

WATER SUPPLY

Planning, operating and maintaining the City's water supply and distribution system, supplying high quality water to meet residential and business needs and for firefighting purposes.

STATEMENT OF OBJECTIVES AND SERVICE PERFORMANCE

Objectives for 1999/00	Performance Indicators	Actual	Target
1. To provide a sufficient, reliable and cost effective supply of high quality water to the Christchurch community.	1.1 Residents satisfied with the value for money of rates spent on water supply services, at least	86%	90%
2. Effectively respond to requests for water supply information.	2.1 a) Maintain first contact action on general water supply information, related correspondence and enquiries, at least	100%	99% within 3 working days
	b) Commence investigation on specialist information requests, at least	100%	100% within 10 working days
3. Effectively respond to applications for service.	3.1 Process land and project information memoranda applications within 3 and 2 days respectively	93% of LIMS 83% of PIMS	90% 90%
	3.2 Process applications for new connections within 3 working days of receipt of application, at least	100%	99%
4. Operate and maintain the water supply system.	4.1 Headworks shutdowns resulting in loss of supply to customers for longer than four hours	Nil	Nil
	4.2 Unplanned shutdown incidents of less than four hours' duration.	11	Less than 10
	4.3 Repair of reported A-C category leaks as per the scheduled time frames	*Category 'U' 98% *Category '1' 90% *Category '3' 95%	95%
	4.4 Quality of water tested meeting the public health requirements of the New Zealand 1995 Drinking Water Standards.	99% compliance with drinking water standards	100%

* Categories were changed to the following:

- 'U' - urgent, repair the same day
- '1' - repair within one day (ie 24 hours)
- '3' - repair within 3 days

STATEMENT OF COST OF SERVICES FOR THE YEAR ENDED 30 JUNE 2000

	2000 COSTS (After Internal Recoveries) S000's	2000 INCOME S000's	2000 NET COST S000's	2000 ESTIMATE NET COST S000's	1999 ACTUAL NET COST S000's
OPERATIONAL OUTPUTS					
Plans and Policy Statements	221	0	221	214	259
Information and Advice	683	0	683	568	799
Consents and Applications	209	622	(413)	(536)	(259)
Supply of Water	12,138	1,999	10,139	9,052	8,478
COST OF SERVICE	<u>\$13,251</u>	<u>\$2,621</u>	<u>\$10,630</u>	<u>\$9,298</u>	<u>\$9,277</u>

Notes (\$000's)

External Revenue included in Income is: Actual 2000 \$2,621, Estimate 2000 \$3,062, Actual 1999 \$2,585.

Depreciation included is: Actual 2000 \$4,887, Estimate 2000 \$4,750, Actual 1999 \$4,336.

Refer Note 22.