

Foreword

The Auckland Water Group was formed in 2006 and its vision is "to provide the best delivery, use and management of water services for people in the Auckland region." This means providing efficient, effective services on a sustainable basis using quality planning, best practice and operating to minimise costs and prices to customers.

As part of its activities the Auckland Water Group is proud to lead the publication of the industry's Annual Performance Review. This is a voluntary, collaborative initiative involving eleven different water organisations – local councils, network operators and Watercare – reporting their performance across four areas: environmental, social, cultural, economic.

Performance benchmarking in the water industry is an internationally recognised means of encouraging operators to focus on significant activities and managing for improvement over time. The Auckland industry led the way in New Zealand with its first publication five years ago, and each year has refined the approach with the aim of:

- bringing greater transparency and accountability to the performance of the water industry;

- stimulating "competition by comparison";
- providing incentives for organisations to improve their performance relative to others; and
- informing customers about the service levels they receive.

The 2006-07 year involved some notable highlights (see pages 3-4) and delivery of many sustainability initiatives (see pages 24-25) by industry participants. The continued progress being made is a credit to the creativity, expertise and goodwill of the people within the industry.

On behalf of the Auckland Water Group, my thanks goes to Metro Water Limited for providing coordination resources this year, and to all the management teams, staff and industry partners who have contributed to this publication. The challenge as always lies ahead in using these results to guide decisions and deliver further improvement during the coming year.

Raveen Jaduram
Chairman Auckland Water Group
Chief Executive, Manukau Water Limited



Participating members within the Auckland Water Industry: l-r Mohammed Hassan (Manukau City), Michael McQuillan (Auckland City), Tony Miguel (Waitakere City), Steve Singleton (North Shore City), Charlie Littlefair (Metrowater), Ragu Rangunathan (Papakura District), Glenn Rainham (Watercare Services), Brian Saunders (United Water), Raveen Jaduram (Manukau Water). Absent: Bob Russell (Franklin District), Peter Reid (Rodney District).