

Waters Performance Dashboard Report

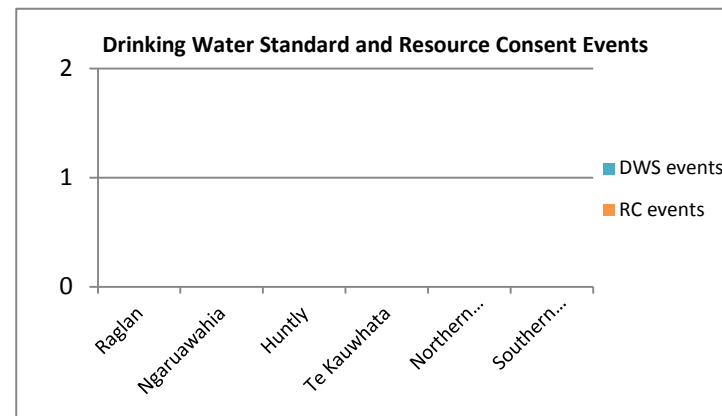
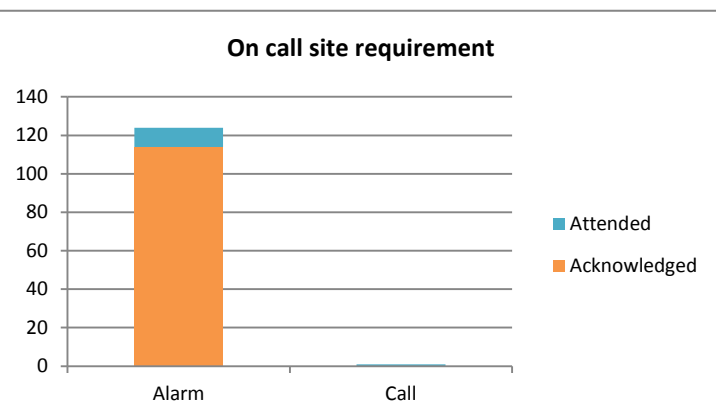
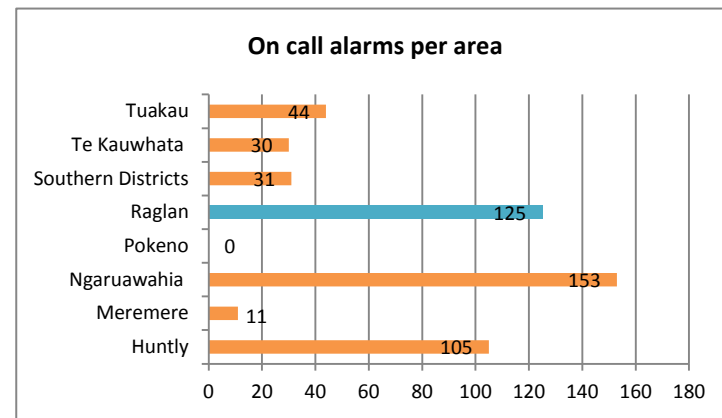
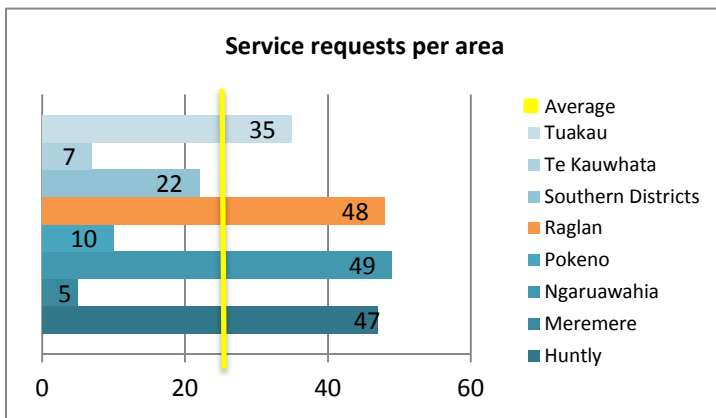
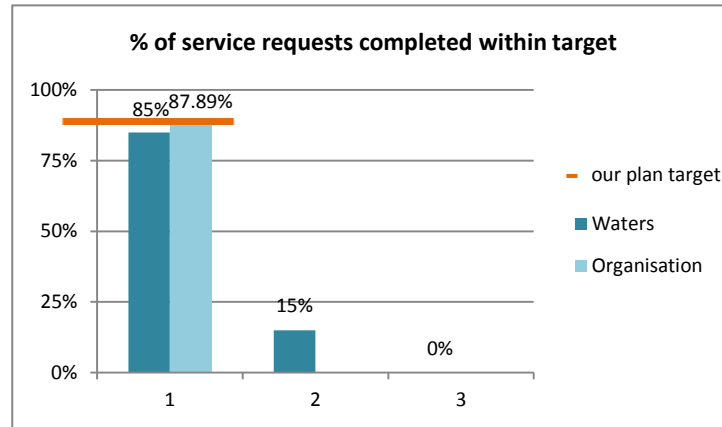
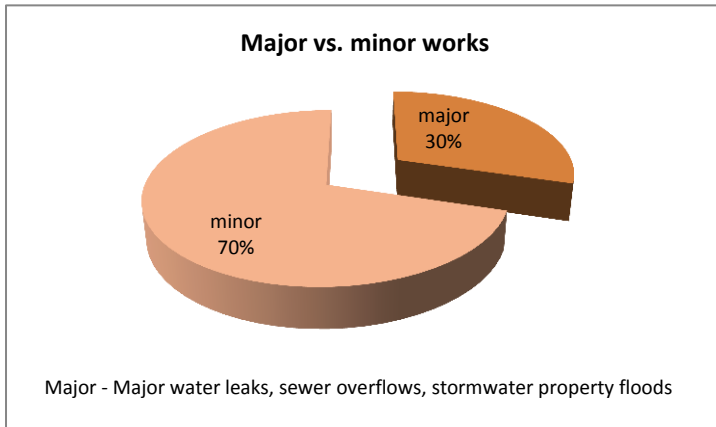
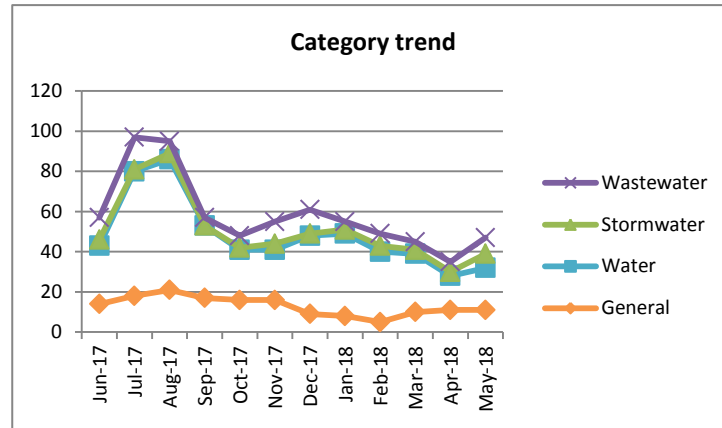
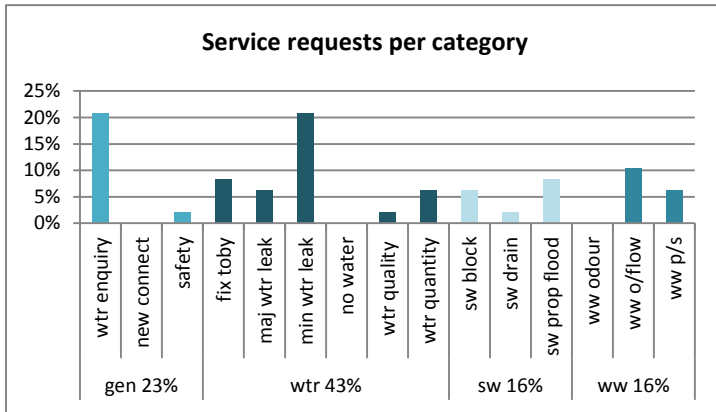
Programme: Waters – RAGLAN

Manager: Karl Pavlovich

Date: May – June 2018

Version: Final

Service Requests Breakdown



Mandatory Performance Measures – district wide

	Measure	May (16 th -)	June	
Water	The number of complaints received by WDC about drinking water clarity, taste, odour, pressure, flow, continuity of supply	< 17 per 1000 connections	0.49 per 1000 connections (7 complaints)	1.88 per 1000 connections (27 complaints)
	Fault Response Times for Urgent call outs	60 minutes median	52 minutes	52 minutes
	Fault Completion Times for Urgent call outs	240 minutes median	88 minutes	144 minutes
	Fault Response Times for Non-Urgent call outs	1 day median	1 day	2 days
Wastewater	Fault Completion Times for Non-Urgent call outs	5 day median	1 day	2 days
	The number of dry weather sewerage overflows from WDC wastewater system	< 5 per 1000 connections	0.09 per 1000 connections (1 complaint)	0.18 per 1000 connections (2 complaints)
	The total number of complaints received by WDC about the waste water system	< 25 per 1000 connections	0.45 per 1000 connections (5 complaints)	0.54 per 1000 connections (6 complaints)
	Fault Response Times for Sewerage Overflows	60 minutes median	15 minutes	79 minutes
Stormwater	Fault Completion Times for Sewerage Overflows	240 minutes median	122 minutes	209 minutes
	The number of flooding events (affecting habitable floors)	<0.3 per 1000 connections	Nil	Nil
	The number of complaints received by WDC about the stormwater system	<4 per 1000 connections	0.07 per 1000 connections (1 complaint)	0.15 per 1000 connections (2 complaints)
	Median Fault Response Times to attend a flooding event	8 hours	Nil	Nil

Number of Service Requests

	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-17	Apr-18	May-18	YTD
Wtr enquiry	10	16	19	15	11	11	9	7	3	7	7	10	125
New connect.	4	1	2	1	3	3				3	4		21
Safety		1		1	2	2		1	2			1	10
Toby repair	3	3	1	4	3	1	6	6	5	3	3	4	42
Major wtr leak	4	9	8	5	2	1	5	7	6	2	3	3	55
Minor wtr leak	16	13	18	11	10	20	20	21	23	22	11	10	195
No water	4	7	4	9	6	3	7	6					46
Wtr quality	2	24	25	1	2		1					1	56
Wtr quantity		6	9	6	2			1	1	2		3	30
SW block		1	2		1							3	7
SW drain	1		1					1	2	2	1	1	9
SW property flood	2					3	1	1	1		1	4	13
WW odour		2	2		1	6	9	3	2	2	1		28
WW overflow	3	2	2	2	3	2	2	1	1		1	5	24
WW p/station	8	12	2	2	2	3	1		3	2	3	3	41

Comments

- One electrical outage in Greenslade road area resulting in fixed generator being used. Ran for approx. 8 hours and prevented any overflows occurring. Unit is working very effectively.
- Stormwater upgrades at Raglan arts fully completed and capitalised.
- No major incidents or breaks occurring during the period. Most work BAU
- Nil DWS and RC Events to report for May-June 18

DWS Event – compliance measure transgression requiring the Drinking Water Assessor to be notified, transgression is not the same as non-compliant
 RC Event – breach of resource consent condition that requires WRC to be notified, this is not necessarily a measure of overall compliance for the year and excludes WWTP laboratory results outside of consent conditions