

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

Water Supply

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	2024/2025 TARGET	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 (0/6)	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 (1/6)	Compliant (2/6)	Bulls non-compliant for 3 days in April due to turbidity issues and 2 days in April due to continuous monitoring issues. Hunterville non-compliant 2 days in April, 1 day in May and 1 day in June for continuous monitoring issues. Marton non-compliant 7 days in April due to turbidity issues and 1 day due to continuous monitoing issues. Taihape non-compliance for 1 day in April due to connectivity issues. Mangaweka non-compliant 1 day in August. Rātana had no instances of non-compliance.
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%	49%	56%	Work on the Bulls Water Treatment Plant likely impacted the result.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	469	543	Consumption of drinking water target achieved.

*Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	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	0.14 hours	0.15 hours	Attendance target met.
	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	1.69 hours	0.7 hours	Resolution target met.
	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	0.75 hours	0.98 hours	Attendance target met.
	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	2.68 hours	4.41 hours	Resolution target met.

* Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	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	71.64	58.48	The occurrence of geosmin over the summer months in the Marton water supply has meant that complaints increased.
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	0.5 hours	1.25 hours	Attendance target met.
	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	1.84 hours	3.07 hours	Resolution target met.

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

* Mandatory