

8. RESULTS OF THE 2001/02 NATIONAL WASTEWATER INDUSTRY REVIEW

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The purpose of this report is to inform Councillors of the results of the sixth 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 New Zealand Water and 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. This year, for the first time, Christchurch was one of the Councils that was prepared to allow individual Councils data to be published. This forms a new appendix to the published report.

Christchurch participates in the review in a group of nine wastewater service providers.

	Number of Customers
Christchurch	129,826
Hutt City Council	36,876
Kapiti Coast District Council	17,299
Manukau Water	90,276
New Plymouth District Council	22,347
North Shore City Council	76,859
Palmerston North City Council	26,525
Tauranga District Council	36,897
Western Bay of Plenty District Council	6,097

Christchurch remains the only South Island supplier taking part.

RESULTS FOR YEAR ENDING 30 JUNE 2002

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.

The Christchurch wastewater system is a well-managed low cost system comparing favourably to other benchmarking survey participants in almost all KPI's. In areas where it would appear at first glance that the Christchurch system performs unfavourably such as costs of customer service/customer, analysis of the spending shows that it is recent investment in service improvement that has caused a rise in costs and not a decline in efficiency. This investment is expected to result in a future reduction in costs.

CARRY OVER IMPROVEMENT TASKS

Last year it was promised to conduct some long term trend analysis and develop some KPI's from the benchmarking compatible with the Annual Plan so that improvement opportunities might properly be identified. It is now proposed to conduct this within the broader review of Levels of Service which is a chapter of the Asset Management Plan (due for presentation in draft at the September Sustainable Transport and Utilities Committee meeting).

SUMMARY

The results of the most recent benchmarking review for our wastewater are pleasing. The strategic planning done by staff is focussed on forecasting future internal and external challenges to maintaining quality wastewater services in Christchurch and this benchmarking provides valuable insights on how to enhance the wastewater system. Associated KPI's from this confirming work are being developed for inclusion into the City Water and Waste Units section of the Annual Plan and Asset Management Plan

Chairman's

Recommendation: That the information be received.