

# Proposed Changes to Levels of Service

# Proposed Minor Changes to Levels of Service

To be applied to Annual Plan 2025/26, year 2 of LTP 2024-34

Activity: Water Supply – Water Safety Plan

# 1. Water Supply

	Position	Name
Approval by General Manager	GM City Infrastructure	Brent Smith
Activity Manager	Head of Three Waters	Gavin Hutchison

## Rationale for change

To update the performance measure to reflect that Taumata Arowai now receives and reviews the Water Safety Plans, not the Ministry of Health. The target of 100% remains the same.

The update reflects a central government-initiated change, and the intent of the measure and target remains consistent. Therefore, there is no requirement for consultation.

Systems and monthly performance reporting have already been updated and will be applied across all future years. The wording of the measure for the current year (2024/25) will be updated via the Annual Report process.

## Level of Service proposed wording (to be updated)

Level of Service	Performance Measures Level of Service (LOS)	Future Performance Targets Years 2-10 (2025/26 to 2033/34)	Method of Measurement	Proposed change
12.0.2.1	Proportion of customers connected to water supply zones with an up-to-date Taumata Arowai registered Water Safety Plan	100%	(C) Quality & Compliance team report on water safety plans.	Update the performance measure to reflect that Taumata Arowai now receives and reviews the Water Safety Plans, not the Ministry of Health

**Level of Service current wording (to be replaced)**

Level of Service	Performance Measures Levels of Service (LOS)	Future Performance Targets Years 2-10 (2025/26 to 2033/34)	Method of Measurement
12.0.2.1	Proportion of customers connected to water supply zones with an up-to-date Ministry of Health approved Water Safety Plan	100%	(C) Quality & Compliance team report on water safety plans.