

Statement of Service Report 9 month - March 2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured






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, reticulated disposal system that does not cause harm or create pollution within existing urban areas</i>					
*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		No abatement notices	2	0	An abatement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year. Operational works are being undertaken to remedy the condition set out in the notice. An abatement notice was received in February 2024 for lack of black disc measurements in the Tūtaenui stream around the Marton WWTP. Equipment has been purchased and the measurements have been added to the sampling programme.
		No infringement notices	6	1	An infringement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August 2023. This notice is in relation to the abatement notice and capital works are being undertaken to remedy this. An infringement notice was also received on 11 December 2023, referring to non-compliance for the Mangaweka Wastewater Treatment Plant in October of that year. This treatment plant is currently in the process of re-consenting. Two infringement notices were received in March 2024 for the Marton WWTP for excessive ammonia in the Tūtaenui stream and missing black disc data. Two further infringement notices were received in March 2024 for the Hunterville WWTP for excessive DRP and E.coli. New UV equipment has been purchased and Lutra has been engaged to optimise the phosphate removal process.
		No enforcement orders	1	0	An enforcement notice was received in March 2024 for Mangaweka WWTP for excessive E. coli in the effluent. New UV equipment has been purchased and will be installed once it has been delivered.
		No convictions	0	0	No convictions during the reporting year.
					







** Mandatory*

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 Achieved	 On track to achieve	 Not on track to achieve	 Not achieved	 Not measured
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PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 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		Fewer overflows than 3 per 1000 connections	1.15	0.22	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* 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:		Attendance urgent 0.5 hours	0.27 hours	0.7 hours	
		Attendance non-urgent 24 hours	0.83 hours	0.8 hours	
a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and		Resolution urgent 24 hours	1.63 hours	1.4 hours	
b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption		Resolution non-urgent 96 hours	1.76 hours	2.6 hours	
*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.		Fewer requests than 6 per 1000 connections	16.37 per 1000	18.61 per 1000	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.