

NATIONAL PERFORMANCE REVIEW

Water, wastewater and stormwater
benchmarking in New Zealand

Lesley Smith, Technical Co-ordinator



2

Watercare
An Auckland Council Organisation





2



5



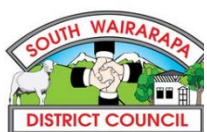


2

Watercare
An Auckland Council Organisation



5







zealand
clothing
& gear

REAL ESTATE

PHARMACY

CINEMA

Ray White

Ray White















Density



Density

Topography



Density



Topography



Water Source



Density



Topography



Water Source



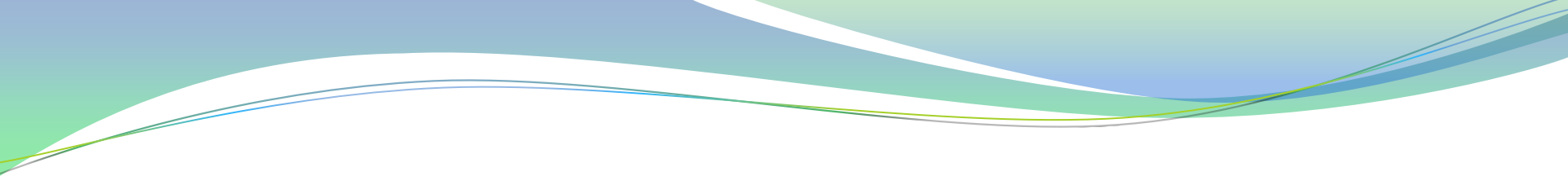
Receiving Environment



What unites us, is much
greater than what divides us.

Pope John XXIII



- 
1. How do we understand how our differences influence our performance?
 2. What can we compare, share and learn?
 3. How do ensure we are speaking the same language?





NATIONAL PERFORMANCE REVIEW

2016-2017

VOLUME 1: NATIONAL OVERVIEW

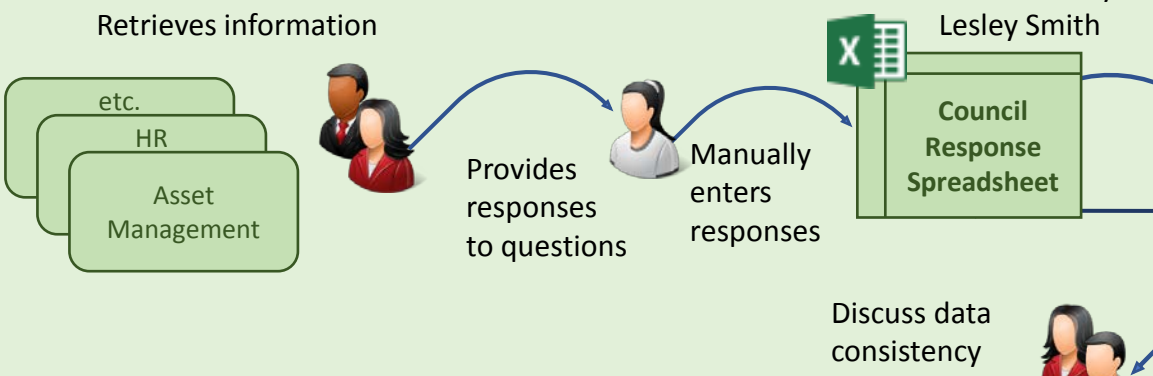
water
NEW ZEALAND



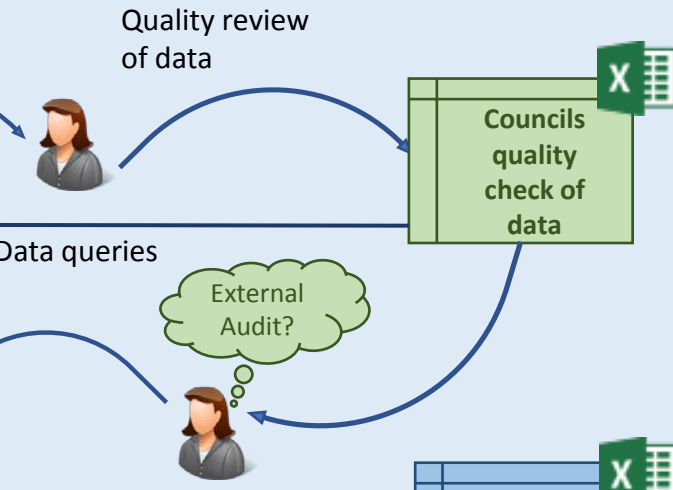
© New Zealand Water & Wastes Association Waikōwhiri



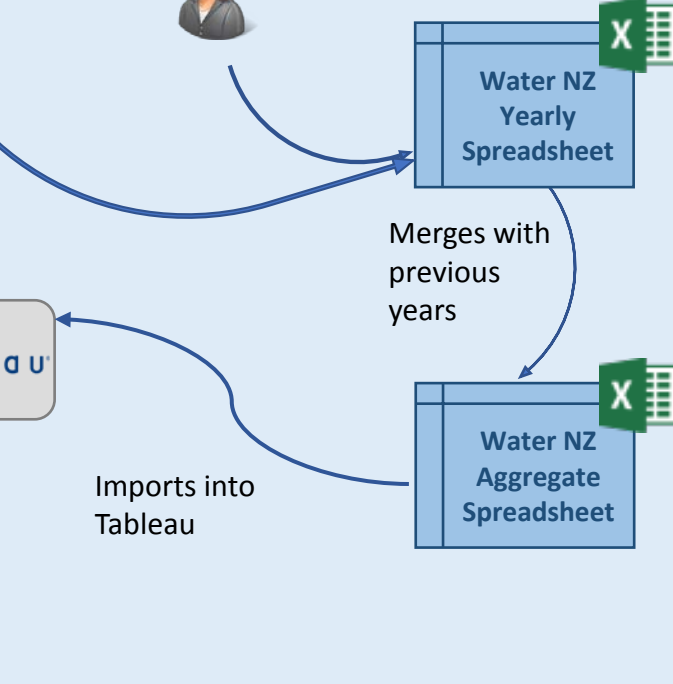
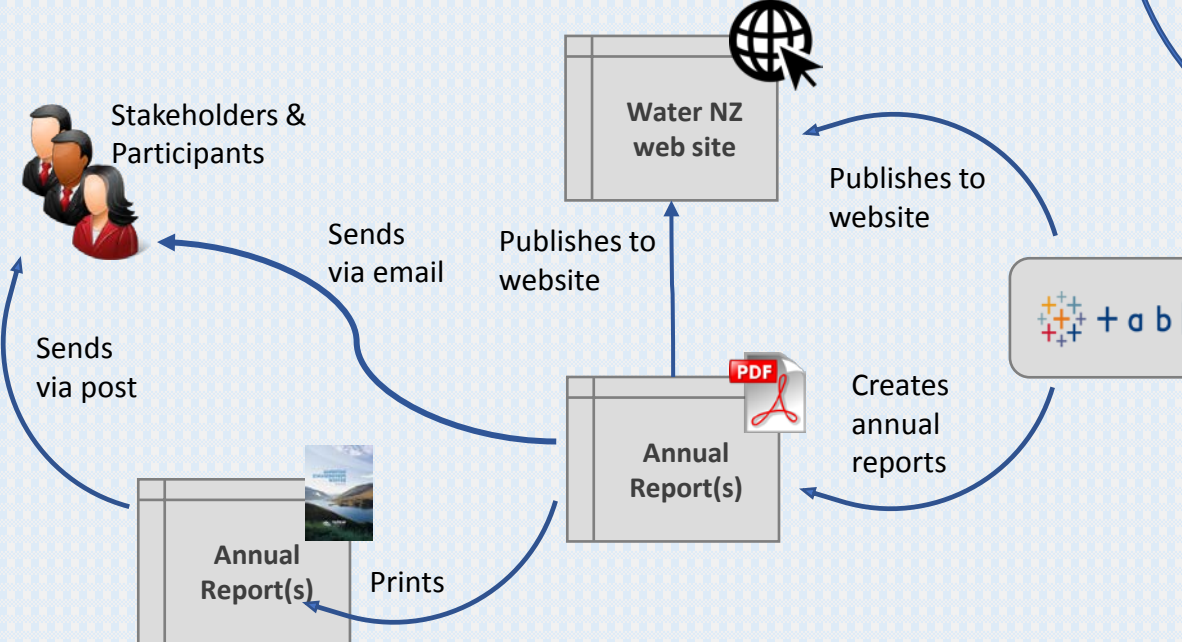
Completes Survey Participant Councils, et al.

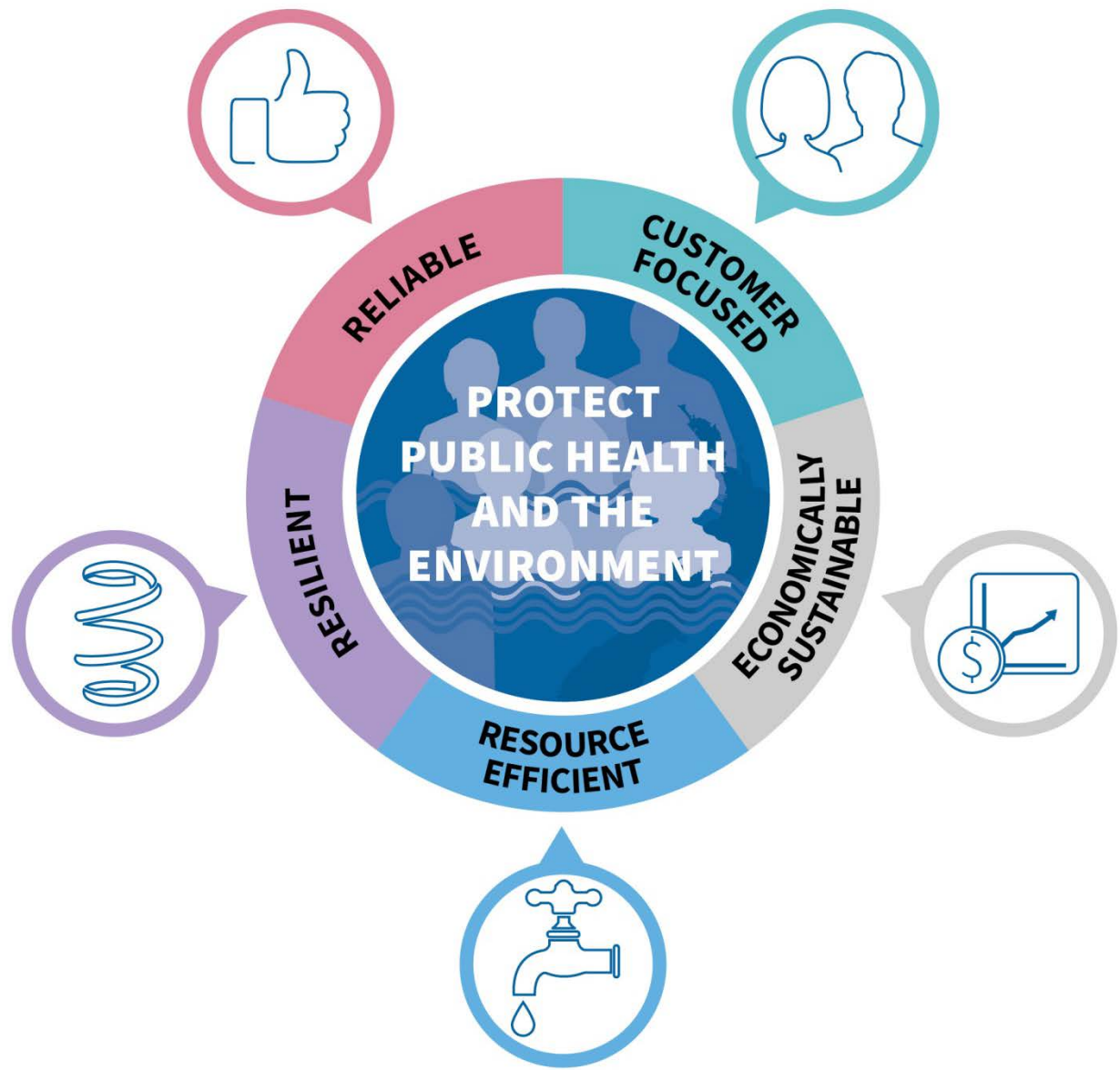


Reviews and collates Annual Survey Results



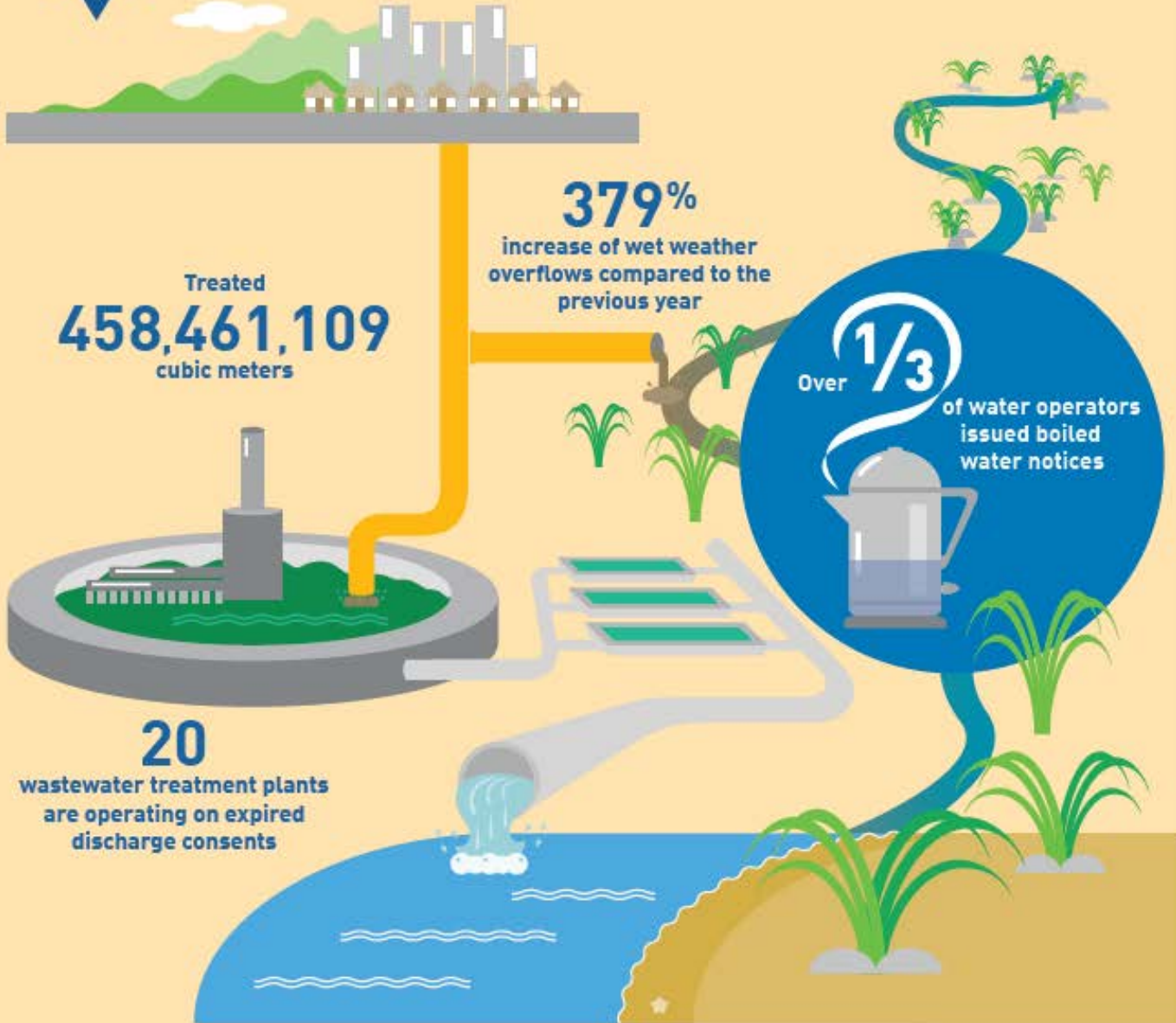
Produces and Publishes Annual Reports







PUBLIC HEALTH AND ENVIRONMENTAL PROTECTION



The number of participants employing stormwater management options

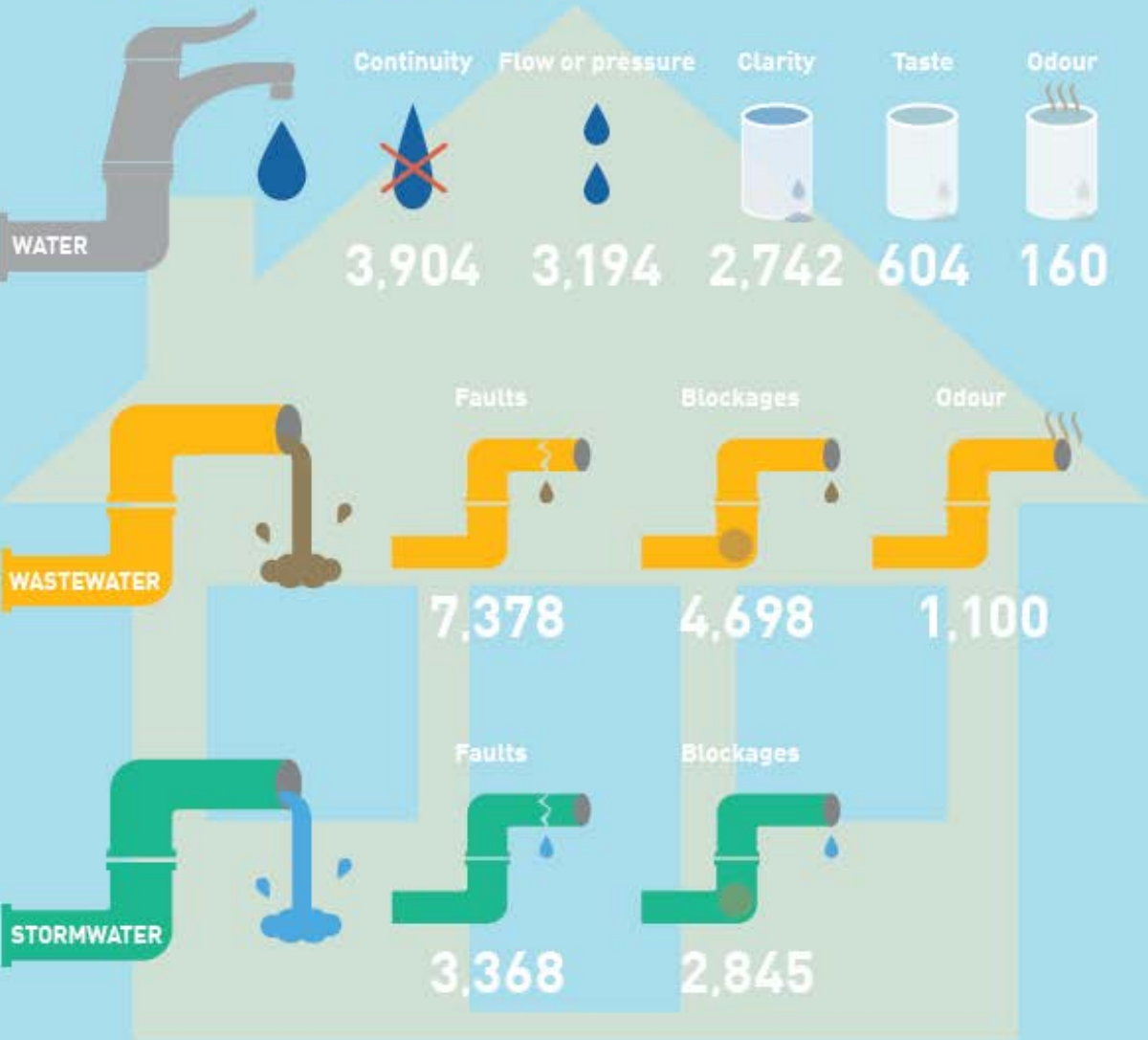


Figures relate to National Performance Review participants supplying data, for the year 2016/17 financial year



CUSTOMER FOCUS

COMPLAINTS



ATTENDANCE RESOLUTION

Percentage of participants keeping a record of data



2014 / 15



2014 / 15



2015 / 16



2015 / 16



2016 / 17



2016 / 17





ECONOMIC SUSTAINABILITY



CAPITAL

\$978m
Split by region



AUCKLAND



CHRISTCHURCH



OTHER



OPERATING

\$810m

2015 / 16 – 2016 / 17
Median increase across networks



INTEREST

\$195m





RELIABILITY

Average age of pipeline across network participants

**35
YEARS**

WATER

**35
YEARS**

STORMWATER

**39
YEARS**

WASTEWATER

4.79

unplanned water supply interruptions per 1000 properties

Peak wet to dry weather flow ratios vary from

1.06 to 14.8

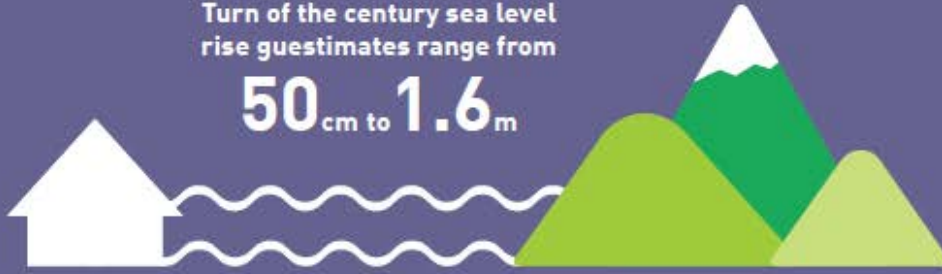
**WASTEWATER
FLOODING**



RESILIENCE

Turn of the century sea level rise guestimates range from

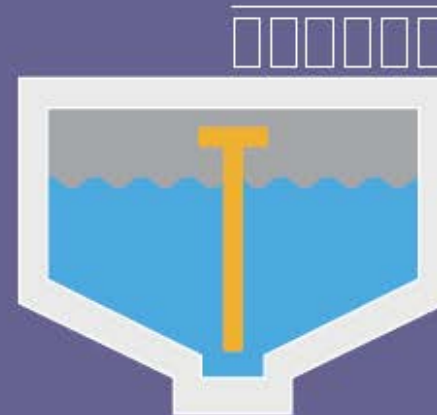
50 cm to 1.6 m



62%
increase in
flooding events

35%
of water treatment
plants have backup
generation

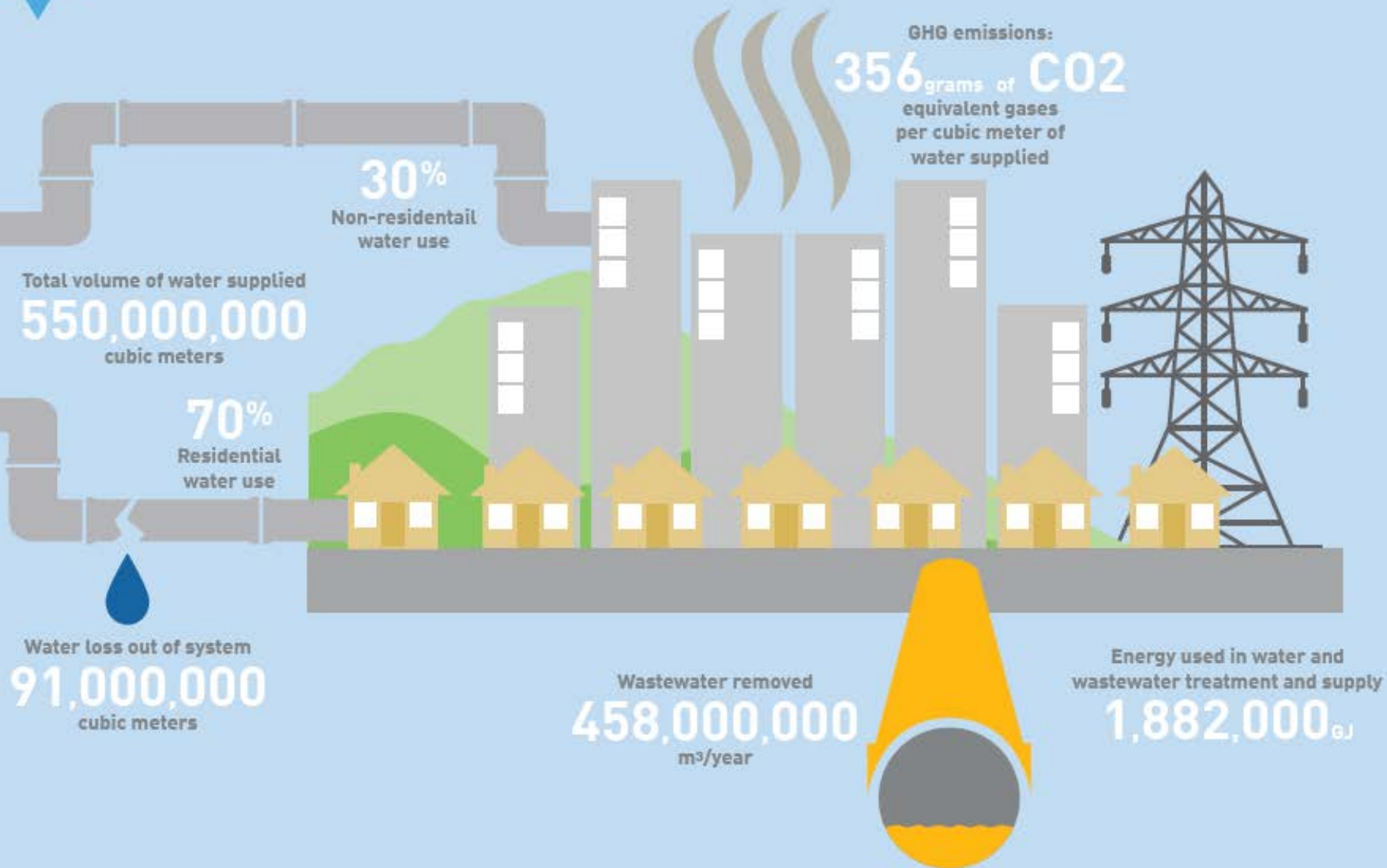
155%
increase in residences
inundated by flooding



1.36
days of water is stored in
reservoirs on average



RESOURCE EFFICIENCY





<https://www.waternz.org.nz/>