

Activity Performance Indicators

The activity service and performance results in 2013/14 is detailed below:

2013/14 results

Result Target

<p><b>1: Not Achieved</b> The programme for checking / calibrating flowmeters has been extended to include all essential flowmeters. Program in place district wide to replace old imperial water meters.</p> <p><b>2: Achieved</b> Water takes all within consent limits. Only one recorded in October 2013 at Opononi WTP which breached compliance due to low chlorine levels in reservoir.</p>	<p><b>1: Percentage of non revenue water measured (losses)</b> 29%</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>27%</td> <td>25%</td> </tr> <tr> <td>2010/11</td> <td>28%</td> <td>25%</td> </tr> <tr> <td>2011/12</td> <td>29%</td> <td>25%</td> </tr> <tr> <td>2012/13</td> <td>27%</td> <td>25%</td> </tr> <tr> <td>2013/14</td> <td>29%</td> <td>25%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	27%	25%	2010/11	28%	25%	2011/12	29%	25%	2012/13	27%	25%	2013/14	29%	25%	<p><b>2: Compliance with consented water take limits, maximum number of fails per month</b> 1</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>0</td> <td>4</td> </tr> <tr> <td>2010/11</td> <td>0</td> <td>4</td> </tr> <tr> <td>2011/12</td> <td>0</td> <td>4</td> </tr> <tr> <td>2012/13</td> <td>1</td> <td>4</td> </tr> <tr> <td>2013/14</td> <td>1</td> <td>4</td> </tr> </tbody> </table>	Year	Result	Target	2009/10	0	4	2010/11	0	4	2011/12	0	4	2012/13	1	4	2013/14	1	4
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<p><b>3: Not Achieved</b> The following systems are currently compliant and exceeding the KPI grade of Bb: Kaitaia - Ab, Kawakawa - Ab, Kerikeri - Ab, Paihia - Ae. Equipment upgrades are required to achieve compliance with remaining schemes.</p> <p><b>4: Achieved</b> All 7 schemes currently compliant with DWSNZ 2008.</p>	<p><b>3: Number of systems achieving grade Bb<sup>2</sup></b> 4</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>2</td> <td>6</td> </tr> <tr> <td>2010/11</td> <td>2</td> <td>6</td> </tr> <tr> <td>2011/12</td> <td>2</td> <td>6</td> </tr> <tr> <td>2012/13</td> <td>4</td> <td>6</td> </tr> <tr> <td>2013/14</td> <td>4</td> <td>6</td> </tr> </tbody> </table>	Year	Result	Target	2009/10	2	6	2010/11	2	6	2011/12	2	6	2012/13	4	6	2013/14	4	6	<p><b>2: All systems fully compliant with the DSWNZ standards<sup>3</sup></b> 7</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>6</td> <td>7</td> </tr> <tr> <td>2013/14</td> <td>7</td> <td>7</td> </tr> </tbody> </table>	Year	Result	Target	2012/13	6	7	2013/14	7	7									
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<p><b>5: Achieved</b> This has been achieved by the replacement of ageing assets using a risk based renewal programme.</p> <p><b>6: Achieved</b> Proactive management of the alliance contract and the implementation of routine maintenance programs assisted in maintaining the standards.</p>	<p><b>3: 5: Maintain number of mains breaks per km of pipe</b> 11</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>1</td> <td>16</td> </tr> <tr> <td>2010/11</td> <td>1</td> <td>16</td> </tr> <tr> <td>2011/12</td> <td>1</td> <td>16</td> </tr> <tr> <td>2012/13</td> <td>16</td> <td>16</td> </tr> <tr> <td>2013/14</td> <td>11</td> <td>16</td> </tr> </tbody> </table>	Year	Result	Target	2009/10	1	16	2010/11	1	16	2011/12	1	16	2012/13	16	16	2013/14	11	16	<p><b>6: Percentage of urgent RFS (4 hours) responded within timeframe</b> 96%</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>98%</td> <td>93%</td> </tr> <tr> <td>2010/11</td> <td>96%</td> <td>93%</td> </tr> <tr> <td>2011/12</td> <td>97%</td> <td>93%</td> </tr> <tr> <td>2012/13</td> <td>95%</td> <td>93%</td> </tr> <tr> <td>2013/14</td> <td>96%</td> <td>93%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	98%	93%	2010/11	96%	93%	2011/12	97%	93%	2012/13	95%	93%	2013/14	96%	93%
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<sup>2</sup> For more information on Public Health Grading of Water Supplies please refer to the Ministry of Health website: <http://www.drinkingwater.esr.cri.nz/general/grading.asp>

<sup>3</sup> Compliance with the Drinking Water Standards for New Zealand has changed. Significant funds will now be required to meet the revised (2008) standard (not budgeted for in 2013-14).