

Mandatory Non-Financial Performance Measures Results for 2016/17

(Department of Internal Affairs)

KEY	N/A – Not Applicable
GWRC - Greater Wellington Regional Council	l/p/d – litres per person per day
HCC - Hutt City Council	On Track
PCC - Porirua City Council	Off Track
UHCC - Upper Hutt City Council	Slippage/Concern
WCC - Wellington City Council	

Water supply

RESULT

(1) Performance measure 1

Safety of drinking water

The extent to which the local authority's drinking water supply complies with:

(a) part 4 of the drinking-water standards (bacteria compliance criteria), and

(b) part 5 of the drinking-water standards (protozoal compliance criteria).

TARGET
100%

GWRC	HCC	PCC	UHCC	WCC
No*	Yes	Yes	Yes	Yes

TARGET
100%

GWRC	HCC	PCC	UHCC	WCC
Yes	N/A			

* We have four treatment plants and three distribution zones that are evaluated according to the New Zealand Drinking Water Standards. One treatment plant (Waterloo) was found to be non-compliant with one section of the standards due to receiving two positive E.coli results in conjunction with the sampling regime not meeting the nominated criteria of the standards. We changed this regime in September 2016 and it is now compliant.

We continue to chlorinate water from the bores at Waterloo treatment plant, which ensures the provision of acceptable quality water to customers.

(2) Performance measure 2

Maintenance of the reticulation network

The percentage of real water loss from the local authority's networked reticulation system.

TARGET
ACTUAL

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A	<18%	<17%	<17%	<18%
N/A	21.6%	24.8%	12.7%	8.3%

(3) Performance measure 3

Fault response times

Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:

(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and

(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.

(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and

(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.

TARGET
60 minutes

TARGET
4 hours

TARGET
36 hours

TARGET
15 days

RESULT

GWRC	HCC	PCC	UHCC	WCC
No events	45 min	38 min	35 min	51 min

GWRC	HCC	PCC	UHCC	WCC
No events	3.38 hrs	3.24 hrs	2.57 hrs	3.23 hrs

GWRC	HCC	PCC	UHCC	WCC
0.50 hrs	42 hrs	26 hrs	29 hrs	45 hrs

GWRC	HCC	PCC	UHCC	WCC
1.67 hrs	2 days	2 days	2 days	3 days

(4) **Performance measure 4**
Customer satisfaction

The total number of complaints received by the local authority about any of the following:

- (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 local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system.

TARGET
GWRC
<5/1000 connections
Other councils
<140/1000 connections

RESULT

GWRC	HCC	PCC	UHCC	WCC
0.06	12.49	6.81	7.11	13.84

(5) **Performance measure 5**
Demand management

The average consumption of drinking water per day per resident within the territorial authority district.

TARGET (l/p/d)
ACTUAL (l/p/d)

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A	345	335	335	375
N/A	352	303	345	364

Sewerage and the treatment and disposal of sewage

(6) **Performance measure 1**
System and adequacy

The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.

TARGET
NIL

RESULT

HCC	PCC	UHCC	WCC
0.05	0.11	Nil	0.46

(7) **Performance measure 2**
Discharge compliance

Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:

- (a) abatement notices

TARGET
No notices

RESULT

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

(b) infringement notices

TARGET
No notices

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

(c) enforcement orders, and

TARGET
No notices

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

(d) convictions, received by the territorial authority in relation those resource consents.

TARGET
No notices

HCC	PCC	UHCC	WCC
: Nil	Nil	Nil	Nil

(8) Performance measure 3

Fault response times

Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured:

(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site, and

(b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault.

TARGET

1 hour

RESULT

HCC	PCC	UHCC	WCC
35 min	5.23 hrs	37 min	46 min

TARGET

6 hour

HCC	PCC	UHCC	WCC
2.52 hrs	6.42 hrs	2.70 hrs	2.68 hrs

(9) Performance measure 4

Customer satisfaction

The total number of complaints received by the territorial authority about any of the following:

- (a) sewage odour
- (b) sewerage system faults
- (c) sewerage system blockages, and
- (d) the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system.

TARGET

< 30/1000 connections

RESULT

HCC	PCC	UHCC	WCC
25.42	20.65	16.17	19.72

Stormwater drainage

(10) Performance measure 1

System adequacy

(a) The number of flooding events that occur in a territorial authority district

TARGET

NIL

RESULT

HCC	PCC	UHCC	WCC
1	1	NIL	6

(b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)

TARGET

0/1000 per flooding event

HCC	PCC	UHCC	WCC
0.05	0.32	NIL	0.11

(11) Performance measure 2

Discharge compliance

Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:

- (a) abatement notices
- (b) infringement notices

TARGET

No notices

RESULT

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

TARGET

No notices

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

(c) enforcement orders, and

TARGET

No notices

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

(d) convictions, received by the territorial authority in relation those resource consents.	TARGET No notices	<table><tr><th>HCC</th><th>PCC</th><th>UHCC</th><th>WCC</th></tr><tr><td>NIL</td><td>NIL</td><td>NIL</td><td>NIL</td></tr></table>	HCC	PCC	UHCC	WCC	NIL	NIL	NIL	NIL
HCC	PCC	UHCC	WCC							
NIL	NIL	NIL	NIL							
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(12) Performance measure 3 Response times The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that the service personnel reach the site.	TARGET 60 minutes	RESULT <table><tr><th>HCC</th><th>PCC</th><th>UHCC</th><th>WCC</th></tr><tr><td>48 min</td><td>5 min</td><td>40 min</td><td>57 min</td></tr></table>	HCC	PCC	UHCC	WCC	48 min	5 min	40 min	57 min
HCC	PCC	UHCC	WCC							
48 min	5 min	40 min	57 min							
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(13) Performance measure 4 Customer satisfaction The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.	TARGET <30/1000 connections	RESULT <table><tr><th>HCC</th><th>PCC</th><th>UHCC</th><th>WCC</th></tr><tr><td>11.44</td><td>12.99</td><td>6.36</td><td>10.45</td></tr></table>	HCC	PCC	UHCC	WCC	11.44	12.99	6.36	10.45
HCC	PCC	UHCC	WCC							
11.44	12.99	6.36	10.45							