

# Proposed Changes to Levels of Service

# Proposed Changes to Levels of Service

To be applied to Annual Plan 2026/27, year 3 of LTP 2024-34

## Activity

1. Water Supply
2. Communications and Engagement

# 1. Water Supply

	Position	Name
<b>Approval by General Manager</b>	GM City Infrastructure	Brent Smith
<b>Activity Manager</b>	Head of Three Waters	Gavin Hutchison
<b>Submitter</b>	Manager Infrastructure Planning	Veronica Zefferino

## Rationale for change

In 2024, the Secretary of Local Government adopted the [Non-Financial Performance Measure Rules 2024 \(the Rules\)](#), which came into effect on 21 August 2024, after Council adopted the Long-term Plan 2024-34, which sets our statement of service provision. The change of Rules requires updates to a number of the Water Supply performance measures and targets. [Water supply Activity Plan LTP 2024-34](#) as adopted.

Given the changes are already applied into reporting requirements by Taumata Arowai, the Annual Plan 2026/27, supporting systems and monthly performance reporting will be updated and be applied across 2025/26 (the current financial year – to be retrospectively applied through the Annual Report 2026), 2026/27 and future years. Targets will then be reviewed again in preparation of the Water Services Delivery Plan and Council LTP 2027-37.

The Rules require updates to four Water Supply performance measures and targets as follows:

- **Sub-Part 1 Water supply - Performance Measure 1 (safety of drinking water)**

**DIA 1.a** (LoS 12.0.2.9): Water supplied is compliant with the DWQA Rules (Bacteria compliance)

**DIA 1.b** (LoS 12.0.2.10): Water supplied is compliant with the DWQA Rules (Protozoal compliance)

Change to the method of measurement, from “Compliance” to “Percentage of compliance” of each drinking water network using DWQAR aggregate compliance rate methodology for bacterial compliance set by DIA. Overall, the targets are to be set as “All Met”.

- “All met” (100%),
- “Almost met” (95-99%)
- “Partially met” (1-94%)
- “None met” (0%)

The intention of the changes was to remove references to the revoked 2005 standards and replace them with the equivalent measures in the new regulatory framework, under the Water Services Authority – Taumata Arowai (Taumata Arowai).

The updated measures still cover the bacterial and protozoal compliance of water supplies but are now directly referenced to the relevant rules in the Drinking Water Quality Assurance Rules (DWQAR) 2022. Our reporting is, therefore, against those rules.

Additional guidance has been developed to support councils in reporting against the new Water Performance Measure 1 (Safety of Drinking Water):

- [Non-Financial Performance Measures Rules 2024 - Supporting guidance for drinking water](#)
- [Drinking Water Quality Assurance Rules aggregate compliance rate methodology June 2025 – Word version](#): this document provides instructions on calculating an aggregate compliance rate from data reported under the Drinking Water Quality Assurance Rules (DWQAR).
- [Additional transition notes – New Non-financial Performance Measure for the safety of drinking water](#) (June 2025): this document provides further guidance to support councils in transitioning to reporting against the new Performance Measure 1, acknowledging that the new Rules were introduced after most councils set their statement of service provision in their long-term plans.

Notes:

1. Even though the intention of the update was to align with Taumata Arowai methodology and reporting, the details on how to calculate the measures and the aggregate rate compliance methodology don't align with Taumata Arowai reporting, providing different results.
2. In November 2024 and after the Rules were approved, the Water Services Authority – Taumata Arowai released a revised version of the DWQAR (DWQAR 2022-rev.2024), changing the sections referenced in the Rules. The Council will keep reporting with the methodology set out in the “Drinking Water Quality Assurance Rules aggregate compliance rate methodology June 2025”, however this methodology should be updated to match the DWQAR 2022-rev.2024.

- **Sub-Part 1 Water supply - Performance Measure 2 (maintenance of the reticulation network)**

**DIA 2** (LoS 12.0.6): Percentage of real water loss from Council's water supply reticulated network

The calculation for this measure is now referenced to the methodology and definitions in the Network Environmental Performance Measures (NEPM) stated by Taumata Arowai:

- D-RE1 Estimated total drinking water network water loss (m3/year).
- D-EH4 Water supplied to the drinking water network (m3/year)

Change to the method of measurement to align the calculations with the DIA new requirements. Performance targets to remain unchanged.

Notes:

1. Even though the title of DIA 2 measure relates to “real losses”, the methodology proposed to calculate it is related to “total losses”, hence the reported figure will not be aligned with the title of DIA Performance Measure 2.

- **Sub-Part 1 Water supply - Performance Measure 5 (demand management)**

**DIA 5** (LoS 12.0.7): Average consumption of drinking water in litres per resident per day

The Rules also updated DIA Performance Measure 5 (demand management), to align with Network Environmental Performance Measures (NEPM). The [Non-Financial Performance Measures Rules 2024 - Supporting guidance for drinking water](#) states how this measure should be calculated and reported:

$$\frac{((D - EH4 \text{ Water supplied to the drinking water network}) - (D - EH7 \text{ Non - residential water use}))}{D - EH3 \text{ Total population served by the drinking water network}} / 365 / 1000$$

The updated calculation includes water losses and formally excludes non-residential water use. This also requires a change to performance targets (see tables below).

Notes:

1. Although the title refers to “demand management”, the description of Performance Measure 5 is: “*The average consumption of drinking water per day per resident within the territorial authority district.*”.
2. Performance Measure 5 uses NEPM definitions for its calculation, but it is not aligned with NEPM *D-RE4 Median residential water consumption* (litres/unit/day), as it excludes water losses and considers units (households), not connections.

**Level of Service proposed wording (updated)**

Level of Service	C/M	Performance Measures Level of Service (LOS)	Future Performance Targets Years 2-10 (2025/26 to 2033/34)	Method of Measurement	Proposed change
12.0.2.9		Water supplied is compliant with the DWQA Rules (Bacteria compliance) (DIA 1a)	All met	Percentage of compliance of each drinking water network using DWQAR aggregate compliance rate methodology for bacterial compliance set by DIA. “All met” (100%), “Almost met” (95-99%) “Partially met” (1-94%) “None met” (0%)	Update the method of measurement and target to align with DIA update of Non-Financial Performance Measures Rules 2024
12.0.2.10		Water supplied is compliant with the DWQA Rules (Protozoal compliance) (DIA 1b)	All met	Percentage of compliance of each drinking water network using DWQAR aggregate compliance	Update the method of measurement and target to align with DIA update of

Level of Service	C/M	Performance Measures Level of Service (LOS)	Future Performance Targets Years 2-10 (2025/26 to 2033/34)	Method of Measurement	Proposed change
				rate methodology for protozoa compliance set by DIA. “All met” (100%), “Almost met” (95-99%) “Partially met” (1-94%) “None met” (0%)	Non-Financial Performance Measures Rules 2024
12.0.7	C	LTP: Average consumption of drinking water in litres per resident per day (DIA 5)	<=300	(D-EH4 - D-EH7)/ D-EH3 / 365 / 1000  <ul style="list-style-type: none"> <li>•D-EH4 Water supplied to the drinking water network (m3/year).</li> <li>•D-EH7 Non-residential water use (m3/year).</li> <li>•D-EH3 Total population served by the drinking water network.</li> </ul>	Update the method of measurement and target to align with DIA update of Non-Financial Performance Measures Rules 2024  Update the methodology and target values as the current/old methodology:  <ul style="list-style-type: none"> <li>• doesn't consider the water losses in the calculations</li> </ul>
12.0.6		Percentage of real water loss from Council's water supply reticulated network (DIA 2)	2025/26, 2026/27: <=25%  2027/28 to 2033/34: <=25% <=15%  (no changes proposed to targets)	Determined using the methodology outlined in the Water Services Authority's <a href="#">Network Environmental Performance Measure (NEPM) guidance</a> for:  <ul style="list-style-type: none"> <li>•D-RE1 Estimated total drinking water network water loss (m3/year).</li> <li>•D-EH4 Water supplied to the drinking water network (m3/year)</li> </ul>	Update the method of measurement to align with DIA update of Non-Financial Performance Measures Rules 2024.  No proposed change to targets.

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

<b>Level of Service</b>	<b>C/M</b>	<b>Performance Measures Levels of Service (LOS)</b>	<b>Future Performance Targets Years 2-10 (2025/26 to 2033/34)</b>	<b>Method of Measurement</b>
12.0.2.9		Water supplied is compliant with the DWQA Rules (Bacteria compliance) (DIA 1a)	Compliant	CCC report on compliance with the Drinking-water Standards for NZ (DWSNZ) and Drinking Water Quality Assurance Rules (DWQA Rules) from Taumata Arowai. The DWQA Rules primarily impose requirements relating to drinking water supplier duties to: (1.) supply safe drinking water (2.) ensure that drinking water complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022.
12.0.2.10		Water supplied is compliant with the DWQA Rules (Protozoal compliance) (DIA 1b)	Compliant	CCC report on compliance with the Drinking-water Standards for NZ (DWSNZ) and Drinking Water Quality Assurance Rules (DWQA Rules) from Taumata Arowai. The DWQA Rules primarily impose requirements relating to drinking water supplier duties to: (1.) supply safe drinking water (2.) ensure that drinking water complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022.
12.0.7	C	LTP: Average consumption of drinking water in litres per resident per day (DIA 5)	2025/26: <=210 2026/27 to 2033/34: <=200	(C) Total volume of water abstracted minus the leakage from the public network divided by the total population served by Council's water supply networks
12.0.6		Percentage of real water loss from Council's water supply reticulated network (DIA 2)	2025/26, 2026/27: <=25% 2027/28 to 2033/34: <=25% <=15%	Calculated from night time flow measurement and total water abstraction.

## 2. Communications and Engagement

	Position	Name
Approval by	Chief Executive	Mary Richardson
Activity Manager	Head of Communications and Engagement	Jocelyn Ritchie
Submitter	Head of Communications and Engagement	Jocelyn Ritchie

### Rationale for change

The current levels of service targets are based on the previous years' result plus 1%, meaning that if the Unit scores well one year, future year's targets could be unachievable. We need a more appropriate system whereby the level of service targets demonstrate consistency in performance, while maintaining the highest standard possible.

The Communications and Engagement Unit would like to introduce targets based on "at least an average of the last three years' results". This would see one-off high or low results evened out by taking an average over the preceding three years. The Unit will continue to strive to gain the best results possible and is committed to providing first rate communications and engagement for the residents of Christchurch and Banks Peninsula.

[Communications-and-Engagement-Activity-Plan-LTP-2024-34.pdf](#)

### Level of Service proposed wording (updated)

Level of Service	C/M	Performance Measures Level of Service (LOS)	Future Performance Targets Year 3 (2026/27)	Method of Measurement	Proposed change
4.1.10.1	C	Resident satisfaction that our external communications, marketing, and engagement activities are timely, accurate, relevant and clear	At least 79%	Annual Residents Survey (Point of Contact). Target is based on an average of the last three years results.	Results for 2022/23 to 2024/25 are 72%, 73%, 78%. Target proposed for change, from "previous year plus 1%", to "at least an average of the last three years' results".

4.1.10.2	M	Manage, adapt, and grow our external communications, marketing, and engagement channels in order to reach and engage with people	At least 13%	Growth in followers, subscribers, reach, conversion, and engagement - across all of our digital channels.  Daily/weekly/monthly online channel analytics.  Target is based on an average of the last three years results.	Results for 2022/23 to 2024/25 are 9%, 29%, 12%. Target proposed for change, from “previous year plus 1%”, to “at least an average of the last three years’ results”
4.1.10.6	M	Provide timely, relevant, and accurate engagement activities to support equity, diversity, and inclusion	100% of engagement plans to consider appropriate reach for minority groups, including Māori, youth and Pacific peoples	Daily / weekly / monthly analytics	Minor change to performance measure and definition of a performance target to focus on effective engagement of minority groups.
4.1.14.1	M	Staff satisfaction with internal communications	At least 74%	Annual Staff Internal Communications survey.  Target is based on an average of the last three years results.	Results for 2022/23 to 2024/25 are 57%, 60%, 73%. Target proposed for change, from “previous year plus 1%”, to “at least an average of the last three years’ results”
4.1.14.6	M	Elected members and Governance Managers satisfied with content, format, and tone of information	At least 68%	6 monthly survey measuring elected members’ satisfaction with memos, updates from Council’s Chief Executive, Community Board	Results for 2022/23 to 2024/25 are 73%, 75%, 67%. Target proposed for change, from “previous year plus 1%”, to “at

				<p>newsletters, content and imagery. 6 monthly survey measuring Governance Managers' satisfaction with Community Board newsletters.</p> <p>Target is based on an average of the last three years results.</p>	<p>least an average of the last three years' results"</p>
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**Level of Service current wording (to be replaced)**

Level of Service	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets Year 3 (2026/27)	Method of Measurement
4.1.10.1	C	Resident satisfaction that our external communications, marketing, and engagement activities are timely, accurate, relevant and clear	Previous year plus 1%	Annual Residents Survey
4.1.10.2	M	Manage, adapt, and grow our external communications, marketing, and engagement channels in order to reach and engage with people	Previous year plus 1% growth in followers, subscribers, reach, conversion, and engagement - across all of our digital channels	Daily/weekly/monthly online channel analytics
4.1.10.6	M	Provide timely, relevant, and accurate external communications, marketing, and engagement activities to support equity, diversity, and inclusion	x% increase in youth, Māori, Pacific Peoples, and other under-represented voices	Brand guidelines followed Tone of Voice guidelines Demographic information from engagements and consultations

<b>Level of Service</b>	<b>C/M</b>	<b>Performance Measures Levels of Service (LOS)</b>	<b>Future Performance Targets Year 3 (2026/27)</b>	<b>Method of Measurement</b>
4.1.14.1	M	Staff satisfaction with internal communications	Previous year plus 1%	Annual Staff Internal Communications survey
4.1.14.6	M	Elected members and Governance Managers satisfied with content, format, and tone of information	Previous year plus 1%	6 monthly survey measuring elected members' satisfaction with memos, updates from Council's Chief Executive, Community Board newsletters, content and imagery. 6 monthly survey measuring Governance Managers' satisfaction with Community Board newsletters

