

# Social

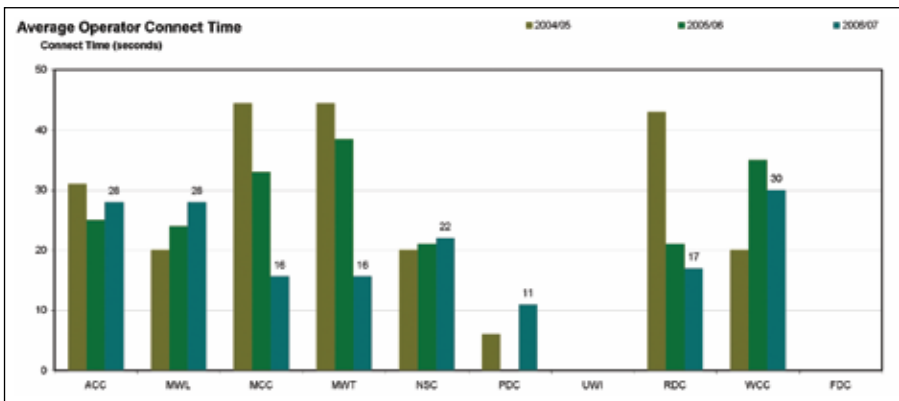
## Social Well-being

Including aspects that enable individuals, their families, hapu and communities to set goals and achieve them – such as education, the strength of community networks and associations, financial and personal security, rights and freedoms and levels of equity.

Out of the 70 data measures collected this year in the social category, 29 measures were selected for detailed comment.

### CS2: Average Operator Connect Time

Definition	Measure
The average time taken for a caller to be connected to an operator i.e. the sum of each individual caller's 'wait time' divided by the total number of calls.	Seconds
Confidence Gradings	All Orgns except WSL



United Water and Franklin District did not report on this measure. For Auckland City and Papakura District the basis for reporting changed in 2007, so earlier years are not comparable.

This measure provides an indication of customer service efficiency at the point of contact, which for most customers will be the organisation's call centre that may deal with a variety of calls, not only water-related calls. In 2006 the definition was tightened to require the information to be based on automated call centre tracking information. Franklin and Papakura Districts' phone systems did not provide this information so they were unable to report on this measure. In 2007 Papakura District's phone system was upgraded so this information is now able to be reported. Prior to this year, Auckland City's reporting was based on the general performance of its call centre

but in 2006/07 this changed to report performance relating to Metrowater calls only. As Watercare does not provide retail services and handles most incoming calls on a direct-dial basis, it does not report on this measure.

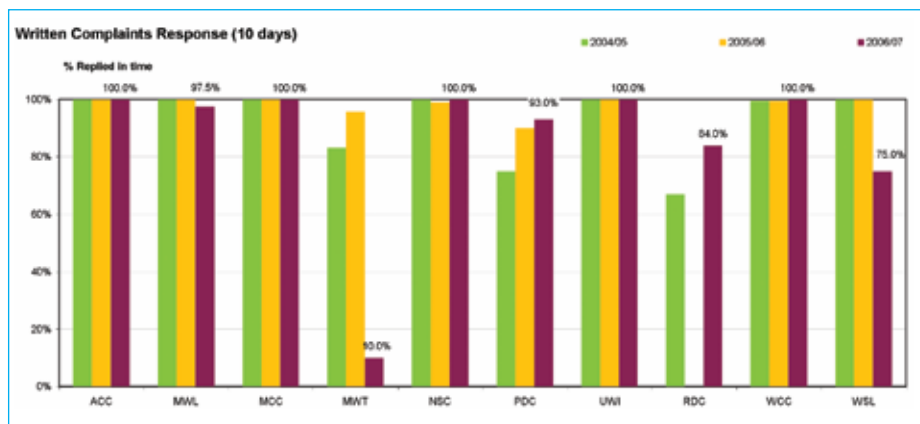
There was reasonable variation in connect times between the eight organisations that submitted data for the measure. Papakura District had the fastest average connect time of 11 seconds. This was followed by Manukau City (16 seconds, down from 33 seconds last year) and Manukau Water which uses the City's call centre for customer contacts. Rodney District had the next fastest connect time (17 seconds, down from 21). Metrowater's average connect time (28 seconds) was slower than last year (24 seconds), and North Shore City (22 seconds) was marginally slower than last year (21 seconds). This year Waitakere City had the longest average connect time (30 seconds) which was still an improvement compared to last year (35 seconds). Overall the average connect time for the region is 20.9 seconds which is much lower than 2006 (25.5 seconds), 2005 (28.5) and 2003 (23.2) but higher than 2004 (18.9).



Customer satisfaction with the quality of the water services provided is important for the industry.

## CS1: Written Complaints Response

Definition	Measure
Written complaints that were meaningfully responded to within 10 days, as a percentage	Percent of complaints received
Confidence Gradings	All Orgns



This measure represents the speed and efficiency of the organisation's customer service in replying meaningfully to written forms of complaint, within a 10-day period from receipt of the complaint.

All organisations have very high response rates to complaints.

Auckland City, Manukau City, North Shore City, United Water and Waitakere City all had response rates of 100%. This is followed by Metrowater (97.5%), Papakura District (93%), Rodney District (84%) and Watercare (75%). Manukau Water's very low response rate (10%) resulted from the change to becoming a separate Council Controlled Organisation which disrupted recording for some months and then recommenced at a time when a substantial number of complaints were received as a result of information about changes to rating and charges. Franklin District records its responses to written complaints based on a 60 minute timeframe, so was not able to report on this measure.

## CS13, CS14: Customer Charter and Public Consultation Policy

Definition	Measure
Does the organisation provide services to customers the basis of a formal customer charter?	Yes or No
Has the organisation adopted a formal public consultation policy?	Yes or No
Confidence Gradings	All Orgns

CS13

CS14

A customer charter is a comprehensive statement of service published by the service organisation for the information of its customers. A customer charter typically provides key information about the organisation and the services

it provides, how new customers can connect to the system, what standards or levels of service they should expect, and the terms and conditions for use of the service including charges and billing.

The organisations were also asked if they adopted a formal public consultation policy which describes what public consultation is, types of consultation, when it will occur, who will be consulted and what level of participation in decision-making will apply.

Not all organisations have a customer charter, but all have a formal public consultation policy which guides consultation for specific projects and the development of publicly available strategic documents e.g. Council's are required to consult in developing Long Term Council Community Plans, Watercare is required to consult as part of its Statement of Corporate Intent and publish details in its annual report.

Organisation	Customer Charter	Public Consultation Policy
Auckland City	No	Yes
Metrowater	Yes	Yes
Manukau City	No	Yes
Manukau Water	Yes	Yes
North Shore City	Yes	Yes
Papakura District	No	Yes
United Water	Yes	Yes
Rodney District	No	Yes
Waitakere City	Yes	Yes
Franklin District	No	Yes
Watercare Services	Yes	Yes

## CS15: Customer Satisfaction

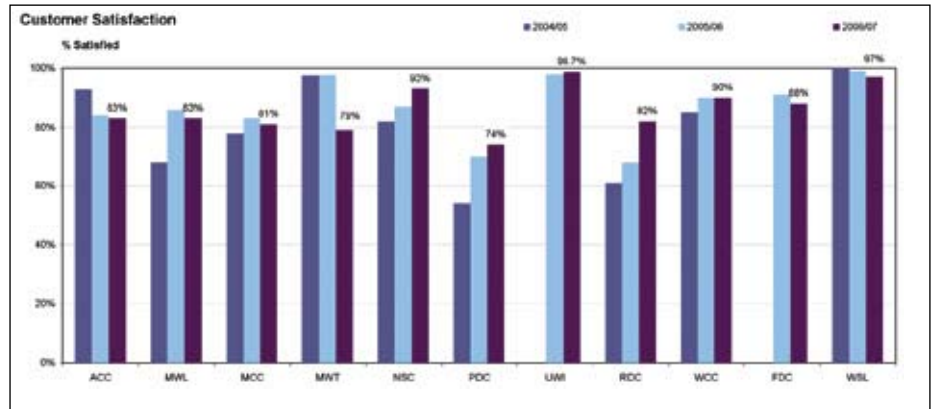
All eleven organisations submitted data this year on the percentage of customers that reported satisfaction levels of 'neutral, satisfied or better'.

Year by year comparison of results for each organisation is generally possible, except for Auckland City where prior to this year reporting was based on the general performance of its call centre but in 2006/07 reporting changed to report performance relating to Metrowater calls.

However it is not possible to reliably compare results between organisations, as each organisation uses a different methodology and rating scale to assess customer satisfaction. For example, Waitakere City uses a scoring index based on all customer responses, Papakura District uses its general Council performance survey and North Shore City's survey looks at each of the three waters separately and derives a combined score from this.

The table provides more detail in relation to the surveys undertaken by each organisation.

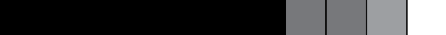
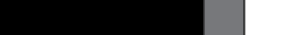

Definition	Measure
Percentage of customers that are neutral, satisfied (happy) or better	Percent
Confidence Gradings	All Orgns



United Water did not report on this measure in 2005. For Auckland City the basis for reporting changed in 2007 so earlier years are not comparable.

Organisation	Results	Comments Provided
Auckland City	83%	Result obtained from Customer Satisfaction Monitor. Margin of error +/- 1.6% at a 95% confidence level. Customer Satisfaction Monitor is a continuous performance survey with customers interviewed every week (total of 47 weeks) over the course of the year. Interviews are conducted by telephone with 87% of respondents having contacted Metrowater and 13% of respondents randomly selected.
Metrowater	83%	Result obtained from Customer Satisfaction Monitor. Margin of error +/- 1.6% at a 95% confidence level. Customer Satisfaction Monitor is a continuous performance survey with customers interviewed every week (total of 47 weeks) over the course of the year. Interviews are conducted by telephone with 87% of respondents having contacted Metrowater and 13% of respondents randomly selected.
Manukau City	81%	Based on annual Citizen Perception Survey. 81% includes 66% satisfied or very satisfied, 8% neutral, and 7% no opinion.
Manukau Water	79%	Longdill and Associates, June 2007. 307 domestic and 102 commercial customers were interviewed. MWT provided a list of all their domestic and commercial customers. Every nth customer was selected for interview.
North Shore City	93%	Compilation score derived from survey responses for each of the 3 waters: 89% WW + 92% SW + 98% WS averaged.
Papakura District	74%	Resident Views on Council Performance - May 2007 Survey.
United Water	98.7%	Figure based on 2006 Customer Satisfaction Survey Question: How would you rate the overall level of customer service you receive from United Water?
Rodney District	82%	Compilation score derived from survey responses for each of the 3 waters. Residents' survey conducted by International Research Consultants: WS 81%, WW 89%, SW 76%.
Waitakere City	90%	Customer satisfaction index 90/100. Not % of "satisfied customers" but CTMANZ score based on all customer responses. Last year 90%, previous 85%.
Franklin District	88%	Annual Communitrak survey. Water 79%, WW 97%, SW not surveyed.
Watercare Services	97%	Annual customer survey conducted by TNS Global.

## CS6, CS16, CS17: Lost Time Injury Frequency Rate

Definition	Measure
Work-related injuries or diseases that resulted in a fatality, permanent disability or time lost from work by <i>all employees</i> CS6	Injuries per million hours
Work-related injuries or diseases that resulted in a fatality, permanent disability or time lost from work by <i>all employees involved in the delivery or support of water, wastewater or stormwater services</i> CS16	Injuries per million hours
Work-related injuries or diseases that resulted in a fatality, permanent disability or time lost from work by <i>contractors and subcontractors involved in the delivery or support of water, wastewater or stormwater services</i> CS17	Injuries per million hours worked
Confidence Gradings	All Orgns or Council's only
 CS6	
 CS16	
 CS17	

Organisation	LTIFR All employees		LTIFR Employees involved in the delivery or support of water, wastewater and stormwater services – Council's only		LTIFR Contractors and sub-contractors involved in the delivery or support of water, wastewater and stormwater services	
	05/06	06/07	05/06	06/07	05/06	06/07
Auckland City	6.4	1.6	<b>0.0</b>	<b>0.0</b>	*	*
Metrowater	<b>0.0</b>	<b>0.0</b>			5.8	2.9
Manukau City	0.0	8.6	<b>0.0</b>	<b>0.0</b>	0.0	*
Manukau Water	<b>0.0</b>	<b>7.0</b>			0.0	15.0
North Shore City	5.3	7.6	<b>0.0</b>	<b>0.0</b>	17.3	7.8
Papakura District	0.0	0.0	<b>0.0</b>	<b>0.0</b>	0.0	0.0
United Water	<b>0.0</b>	<b>0.0</b>			0.0	0.0
Rodney District	0.0	*	<b>0.0</b>	*	10.2	0.0 <sup>1</sup>
Waitakere City	0.0	15.0	<b>0.0</b>	<b>0.0</b>	0.0	0.0
Franklin District	10.8	17.6	<b>0.0</b>	<b>0.0</b>	0.0	0.0
Watercare Services	<b>0.0</b>	<b>1.3</b>			44.8	15.9 <sup>2</sup>




\* Rodney District, Auckland City and Manukau City did not report on this measure.

<sup>1</sup> Water only data from year end report.

<sup>2</sup> Watercare included consultants with the contractors and subcontractors.

The measure indicates the organisation's performance in the area of occupational health and safety. Last year the measures were clarified to distinguish between employees and contractors and/or consultants and this is the second year of reporting on this basis. The results highlighted in the table indicate low levels of work-related injuries or diseases for those involved in delivery and support of the three waters.

## WSS30, WSS31, WSS32: Water Interruption Frequency by Property and Duration

Definition	Measure
The number of unplanned interruptions to service experienced by properties in the "Total Water Serviced Area" WSS30	Number
The number of unplanned interruptions to service per 1000 properties in the "Total Water Serviced Area" WSS31	Number per 1000 properties
The average duration for which a serviced property in the "Total Water Serviced Area" is without supply due to unplanned interruptions WSS32	Hours
Confidence Gradings	Water Orgns
 WSS30	
 WSS31	
 WSS32	

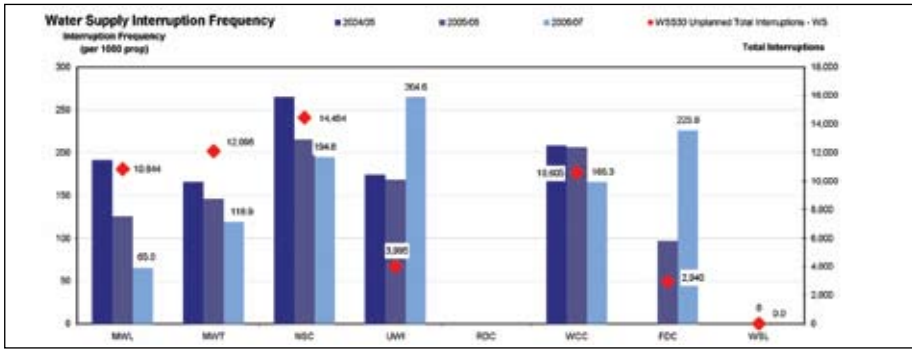
As with any reticulated product a certain number of unplanned interruptions to supply will occur during the year. In the case of water supply, this will usually involve a burst main either by natural causes or accidental breakage.

This year Metrowater has the lowest frequency of unplanned interruptions

per 1000 properties at 65, followed by Manukau Water (119), Waitakere City (165), North Shore City (233), and Franklin District (226). United Water (265) recorded the highest frequency of unplanned interruptions, at a level much higher than in the previous two years. Rodney District does not report on this measure.

As the wholesale bulk water provider to much of the region, Watercare watermains are typically larger and have fewer valves, joints and fittings than retail systems, with correspondingly less opportunity for supply interruptions. Given the more severe consequences of a supply interruption to bulk supply mains, Watercare has more rigorous risk management practices for operation and maintenance of its network assets. Watercare had no unplanned interruptions affecting any properties over the last two years it has reported.

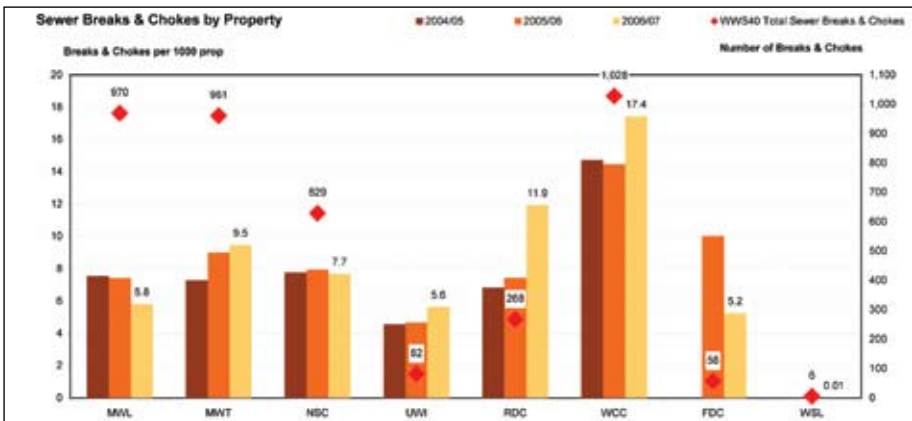
The average duration customers were without water supply due to unplanned interruptions was from shortest to the longest: Franklin District 1.2 hours (1.3 in 05/06), North Shore City 1.4 (1.7), Manukau Water 1.5 (1.6), Waitakere City 2.2 (1.9), United Water 2.3 (2.3) and Metrowater 3.2 (2.8).



Rodney District did not report on this measure. Watercare reported on this measure for the first time in 2006 with no interruptions recorded.

## WWS41: Sewer Breaks and Chokes by Property

Definition	Measure
Number of sewer chokes/bursts/leaks that occur in the "Total Wastewater Pipe Length" (gravity & pressure), excluding house connection and branches and pipelines carrying treated effluent, expressed as a rate	Number per 1000 properties
Confidence Gradings	Wastewater Orgns



In the first two years information applied only to the area within the MUL, but from 2005 the area inside and outside the MUL is reported on.

As in the water supply network, a certain level of unplanned 'interruptions' has to be expected with in-ground sewer

reticulation. Ground movement or surface loading accounts for most pipe breakages and tree root intrusion is the

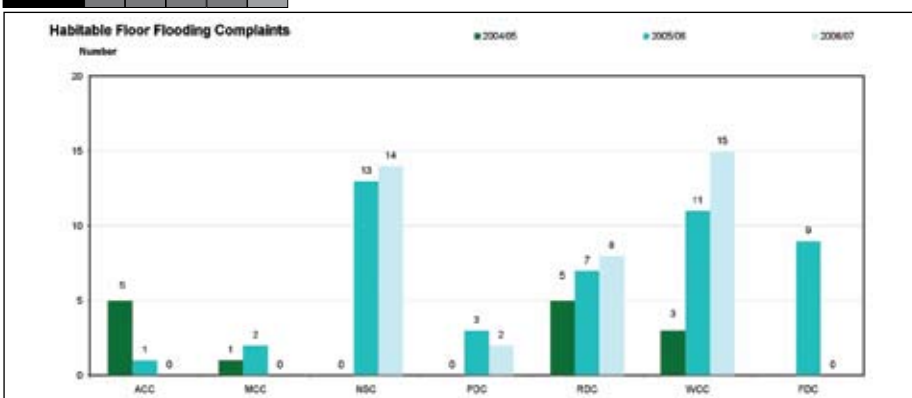
biggest cause of blockages or 'chokes' that may or may not result in an overflow or spill.

Excluding Watercare, Auckland wastewater service providers have an average value of 9.0 unplanned interruptions per 1000 properties. Waitakere City had the highest occurrence of breaks and chokes at 17.4/1000 properties while Franklin District had the lowest occurrence at 5.3/1000 prop.

Watercare had just six breaks or chokes this year (3 in each of the previous two years), which is a reassuring result given the organisation's function as a bulk wastewater carrier. Its trunk sewers are typically larger and have less manholes and joints than retail systems, with correspondingly less opportunity for supply interruptions. However given the severe consequences of a break or block in this bulk trunk system, Watercare takes particular care to rigorously protect it from damage.

## SWS30: Habitable Floor Flooding Complaints

Definition	Measure
The total number of customer complaints (all forms) of habitable floor flooding within the "Total Stormwater Serviced Area" that occurred within the reporting year only	Number
Confidence Gradings	Councils only



In any one year the number of habitable floors flooded is usually very few. This year three Councils Auckland City, Manukau City and Franklin District recorded no habitable floor flooding incidents. The highest number of just 15, was recorded by Waitakere City (a rate of 0.25 per 1,000 properties), followed by North Shore with 14 incidents (0.17 per 1,000 properties), Rodney District with 8 incidents (0.26 per 1000 properties) and Papakura District with just 2 incidents (0.14 per 1,000 properties).

## WSS16, WSS17, WSS37, WSS38: Price of Water

The price of water in Auckland can be compared between organisations using three measures – Minimum, Fixed and User Charges. Together these charges encompass the pricing mechanisms of the seven retail water supply organisations in the region. From these three component charges the “Annual Bill based on 200m3/yr Consumption” and the “Property Weighted Average Annual Bill based on 200 m3/yr” is calculated.

The column bars on the graph represents the annual water bill per household based upon an average consumption of 200 m3/year. The red diamond represents the user charge per m3

consumed. The blue horizontal line is the property weighted average annual bill for the region based on 200 m3/yr consumption, which is \$270.05 this year (up from 261.06 last year).

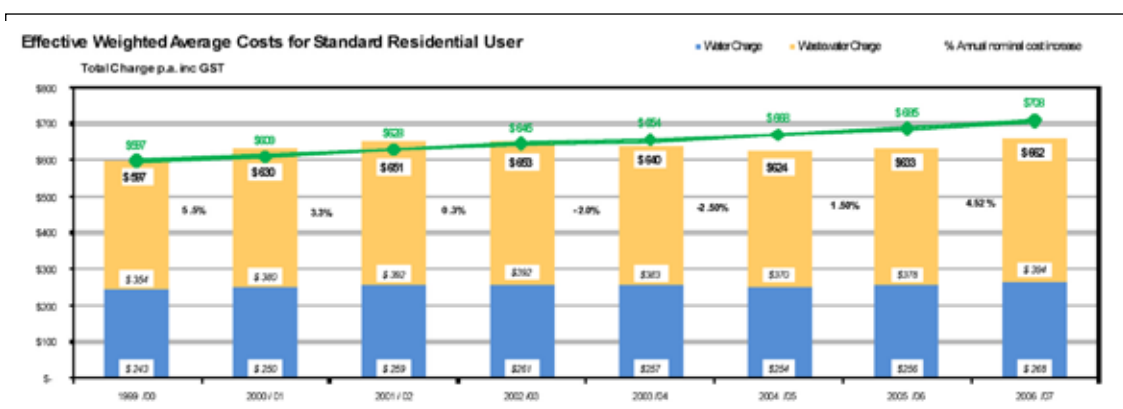
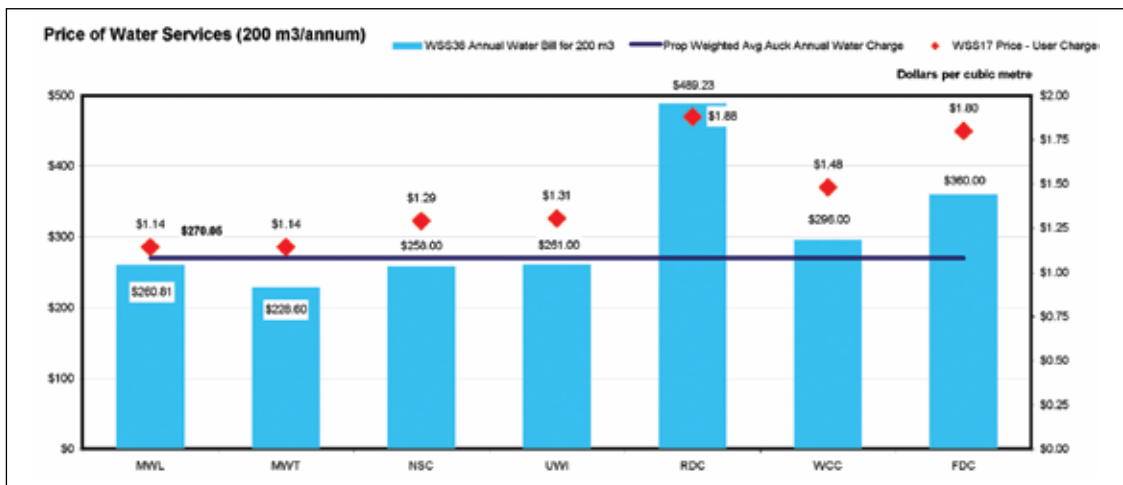
All water charges are based on consumption measured by a water meter.

The minimum annual charges reported were: Manukau Water (\$50.00), North Shore City (\$30.00), United Water (\$40.00), Waitakere City (\$34.00), Franklin District (\$50.00) and Metrowater (\$32.41, allowing for prompt payment discount). Fixed charges, which are a component of every customer’s bill and additional

to the user charge, were reported by Metrowater (\$32.41) and Rodney District (\$113.23). The user charges per m3 for each organisation in descending order were: Rodney District \$1.88, Franklin District \$1.80, Waitakere City \$1.48, United Water \$1.31, North Shore \$1.29, Manukau Water \$1.14 and Metrowater \$1.14 (allowing for prompt payment discount).

The regional average charges for water and wastewater services can also be compared against the Consumer Price Index (CPI). The cumulative CPI increase from 1999 to 2006/07 is 18.7% and the cumulative nominal cost increase in the weighted average standard residential water and wastewater bill is 10.7% over the same period. This means that there was an effective (real) price decrease over the seven years of 8% across the region, as shown in the graph prepared by North Shore City.

Definition	Measure
Price – Fixed Charge: The fixed charge for residential customers WSS16	\$ (inc GST) per annum
Price – User Charge: The user charge for residential customers WSS17	\$ (inc GST)
Price – Minimum Charge: The minimum charge for residential customers WSS37	\$ (inc GST)
Annual Bill based on 200m3 per annum water consumption WSS38	\$ (inc GST)
Confidence Gradings	Water Orgns excl WSL



## WWS20, WWS21, WWS32, WWS33, WWS48, WWS49: Price of Wastewater

The price of wastewater in Auckland can be compared between organisations using five measures - Minimum, Fixed or User Charge, Average Annual Rates or Fixed Uniform Annual Charge. Together these measures encompass the pricing mechanisms of the seven retail wastewater supply organisations in the region. From these five component charges the "Annual Bill based on 200m3/yr Water Consumption" and the "Property Weighted Average Annual Bill based on 200 m3/yr Water Consumption" is calculated as shown in the graph.

Organisations with a user-pays charging basis (Metrowater and United Water) establish the volume of wastewater produced per customer as a percentage of the water use - Metrowater uses 75% of water consumption and United Water 80%. This year's wastewater user charge per m3 is shown as a red diamond in the graph for Metrowater (\$2.73, allowing for a 10% prompt payment) and United Water (\$2.18).

United Water has no fixed charge for wastewater, while Metrowater has a fixed charge of \$32.41 (allowing for prompt

## Affordability of Water and Wastewater Services

Water and wastewater affordability for households is an indicator increasingly being examined internationally. In the Auckland region the average residential household spends 0.8% of total household income (before tax) toward the average water and wastewater bill.

Definition	Measure
Price – Fixed Charge: The fixed charge for residential customers WWS20	\$(inc GST) per annum
Price – User Charge: The user charge for residential customers WWS21	\$(inc GST)
Price – Minimum Charge: The minimum charge for residential customers WWS48	\$(inc GST)
Price – Average Annual Rates charge for residential customers WWS32	\$(inc GST)
Price – Fixed Uniform Annual Rates Charge for residential customers WWS33	\$(inc GST)
Annual Wastewater Bill based on 200m3 per annum water consumption WWS49	\$(inc GST)
Confidence Gradings	Wastewater Orgns excl WSL



payment discount), which is additional to the user charge. Manukau Water has a fixed charge of \$320.00 but no user charge. Uniform Annual Rates Charges are used by Waitakere City (\$350.00), North Shore City (\$396.48), Franklin District (\$410.00) and Rodney District (\$635.45).

The brown horizontal line is the property weighted average annual wastewater bill for the region based on 200m3/yr water consumption, which is \$400.04 this year (up from 377.68 last year).

Affordability of water and wastewater can also be compared in relation to expenditure on other household utilities. The average New Zealand household annually spends \$1,981 on petrol and \$1,502 on telecommunications. In the Auckland region the average household annually spends \$1,507 on electricity compared with \$670 for water and wastewater services.

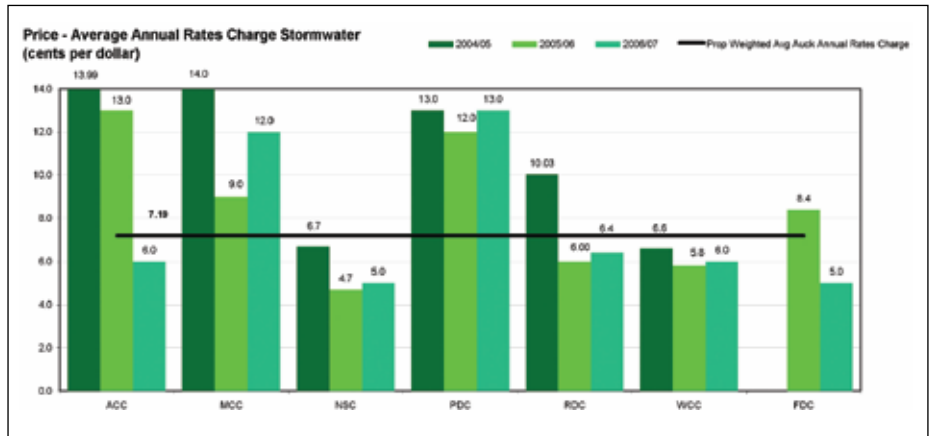
## SWS34: Price of Stormwater – Average Annual Rates Charge

This measure shows the price paid by customers for stormwater services, as a portion of the annual rates take in cents per dollar.

In descending order the annual rates take for each organisation is: Papakura District 13c, Manukau City 12c, Waitakere City 6c, Auckland City 6c, Rodney District 6c, Franklin District 5c, and North Shore City 5c. The property-weighted average annual rates charge for stormwater services in the Auckland region is 7.2c, shown in the graph as a horizontal dark green line.

These funds are used for maintenance and renewal of existing stormwater assets and a portion of new works. Metrowater’s combined sewer separation programme involves construction of new stormwater assets and in most cases renovation of the old combined sewer for use as a separate wastewater system.

Definition	Measure
The portion of the average annual rates charge used for stormwater services in the “Total Stormwater Served Area” for residential customers	Cents per dollar
Confidence Gradings	Councils only



Enhancing urban design combined with the control of stormwater in Botany, Manukau City.