

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 2000/01	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. Operate and maintain the water supply system.	2.1 Headworks shutdowns resulting in loss of supply to customers for longer than four hours	Several shutdowns occurred as a result of October 2000 storm	Nil
	2.2 Unplanned Headworks shutdown incidents of less than four hours' duration.	Nil	Less than 10
	2.3 Reticulation shutdowns resulting in loss of supply for more than 4 hours.	14	Nil
	2.4 Quality of water tested meeting the public health requirements of the New Zealand 1995 Drinking Water Standards.	98.4% compliance with drinking water standards	100%
3. Undertake review of the Water Supply Asset Management Plan (AMP) including levels of service.	3.1 Water Supply AMP review completed by	Expected completion November 2001	30 June 2001
4. Respond and provide input to Environment Canterbury's (Ecan's) water chapter of the Natural Resources Regional Plan.	4.1 Input to Ecan's planning documents is provided on time following appropriate consultation by	30 November 2000	30 June 2001
	5.1 a) Maintain first contact action on general water supply information, related correspondence and enquiries, at least	100%	99% within 3 working days
5. Effectively respond to requests for water supply information or connection.	b) Commence investigation on specialist information requests, at least	100%	100% within 10 working days

Statement Of Cost Of Services For The Year Ended 30 June 2001

	2001 Costs (After Internal Recoveries) \$000's	2001 Income \$000's	2001 Net Cost \$000's	2001 Estimate Net Cost \$000's	2000 Actual Net Cost \$000's
Operational Outputs					
Plans and Policy Statements	565	0	565	664	221
Information and Advice	512	0	512	690	683
Consents and Applications	244	560	(316)	(428)	(413)
Supply of Water	11,303	2,306	8,997	9,460	10,139
Cost of Service	\$12,624	\$2,866	\$9,758	\$10,386	\$10,630

Notes (\$000's)

External Revenue included in Income is: Actual 2001 \$2,866, Estimate 2001 \$2,865, Actual 2000 \$2,621.

Depreciation included is: Actual 2001 \$4,978, Estimate 2001 \$4,794, Actual 2000 \$4,887.

Refer Note 22.