

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 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>					
<b>*Discharge compliance</b> 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	<span style="color: red;">●</span> No abatement notices	3	3	3	No new abatement notices have been received between Sept-Dec 2024. Formal Warning 641 for Ratana WWTP issued August 2024.
	<span style="color: red;">●</span> No infringement notices	10	10	10	No new infringement notices have been received between Sept-Dec 2024. 2 Infringement Notices (1163, 1188) for Hunterville WWTP issued June and August 2024. 3 Infringement Notices (1185, 1186, 1189) for Marton issued June and July 2024.
	<span style="color: green;">●</span> No enforcement orders	0	0	0	
	<span style="color: green;">●</span> No convictions	0	0	0	
<b>*System and adequacy</b> The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	<span style="color: green;">●</span> Fewer overflows than 3 per 1000 connections		0.46/1000	1.92/1000	

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PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	DECEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
<p><b>* Fault response time</b></p> <p>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:</p> <p>a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption</p>	<span style="color: red;">●</span>	Attendance urgent 0.5 hours	1.4 hours	0.35 hours	
	<span style="color: green;">●</span>	Attendance non-urgent 24 hours	0.63 hours	0.83 hours	
	<span style="color: green;">●</span>	Resolution urgent 24 hours	1.98 hours	2.02 hours	
	<span style="color: green;">●</span>	Resolution non-urgent 96 hours	2.02 hours	1.76 hours	
<p><b>*Customer satisfaction</b></p> <p>The total number of complaints received by the Council about any of the following:</p> <p>a. sewage odour</p> <p>b. sewerage system faults</p> <p>c. sewerage system blockages, and</p> <p>d. the Council's response to issues with its sewerage system</p> <p>Expressed per 1000 connections to the Councils sewerage system.</p>	<span style="color: orange;">●</span>	Fewer requests than 6 per 1000 connections	5.25 /1000	18.22/1000	