

## Community Outcome: A Safe and Healthy District and a Sustainable and Liveable Environment

**About this Outcome:** Treated drinking water supplies conform to established public health standards and water treatment does not adversely affect the environment.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of non revenue water measured (Losses)	LTP Target	Result 2012/13												
<b>NOT ACHIEVED:</b> Currently targeting Moerewa, Kawakawa and Rawene (Hokianga Hospital) for reduction in unaccounted water use.	26%	27%												
<p>Graph shown below details a three year view of performance: (The difference being "Percentage of unaccounted for water (leakage, illegal connections, unauthorised use)" to monitor this KPI in previous years)</p> <table border="1"> <caption>Percentage of non revenue water measured (Losses) - Three Year View</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>27%</td> <td>27%</td> </tr> <tr> <td>2010/11</td> <td>26%</td> <td>28%</td> </tr> <tr> <td>2011/12</td> <td>25%</td> <td>29%</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	27%	27%	2010/11	26%	28%	2011/12	25%	29%
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2009/10	27%	27%												
2010/11	26%	28%												
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KPI: Compliance with consented water take limits, maximum number of fails per month	LTP Target	Result 2012/13
<b>ACHIEVED:</b> Under Limit. One breach at Monument Hill.	5	1
* KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

KPI: Number of systems achieving grade Bb	LTP Target	Result 2012/13												
<b>ACHIEVED:</b> Existing systems are meeting the water quality standards. Kerikeri and Kawakawa schemes have achieved Ab grade.	4	4												
<p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Number of systems achieving grade Bb - Three Year View</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>0</td> <td>2</td> </tr> <tr> <td>2010/11</td> <td>1</td> <td>2</td> </tr> <tr> <td>2011/12</td> <td>2</td> <td>2</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	0	2	2010/11	1	2	2011/12	2	2
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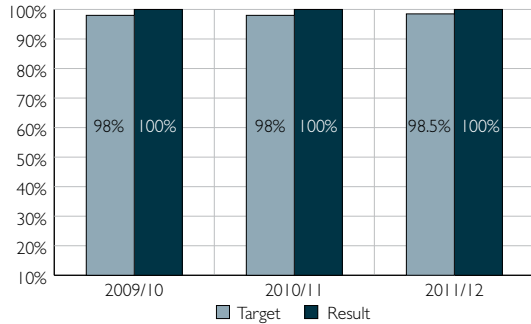
KPI: All systems fully compliant with the Drinking Water Standards for New Zealand	LTP Target	Result 2012/13
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**NOT ACHIEVED:** Monument Hill and Okaihau are not compliant with 2000 Standard: UV not recognised for 2000 Standard. Work is in progress on Monument Hill and Okaihau schemes to achieve compliance with Drinking Water Standards 2008.

8

6

Graph shown below details a three year view of performance: (The difference being % was used to monitor this KPI in previous years)



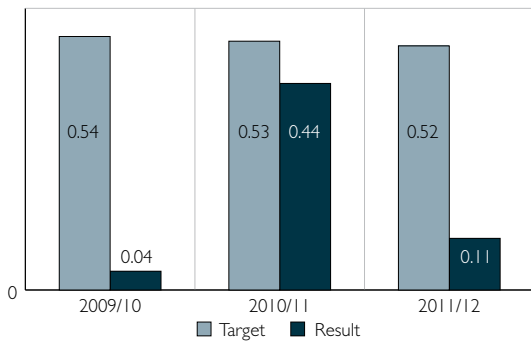
KPI: To reduce number of bursts per km of pipe	LTP Target	Result 2012/13
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**NOT ACHIEVED:** Averaging 1 to 2 main breaks per month. Future asset condition monitoring will enable improved intelligence, planned renewal and more accurate targeted replacements.

<16

19

Graph shown below details a three year view of performance: (The difference being "Reduction in number of bursts per km of pipe" to monitor this KPI in previous years).



KPI: Percentage of urgent RFS (4 hours) responded within timeframe	LTP Target	Result 2012/13
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**ACHIEVED:** 233 incidents attended with 10 not resolved within the time frame.

93%

95%

Graph shown below details a three year view of performance:

