



DISPATCH

RELEASE 9 | JULY | 2021

CUSTOMER OPERATIONS GROUP

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PAREMATA BURST WASTEWATER MAIN

On the weekend of 17/18 July there was a major storm event, and our crews responded to a burst wastewater main between the Aotea turnoff and Paremata.

On Sunday 18 July, we replaced the failed section of pipe. However, our investigations showed that the pipe upstream and downstream was in a fragile condition and the adjacent pipe section ruptured on Thursday 22 July. We added internal 'patches' to each end of the existing pipe, this will hopefully keep the pipe in operation while progressing a permanent replacement.

Our team has worked incredibly hard to respond to the burst, working a large amount of hours and working diligently together to come up with multiple solutions. To everyone involved thank you - we received an overwhelming amount of positive feedback, thanks for holding the fort and representing our values of tangata tiaki, whānau and mana. Some of the team are pictured above in the banner.



Paremata Burst Wastewater Main



THE STORM EVENT

The storm event impacted the entire COG with a large number of weather related jobs received during the weekend of 17/18 July and into the following week. This required teams from all across the group to triage, respond and complete clean up activities. The customer hub triaged 450 jobs throughout the weekend which goes to show just how much the COG had to work through in some pretty awful conditions.

During a 'normal' week in winter there can be roughly 500 jobs, in the space of a week we received 670+ weather related jobs alone and over 1,100 in total.

This calls for a congratulations and well done to everyone! We should celebrate a great 'win' this July!



GROUP MANAGER'S MESSAGE

Kia ora team,

It was certainly a very busy month with the region wide storm event and Paremata wastewater burst landing at the same time. Thank you for all your heavy toil during these challenging times - it is fantastic to see the level of collaboration across the group in these times of need.

Our improving how we operate programme continues on and we have reached the next milestone of launching 3 further sprints:

- **6** Introduce more functional capability into the delivery structure
- **7** Develop our very own skills training facility
- **8** Implement group engagement plan

You will hear more about these shortly.

I'm also pleased to announce that we have appointed a Operational Training and Development Manager who starts with us on 23 August. Brett Marais currently works at WSP and is involved in training for the level 3 and 4 water and wastewater qualifications we are really excited to have him as part of the team.

Stay safe, Kevin



CUSTOMER SATISFACTION

You may know that we measure our customer satisfaction through an in-house survey. Last year Audit NZ recommended we use an external party to do this, so as of December 2020, Colmar Brunton has also undertaken a survey, this provided independence. We are very pleased to see that the Colmar Brunton results show a similar trend to our in house survey. You can see the successful results below which shows ongoing improvement which is a fantastic.

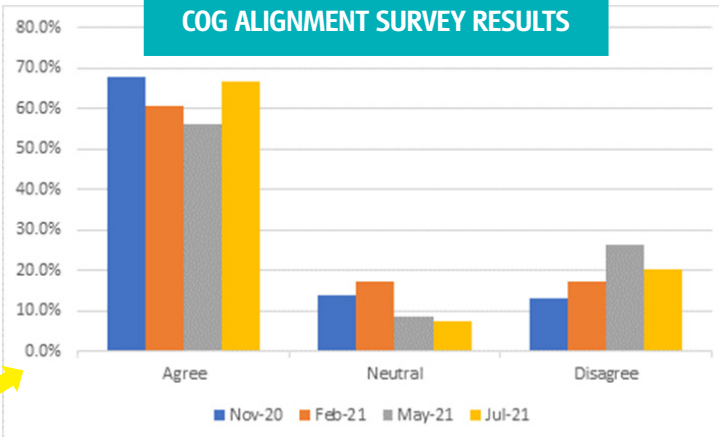
Month (20/21)	Customer Satisfaction on Call Back	
	Internal Survey	Colmar Brunton Survey
July	79%	N/A
August	84%	N/A
September	87%	N/A
October	84%	N/A
November	82%	N/A
December	93%	69%
January	82%	74%
February	80%	63%
March	82%	72%
April	93%	80%
May	89%	74%
June	93%	79%

TRAFFIC MANAGEMENT - H&S FOCUS AREA

As you know, traffic management is one of our critical risks and we have a life saving rule to match. We are keeping our health and safety focus area on traffic management as a group given there are changes afoot and we have had a handful of incidents where we have seen some shortfalls in our approach. We need to ensure our worksites continue to be safe and we appreciate your efforts.

We will continue to face more scrutiny from the public and from our road controlling authorities in this area so we need to be smart and safe. Please remain vigilant and if you are approached for comment from the media, please refer them directly to our communications team (Vanessa MacFarlane first) and they will manage from there.

COG ALIGNMENT SURVEY RESULTS



COG ALIGNMENT SURVEY

Every few months you receive a text message requesting you to complete a short survey. The aim of the survey is to gauge alignment between the two home organisations in the Customer Operations Group, we thought we'd share these results with you. We are very pleased to see a jump up in the last results. There was a strong theme in the comments of the last survey that everyone wants to be treated the same, this came up in the "improving how we operate" programme feedback and is front of mind.

HOT BOX VALUE STORY

We wanted to share our 'Value adding story' for July. We share one story per month with the wider business. These can be any innovation that improves efficiency, has a cost benefit, culture benefit or anything that adds value. Here is a short summary from the story:

The Customer Operations Group decided to lease a Hot Box with the following goals in mind:

- Reduce the wastage of asphalt.
- Reduce the use of subcontractors.
- Improve the quality of work (the right temperature asphalt means a job well done).
- Improve the ability to reinstate/respond to incidents.
- Reduce the time to reinstate and increase the number of reinstated square metres per day.

Cost Savings:

- The Customer Operations Group reinstatements team previously completed 300m2 of asphalt paving per month.
- The truck used, before the Hot Box was leased, was costing \$2,000 per month, the Hot Box truck combo costs \$2,700 per month which is a small increase of \$8,400 per annum.
- A tonne of asphalt is \$226 and previously ¼ to ½ a tonne was wasted per day. With the Hot Box there is little to no wastage which means the annual saving is approximately \$11,600.
- Now that the team has the Hot Box, they can perform more work in-house at approx half the cost of subbing it out.
- When adding the savings from performing more in-house and reduced wastage together **we save a total of \$191,600 per year.**

