

Water Services Unit



**Six Month Report
for
Water Supply
to
30 June 2000**

1.0 WATER SERVICES UNIT

1.1 MANAGER'S OVERVIEW: WATER SUPPLY

1.1.1 Restructuring and Downsizing

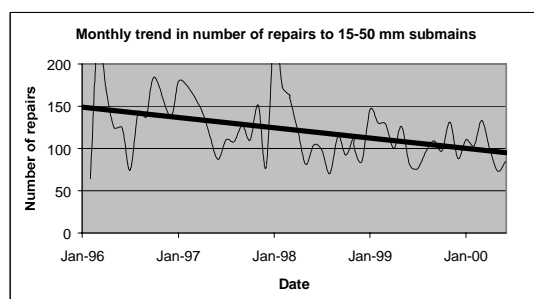
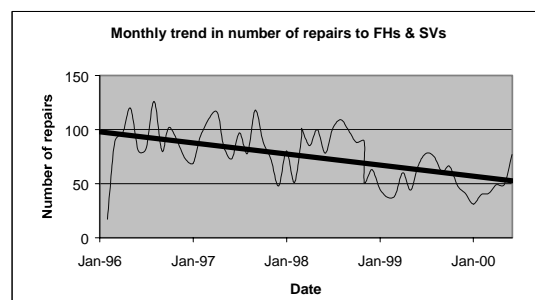
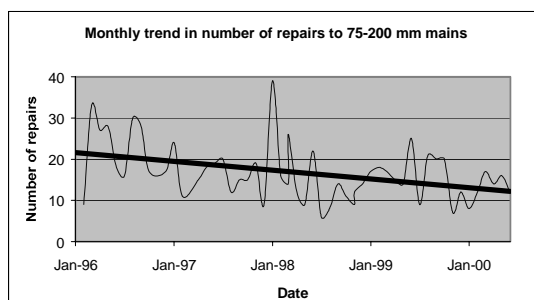
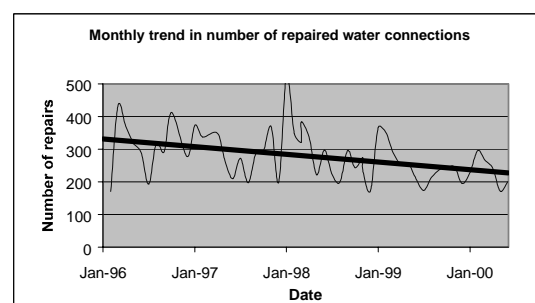
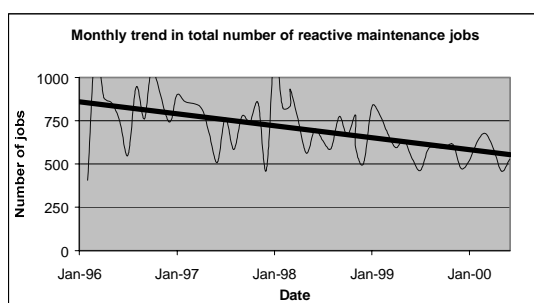
Considering that the Water Services Unit team has known since March that the Unit's functions were likely to be transferred to other units and that they would be applying for new positions in a downsizing situation, the accomplishments recorded in this six-monthly end-of-year report are commendable. They have continued to meet Annual Plan targets at a time when morale has been the lowest since amalgamation.

1.1.2 Central Plains Water Enhancement Steering Committee

Rapid progress was made during this six months to 30 June, culminating in the appointment in July of Woodward Clyde limited, now URS, to carry out the stage I feasibility study, and the commissioning of publicity and consultation facilitators. The Steering Committee's work is being reported to the Strategy and Resources Committee. Critical decisions are required to be made by the two councils in November this year, at the completion of stage I on whether or not to proceed to stage II.

1.1.3 Maintenance Trends in Water Supply Reticulation

A recent examination of the trends in the job numbers being undertaken as part of the Water Supply Reticulation Reactive Maintenance contract since its commencement in 1996 has been carried out and the results are shown in the charts below. The downward trend results from targeted monitoring, auditing and follow-up work. The emphasis has been on improving work quality and the use of more appropriate materials to reduce the need to repeat repair work. We are also utilising improved condition reporting data to better target planned (renewals) work and thus avoid the reactive work.



1.2 FINANCIAL SUMMARY: WATER SUPPLY

Operational Expenditure

Output Water Supply	Actual Net Exp	Planned Net Exp	Actual Ext Revenue	Planned Ext Revenue	Actual Net Cost Service	Planned Net Cost Service	Variance	Notes
Bylaws	780	1,683	0	0	780	1,683	-903	
Lims/Pims	19,424	5,050	0	0	19,424	5,050	14,374	
Resource Consents External	20,864	4,208	0	0	20,864	4,208	16,656	
Resource Consents Internal	157,404	175,478	0	0	157,404	175,478	-18,074	
Water Application	7,049	0	-622,194	-722,000	-615,145	-722,000	106,855	1
Consents & Applications Water Supply	205,521	186,419	-622,194	-722,000	-416,673	-535,581	118,908	
Democratic Process	24,934	17,673	0	0	24,934	17,673	7,261	
Education	176,492	163,655	0	0	176,492	163,655	12,837	
Info Requests External	316,164	264,731	0	0	316,164	264,731	51,433	
Info Requests Internal	157,308	122,026	0	0	157,308	122,026	35,282	
Information & Advice - Water Supply	674,898	568,085	0	0	674,898	568,085	106,813	2
Advance Planning	208,678	180,257	0	0	208,678	180,257	28,421	
City Plan	2,366	8,416	0	0	2,366	8,416	-6,050	
Regional Plan	8,932	25,247	0	0	8,932	25,247	-16,315	

Planning & Policy - Water Supply	219,976	213,920	0	0	219,976	213,920	6,056	
Headworks	4,235,847	4,178,622	-3,297	0	4,232,550	4,178,622	53,928	
Quality Assurance	123,271	97,256	0	0	123,271	97,256	26,015	
Reticulation	6,135,893	6,897,018	-91,950	-86,000	6,043,943	6,811,018	-767,075	3
Water Sales	544,815	523,156	-1,345,633	-1,871,000	-800,818	-1,347,844	547,026	4
Capital Works Revenue	-308	0	-558,372	-383,000	-558,680	-383,000	-175,680	
Supply of Water	11,039,518	11,696,052	-1,999,252	-2,340,000	9,040,266	9,356,052	-315,786	
<i>Water Supply Operational - Total</i>	12,139,913	12,664,476	-2,621,446	-3,062,000	9,518,467	9,602,476	-84,009	
<i>Unbudgetted Asset Disposal Loss</i>	1,094,937	0	0	0			1,094,937	5
<i>Final Water Supply Operational</i>	13,234,850	12,664,476	-2,621,446	-3,062,000	10,613,404	9,602,476	1,010,928	5

Capital Works Expenditure

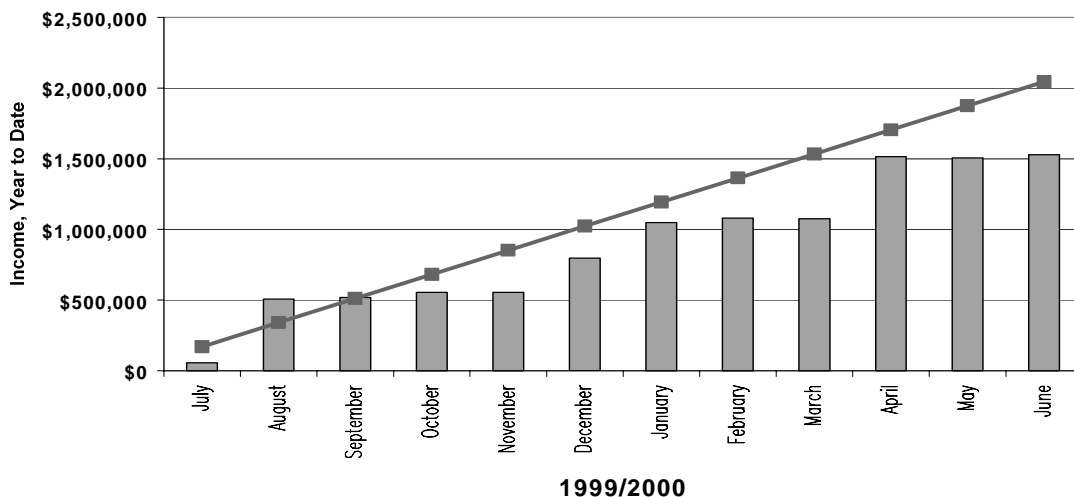
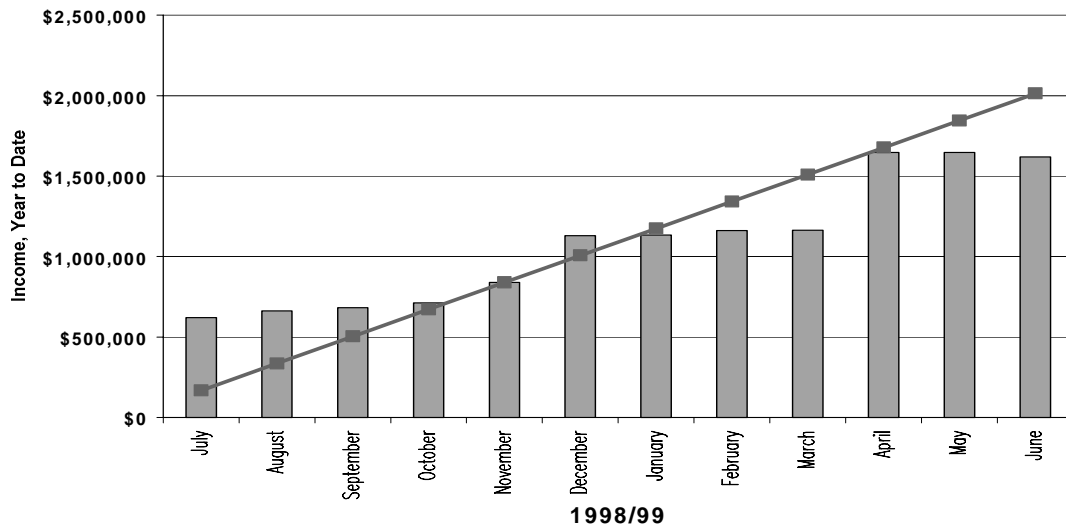
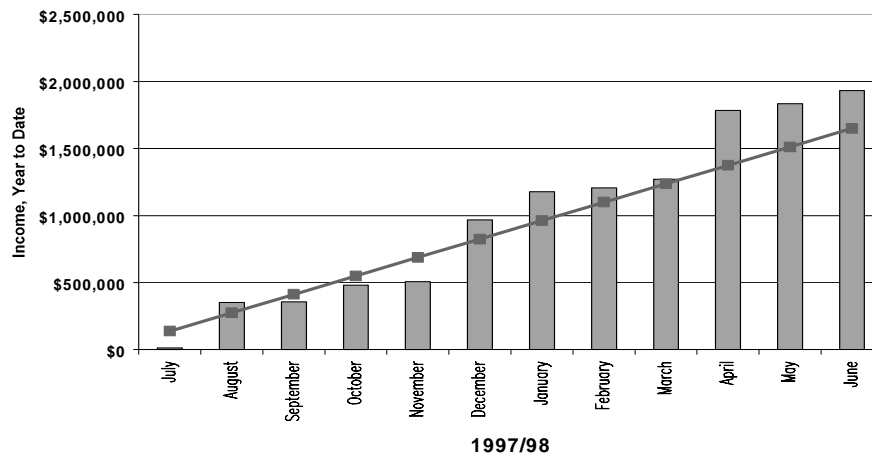
Output Water Supply	Actual Net Exp	Planned Net Exp	Actual Ext Revenue	Planned Ext Revenue	Actual Net Cost of Service	Planned Net Cost of Service	Variance	
Water Supply Renewal & Replacement Headworks	949,415	916,849	0	0	949,415	916,849	32,566	
Water Supply Renewal & Replacement Mains	1,834,492	2,091,136	0	0	1,834,492	2,091,136	-256,644	
Water Supply Renewal & Replacement Water	107,480	100,000	0	0	107,480	100,000	7,480	
Water Supply Renewal & Replacement Submains	873,635	932,060	0	0	873,635	932,060	-58,425	
W/S Renewals & Replacement	3,765,022	4,040,045	0	0	3,765,022	4,040,045	-275,023	6
Water Supply Improvements	199,447	197,175	0	0	199,447	197,175	2,272	
Water Supply Improvements	199,447	197,175	0	0	199,447	197,175	2,272	
Water Supply New Assets Headworks	267,799	350,016	0	0	267,799	350,016	-82,217	
Water Supply New Assets Recoverable	737,417	808,844	0	0	737,417	808,844	-71,427	
Water Supply New Assets Reticulation	481,487	515,853	0	0	481,487	515,853	-34,366	
Water Supply New Assets	1,486,703	1,674,713	0	0	1,486,703	1,674,713	-188,010	6
Water Supply Infra Assets Total	5,451,172	5,911,933	0	0	5,451,172	5,911,933	-460,761	
Water Supply Capital Outputs Total	12,880,135	12,880,135			12,880,135	12,880,135	0	

NOTES

1. The actual cost of new water supply connections appears in the capital work expenditure while the revenue for this work is shown here in operations. The shortfall in revenue is simply a measure of domestic/commercial activity for the year compared with that anticipated.
2. The overexpenditure in information and advice is staff time booked to these codes reflecting greater activity than budgetted. It is balanced by unders in other codes, not necessarily in the Water Supply area.

3. A number of factors have contributed to the underspend in reticulation maintenance. Some of these are on-going and will reflect in upcoming budget estimates. They include:
- * the downward trend in jobs reported above
 - * a saving in mapping costs of \$100 000 following a decision to cease digitised conversion of the plans in favour of scanning
 - * planned maintenance held over
 - * a lack of major incidents (eg large main failures that often cause damage to roads and other third party property)
 - * tighter control on identifying and charging for work requested by other third parties.
4. The Committee has already been advised of the likely shortfall in commercial water sales revenue due to over-estimates made in October 1998. The following graph illustrates the difficulty for estimators in this area. Correction has been applied to the 2000/01 budget.

Income from Water Charges compared to Budget, 1998/98, 98/99, 99/00



5. The unbudgeted asset disposal loss results from the application of new rules governing accounting for the value of pipelines replaced before their full anticipated life has expired. There are a number of ways in which this can occur: one is where road reconstruction is taking place and replacement of the water service is advisable even though the life of the pipe may be only, say, 90 percent spent. Of more effect, however, has been the technique used during revaluation of the asset where if a pipe was still in the ground no matter what its age it was assigned at least a 15 year remaining life. If the pipe is then replaced the Water Supply budget is required to fund the value of the unused asset. This technique will be reassessed for the current revaluation.
6. Non-critical capital projects have fallen behind schedule as a direct result of the effort that has gone into the Orion Review and the loss of a team member essential to the progress of some works. The Unit was not able to replace this resource pending the Review outcome.

1.3 WATER SUPPLY

1.3.1 Overview

The 1999/2000-year has been busy. Not only are the more obvious items outlined in the Annual Plan and Budget being attended to, but a lot of other work is also being undertaken to good effect. Some of these efforts are now outlined. The “Orion review” absorbed a lot of staff time as well as considerably unsettling staff. This is reflected in the number of non critical capital works projects that are behind schedule.

Water Supply Planning

Work has commenced on the revised Water Supply Asset Management Plan, which is due for completion by September 2001. Improvements in operations and maintenance planning, risk management and financial systems have been identified as the highest priorities for improvement, and efforts are being targeted to these issues.

Resource Issues are continuing to require a significant input from the planning team, including:

- Input into the Council submission on the Environment Canterbury “Water—Our Future” issues and options document for their Natural Resources Regional Plan
- Co-operating with Environment Canterbury in the development of an issues and options document specifically for the Christchurch West-Melton groundwater system.

The Water Supply Section has initiated a customer research project to assist in both the development of a long-term strategy for water supply and to review service levels for the Asset Management Plan. The final part of this project is currently in progress and will be reported to the City Services Committee later in 2000.

The City Plan Decisions (notified in May 1999) have resulted in development plans for a large amount of recently zoned land with specific infrastructural requirements that have required significant input from the Water Supply Planning Team. These include the Styx Block (south-west of Belfast) and some hill developments.

Water Supply Operations

Tendering the electricity supply gave a lowest tender which was significantly higher than budget. The negotiation that followed saved several hundred thousand dollars resulting in projected energy costs being closer to budget provision. The end result is the cost of energy for the year was close to budget, but it must be borne in mind that the amount of water pumped is less than average.

Ongoing challenges with receiving accurate invoices from the new Electricity Retailer (Meridian Energy) are consuming significant staff time. Errors exceeding \$75,000 have been corrected to date.

The main emphasis in the Headworks operational area has been to set up processes that allow easier identification of re-occurring faults and then eliminating these faults. The intention is to at least achieve the desired 80:20 ratio for planned to reactive maintenance work. This effort will be ongoing.

During this period, two serious transgressions of the drinking water standards occurred. One was caused by a very small animal entering a storage tank through an air vent. The vent has since been repaired and subsequent monitoring has shown no further contamination. The second transgression occurred when a contractor installing a sewer pipe, accidentally damaged an adjacent water pipe. Staff quickly isolated the pipe from the network, flushed and chlorinated the area. In both instances, Crown Public Health were kept informed of developments, and at a subsequent debriefing commented on the good close working relationship developing between the two organisations. These incidents follow a similar incident reported 6 months ago and further reinforce the need to be very vigilant with the public health aspects of water supply.

Projects and Capital works

As a result of Y2K, FAMIS, and the Orion Report some non critical capital works have not been completed, and accordingly funding carryovers into the 2000//2001 for these projects were requested.

Within the Lifelines Programme 11 emergency watering points that can be directly connected to well heads were manufactured and installed. Flexible joints were installed in the Clifton No 1 pumping station and a start was made at the Mt. Pleasant No 2 reservoirs on installing flexible joints and motorised valves which will automatically close if an earthquake occurs; thus retaining water in the reservoirs. This work will see us well on the way to achieving our aim of having 95% of residents within 2 kilometres of a watering point. Further watering points will be manufactured that can be installed at either positive head wells, fire hydrants or reservoirs.

A project to automate and thus minimise the cost of running pumps has commenced with initial application in the smaller Parklands and Ferrymead zones. This is based on software to control pumps that uses a computer model of the water supply system. The programme determines the overall best combination of pumps while ensuring customers receive the pressure required by our Asset Management Plan. This takes account of our large variation in demand, many differing pump efficiencies, electricity tariffs (which can vary each half hour by different amounts at different stations) and makes better use of reservoir storage without compromising our response to an emergency.

Unaccounted-for water programme has moved into surveying hill areas with some success in locating leaks previously thought to be under runners. The surveys have also identified a number of previously unknown users, one having possible back flow into the reticulation system. Electronic dataloggers have greatly enhanced the ability to accurately determine the precise time and volume of water used during water loss reduction surveys. Local authorities around New Zealand are now aware of these benefits and are now incorporating their use in identifying unaccounted for water.

This year several 'no dig' projects were utilised for reticulation works. Two of these were successfully slip lining large pipes into existing pipes in sections of Colombo Street. Other projects included directional boring pipework under busy roadways. With this we had some successes but were unsuccessful on a couple of occasions. The water saturated peaty soils in some parts of Christchurch are not suited to this technique. Our experience with 'no dig' this year is reinforcing previous experience that it has a place also has limitations. With water supply the number of customers supplied (and size of connections) from the pipeline being replaced places extreme limitations on the suitability of the technique to be used. Also the economic benefits experienced overseas are not yet being achieved in Christchurch. We will, however, be continuing to monitor, trial and use this technology as is appropriate.

Water Pumped

Monthly water pumped data is as follows:

(Note all figures Cubic Metres)

January 2000

Total water pumped (all zones)	4,482,000 (5 yr average 5,385,000)
Peak daily demand	215,000 (5 yr average 234,000)
Lowest daily demand	92,000 (5 yr average 107,000)
Average daily demand	144,500 (5 yr average 173,000)

February 2000

Total water pumped (all zones)	4,739,000 (5 yr average 4,950,000)
Peak daily demand	215,500 (5 yr average 233,000)
Lowest daily demand	112,000 (5 yr average 117,000)
Average daily demand	116,000 (5 yr average 176,000)

March 2000

Total water pumped (all zones)	4,571,000 (5 yr average 4,257,000)
Peak daily demand	194,000 (5 yr average 172,000)
Lowest daily demand	117,000 (5 yr average 107,000)
Average daily demand	147,000 (5 yr average 137,000)

April 2000

Total water pumped (all zones)	3,392,000 (5 yr average 3,573,000)
Peak daily demand	149,000 (5 yr average 145,000)
Lowest daily demand	83,000 (5 yr average 97,000)
Average daily demand	113,000 (5 yr average 119,000)

May 2000

Total water pumped (all zones)	3,303,000 (5 yr average 3,406,000)
Peak daily demand	117,000 (5 yr average 119,000)
Lowest daily demand	91,000 (5 yr average 98,000)
Average daily demand	106,000 (5 yr average 110,000)

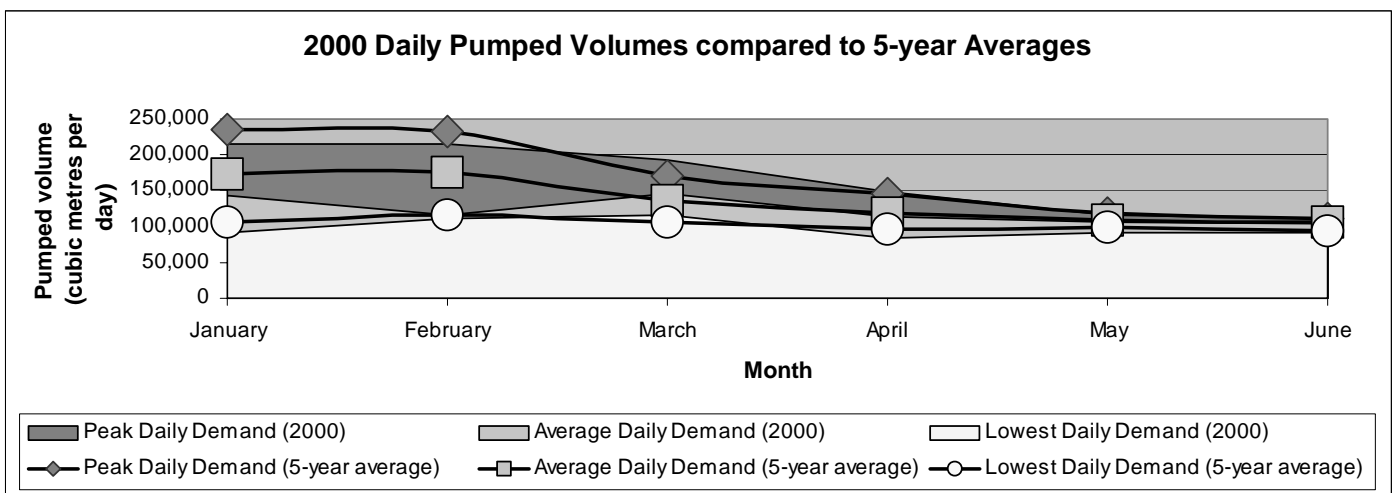
June 2000

Total water pumped (all zones) 3,102,000 (5 yr average 3,209,000)

Peak daily demand 111,000 (5 yr average 112,000)
 Lowest daily demand 92,000 (5 yr average 95,000)
 Average daily demand 103,000 (5 yr average 107,000)

Rainfall (298 mm) for the six month period, has been about average for the period (338mm). Water demand, at 46.5 million cubic metres for the full year has been lower than the five year average (49.2 million cubic metres) which reflects the higher than normal rainfall over the 1990/2000 summer period.

The low water demand for the year has resulted in no significant operating problems.



Equipment Breakdowns

During the 6 month period, 324 unplanned equipment shutdowns, mostly very minor occurred. None of these shutdowns resulted in loss of supply to customers:

1.3.2 Performance Indicators

Output Class: Supply of Water		Target	Actual
Performance Indicator			
The headworks system is maintained and operated reliably 24 hours a day, seven days a week.	1.1	That unplanned headworks shutdowns do not result in loss of supply to customers for longer than four hours.	Achieved: nil.
	1.2	That incidents of headworks unplanned shutdowns resulting in loss of supply to customers of less than four hours do not exceed 10 per year.	Achieved: nil
The reticulation system is maintained and operated efficiently.	2.1	That unplanned reticulation shutdowns do not result in loss of supply to customers for longer than four hours, on more than 12 occasions in a year.	Achieved 11 for year.

Performance Indicator		Target	Actual
	2.2	That 95% of all reported leaks in the Council's system are repaired within the following schedule: U - Urgent leaks (major leaks) Crew on site within one hour and repaired within 12 hours of issue of work instruction. 1 - One Day (medium leak). Repair completed within one working day of issue of work instruction. 3 - Three Days (minor leaks). Repair completed within three working days of issue of work instruction.	Achieved 98% Not Achieved 90% Formation of LATE (City Care) affected this. Achieved 95%
To undertake a programme of sampling and analysis of water for microbiological and chemical quality.	3.1	That the microbiological sample results conform to the recommendation of the New Zealand Drinking Water Standards Guidelines.	Achieved
	3.2	That the chemical sample results conform to the New Zealand Drinking Water Standard recommended guidelines in respect to Constituents of Health Significance.	Achieved
To keep the public regularly informed on water consumption volumes, compared with predetermined targets with the objective of containing consumption within those targets.	4.0	That regular publicity is generated comparing actual consumption with that anticipated for the periods climatic conditions.	Regular publicity were not been generated. Climatic conditions and water demand was such that publicity of this type was not appropriate.
To investigate, prepare and submit resource consent applications for the operation of the water supply system	5.0	That the water supply system is operated with current and valid resource consents	Achieved. A large number of renewal of consents to take water were processed in the year.
To undertake an active water loss reduction programme with the long term aim of achieving an 'unaccounted for water' figure of 15%.	6.0	That progress towards the long term 'unaccounted for water' target of 15% is monitored and reported with a specific target of 17% by June 2000.	On target with current estimate of unaccounted water 17%

Output Class: Advance Water Services Planning (Water Supply)			
Performance Indicator		Target	Actual
To continue to be involved with Regional and City Plan and other resource management planning activities.	4.1	That evidence for hearings is provided when required in a timely manner	Achieved . Reports provided include Water Supply evidence for Plan Variation 37 (Ferrymead), Montgomery Spur, and Awatea variations.
	4.2	Provide appropriate response to Regional Council issues and options document for the Natural Resources Regional Plan	Achieved. Input into Council Response to CRC "Water – Our future" and reviewing draft of issues and options document for Christchurch – West Melton Groundwater management..

Performance Indicator		Target	Actual
To keep abreast of the trends in Water Supply technology and Management.		Complete comprehensive review of material and fitting specifications by June 2000	Achieved to date. Specifications for materials and fittings have been produced as required to suit supply contracts. Projects with no dig techniques included slip lining in Colombo street and Directional drilling.
To undertake planning to ensure that the long term viability of the infrastructure and levels of service contained in the Asset Management Plan for Water Supply are achieved.		That the strategic Planning required for the Water Supply Asset Management Plan to be actioned occurs and that the Annual Plan reflects the AMP requirements.	Achieved in preparation of 2000/01 Draft Annual Plan. Work in progress for Asset Management Plan improvement and revision.

Output Class: Water Supply Infrastructure Assets			
Performance Indicator		Target	Actual
To maintain the performance of the network by undertaking a programme of main and submain replacement and rehabilitation as set out in the Council approve Asset Management Plan for Water Supply.	1.0	Completion within budget by 30 June 2000. (a) 11.5 km of main replacement (b) 20 km of submain replacement.	Achieved 11.8km. 20.5km
To enhance the network by laying new mains as provided for in major works programme.	2.0	Completion within budget by 30 June 2000 as agreed new mains installation.	Achieved.3.5Km to date
Undertake headworks renewal, improvement, and new asset works as provided for in major works programme.	3.0	That the general Headworks renewal, improvement, & new asset programme be completed by June 2000 including (a) Construction work to renew Glenroy Street Pumping Station (b) Templeton Booster Pump Station (c) A new well and associated equipment at Grampian Street Pump Station..	Y2K and FAMIS have resulted in some non critical projects being behind schedule. On target. Construction work underway and close to schedule. Construction was not completed on schedule but commissioning is due end of August. Behind Schedule. Well drilling completed, but new pump installation is now not due for commissioning until Sept.

1.3 CUSTOMER SERVICES

1.3.1 Overview

The past six months has been both traumatic and challenging for staff within the Customer Services Section. Introduction of (and training for) the GEMS, CATS and SAP modules along with staff secondment to the FAMIS Team has resulted in team members having to work overtime to process the normal workload. In addition to this, other staff within the section were also actively involved in helping to get the Essential Services Customer Information Centre up and running. Process Mapping of 'Requests For Service'; and formulating 'FAQ's' has also taken people away from their core duties. On top of all this, the protracted time scale of the Orion Review and the proposed merger of Water Services, Waste Management and the Parks Units, added to the stresses staff found themselves under during this six monthly period.

In addition to the above, the creation of the Essential Services Customer Information Centre has impacted quite heavily on team members within the Customer Services Section. five staff from the Customer Services Section have been appointed to full time positions within the Customer Information Centre. This has altered the structure of the Consents and Enquiries Team considerably. Apart from depleting the Team by five the uncertainty of where this Team will be operating from in the future, is of concern to all..

Overall the section has, remarkably, managed to keep within its performance targets except for the PIM and Waterway Resource Consent results which were not significantly outside their targets.

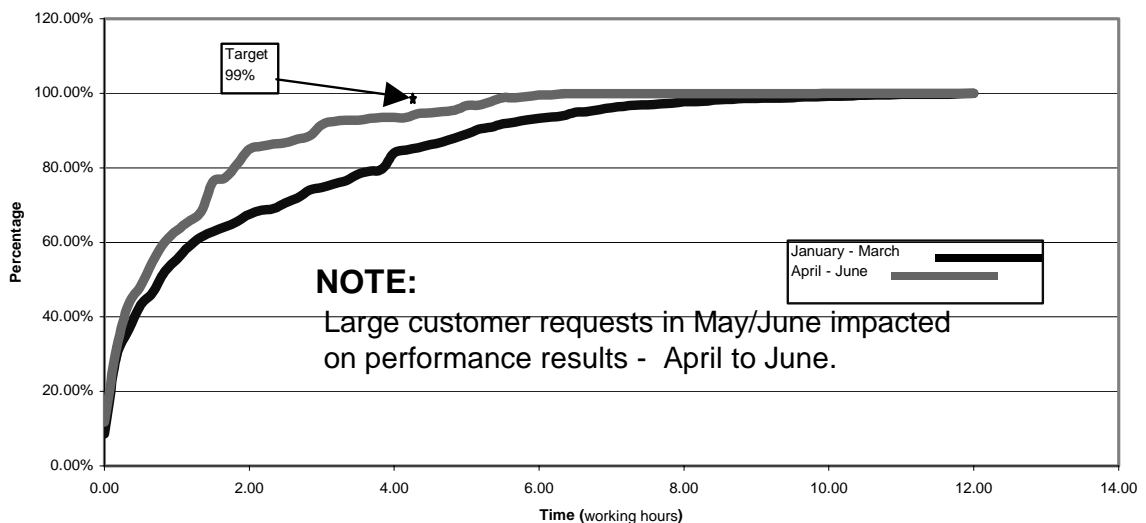
On a brighter note, the backflow prevention programme referred to in the previous report, is being implemented with excellent co-operation from the wider community. All new water supply installations are being equipped with dual check valve protection. This gives added protection to the citizens of Christchurch from possible problems with domestic swimming pools, cottage industry (such as hairdressing) or irrigation contaminants entering the public drinking water supply. Parallel to this is an active site inspection of industrial premises where the potential for backflow contamination is higher. This work ensures that non-conforming supplies have protection installed with this data being captured in the ESU Building Consent Warrant of Fitness database for annual inspections.

New water supply applications are now being processed using the GEMS RFS system. After initial teething problems, the tracking and monitoring of this service is proving easier to process and administer. Some problems are still being experienced with the invoicing and auditing of these connections. A special contract is required with City Care to clarify processes.

Performance results are as follows:

Output Class: Information and Advice			
Description: An extensive information system (both plan and text records) is maintained for Waterways and Wetlands and Water Supply and information is supplied on demand to Council staff and the public. Enquiries include Water Supply, Waterways and Wetlands and Liquid Waste (undertaken on behalf of the Waste Management Unit).			
Objectives for 1999/00		Performance Indicator	Actual
To respond to requests for plan and faxed information and advice on water supply, land drainage and liquid wastes in an efficient friendly and helpful manner.	1.0	That 99% of all requests for record plan information and individual faxed requests are replied to within four working hours of receipt subject to staff resources being available.	Target achieved. 4702 requests were received. 100% were responded to within 4 working hours.
To respond to customer enquiries concerning land drainage, liquid waste and water supply problems. Where appropriate, carry out site inspections and investigations and advise on appropriate course of action or demarcation of responsibility.	2.0	(a) That initial contact with customers on enquiries relating to water supply, liquid waste and land drainage be made within three working days and if further action is required, investigation commenced within 10 working days (subject to staff resources being available).	Target achieved Enquiries received 392 Still under action 6 Completed 386 A random sample indicated that 100% of enquiries had an initial contact made within 3 days of receiving the enquiry and an ongoing investigation was initiated within 10 days where applicable
		(b) That where the demarcation of a problem is in doubt (ie public or private) a determination of responsibility and/or course of action be made within 3 months.	Enquiries received and responded to: 1

Customer Services Telephone, Fax, and Counter Plan Statistics



Performance Indicator		Target	Actual
To advance the Unit's water conservation and land drainage public awareness and education programmes.	3.0	That a report to the Unit Manager for the Education and Water Conservation Awareness Programmes to be implemented during 1999/2000 be prepared by 31 August 1999.	Target achieved. The "Water Expo", "Homes Show" and the "A&P Show", gave good exposure to the Council's thrust towards conservation awareness. Television, Radio, Newspaper and School Education also targeted this cause with considerable success. A report outlining the intended programme for the following year was prepared and submitted to the City Services September 1999 meeting. The previously scheduled work continued as planned with the appropriate distribution of educational material and awareness messages. In addition, the first of the H₂ Know fact sheets was produced and distributed. This one was on Backflow Prevention.
To ensure that at least 95% of all leaks reported to the Water Services Unit affecting the water supply system are recorded, prioritised and notified to the Contractor within specified time frames.	4.0	That all urgent (U) leaks are recorded, prioritised and entered into the Maintenance Contract Database within 15 minutes of receipt. Other leaks reported and recorded within 30 minutes of receipt.	Target achieved 3711 reactive maintenance requests were received in the 6 months preceding the 30th June 2000. These were processed as follows: Urgent (U) 771 1 Day (1) 875 3 Days (3) 2334 Others 281 Faults requiring urgent attention are entered into the database on receipt and phoned through to the Contractor immediately. They would be consistently entered and forwarded to the contractor within 10 minutes of receiving them.
Output Class: Consents and Applications			
Description: The primary purpose of this output class is to ensure that the Council's waterways and wetlands and water supply systems are protected by providing information and, if necessary, setting conditions at the resource consent and LIM/PIM application stage. Information on liquid waste is also provided on behalf of the Waste Management Unit.			
Objectives for 1999/00		Performance Indicator	Actual
To investigate and correctly process applications for new connections to the water supply system.	1.0	That 99% of all valid applications for new connections to the Council's water supply system are processed and forwarded to Works Operations within three working days of receipt of application	New Water Connections - Target achieved: 740 applications were received for 15mm diameter connections and 47 received for the larger sized connections.

			All domestic applications were processed within 1 working day. All larger connections are processed within 2 working days.
To investigate and correctly process resource consent applications referred to the Unit, or coming to the Unit's attention(eg subdivision consents, consents to take or discharge water etc).	2.0	That 95% of the Water Services input to subdivision and resource consents are processed within 10 working days of receipt.	<p>Subdivision Consents - Target achieved: 96% of subdivision consents were processed in 10 working days from a total of 282 consents received.</p> <p>Waterway Resource Consents - Target not fully achieved: 90% of waterway resource consents were processed in 10 working days from a total of 52 including 4 notified consents. This is a considerable improvement on the previous 6 months and the failure to fully achieve the target can be attributed to the difficult and involved nature of a number of the consents.</p>
To process the water supply, liquid waste and land drainage input to Land and Project Information Memorandum (LIM/PIM) applications	3.1	That 90% of Project Information Memoranda are processed within 2 working days of receipt.	<p>PIMs - Target not fully achieved: 83% of 903 PIMs requiring a written report, were replied to within 2 working days and 92% within 3 days. Drainage Plans for a further 2274 PIMs were also processed during this period.</p>
	3.2	That 90% of Land Information Memoranda are processed within 4 working days of receipt.	<p>LIMs - Target achieved: 93% of 4595 LIMs were processed within 4 working days.</p>

Water Services Unit - Customer Services Section
LIMs, PIMs, Subdivisions & Resource Consents
Completion Times - January to June 2000

