

WATER SUPPLY

Cost of Proposed Services

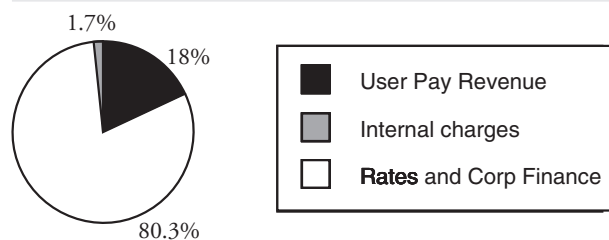
| Budget 2000/01 | | Costs (After Internal Recoveries) | Budget 2001/02 | |
|-------------------|-----------------------------|-----------------------------------|--------------------|-------------------|
| Net Cost | Operational Outputs | | Revenue | Net Cost |
| \$ | | \$ | \$ | \$ |
| 731,422 | Information and Advice | 568,059 | 0 | 568,059 |
| (432,209) | Consents and Applications | 155,680 | (620,000) | (464,320) |
| 458,458 | Plans and Policy Statements | 542,520 | 0 | 542,520 |
| 9,280,589 | Supply of Water | 12,612,860 | (1,974,000) | 10,638,860 |
| 10,038,259 | Net Cost of Service | 13,879,119 | (2,594,000) | 11,285,119 |

Note: The above Cost of Service Statement includes a depreciation provision for 2000/01 of \$4,714,300 and in 2001/02 of \$3,854,000. The above cost of Service Statement also includes an Internal Service Provider surplus allocation for 2000/01 of (\$251,936) and in 2001/02 of (\$287,912).

| | |
|-----------------------------------|------------|
| Projected Cost of Service 2002/03 | 11,425,651 |
| Projected Cost of Service 2003/04 | 11,640,394 |

| 2000/01 | Capital Outputs | 2001/02 |
|------------------|---------------------------|------------------|
| \$ | | \$ |
| 4,399,876 | Renewals and Replacements | 4,194,293 |
| 305,970 | Asset Improvements | 357,065 |
| 2,780,982 | New Assets | 2,537,217 |
| 7,486,828 | | 7,088,576 |

Sources of Funding



Nature and Scope

- Investigating and planning the sustainable management of the city's water supply.
- Providing specialist and general advice on water supply services and promoting wise use of water resources.
- Advising on the water supply component of resource consents and administering applications for services.
- Operating and maintaining the water supply pumping and storage system and reticulation network, and supplying water of appropriate quality.
- Continuing effort will be made to work co-operatively with Ecan to prepare an integrated water management policy.
- Implementing a survey of industrial premises to reduce the risk of backflow into the public system.

The water supply system (comprising artesian supply from 86 pumping stations utilising 31 reservoirs and 1,300 km of watermain) supplies approximately 50 million cubic metres of water annually to 111,606 connections.

Overall Service Objective

These services contribute the following Council Strategic Objectives: C1, E1, F5, G1 and G2 (as printed in the Strategic Statement).

In summary the aim is:

- Serving the Community. This will include:
 - Supply of water in a manner that will achieve agreed and understood levels of services that meet the customers' needs at least cost.
 - Complying with legislative requirements including those relating to public health.
 - Developing partnerships with community and business groups to achieve desired outcomes with appropriate consultation on key issues.
 - Providing education to increase knowledge of water issues and to encourage efficient use.

- Maintaining cultural sensitivity recognising the special role of Tangata Whenua.
- Sustaining the Environment. This will include:
 - Adopting an advocacy role outside our immediate community for survival of the planet.
 - Ensuring everything we do is based on sustainable best practices.
 - Developing partnerships with Central Government to further the goals of water conservation.
- Valuing our Resources. This will include:
 - Being a good employer by implementing best practice in human resources management through matters such as recruitment, remuneration, Giving Value Being Valued, Equal Employment Opportunities, and training.
 - Inspiring community ownership through partnerships, consultation and education.
 - Using appropriate best practice to protect and restore our environment.

Objectives for 2001/02

- To provide a sufficient, reliable and cost effective supply of high quality water to the Christchurch community.
- To ensure that the reticulation network is maintained and operated reliably 24 hours a day, seven days a week.
- To ensure that the reticulation network is maintained and operated efficiently.
- To undertake a programme of sampling and analysis of drinking water for microbiological and chemical quality, to comply with the New Zealand Drinking Water Standards.
- To continue investigations relating to the sustainable management of water supply assets.
- To ensure that the issues relating to the Council's water requirements are appropriately communicated to Environment Canterbury during their regional planning processes.

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10. To respond to customer enquiries concerning water supply problems. Where appropriate, carry out site inspections/investigations and advise on an appropriate course of action and responsibility.
11. To hold water supply costs to targeted figure.

Performance Indicators

4. Residents not satisfied with the value for rates spent on water supply less than 5%. Target of 90% of residents satisfied. (1999/00: Achieved)
- 5.1 That unplanned headworks shutdowns do not result in loss of supply to customers for longer than four hours. (1999/00: Achieved - Nil)
- 5.2 That incidents of headworks unplanned shutdowns resulting in loss of supply to customers of less than four hours do not exceed ten per year. (1999/00: Achieved Nil)
6. That unplanned reticulation shutdowns do not result in loss of supply to customers for longer than four hours, on more than 12 occasions in a year. (1999/00: Achieved - Nil)
7. That the microbiological sample results conform to the recommendations in New Zealand Drinking Water Standards Guidelines. (1999/00: Complied).
8. That an updated Water Supply Asset Management Plan be presented for the Council's approval by September 2001. *
9. Provide input into Environment Canterbury's Natural Resources Regional Plan (Water Chapter) appropriate to the supply of water, including submissions for Issues and Options and other documents, and background investigations into environmental effects and the views of customers. *
10. That initial contact with customers on enquiries relating to the public water supply be made within three working days and, if further action is required, investigation commenced within 10 working days. (1999/00: Achieved).
11. Measure water supply total expenditure against the target of \$131/connection, \$116/ratepayer/year, 29c/m³ (1999/00: \$122/connection/year, \$109/ratepayer/year, 27c/m³)

* (New performance indicators so no previous comparison available.)



Construction of a new pump station and reservoir at Glenroy St, Woolston. The new pump station, reservoir and wells were completed in January 2001 as part of the Council's ongoing replacement programme, to replace the original station built in 1927.