

Statement of Service Report End of Year 2023/2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/2024 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	3	0	An abatement notice was received on 30 October 2023, for the Bulls Wastewater Treatment Plant. This abatement notice was cancelled and replaced with an abatement notice issued in March 2024. Operational works are being undertaken to address the matters set out in the notice. An abatement notice was received in February 2024 for lack of black disc measurements in the Tutaenui Stream around the Marton WWTP. Equipment has been purchased and the measurements have been added to the sampling programme.
	●	No infringement notices	10	1	Two infringement notices were received for the Mangaweka Wastewater Treatment Plant for non-compliances in October 2023 and February 2024. This treatment plant is currently in the process of re-consenting. Two infringement notices were received for the Hunterville Wastewater Treatment Plant for non-compliances in September 2023 and November 2023. These non-compliances relate to for excessive DRP and E.coli. New UV equipment has been purchased and Lutra has been engaged to optimise the phosphate removal process. Four infringement notices were received for the Marton Wastewater Treatment Plant for non-compliances in November 2023, January 2024, and April 2024. These non-compliances were for excessive ammonia in the Tutaenui stream and missing black disc data. One infringement notice was received for the Taihape Wastewater Treatment Plant for non-compliance in January 2024. The non-compliance was related to failure to comply with E.Coli concentrations. One infringement notice was received for the Bulls Wastewater Treatment Plant for non-compliance in August 2023. The infringement relates to the abatement notice and capital works are being undertaken to remedy this.

* Mandatory

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PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/2024 RESULT	2022/23 RESULT	NARRATIVE
	● No enforcement orders		0	0	
	● No convictions		0	0	No convictions during the reporting year.
*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		1.92/1000	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		0.35 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		2.02 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	1.9 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		18.22 per 1000	12.92 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.

* Mandatory