

Statement of Service Report (End of Year 2024/25)

Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div>Achieved</div> <div><div></div>Not achieved</div> <div><div></div>Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	2024/25 RESULT	2023/24 RESULT	NARRATIVE
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					
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions	<div></div>	No abatement notices	2	3	Abatement Notice 1480 and 1481 issued for Hunterville and Mangaweka March 2025.
	<div></div>	No infringement notices	13	10	6 Infringement Notices (1163, 1188, 1215, 1216, 1217, 1285) for Hunterville WWTP issued June, August 2024, December 2024, January 2025 and May 2025. 3 Infringement Notices (1185, 1186, 1189) for Marton issued June and July 2024. 1 Infringement Notice (1207) for Mangaweka issued December 2024. 1 Infringement Notice (1277) for Taihape issued May 2025. 1 Infringement Notice (1279) for Rātana Pa issues April 2025. 1 Infringement Notice (1288) for Bulls issued May 2025.
	<div></div>	No enforcement orders	0	0	No enforcement orders received.
	<div></div>	No convictions	0	0	No convictions received.

*Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	2024/25 RESULT	2023/24 RESULT	NARRATIVE
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	<div></div>	Fewer overflows than 3 per 1000 connections	0.46/1000	1.92/1000	Dry weather sewerage overflow target achieved.
Councils intended level of service is to: Be responsive to reported faults and complaints					
* Fault response time 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: a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	<div></div>	Attendance urgent 0.5 hours	0.66 hours	0.35 hours	Average urgent attendance time is slightly above target.
	<div></div>	Attendance non-urgent 24 hours	0.83 hours	0.83 hours	Average attendance target achieved.
	<div></div>	Resolution urgent 24 hours	1.70 hours	2.02 hours	Average urgent resolution target achieved.
	<div></div>	Resolution non-urgent 96 hours	2.22 hours	1.76 hours	Average resolution target achieved.
*Customer satisfaction The total number of complaints received by the Council about any of the following: 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.	<div></div>	Fewer requests than 6 per 1000 connections	8.67/1000	18.22/1000	Proactive work is ongoing in identified areas to address inflows and infiltration and support achievement of target performance levels.

* Mandatory