Non-Financial Performance Measures Rules 2013

Supporting guidance for sewerage and the treatment and disposal of sewage (February 2014)

Introduction to the activity

Well-functioning sewerage systems are important for good public health and environmental outcomes. The performance measures will provide information on territorial authorities’ levels of service in supplying a sewerage system. Being able to compare the levels of service provided by different territorial authorities will assist local communities in assessing what level of service is appropriate for them.

The key aspects of sewerage and the treatment and disposal of sewage are:

1. Is the sewerage system adequate and is it being maintained sufficiently to ensure it remains adequate?
2. Is the sewerage system being managed in a way that does not unduly impact on the environment?
3. Does the territorial authority responsible for the service provide a timely response if there is a problem?
4. Are customers satisfied with the service provided – with both the operation of the service itself and the way in which complaints about the service are dealt with?

Please note that where the term territorial authority is mentioned in this document, this can be taken to include council-controlled organisations (CCOs) who supply this service.

Do you need to apply the performance measures?

The performance measures will be used to report on territorial authorities’ and council-controlled organisations’ (CCOs) that provide sewerage and the treatment and disposal of sewage services. When considering reporting on the performance measures, sewerage and the treatment and disposal of sewage includes:

- treatment plants;
- delivery reticulation to and from the point of service (recognising that some councils provide a service to property boundaries and others to a building or buildings on the property); and
- final discharge to receiving environment.

Any aspects that are outside the control or responsibility of a council are out of scope. This includes:

- private on-site disposal systems (such as septic tanks);
- leaks from or malfunctions of privately-owned pipes; and
- the private treatment of trade waste before it is discharged to a council-controlled reticulation system.
Reporting on results
It is good practice to report more than one year’s performance against particular performance measures. This allows ratepayers and other stakeholders to identify trends in the local authority’s performance. Territorial authorities are encouraged to maintain time series data for the performance measures and, where appropriate, graph the results. Where there are significant deviations between a target and the actual result, territorial authorities should include a commentary as to why this is the case. Also, in order to maintain continuity of trend data, local authorities may choose to report against both the new standard measures, and their previous measures for a few years.

In general, territorial authorities should ensure that they have appropriate systems in place to collect the information required to report against the performance measures.

Under the Non-Financial Performance Measures Rules 2013 any calculation, measure, number or percentage set out in the Rules must be calculated for a financial year.

**Performance measure one (system and adequacy):**
The number of dry weather sewerage overflows from the territorial authority’s sewerage system, expressed per 1000 sewerage connections to that sewerage system.

**Introduction to measure**
This measure provides information on the effectiveness of the system in providing an appropriate level of service and of how well it is being managed. That is, whether the system has been designed to an adequate standard and is being operated in a way that minimises harm to the community. Performance is measured under normal operating conditions. Dry weather overflows are a fundamental failure of a sewerage system. Overflows caused by wet weather are not included in the measure because they are regulated through district plans and resource consents issued under the Resource Management Act 1991.

**Guidance for reporting**
This measure is to be reported as a single city or district wide assessment. Reporting on events per town is not required.

The number of sewerage connections may be calculated from the number of customers charged in their rates (or otherwise specifically) for use of council wastewater service.

Where one event results in multiple dry weather overflows (points of discharge), each point of discharge must be counted in this measure. This metric only applies to days when less than 1mm of rain has fallen during a continuous 24 hour period.
Worked Example

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Target</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please note: the calculation does not have to be reported</td>
<td>Target number of dry weather sewerage overflows ≤ 5 per 1000 connections</td>
<td>Number of dry weather sewerage overflows = 5 per 1000 connections</td>
</tr>
<tr>
<td>Number of rated properties = 23,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of wastewater rated properties connected to a scheme = 20,435</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of dry weather overflows = 106</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calculation for number of dry weather overflows per 1000 connections is 106 / 20,435 = 5 (rounded to the nearest whole number)</td>
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<td></td>
</tr>
</tbody>
</table>

Performance measure two (management of environmental impacts):
Compliance with the territorial authority’s resource consents for discharge from its sewerage system measured by the number of:

a) abatement notices;

b) infringement notices;

c) enforcement orders; and

d) convictions, received by the territorial authority in relation those resource consents.

Introduction to measure
This performance measure indicates how well a territorial authority is managing the environmental impacts of its sewerage system. Non-compliance may indicate that it is not managing its processes adequately or that the infrastructure is inadequate. Territorial authorities have to report on only formal actions taken against them as these represent activities that may have the greatest adverse impact on the environment. Minor breaches or technical non-compliances would not be reported against this measure.
Guidance for reporting
Enforcement actions provide an impartial method of determining the severity and extent of council breaches of resource consent conditions for wastewater operations or discharges.

A single number (count) is required for each measure. Where there are significant breaches it would be appropriate to provide further commentary as to what happened and what is being done to rectify the situation. Territorial authorities should also report where resource consents have expired.

Worked Example

<table>
<thead>
<tr>
<th>Target</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of abatement notices ≤ 1</td>
<td>Number of abatement notices = 1</td>
</tr>
<tr>
<td>Number of infringement notices = 0</td>
<td>Number of infringement notices = 0</td>
</tr>
<tr>
<td>Number of enforcement orders = 0</td>
<td>Number of enforcement orders = 0</td>
</tr>
<tr>
<td>Number of successful prosecutions = 0</td>
<td>Number of successful prosecutions = 0</td>
</tr>
<tr>
<td>Council target (all enforcement actions) = 1</td>
<td>Result (all enforcement actions) = 1</td>
</tr>
</tbody>
</table>

Performance measure three (response to sewerage system faults):
Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority’s sewerage system, the following median response times measured:

a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site; and

b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault.

Introduction to measure
This measure shows how quickly a territorial authority attends to problems with a sewerage system. Measuring response time is a way of gauging whether a territorial authority is listening to its customers and providing solutions.

An overflow means sewage that escapes a territorial authority’s sewerage system and enters the environment. It includes blockages and chokes.

Guidance for reporting
This performance measure is to be reported as two, city or district wide assessments (counts), one for each type of response time.
Generally, **time to site** data will be collected as part of the councils (or CCOs or contractors) request for service processes, and represents the time in which an appropriately qualified representative of the council arrives at the incident site after being made aware of the event.

When reporting on this performance measure territorial authorities should identify civil defence events. The impacts of such events should be discussed in reporting.

For the purposes of reporting, the **median** of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 5, 9} is 5). If there is an even number of observations, then there is no single middle value; the median is then usually defined to be the mean of the two middle values.

**Worked Example**

<table>
<thead>
<tr>
<th>Target</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target time to get to site ≤ 60 minutes</td>
<td>Median response time to get to site = 65 minutes</td>
</tr>
<tr>
<td>Target time to resolve the problem ≤ 540 minutes</td>
<td>Median time to resolve the problem = 265 minutes</td>
</tr>
</tbody>
</table>

**Performance measure four (customer satisfaction):**

The total number of complaints received by the territorial authority about any of the following:

a) sewage odour;

b) sewerage system faults;

c) sewerage system blockages; and

d) the territorial authority’s response to issues with its sewerage system, expressed per 1000 connections to the territorial authority’s sewerage system.

**Introduction to measure**

Customer satisfaction is a key measure of the quality of a service. Suppliers need to know whether customers are satisfied with the adequacy and reliability of the service they pay for. The measure provides information on issues with a sewerage system and on how satisfied customers are with the way in which a territorial authority responds to requests to fix problems. The data produced by the performance measure will highlight problems that require attention. The data may also provide information that indicates that upgraded or new infrastructure is needed.
Guidance for reporting

This performance measure is to be reported as a single, city or district wide assessment (count). Reporting on complaints per town or complaints by type is not required.

The number of sewerage connections is calculated from the number of customers charged in their rates (or otherwise specifically) for use of a wastewater service.

Generally, complaints data will be collected as part of the councils (or CCOs or contractors) request for service processes.

There will be occasions where there is more than one complaint per event. In such a situation, each complaint is counted separately not each event or occurrence.

Worked Example

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Target</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Please note: the calculation does not have to be reported.</strong></td>
<td>Target number of complaints per 1000 connections ≤ 35</td>
<td>Number of complaints = 56 complaints per 1000 connections</td>
</tr>
<tr>
<td>Number of rated properties = 23,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of wastewater rated properties connected to a scheme = 20,435</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of odour complaints = 109</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of faults and blockages = 1020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of complaints about the territorial authority’s response to issues with the sewerage system = 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calculation for number of complaints per 1000 connections is 109 (odour complaints) + 1020 (faults and blockages) + 10 (complaints) / (20,435/1000) = 56 (rounded to nearest whole number)</td>
<td></td>
<td></td>
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</tbody>
</table>