

17. RESULTS OF THE 2000/2001 NATIONAL WASTEWATER INDUSTRY REVIEW

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The purpose of this report is to inform Councillors of the results of the fifth Price Waterhouse Coopers survey of the Council's performance in the delivery of Wastewater services compared with other wastewater service providers in New Zealand.

BACKGROUND

Benchmarking of wastewater and water supply services in New Zealand was initially undertaken for the 1996/97 year by Coopers Lybrand for the NZ Water & Waste Association. Christchurch has participated in the survey every year and the results are reported to this Committee. Participation in the survey is voluntary and each participant receives a report comparing its performance with the average of all participants.

Christchurch participates in the review along with 13 other wastewater service providers.

	Number of Customers
Christchurch	129,000
Ecowater Solutions	56,269
Hamilton City Council	44,171
Hutt City Council	36,711
Kapiti Coast District Council	16,677
Manukau Water	86,179
Metrowater	124,462
New Plymouth District Council	26,576
North Shore City Council	75,539
Palmerston North City Council	26,329
Rodney District Council	14,502
Tauranga District Council	36,424
United Water International	13,137
Western Bay of Plenty District Council	5,170

It is interesting that Christchurch is now the only South Island authority taking part.

RESULTS FOR YEAR ENDING 30 JUNE 2001

A copy of the full report is tabled and available to Councillors.

A summary of the key findings of the report showing how Christchurch compares with the survey average over the chosen criteria is shown on Attachment A. Specific comments are given on Attachment B.

OVERALL SUMMARY AND FUTURE DEVELOPMENTS

The results of the benchmarking survey clearly show that the Christchurch wastewater system performs better than the average for the survey participants. Overall these results are slightly better than in previous years.

Over the next year, two tasks will be undertaken to make better use of this survey.

- Trend analysis - It is proposed to examine trends since 1996 in the annual key performance indicator results. This will be presented in next years report to Councillors along with the raw results.
- Development of better KPIs – The unit is currently examining the key performance indicators to produce a more meaningful list that will provide a way of identifying improvement opportunities in the way the system is managed. The list examined in the national benchmarking exercise will provide some of these. It will also be necessary to align these KPIs up with those that go into the Council's Annual Plan document.

TRIPLE BOTTOM LINE AUDIT

	Condition	Meets Condition	How it Helps Meet Condition
The Natural Step			
N4	People needs met fairly and efficiently	✓	Monitors performance and financial management of wastewater services

The People Step			
P1	Basic needs met	✓	Monitors performance and financial management of wastewater services
P5	Governance and participatory democracy strengthened	✓	Provides useful Key Performance Indicators.
The Economic Step			
E1	Effective and efficient use of all resources	✓	Monitors performance and financial management of wastewater services
E3	Financial sustainability	✓	Monitors performance and financial management of wastewater services
✓✓	Significant positive impact (Project aiming to have positive impact in area)	- Neutral	x Negative impact
✓	Positive impact		xx Significant negative impact (project aiming opposite direction to condition)

Chairman's

Recommendation: That the information be received.