

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 2001/02	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	82%	90%
2. Operate and maintain the water supply system efficiently and reliably 24 hours a day, seven days a week.	2.1 Unplanned headworks shutdown resulting in loss of supply to customers for longer than four hours	Nil	Nil
	2.2 Unplanned headworks shutdown incidents of less than four hours' duration	2	Less than 10
	2.3 Reticulation shutdowns resulting in loss of supply for more than 4 hours.	13	Less than 13
3. Undertake a programme of sampling and analysis of drinking water for microbiological and chemical quality, to comply with NZ Drinking Water Standards.	3.1 Quality of water tested meeting the public health requirements of the New Zealand 1995 Drinking Water Standards Guidelines.	99.5% compliance with drinking water standards	100%
4. Continue investigations relating to the sustainable management of water supply assets.	4.1 Updated Water Supply AMP presented to the Council for approval by	April 2002	30 September 2001
5. Ensure that the issues relating to the Council's water requirements are appropriately communicated to Environment Canterbury during their regional planning processes.	5.1 Appropriate input to Ecan's planning documents is provided on time following appropriate consultation by	Completed by 31 March 2002	30 June 2002
6. 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.	6.1 a) Maintain first contact action on general water supply information, related correspondence and enquiries, at least	95% due to Telstra Saturn's high unusual demand	100% within 3 working days
	b) Commence investigation on specialist information requests, at least	100%	100% within 10 working days
7. To hold water supply costs to targeted figures.	7.1 Annual cost per year, maximum of	\$119 \$103 \$0.28	\$131/connection \$116/ratepayer \$0.29/m ³

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A vintage water pump adjacent to the Canterbury Provincial Chambers building.

Statement of Cost of Services for the Year Ended 30 June 2002

	2002 Costs (After Internal Recoveries) \$000's	2002 Income \$000's	2002 Net Cost \$000's	2002 Estimate Net Cost \$000's	2001 Actual Net Cost \$000's
Operational Outputs					
Plans and Policy Statements	472	0	472	545	565
Information and Advice	280	0	280	449	512
Consents and Applications	148	613	(465)	(477)	(316)
Supply of Water	12,104	2,411	9,693	10,239	8,997
Cost of Service	\$13,004	\$3,024	\$9,980	\$10,756	\$9,758

Notes (\$000's)

External Revenue included in Income is: Actual 2002 \$3,024, Estimate 2002 \$2,594, Actual 2001 \$2,866.

Depreciation included is: Actual 2002 \$3,902, Estimate 2002 \$3,845, Actual 2001 \$4,978.

Refer Note 22.