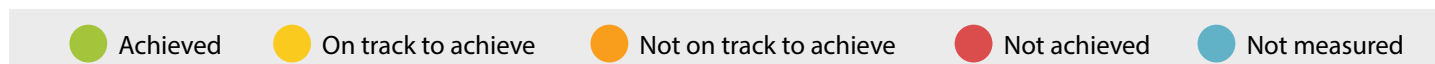


# Statement of Service Report 9 month - March 2024

## Stormwater drainage

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.	<span style="color: lightblue;">●</span>	No abatement notices	Not Measured	Not Measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However, as Council has no stormwater consents the measurement cannot be measured.
	<span style="color: lightblue;">●</span>	No infringement notices	Not Measured	Not Measured	
	<span style="color: lightblue;">●</span>	No enforcement orders	Not Measured	Not Measured	
	<span style="color: lightblue;">●</span>	No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events <sup>1</sup> that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	<span style="color: lightblue;">●</span>	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	<span style="color: green;">●</span>	Fewer requests than 5 per 1000 connected properties	3.16 per 1000	8.01 per 1000	The reduction in complaints regarding the stormwater system is due to the lack of weather events in the current reporting period.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	<span style="color: lightblue;">●</span>	Two hours or less	Not measured	Not measured	No flooding events occurred in the reporting period.

<sup>1</sup> The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor

\* Mandatory