

5.0 LEVELS OF SERVICE

5.1 Introduction

A key objective of this Asset Management plan is to match the level of service provided by the asset with the expectations of customers. This requires a clear understanding of customers' needs, expectations and preferences. The current high treatment level and optimisation is planned for WWTP discharges as per changes in legislation due to variation 5. Any changes to this Variation 5 to improve further the quality of these discharges will likely be small in terms of decreasing daily and mass loads and will require a relatively high financial cost. Therefore it is assumed that there will be no significant changes to the Variation 5 and Consent renewal will consider practicality of achieving compliance. The WWTP optimisation /upgrades require considerable cost to communities, which have to be balanced against the likely environmental benefits. It is noted that during processing of the effluent discharge application the Resource Management Act allows WRC (consenting authority) to recognise the value of the investment. The council endeavours to take practical steps to utilise cost-effective technology where affordable to reduce contaminant loads to the environment.

The levels of service defined in this section will be used:

- to inform customers of the proposed type and level of service to be offered
- to enable customers to assess suitability, affordability and equity of the services offered
- as a focus for the AM tactics proposed to deliver the required level of service
- to measure the effectiveness of this asset management plan
- to identify the costs and benefits of the services offered

The target levels of service for wastewater current industry standards and are based on:

Community Outcomes: Provide guidelines for the scope of current and future services offered and manner of service delivery, and define general levels of service which the community wishes to receive.

Customer Expectations: Information gained from customers on expected quality and price of services.

Statutory Requirements: Legislation, regulations, environmental standards and Council By-laws that impact on the way assets are managed (i.e.: resource consents, building regulations, health and safety legislation). These requirements set the minimum level of service to be provided.

Strategic and Corporate Goals: Provide guidelines for the scope of current and future services offered and manner of service delivery, and define specific levels of service which the organisation wishes to achieve.

Consultation Process and Strategic Linkages: The following Figure 5.1 identifies the consultation process and reporting requirements for levels of service. It also incorporates the links to strategic documents and gap analysis and how this links into the Annual Plan and Long Term Plan.

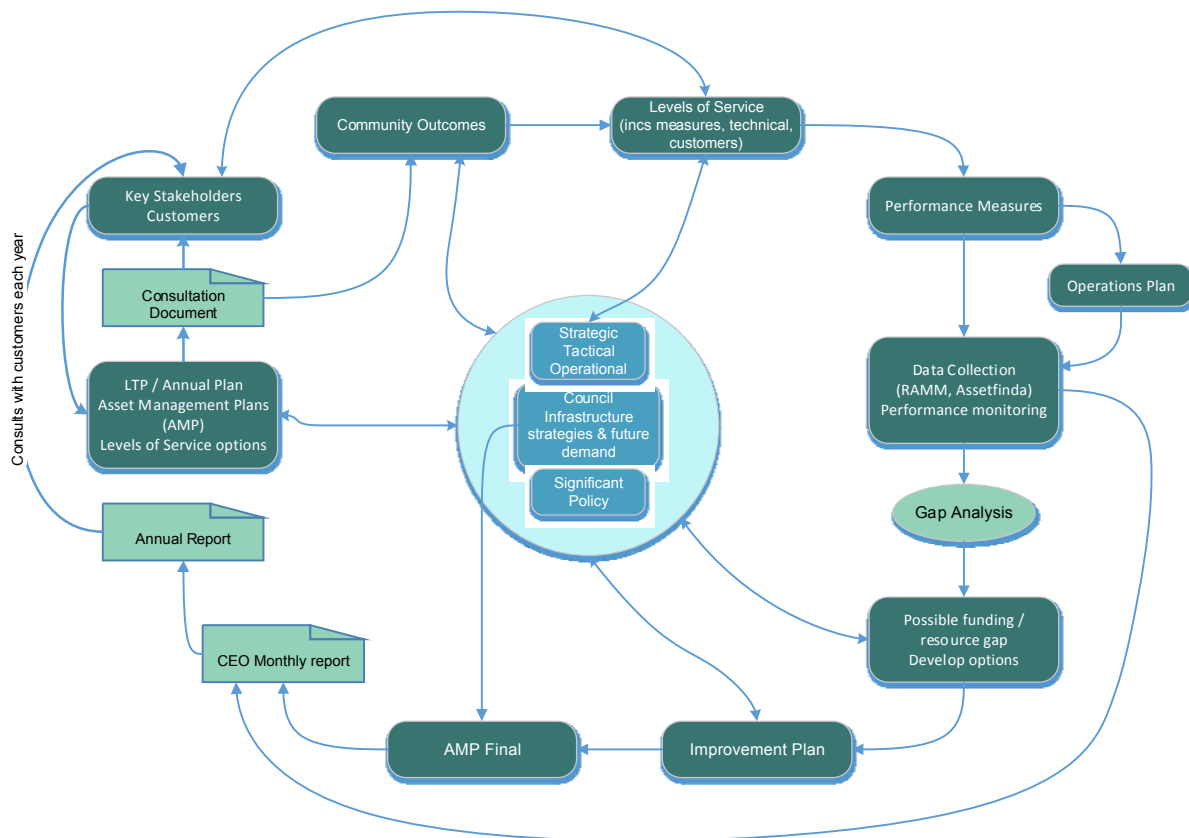


Figure 5.1: Consultation Process and Strategic Linkage Diagram

Types of Levels of Service

5.2.1 OPERATIONAL

Desired Levels of Service

The targets currently set are those carried over from the previous version WWAMP. These have been broadly developed as:

- ❖ Compliance to wastewater standards; these are the minimum targets set by legislated and reflect maintaining the current level of service through existing collection, transmission, and treatment systems
- Fault response times; set at levels achievable through available resources and current level of service
- Customer satisfaction; these are the minimum targets set by legislated and reflect maintaining the current level of service through existing collection, transmission, and treatment systems
- Demand management

Current operational levels of service for wastewater are scheduled in Table 2. The levels of service are “how we maintain our existing assets” for our customers.

Operational levels of service fall into two categories:

Technical (asset/product related) measures, which relate to the outputs the customer receives in terms of:

- Quality
- Capacity
- Quantity
- Environmental impacts
- Availability
- Cost/ affordability
- Legislative requirements
- Comfort
- Maintainability
- Safety
- Reliability and performance

Service Quality (service process related) measures, which relate to how the customer receives the service in terms of:

- Tangibles (information sheets etc.)
- Responsiveness
- Courtesy
- Empathy (understanding, individual attention)
- Assurance (knowledge, courtesy, trust, confidence)

5.2.2 TACTICAL

The levels of service stated within Table 5-1 are “why we build new assets”. These are thresholds which warrant the creation of a new asset in order to maintain an optimum level of service for the asset.

5.2.3 IMPLEMENTATION

The implementation levels of service stated within Table 5-2 are “the standard we build a wastewater asset to”.

5.2.4 NATIONAL

The management and optimal maintenance of sewerage systems is important for good public health and environmental outcomes. It is important for council to satisfy the customers and monitor the performance with the service provided – with both the operation of the service itself and the way in which complaints about the service are dealt with.

The department of internal affairs (DIA) has notified in Gazette: 21 November 2013 non-financial performance measure rules on key aspects of sewerage and the treatment and disposal of sewage to receiving environment. Council will be required to report on these performance measures for the level of service provided to community. These LoS are listed in section 5.3.

5.3 Current Levels of Service

Objective: To protect the environment and public health by providing appropriate collections, treatment and disposal of wastewater for all users connected to council's sewerage scheme.

Note: An asterisk* identifies the performance measure in LTP

Number	Community Outcome	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
System and adequacy T1	Economy	Sufficient capacity to meet the demands of today and future growth	If a connection is immediately possible	Capacity of pipe work relative to capacity required. That all new development is able to be connected immediately if previously identified in the District Plan and in the Growth Model.	All developments that occur within already specified development areas, in accordance with growth model are not held up by infrastructure capacity issues.	Through the ability to allow subdivisions to occur.	All developments that occur within already specified development areas, in accordance with revised growth model are not held up by infrastructure capacity issues.	All developments that occur within already specified development areas, in accordance with revised growth model are not held up by infrastructure capacity issues.

Table 5-1: Tactical Levels of Service

Number	Community Outcome	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
Discharge Compliance O1	Environment	We manage the environmental impacts of our wastewater treatment and discharges THIS IS A DIA MANDATORY MEASURE.	No successful prosecutions to council or its staff.	Number of abatement notices ≤ 1 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0 If there are significant breaches we need to provide further commentary.	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0	Record and report and notices, orders, or convictions.	Number of abatement notices ≤ 1 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0	Number of abatement notices ≤ 1 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0
Discharge Compliance O2		Quality of effluent discharge from Treatment facilities is acceptable	Nitrogen reduction to the lake in Effluent after the treatment process	reduce by at least 20% of total nitrogen discharge from WWTP within Lake catchment by 2020	Achieving 20% TN reduction from discharges from all WWTP within Lake catchment	Routine TN test of effluent from treatment plants within lake catchment	Reduce the total nitrogen discharged from WWTP within the Lake catchment by at least 20% of the benchmark average (10,310 kg/year) by 2020.	Reduce the total nitrogen discharged from WWTP within the Lake catchment by at least 20% of the benchmark average (10,310 kg/year) by 2020. From 2020 onwards maintain this reduction.
System & adequacy O3	Economy Environment	Sewerage systems are maintained to an adequate standard to minimise overflows and minimise harm to the community. THIS IS A DIA MANDATORY MEASURE	Number of dry weather overflows from the sewerage system	Number of dry weather ¹ overflows from the sewerage system expressed per 1000 sewerage connections (district wide). Where one event results in multiple dry weather overflows (points of discharge) each point of discharge must be counted in this measure.	1.68 overflow discharges per 1000 connections in 2016/17.	Implementation of sewer spill response plan. Analysis of contract reports and complaint records.	Target number of dry weather sewerage overflows ≤ 3 per thousand connections.	Target number of dry weather sewerage overflows ≤ 3 per thousand connections.

¹ Dry weather is a day when less than 1mm of rain has fallen during a continuous 24 hour period.

Number	Community Outcome	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
Response times O4	Economy	<u>Fault response time</u> Response time from Council receiving notification of a fault to the time that service personnel reach the site of overflow or other fault is ≤1hr. <u>Fault resolution time</u> Resolution time from Council receiving notification of a fault to the time that service personnel confirms resolution of the blockage or other fault is within 4 hrs.	Percentage of failure responded within the specified time	Response time from Council receiving notification of the fault to the time that service personnel reach the site of the sewerage overflow resulting from a blockage.	Percentage of response time to get to site within ≤1hr (93% of times) in 2016/17. Percentage resolved within 4 hrs (82% of times) in 2016/17.	Analysis of service requests and contactors KPI.	Response time to get to site with sewerage overflow is ≤ 1 hr (90% of times) Time to resolve the problem is ≤ 4 hrs (85% of times).	Time to get to site with sewerage overflow • ≤1hr (95% of times) Time to resolve the problem • Within 4 hrs (90% of times)
		<u>Fault response time (median)</u> The <u>median</u> response time from Council receiving notification of a fault to the time that service personnel reach the site of the overflow or other fault. <u>Fault resolution time (median)</u> The <u>median</u> resolution time from Council receiving notification of a fault to the time that service personnel confirms resolution of the blockage or other fault. THIS IS A DIA MANDATORY MEASURE.	Median response time for attendance and resolution	Response time from Council receiving notification of the fault to the time that service personnel reach the site of the sewerage overflow resulting from a blockage	The median response time in 2016/17 was 0.6 hours. The median resolution time in 2016/17 was 2.4	Analysis of service requests and contactors KPI.	Less than 1 hour. Less than 4 hours.	Less than 1 hour. Less than 4 hours.
Customer satisfaction O5	Environment + Economy	The number of complaints received by Council on: a) Sewerage odour b) Sewerage system faults c) Sewerage system blockages; and d) Council's response to issues with the sewerage system (expressed per 1000) Target number of complaints per 1000 connections ≤ 8. THIS IS A DIA MANDATORY MEASURE.	The sewerage system related issues resolved on time.	Number of complaints received on : a) Sewage odour b) sewerage system faults c) Sewerage system blockages d) The Council's response to issues with the sewerage system, expressed per 1000 connections to the Council sewerage system. Complaints taken from the request for service system. If there is more than one complaint about a single event, each complaint must be counted separately (not each event or occurrence).	During 2016/17 the following was reported 169 complaints <i>Number of complaints =9.4 /1000 connections</i>	Total number of complaints /(total rated properties/1000)	Target number of complaints per 1000 connections ≤ 8	Target number of complaints per 1000 connections ≤ 5

* **Emergency: It is an event which interrupts the reticulation of wastewater to treatment plant and can cause damage to environment and health to the community.**

Table 5-2: Operational Levels of Service

5.4 Consultation

Council have identified following community outcomes:

- Economy – our communities prosper in a thriving local economy with a diverse range of rewarding employment opportunities
- Environment – a shared responsibility for places we are proud of
- Engagement – Council is connected with its communities, advocating for their social and cultural well-being

At present resident contact is generally on a one on one situation in the handling of customer complaints or in council and community board meetings. Council staff is also working with Lakes and waterways action group. Regular advertised public forums are held to encourage and provide for ratepayer opinions and concerns to be heard. Submissions and suggestions for desired project and improvement work for Council consideration and inclusion into the LTP are called for during consultation.

A level of service consultation has been undertaken as part of the preparation of the 2018-28 LTP. The most recent Levels of Service Survey conducted by TDC was in November 2016 and the survey asked for satisfaction. Ratepayers from the district were highly satisfied with the Council's provision of water services. Overall, 79% were satisfied, while only 5% were dissatisfied.

5.5 Changes to Level of Service

There are no proposed changes to levels of service, however the wording of some of the measures has been clarified in the tables above. There are still a few areas that are not meeting the current level of service. To maintain and reduce blockages and overflows into Lake Taupo or Streams and Rivers the Three waters maintenance contract is awarded and the performance of the contract was linked to LoS. Now council has proposed increased proactive maintenance and condition assessment in the operational budgets. To meet compliance regular meetings and discussions with WRC staff are progressing to amend the conditions which are not realistic /practical and cost prohibitive to achieve benefit for community and protecting environment.

Capital expenditure to improve the level of service includes;

- Treatment Plant works to manage total nitrogen discharges as per WRC Variation 5.
- Improvement to control system and SCADA for better monitoring and reporting
- Reticulation upgrades

Potential impacts on level of service could be: Local government amalgamation, long term funding constraints, regional delivery of water services, expiry of resource consents, funding changes, water takes limits, environmental effects, loss of access to land, treaty settlements.