

WATER AND WASTE

## WATER SUPPLY

### Overview

The Water Supply activity relates to the provision of a safe, reliable and potable supply of water for domestic, business and fire fighting purposes to urban Upper Hutt and part of the rural area.

Bulk water is purchased from the Greater Wellington Regional Council and stored in the Council's reservoirs prior to distribution to householders and businesses within the supply area.

The water supply system has consistently achieved an 'Aa' grading from the Ministry of Health over a number of years. This is the highest possible standard, and means that there is the lowest possible risk of contamination to the water supply and distribution systems.

Part of the regional water supply system is located in Upper Hutt, including the water catchment areas, treatment station, bulk water mains and bulk water storage lakes at Kaitoke. These are not part of the Council's responsibility.

The Water Supply activity contributes to the following Community Outcomes:

- 3 The economy is robust, innovative and growing
- 4 Upper Hutt offers a 'green' and attractive living environment
- 5 The community is safe, healthy and strong.

### Level of Service Statement

- Council will maintain the water supply in accordance with the NZ Drinking Water Standard (Aa grade).
- There will be minimal interruptions to water supply.
- Water will be supplied to meet firefighting requirements.

### Level of Service Objectives and Performance Measures

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective: Council will maintain a high quality water supply with minimal interruptions.</b>			
<b>1 QUALITY</b>	NZ Drinking Water Standard	Aa grading <sup>2</sup>	Achieved. Upper Hutt's water supply has been assessed as 'Aa'.
<b>2 SATISFACTION</b>	Community satisfaction with the reticulated water supply service	95% of survey respondents are satisfied or very satisfied <sup>1</sup>	Achieved. 95% of respondents surveyed rated the water supply as satisfactory or better.
<b>3 CONTINUITY OF SUPPLY</b>	Interruptions to the water supply	95% of individual consumers who experience water disruptions have the service restored within two hours <sup>3</sup>	Achieved. 99.5% of the customers who experienced water disruptions had their service restored within two hours. 7,913 properties were affected during 368 shut downs. On two occasions we failed to reconnect properties within two hours affecting 42 properties.
<b>4 SYSTEM INTEGRITY</b>	Monitor minimum night flow between 1:00am and 4:30am	Flow not to exceed 75 litres per second <sup>4</sup>	Achieved. The average minimum night flow for the year to date is 61.12 litres per second.

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Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective:</b> Council will provide a water supply that meets the requirements for firefighting.			
<b>5 FIRE STANDARDS</b>	Meet firefighting requirements for water supply	95% of fire hydrants tested by the NZ Fire Service meet pressure and flow requirements specified in the Code of Practice for Fire Fighting Water Supplies <sup>5</sup>	Achieved. 100% of hydrants flow tested complied with the requirements.
<b>Objective:</b> Council will undertake capital and asset management works in a cost effective manner.			
<b>6 WORKS</b>	Completion of Capital Works	Works completed within budget	Refer to Work Programme Table.

<sup>1</sup> Annual Community Survey

<sup>2</sup> Ministry of Health Rating

<sup>3</sup> In-house monitoring of maintenance contract

<sup>4</sup> In-house monitoring using bulk and area meters

<sup>5</sup> Monitoring of data supplied by NZFS

Work Programme 2007/08

Capital Works	Budget (\$000)	Actual (\$000)	Achievements at 30 June 2008
<b>ASSET MANAGEMENT</b>			
Pipeline Renewal	893	869	Achieved. All physical work planned for year 2007/08 was completed. These works include Barton Ave, Blueberry Gr, Charles St, Hikurangi St, Pinehaven Rd, Sandford St, Speargrass Gr, Stafford St, Wyndham Rd and decommissioning of some old 200mm steel water main in Fergusson Dr.
Miscellaneous Works	27	24	Achieved. Installed 5 cello data loggers for five area water meters and 18 radios to telemetry 18 sites.
<b>ASSET MANAGEMENT</b>			
Emergency Generator	57	32	Achieved. A power generator has been purchased.
<b>Total</b>	<b>977</b>	<b>925</b>	

## Activities Undertaken Supporting the Community

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p><b>3 The economy is robust, innovative and growing</b></p> <ul style="list-style-type: none"> <li>• PROVIDE an efficient, reliable water supply service</li> </ul>	<ul style="list-style-type: none"> <li>• Service requests being attended are monitored daily to ensure works are carried out to the satisfaction of customers and the general public.</li> </ul>
<p><b>4 Upper Hutt offers a 'green' and attractive living environment</b></p> <ul style="list-style-type: none"> <li>• PROVIDE a quality water supply service</li> <li>• EDUCATE to reduce water use and waste</li> <li>• PLAN for sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>• Council's focus on leak detection allowed Council to maintain a minimum night flow well below the 2002 benchmark of 75 litres per second.</li> <li>• The Council assisted 669 customers with managing the repair of leaks at their properties.</li> <li>• Council's pro-active leak detection programme located and attended to 778 leaks associated with public and private (439) assets.</li> </ul>
<p><b>5 The community is safe, healthy and strong</b></p> <ul style="list-style-type: none"> <li>• PROVIDE a safe, reliable and potable water supply service</li> <li>• PROVIDE infrastructure that will not be unduly disrupted by disaster</li> <li>• PROVIDE a reliable water supply suitable for firefighting requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Water quality testing continuously shows that water supplied to customers complies with the requirements of the New Zealand Drinking Water Standards.</li> <li>• Emergency Response Plan was reviewed and updated to ensure preparedness for disruption due to disaster.</li> <li>• Customers experienced the equivalent of 3.99 water shut offs per 100 connections during the fourth quarter of the year.</li> <li>• 100% of hydrants flow tested complied with the requirements.</li> </ul>

## Significant Acquisitions/Replacements

- Vested assets - Kingsley Heights subdivision, Emerald Hill stage 7 subdivision, Brentwood subdivision, Riverstone stage 9 subdivision, Logan Plaza development, Brentwood subdivision (\$597,000).
- Replaced assets - Barton Ave, Blueberry Gr, Charles St, Hikurangi St, Pinehaven Rd, Sandford St, Speargrass Gr, Stafford St, Wyndham Rd and decommissioning of some old 200mm steel water main in Fergusson Dr.

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<b>COST OF SERVICES STATEMENT</b>	<b>Actual 30 Jun 08 (\$000)</b>	<b>Actual 30 Jun 07 (\$000)</b>	<b>Forecast 30 Jun 08 (\$000)</b>
<b>Operating Expenditure</b>			
Disaster Provision	17	16	17
Insurance	34	38	39
Direct Expenses	1,190	1,062	702
Bulk Water Levy	2,165	2,090	2,150
Administration Support	772	678	1,047
Interest Repayment	69	80	81
Depreciation	927	921	973
<b>Total Operating Expenditure</b>	<b>5,174</b>	<b>4,885</b>	<b>5,009</b>
<b>Operating Revenue</b>			
Fees and Charges	(1,674)	(1,267)	(1,285)
<b>Total Operating Revenue</b>	<b>(1,674)</b>	<b>(1,267)</b>	<b>(1,285)</b>
<b>Net Operating Costs of Services</b>	<b>3,500</b>	<b>3,618</b>	<b>3,724</b>
<b>BALANCE SHEET TRANSACTIONS</b>			
<b>Net Operating Costs of Services</b>	<b>3,500</b>	<b>3,618</b>	<b>3,724</b>
Share of Management Support Income	(97)	(88)	(85)
Non Cash Transactions (Management Support)	(43)	(33)	(28)
Add (less) non - cash items	(495)	(692)	(787)
<b>Cost of Services (Funding)</b>	<b>2,865</b>	<b>2,805</b>	<b>2,824</b>
<b>Capital Expenditure</b>	<b>925</b>	<b>745</b>	<b>977</b>
<b>Loan Repayments</b>	<b>92</b>	<b>259</b>	<b>92</b>
<b>Loans Raised</b>	<b>0</b>	<b>(45)</b>	<b>0</b>
<b>Net Transfer from Funds</b>	<b>(278)</b>	<b>(358)</b>	<b>(278)</b>
<b>Accumulated Funds</b>	<b>0</b>	<b>0</b>	<b>(85)</b>
<b>Rates Funding Required</b>	<b>3,604</b>	<b>3,406</b>	<b>3,530</b>