



16. RESULTS OF NATIONAL WASTEWATER INDUSTRY REVIEW

Officer responsible Waste Manager	Author Mike Bourke, Liquid Waste Manager
Corporate Plan Output: Liquid Waste	

The purpose of this report is to inform Councillors of the result of the fourth survey of the Council's performance in the delivery of Wastewater (sewage collection and treatment) service compared with other authorities in New Zealand.

BACKGROUND

Benchmarking of Water Supply and Wastewater services in New Zealand was initially undertaken for the 1996/97 year by Price Waterhouse Coopers with the support of the NZ Water & Waste Association. These consultants are experienced in benchmarking utility operations including water, wastewater and the electricity industry. Christchurch has participated in the survey each year and the results 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 ensures confidentiality and avoids one organisation making statements about others.

On this occasion 11 organisations took part. They were:

Christchurch City Council	Gisborne District Council
Hamilton City Council	Hutt City Council
Kapiti Coast District Council	New Plymouth District Council
North Shore City Council	Palmerston North City Council
Porirua City Council	Tauranga District Council
Western Bays of Plenty District Council	

The report also compares results on a 'comparable group' basis. The Christchurch 'comparable group' also includes Hamilton, Hutt, North Shore and Tauranga.

RESULTS FOR YEAR ENDING 30 JUNE 1999

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

A summary of the key findings of the report are shown on the following bar chart. This chart shows how Christchurch compares with the survey average, and gives an indication of the degree of difference.

The following comments provide some explanation of the items where our service falls below average.

1. Wastewater Charge for a Laundry

Wastewater charge for a laundry is based on the current Trade Wastes Bylaw and reflects the volume charge plus the charge for treating the load in that wastewater flow. Other authorities in the study have lower treatment standards and therefore lower costs.

2. Assets Employed/Volume Collected

The flat nature of the city requires extra pumping and bigger diameter pipes which increases the size and value of the asset.

3. Customer Services, Operating cost/Customer

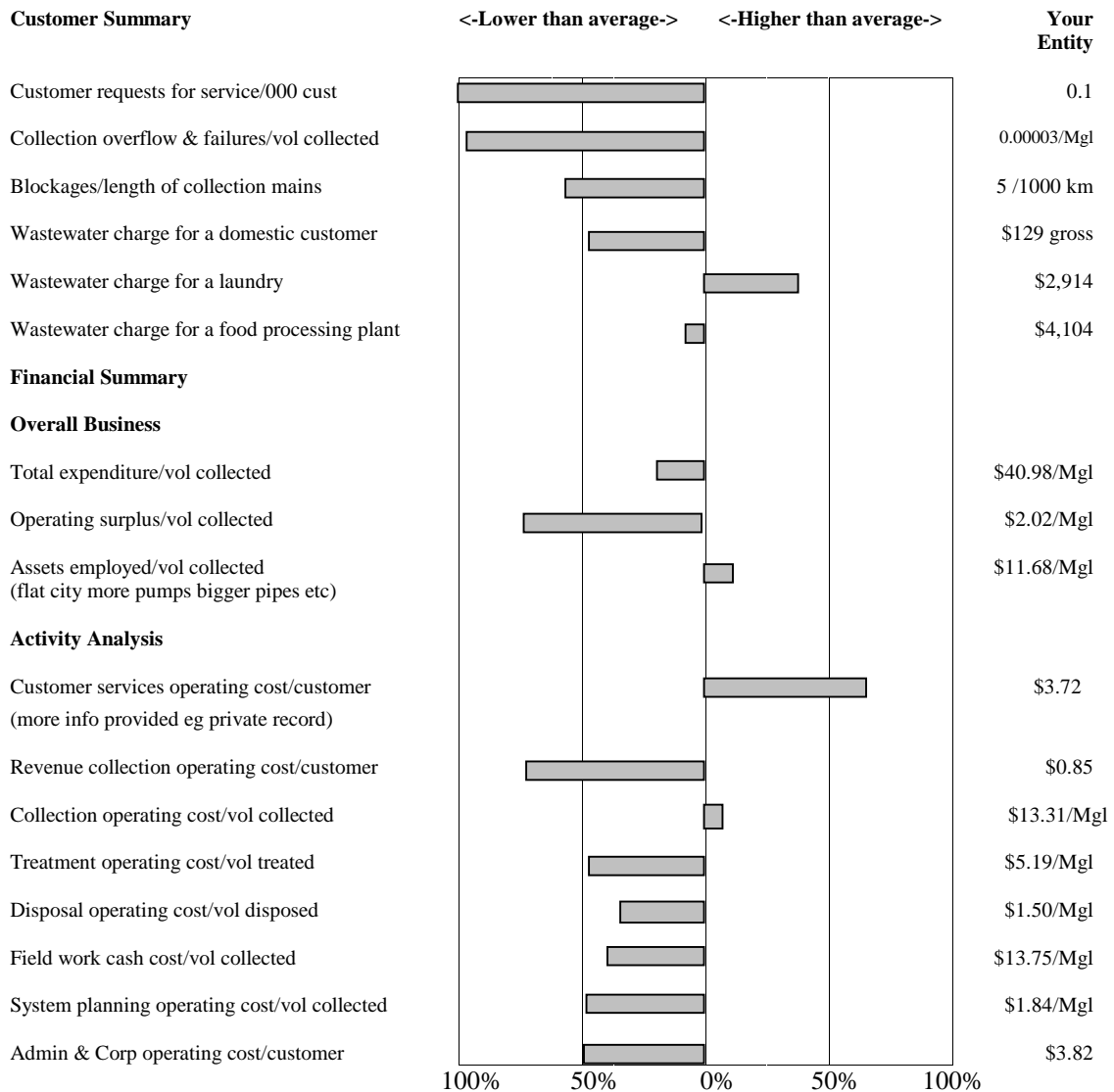
This Council keeps records of pipework on private property thereby providing an above average service at some additional cost (whereas some cities do not keep this record).

4. Collection Operating Costs/Volume Collected

Extra pumping costs due to the flat nature of the City increase this cost above average.

WASTEWATER KEY PERFORMANCE INDICATORS: VARIANCE FROM AVERAGE FOR CHRISTCHURCH CITY COUNCIL WASTEWATER SYSTEM

(Taken from Price Waterhouse Coopers 1998/99 Wastewater Performance Review Christchurch City Council – February 2000)
(Note Mgl = Megalitre = 1 million litres)



SUMMARY

This latest 1998/99 benchmarking review shows that in general that the Christchurch wastewater service performs above average.

Chairman's

Recommendation: That the information be received.