan was put into action which has improved taste and odor, and this has reduced the number of complaints for this quarter.
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	0.38 hours	1.25 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	1.8 hours	3.07 hours	