# Ngā puna wai
# Water supply

## Statements of service performance

It's important that everyone in our community can reliably access safe and quality drinking water. To ensure this, we provide a sustainable and high-quality water supply to our community for domestic and commercial use, and we regularly monitor the water quality and carry out any maintenance and upgrades necessary to ensure the required service. Greater Wellington Regional Council (GWRC) is responsible for the extraction, treatment and supply of water into the city's water supply system.

## Key performance indicators

| Business unit activities | Performance measure | Actual performance 2020–2021 | Target 2021–22 | Target 2022–23 |
|---|---|---|---|---|
| **Water supply** | **We want to ensure our community has access to a safe, clean, reliable water supply** | | | |
| | Drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria) | Achieved full compliance | Full compliance | Full compliance |
| | Drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria) | Achieved full compliance | Full compliance | Full compliance |
| | Number of complaints for drinking water per 1,000 connections | 16 | ≤ 20 | ≤ 20 |
| | Resident satisfaction with the water supply service they receive | 94% | ≥ 90% | ≥ 90% |
| | *Where the local authority attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured:* | | | |
| | • Attendance for urgent callouts[1] | 85 minutes[2] (74–97 mins)[3] | ≤ 90 minutes | ≤ 90 minutes |
| | • Resolution of urgent callouts[4] | 3 hours (3.27–3.75 hours)[3] | ≤ 8 hours | ≤ 8 hours |
| | • Attendance for non-urgent callouts[1] | 68 hours[2] | ≤ 72 hours | ≤ 72 hours |
| | • Resolution of non-urgent callouts[4] | 6 days | ≤ 20 working days | ≤ 20 working days |
| | **We need to ensure we have a sustainable water supply for the future** | | | |
| | • Average drinking water consumption per resident per day | 379 litres | ≤ 385 litres | ≤ 385 litres |
| | • Percentage of real water loss from networked reticulation system | 15%[5] | ≤ 20% | ≤ 20% |

1. Attendance time is the time that the local authority receives notification to the time that service personnel reach the site.
2. The teams across the region have experienced work volumes exceeding their capacity due to the aging network throughout the year that included responding to several major incidents. The shortage of skilled labour in the industry continues to compound this and our ability to resource adequately and meet the targets.
3. The lowest and highest possible median times for the measure as reported by Wellington Water Limited.
4. Resolution is from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.
5. The 12-month rolling average results are consistently above target, in part due to leakage, both public and private leaks. We continue to target detection and fixing leaks as a key priority. Additional Service Crews are targeting proactive leak repairs. Increasing numbers of network meters will help to identify leaks quicker. Detection and repair times will remain challenging without further meters. The result is reported as a mean Hutt City water loss percentage with a 95% confidence rate interval of between 0% and 45%. It is produced using updated statistical methodology that aligns with the "benchless approach" described by Water New Zealand Water Loss Guidelines and meets the requirements on Non-Financial Performance Measure Rules 2013 specified by the Department of Internal Affairs. Due to limited water meter information, there is a wide variance in the confidence intervals for Council specific results. Therefore, we are reporting this result as a much more accurate regional percentage until more data is available to support this measure at a Council level.