

WASTEWATER

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives												
<p>Customer Service</p> <p>To provide the community with safe, convenient and efficient wastewater services</p>	<ul style="list-style-type: none"> The risk to wildlife from the treatment plant discharge is minimised (<i>Target: pollutants in discharge reduced by 75% BOD and 75% suspended solids</i>) 	Discharge Measurement	<ul style="list-style-type: none"> The treatment plant discharge achieves swimming water quality (<i>Target: Quality achieved</i>) 	Water Quality Standards	<ul style="list-style-type: none"> The wastewater service delivers value for money (<i>Target: 90% satisfaction citizen survey and wastewater cost per household</i>) <div style="text-align: center;"> <table border="1" style="margin: 0 auto;"> <caption>Wastewater Service Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>1997</td> <td>75</td> </tr> <tr> <td>1998</td> <td>65</td> </tr> <tr> <td>1999</td> <td>80</td> </tr> <tr> <td>2000</td> <td>70</td> </tr> <tr> <td>2001</td> <td>75</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> Wastewater cost per household per year (<i>Target: \$126 per household</i>) 	Year	Satisfaction (%)	1997	75	1998	65	1999	80	2000	70	2001	75	Annual Citizens Survey Management Report	C1, E2, E3, F2
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<p>Community Engagement</p> <p>To develop and enhance partnerships with the community and governing bodies to achieve desired outcomes</p>	<ul style="list-style-type: none"> Wastewater treated per person per day is progressively reduced (<i>Target: 435 litres per person per day, 5-year rolling average</i>) 	Discharge measurement					C1, D1, D3, D4, E1, E3, F2, G1, G2, G3												
<p>Planning & Infrastructure Management</p> <p>To sustainably manage the wastewater infrastructure</p>	<ul style="list-style-type: none"> The number of wastewater overflows directly entering waterways (<i>Target: Nil</i>) Carbon emissions into the environment are minimised (<i>Target: Zero flaring of methane at the wastewater treatment plant</i>) 	Measure of wastewater overflows Emissions measurement					C1, E1, E3, F1, F6												

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<p>Compliance with Legislation</p> <p>To comply or surpass legislative requirements and standards</p>			<ul style="list-style-type: none"> Discharge air and water quality meets or surpasses resource consent conditions (<i>Report by exception, water quality measurements</i>) 	Exception Reporting	<ul style="list-style-type: none"> Penalties or fines incurred (<i>Target: Nil</i>) 	Exception Reporting	C1, E1, E3