

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

Water Supply

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)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*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 (4/6)	Compliant (5/6)	Rātana non-compliant 1 day in July, 4 days in September. Mangaweka non-compliant 1 day in September.
	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 (3/6)	Compliant (2/6)	Huntermville non-compliant 1 day in July. Marton non-compliant 1 day in July, August and September. Mangaweka non-compliant 1 day in August.
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network The percentage of real water loss from Council's networked urban reticulation system		Less than 40%	42%	56%	Water loss continues to trend downward as repairs/replacement on the network continue.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	448	543	

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<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*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	0.07 hours	0.15 hours	
	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	4 hours	0.7 hours	
	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	0.68 hours	0.98 hours	
	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	3.03 hours	4.41 hours	

* Mandatory

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PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 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					
	●	No more than 20 complaints per 1000 connections	8.76	58.48	
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
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	0.22 hours	1.25 hours	
	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	1.72 hours	3.07 hours	

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