

Activity 11.0: Wastewater Collection

Accountable Manager: Mark Christison

What services are provided?

Collecting wastewater from properties within the reticulated area, by maintaining and operating a network of underground pipes, vacuum and pumping stations, that conveys wastewater to the wastewater treatment plants.

Why do we provide these services?

To protect public health and meet environmental standards.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>Injuries and risks to public health are minimised</p> <p>Water quality in rivers, streams, lakes and wetlands is improved</p> <p>Statutory obligations are met by the Council</p>	<p><i>Collecting wastewater from reticulated areas by maintaining a public network of underground pipes and pumping stations enables wastewater to be conveyed to the wastewater treatment plants, safeguarding public health.</i></p> <p><i>Ongoing monitoring ensures continuity of public wastewater collection and minimises odour complaints associated with the wastewater reticulation system.</i></p> <p><i>Ongoing monitoring of the wastewater collection system ensures compliance with resource consent conditions for wet weather overflows into rivers and waterways.</i></p> <p><i>Providing wastewater collection services is a statutory requirement for the Council.</i></p>

Which group or section of the community will benefit from this activity?:

Christchurch residents, visitors to Christchurch, ratepayers properties, commercial and industrial businesses, developers, Selwyn District Council.

Key legislation:

- The Local Government Act 2002
- The Local Government (Rating) Act 2002
- The Resource Management Act 1995
- The Health Act 1956
- The Council Trade Waste Bylaw 2006
- Water Related Services Bylaw 2008
- Canterbury Earthquake Recovery Act 2011

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
11.0.1 Provide Wastewater collection in a safe, convenient and efficient manner	11.0.1.1 Blockages responded to within one hour within urban areas 2009/10 94.1% 2010/11 82.9% 2011/12 58.9%	Watercare achieved 94% of blockages attended within one hour of notification (Watercare Annual Report 2010-2011)	11.0.1.1 Respond to a percentage of blockages within one hour within urban areas: 2013/14 at least 60% 2014/15 at least 70% 2015/16 at least 80% 2016/17 at least 90%	Key Business Driver: Measuring and managing contractor response times, and continuity of wastewater collection and transportation services. Different response times for Banks Peninsula to allow for travel time and more difficult access. These are City Care contract maintenance standards.	Accepted
	11.0.1.2 Blockages responded to within two hours within urban areas 2009/10 99.1% 2010/11 93.9%* 2011/12 81.1%	Wellington Area – target – 97% responded to within one hour Dunedin Target – 95% responded to within one hour	11.0.1.2 Respond to a percentage of blockages within two hours within urban areas: 2013/14 at least 70% 2014/15 at least 90% (ongoing)		
	11.0.1.3 Blockages responded to within two hours within rural areas 2009/10 97% 2010/11 100%* 2011/12 95%		11.0.1.3 Respond to a percentage of blockages within two hours within rural areas: 2013/14 at least 70% 2014/15 at least 90% (ongoing)		
	11.0.1.4 Blockages responded to within four hours within rural areas 2009/10 100% 2010/11 100%* 2011/12 100%		11.0.1.4 Respond to at least 99% blockages within four hours within rural areas		
* Year measurement commenced and estimated based on three months data					Current performance note included

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
11.0.1 Provide wastewater collection in a safe, convenient and efficient manner (cont'd)	<p>Number of properties affected by wastewater blowbacks per year due to network operations and maintenance activities</p> <p>2009/10 N/A 2010/11 154* 2011/12 139</p> <p><i>* Year measurement commenced and estimated based on three months data</i></p>	<p>Auckland, Hutt City, Tauranga, Hastings and New Plymouth very rarely have issues with blowbacks. Christchurch is unique in having a large number of small (150 mm) sewers at flat grades.</p>	<p>11.0.1.5 Manage number of properties affected by wastewater blowbacks per year due to network operations and maintenance activities</p> <p>2013/14: No more than 750 properties 2014/15: No more than 500 properties</p>	<p>This measure counts the number of individual properties that experience wastewater blowing back into private property as a consequence of a blockage in council owned asset or as a consequence of council cleaning operations (i.e. blowbacks). It also includes pressure and vacuum systems.</p> <p>Note – SCIRT cleaning and CCTV operations increase the risk of blowbacks whilst the infrastructure rebuild is in progress.</p>	Accepted
	<p>Customer satisfaction with wastewater services</p> <p>2009/10 88% 2010/11 Not surveyed 2011/12 82%</p>	<p>61 to 96% satisfaction with sewerage systems (range from 7 NZ local authority areas, National Council Benchmarking Group)</p> <p>Watercare overall Customer Satisfaction 92% 2010-2011 (Watercare Annual Report 2010-2011)</p>	<p>11.0.1.6 Maintain customer satisfaction with wastewater services</p> <p>2013/14 at least 80% 2014/15 at least 80% 2015/16 at least 85% 2016/17 at least 90%</p>	<p>Customer satisfaction surveys provide a measure of the convenience and efficiency of wastewater services. The impact of new systems is considered.</p>	Accepted

Customer

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
11.0.2 Minimise odour complaints	Odour complaints / 10,000 properties served / year 2009/10: 4 2010/11: 7 2011/12: 7	Watercare: 52 odour complaints from the wastewater collection system (equivalent of 1.2 complaints / 10,000 properties served) Northshore City Council: 126 odour complaints from the wastewater reticulation system (equivalent of 15.4 odour complaints / 10,000 properties served) Hutt Valley Water Services: 10 odour complaints for both the treatment plant and reticulation network collectively (equivalent of two odour complaints / 10,000 households)	Minimise odour complaints per 10,000 properties served per year 2013/14 No more than 25 complaints 2014/15 No more than 20 complaints 2015/16 No more than 15 complaints 2016/17 No more than 10 complaints	Includes complaints about chemical toilet storage tanks. Does not include complaints associated with SCIRT rebuilding of underground infrastructure.	Accepted
11.0.3 Maintain consent compliance for wet weather overflows	Wet weather overflow events into rivers and waterways per year (rolling 10 year average) Results 2007/08: 4.0 2008/09: 5.0 2009/10: 5.3 2010/11: data collection suspended due to continuous discharges for months due to earthquake damage	No infringement notices served on Auckland authorities by respective Regional authorities, Auckland Water Industry Report	From 2013/14 to 2016/17 Report to Environment Canterbury the number of "sewer overflows to local waterways relating to wet weather sewer overflows each year" 2016/17 Undertake computer modeling that will inform the compliance achievement target setting for 2017/18 and beyond for wet weather sewer overflows to the local waterways	Measuring and managing compliance with Resource Consent conditions for wet weather sewer overflows. The definition for this measure is taken from the ECAN wording from the Resource Consent. Compliance requirement suspended due to earthquake damage until March 2017 as detailed in Ecan / Council - Wet Weather Overflow Compliance Management Strategy.	Staff to report back on appropriate measure from 2017/18, taking into account consent conditions and affordability. Response – 2017/18 LOS deleted and replaced with new 2016/17 LOS

Customer

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Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<p>11.0.4 Manage the number of breaks/chokes within the wastewater reticulation system, <i>excluding third party damage from earthquake reconstruction of the wastewater network</i></p>	<p>No more than 48 breaks /chokes / 10,000 properties served / year</p> <p>2009/10: 38.7 2010/11 NA 2011/12 NA</p> <p>NA (Not Available) as thousands of properties were affected by earthquakes</p>	<p>5.2 - 17.4 breaks / chokes per 1000 properties served (range from 7 Auckland authorities, Auckland Water Industry Report - 52 to 174 per 10,000 properties)</p>	<p>Manage the breaks / chokes per 10,000 properties served per year</p> <p>2013/14 No more than 700 2014/15 No more than 600 2015/16 No more than 400 2016/17 No more than 200</p>	<p>Key Business Driver: Measuring and managing the overall performance of the wastewater reticulation network and effectiveness of the wastewater pipework renewal programme and Trade Waste Bylaw in reducing blockages from fats. Target is modelled from UDS growth estimate data and allows for annual fluctuations.</p>	<p>Accepted</p>