

Statement of Service Report 3 Month (July-September 2024/25)

Wastewater and Sewage Disposal

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 (3 MONTH) | 2024/25 TARGET | SEPTEMBER 2024 RESULT | 2023/24 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 | 1 | 3 | Formal Warning 641 for Ratana WWTP issued August 2024. |
| | ● | No infringement notices | 5 | 10 | 2 Infringement Notice (1163, 1188) for Hunterville WWTP issued June and August 2024. 3 Infringement Notices (1185, 1186, 1189) for Marton issued June and July 2024. |
| | ● | No enforcement orders | 0 | 0 | |
| | ● | No convictions | 0 | 0 | |
| *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 | 0.23/1000 | 1.92/1000 | |
| <i>Councils intended level of service is to: Be responsive to reported faults and complaints</i> | | | | | |
| * Fault response time Where the Council attends to sewerage 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 | ● | Attendance urgent 0.5 hours | 0.43 hours | 0.35 hours | |
| | ● | Attendance non-urgent 24 hours | 1.87 hours | 0.83 hours | |
| | ● | Resolution urgent 24 hours | 1.43 hours | 2.02 hours | |
| | ● | Resolution non-urgent 96 hours | 3.2 hours | 1.76 hours | |

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|---|---|--|-----------------------|----------------|-----------|
| *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 | 2.51/1000 | 18.22/1000 | |