

LTP 2021-31 Draft Performance Measures for Water Supply

Community Outcome	Strategic Priorities	Key Result Areas	Strategies & Plans	Levels of Service	Performance Measures	Baseline (2020/21)	2021/22 Target	2022/23 Target	2023/24 Target	2024-31 Target	Reporting Activity
Thriving Environment	A clean, safe and sustainable future drinking water supply		Regional Water Strategy Drinking Water Safety Plan	Provide water that is safe, and pleasant to drink	Compliance with part 4 of the drinking-water standards (bacteria compliance criteria)	Yes	Compliant	Compliant	Compliant	Compliant	
					Compliance with part 5 of the drinking-water standards (protozoal compliance criteria)	Yes	Compliant	Compliant	Compliant	Compliant	
					Number of waterborne disease outbreaks	0					
					Customer satisfaction: number of complaints regarding water clarity, taste, odour, pressure, and supply	0	<20 complaints per 1000 connections	<20 complaints per 1000 connections	<20 complaints per 1000 connections	<20 complaints per 1000 connections	
Resilient Future	Reduce water demand to support a sustainable water supply to avoid unnecessary investment in significant new water supply infrastructure	Support the reduction of the overall bulk water supply to the four metropolitan cities by 25% by 2030	Wellington Water Sustainable Water Policy	Provide a continuous and secure bulk water supply	Average drinking water consumption per resident per day within the TA districts supplied by the bulk water system	<374 L/p/d	<375 L/p/d	<375 L/p/d	<375 L/p/d	<375 L/p/d	Bulk water supply
			Wellington Water 5-year Plan to Reduce Water Demand		Maintenance of the bulk reticulation network: Percentage of real water loss from the networked reticulation system	+/- 2%	+/- 0.25%	+/- 0.25%	+/- 0.25%	+/- 0.25%	
			Wellington Water Asset Management Plan								
				Response times to attend urgent call-outs in response to a fault or unplanned interruption to the bulk water network	Time to reach site <60min Time to confirm resolution <4 hours	Time to reach site <90min Time to confirm resolution <8 hours	Time to reach site <90min Time to confirm resolution <8 hours	Time to reach site <90min Time to confirm resolution <8 hours	Time to reach site <90min Time to confirm resolution <8 hours		
				Response times to attend non -urgent call-outs in response to a fault or unplanned interruption to the bulk water network	Time to reach site <36 hours Time to confirm resolution <15 days	Time to reach site <72 hours Time to confirm resolution <20 days	Time to reach site <72 hours Time to confirm resolution <20 days	Time to reach site <72 hours Time to confirm resolution <20 days	Time to reach site <72 hours Time to confirm resolution <20 days		

LTP 2021-31 Draft Performance Measures for Water Supply

Community Outcome	Strategic Priorities	Key Result Areas	Strategies & Plans	Levels of Service	Performance Measures	Baseline (2020/21)	2021/22 Target	2022/23 Target	2023/24 Target	2024-31 Target	Reporting Activity
			Regional Water Strategy	Provide a continuous and secure bulk water supply	Number of events in the bulk water supply preventing the continuous supply of drinking water to consumers	0					
					Sufficient water is available to meet normal demand except in a drought with a severity of greater than or equal to 1 in 50 years	Not achieved					