

WATER SUPPLY

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 water supply services.</p>	<ul style="list-style-type: none"> 90% of customers are satisfied with the water quality / taste 95% of reported leaks in the Council's reticulation are repaired as scheduled: <ul style="list-style-type: none"> A (Major / Urgent) Contractor on site within one hour of the leak being reported. B (Medium magnitude leak) Leak repaired within one working day. C (Minor leak) Leak repaired within three working days. <i>(Response and repair time)</i> 	<p>Annual Citizens Survey</p> <p>Water Supply Response and Repair Statistics</p>			<ul style="list-style-type: none"> Water supply service delivers value for money <i>(Target: 90% satisfaction)</i> <div style="text-align: center;"> <table border="1" style="display: none;"> <caption>Water Supply Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>1997</td> <td>~90</td> </tr> <tr> <td>1998</td> <td>~90</td> </tr> <tr> <td>1999</td> <td>~90</td> </tr> <tr> <td>2000</td> <td>~90</td> </tr> <tr> <td>2001</td> <td>~90</td> </tr> </tbody> </table> </div>	Year	Satisfaction (%)	1997	~90	1998	~90	1999	~90	2000	~90	2001	~90	<p>Annual Citizens Survey</p>	<p>E1, F2, F6, F7</p>
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<p>Community Engagement</p> <p>To develop and enhance partnerships with the community and with governing bodies, to achieve desired outcomes</p>	<ul style="list-style-type: none"> The water used per person is progressively reduced <i>(Target: 435 litres per person per day, 5-year rolling average)</i> 	<p>Water Use Statistics</p>	<ul style="list-style-type: none"> Public commitment to water conservation <i>(Target: 70% of people take action to reduce the amount of water they use at home)</i> Business commitment to water conservation <i>(Target: 70% of businesses take action to reduce the amount of water they use)</i> 	<p>Opinions Monitoring</p> <p>Industry Association Survey</p>	<ul style="list-style-type: none"> Water Supply cost per household per year <i>(Target: \$90 per household)</i> 		<p>C1, D1, D3, D4, E1, E3, F2, G1, G2, G3</p>												
<p>Planning & Infrastructure Management</p> <p>To sustainably manage the water supply infrastructure and resource.</p>	<ul style="list-style-type: none"> Water supply infrastructure is designed and operated to obtain long-term overall efficiency <i>(Target: 3 kilowatt hours per cubic metre of water)</i> Unaccounted for water (leaks, fire fighting, flushing, illegal connections etc) is minimised <i>(Target: No more than 175 litres per connection per day).</i> 	<p>Energy Consumption Statistics</p> <p>Water Use Statistics</p>	<ul style="list-style-type: none"> Continuity of water supply to customers <i>(Target: less than 12 occasions where unplanned reticulation shutdowns result in the loss of water supply for longer than 4 hours)</i> 	<p>Management Report</p>			<p>B1, C1, E1, E3, F2, F6</p>												

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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"> Water supplied to the community will meet or surpass NZ drinking water standards (<i>Report by exception, water quality measurements</i>) 	<p>Comparison with Ministry of Health Standards</p>	<ul style="list-style-type: none"> Penalties or fines incurred (<i>Target: Nil</i>) 	<p>Exception Reporting</p>	<p>E1, E3</p>