

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety EM Environment SC Services that support Communities

Council Initiatives		Measure		
Treatment plant upgrades		Number of failures of Resource Consent determinants		EM
Result 2009/10: 0	Target 2010/11: 0	Result 2010/11: 73	Not Achieved - Comments: This measure is based on daily water take limits from the resource consent which is measured by flow monitors recording directly onto the telemetry system. Breakdowns occurring at one of the Opononi sources affecting capacity at the second source resulting in daily extraction rates being exceeded.	
In 2009/10 Council advised: The LTCCP stated Council would be undertaking a major investment programme for new treatment works. This is now under review as the investment has to be affordable to the communities.			Challenges going forward: New resource consent still under review, possible capital investment required to improve functionality	
Treatment plant upgrades		Number of systems achieving grade Bb (8 systems in all)		PH PS
Result 2009/10: 2	Target 2010/11: 1	Result 2010/11: 2	Achieved - Comments: The target has been achieved however it is not expected to implement major capital investment to achieve this grade across all plants as it would impose an unreasonable cost on the community.	
In 2009/10 Council advised: The LTCCP stated Council would be undertaking a major investment programme for new treatment works. This is now under review as the investment has to be affordable to the communities.			Challenges going forward: In light of the financial constraints and providing low cost solutions the measure and target will be reviewed for the LTP 2012/22.	
Construct additional treated water storage		Interruptions to supply of water into the reticulation system out of the reserves not to exceed 24 hours in any 1 year (this measure is assessing water leaving the reservoir into the reticulation system, and not individual houses)		PH PS
Result 2009/10: 100%	Target 2010/11: 100%	Result 2010/11: 100%	Achieved - Comments: Services have been managed to ensure that services are maintained at all times.	
In 2009/10 Council advised: Future funding has been allocated for treated water storage however this will need to be balanced against the downturn in growth which would justify the investment.			Challenges going forward: Limited growth in the district will probably not warrant any investment in this area.	
Water conservation		Reduction in per capita water consumption		EM
Result 2009/10: 0%	Target 2010/11: 2%	Result 2010/11: 0%	Not Achieved - Comments: Council has very limited ability to manage the consumption of water by the public.	
In 2009/10 Council advised: To achieve a reduction we will require an education programme to change the way the community manage their water consumption.			Challenges going forward: A programme of conservation was introduced in the drought and this will continue to be rolled out during the summer.	



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Council Initiatives		Measure		PS
Water conservation		Percentage of unaccounted for water (leakage, illegal connections, unauthorised use)		
Result 2009/10: 27%	Target 2010/11: 26%	Result 2010/11: 28%	Not Achieved - Comments: Due to leakage detection investigations at Opononi, Okaihau, Kawakawa plus follow up remedial works and bulk meter recalibrations and domestic water meter renewals.	
In 2009/10 Council advised: There is a need to review how this KPI is measured to ensure we are using the national standards for measurement of water losses and unaccounted for water.			Challenges going forward: Ongoing investigation will continue but with limited funding it is only possible to work on a small number of the communities.	

Council Initiatives		Measure		SC
General improvements in service		Percentage of very satisfied/satisfied respondents (Communitrak Survey)		
Result 2009/10: 81%	Target 2010/11: 82%	Result 2010/11: 82%	Achieved - Comments: Overall 53% of residents are connected to the town water supply and of these residents, 82% are very satisfied/satisfied.	
In 2009/10 Council advised: Need to redefine Communitrak questions for the next survey in 2011 to receive accurate data.			Challenges going forward: Continuing to meet the high standards set for the provision of drinking water remains a challenge within the financial constraints in place at the moment. Continuing our proactive management of the network and treatment plants will enable the high standards to be retained.	

Council Initiatives		Measure		EM
Customer Service		Percentage of service disruptions resolved in less than 4 hours		
Result 2009/10: 98%	Target 2010/11: 91%	Result 2010/11: 96%	Achieved - Comments: Proactive management of the alliance contract and the implementation of routine maintenance programmes has assisted in maintaining the standards.	
In 2009/10 Council advised: Monitored on a regular basis to ensure levels of service is met by the contractor.			Challenges going forward: Dealing with aging assets, particularly the AC pipelines, which may require more extensive repairs which will take more than 4 hours to complete.	

Council Initiatives		Measure		SC
Optimise water flow and pressure		Reduction in number of bursts per km of pipe		
Result 2009/10: 0.04	Target 2010/11: 0.53	Result 2010/11: 0.44	Achieved - Comments: Replacement of ageing assets using risk based renewals program.	
In 2009/10 Council advised: With aging assets and limited funding this KPI will become more of a challenge to meet.			Challenges going forward: Sustaining renewals investment levels.	



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Council Initiatives		Measure		PH
Reduce operational costs per m3 of water		Operational cost (\$ /cubic metres)		
Result 2009/10: 0.80	Target 2010/11: 1.044	Result 2010/11: 0.83	Achieved - Comments: Operational efficiencies resulting in minimal cost increases.	
In 2009/10 Council advised: Managing unaccounted water is key to ensuring the maximum amount of water produced is delivered to the customer and invoiced.			Challenges going forward: Rising power and chemical costs combined with water conservation programs will affect cost ratio	

Council Initiatives		Measure		PH
Treatment plant upgrades		Percentage compliance with New Zealand drinking water standards (this measure is assessed on compliance with ecoli only)		
Result 2009/10: 100%	Target 2010/11: 98%	Result 2010/11: 100%	Achieved - Comments: Compliance is key to the delivery of potable water.	
In 2009/10 Council advised: Need to review the methodology for measuring this KPI to ensure it is representative of the desired outcome.			Challenges going forward: Ensuring treatment plants are maintained to the highest standards and that the appropriate monitoring is in place to meet the regulators standards.	

Council Initiatives		Measure		PH
Extend coverage of public water systems		Number of connections		
Result 2009/10: 9,721	Target 2010/11: 9,545	Result 2010/11: 9,533	Not Achieved - Comments: Council has limited control in this area due to market developments.	
In 2009/10 Council advised: Limited funding has restricted Councils investment to extending the rateable area.			Challenges going forward: Number of connections is driven by development. As the market is currently very quiet, the expected number of connection will be correspondingly low	

