



## Safe, high-quality water

### Water treatment plants

Water treated at all of our water treatment plants, both metropolitan and non-metropolitan, fully complied with the Drinking Water Standards for New Zealand (DWSNZ). All metropolitan and non-metropolitan water treatment plants were graded and each achieved an 'A' grade.

### Water supply reticulation

All metropolitan and non-metropolitan distribution networks were graded and each achieved an 'a' grade.

## Reliable service

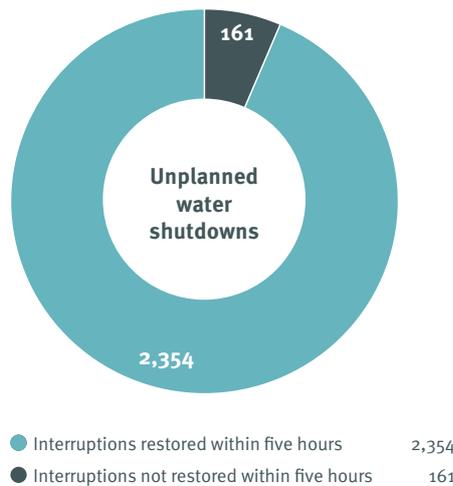
### Unplanned water interruptions per 1000 connections

The Auckland region covered a total of 439,000 water supply connections in 2018/19. As a measure of reliability of service, we monitor the number of times the water supply to our customers is interrupted.

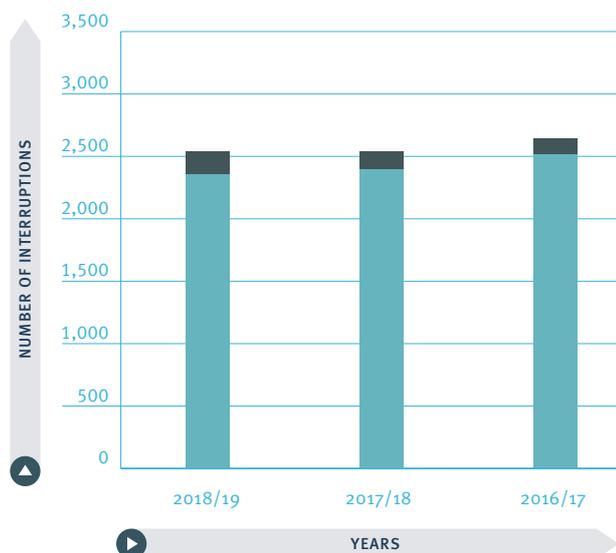
We aim to ensure that there are 10 or fewer interruptions per 1000 connections during the year. The result for the 2018/19 year was 5.7 for the Auckland region.

### Unplanned water interruptions restored within five hours

In order to minimise the impact on our customers, Watercare aims to ensure at least 95% of all unplanned water interruptions are restored within 5 hours. The result for the year was 94% for the Auckland region, compared to 92.7% for 2017/18.



### Unplanned water shutdowns restored within five hours





## Responsiveness

### Grade of service: Calls answered within 20 seconds

Grade of service is a call centre industry performance measure, aimed at ensuring calls are answered within 20 seconds. In 2018/19, 81.51% of calls were answered within 20 seconds, compared to 87.6% in 2017/18.

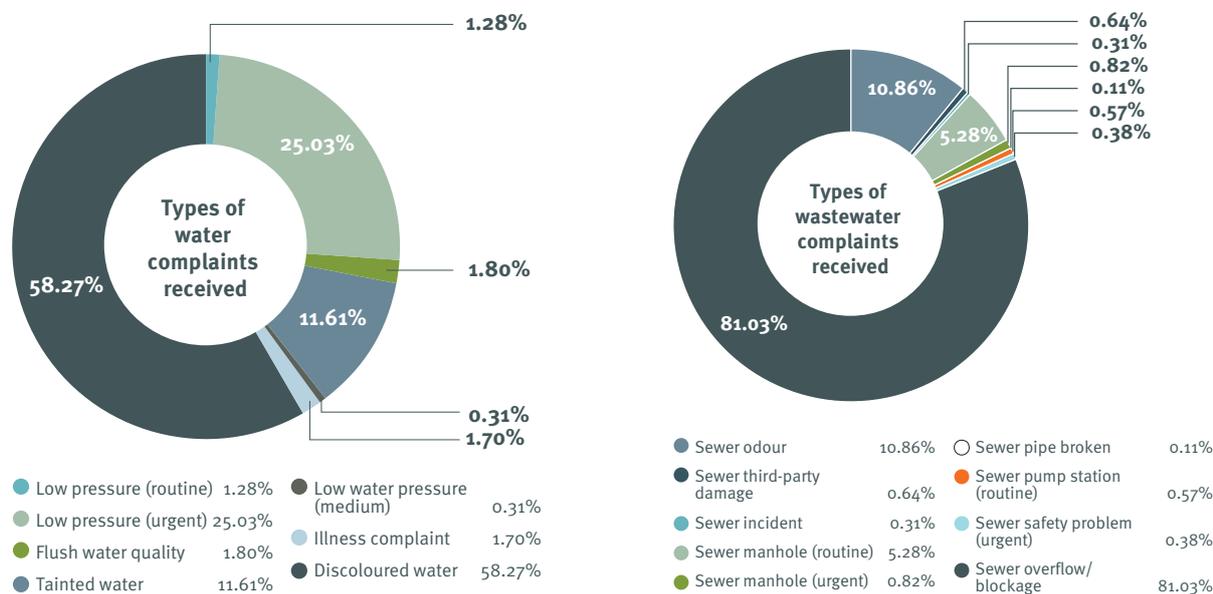
### Attending and resolving faults

Type of fault	Description	Target	Achieved
Urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤60 mins	50 mins
	Median time taken by our crews to resolve the fault	≤5 hours	2.8 hours
Non-urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤5 days	1.3 days
	Median time taken by our crews to resolve the fault	≤6 days	2.1 days
Faults on the wastewater network	Median time taken by our crews to attend to the overflows caused by blockages or other faults	≤60 mins	43 mins
	Median time taken by our crews to resolve the overflows caused by blockages or other faults	≤5 hours	2.8 hours

### Complaints

In 2018/19, a total of 943 complaints were received and of these complaints, 98% (922) were resolved within the stipulated 10-day period, against a target of 95% or more.

For the purpose of this measure, a 'complaint' relates to transactional complaints such as price increases, account maintenance, employee behaviour, payments and refunds. It excludes calls received about drinking water quality and wastewater issues as these are reported separately below.





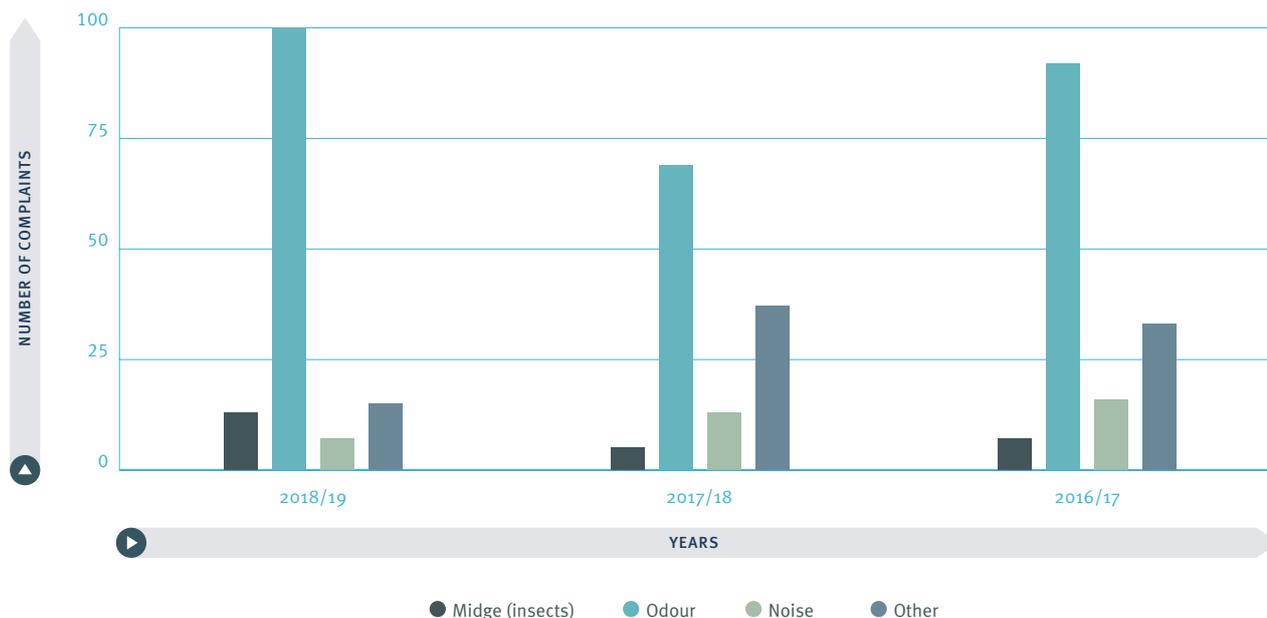
### Midge, odour and noise management at operational sites

We record and strive to address all complaints about the effect of our activities on the environment and on the communities living nearby, particularly those related to midges, odour and noise.

Midges are small flies that thrive in water bodies in still and hot conditions. We are planning to trial the chemical-free method of midge control, which was successful at our Māngere Wastewater Treatment Plant, at Rosedale Wastewater Treatment Plant.

Odour complaints increased primarily due to the imbalance of the digesters at Māngere, our largest wastewater treatment plant. ‘Other’ includes complaints relating to maintenance of our structures such as rubbish in car parks, graffiti, fencing and access.

### Midge, odour and noise complaints



### Affordability

In 2018/19, an average Auckland household (comprising three people) spent less than 1% (0.83%) of its monthly income on water and wastewater charges.

Account Area	Cost of water and wastewater services per household per month 2018/19	2018/19 % of average weekly income earnings	Cost of water and wastewater services per household per month 2017/18	2017/18 % of average weekly income earnings	Cost of water and wastewater services per household per month 2016/17	2016/17 % of average weekly income earnings
Franklin	\$66.61	0.68%	\$63.48	0.69%	\$61.08	0.70%
Manukau	\$90.13	0.92%	\$87.01	0.95%	\$83.70	0.95%
Auckland City	\$87.32	0.89%	\$84.43	0.92%	\$81.00	0.92%
North Shore	\$76.57	0.78%	\$74.12	0.81%	\$71.43	0.82%
Rodney	\$63.40	0.65%	\$60.41	0.66%	\$58.30	0.67%
Waitākere	\$70.24	0.72%	\$67.72	0.74%	\$65.18	0.74%
<b>Average</b>	<b>\$81.00</b>	<b>0.83%</b>	<b>\$78.22</b>	<b>0.85%</b>	<b>\$75.33</b>	<b>0.86%</b>

\* Average income for Auckland based on Statistics NZ data.



### Customer satisfaction and loyalty

We measure customer satisfaction using a Net Promoter Score (NPS) which surveys customer experience across all channels including billing, payments, faults and website.

NPS is commonly used by utility companies as a measure of customer loyalty. We use it to measure how satisfied our customers are with Watercare across all their interactions, whether it is in person, by phone, email or on our website.

While our NPS of 43 is a great improvement on previous years, we will continue to raise the bar in our pursuit of winning the confidence and trust of all our customers. We will continue to invest time and effort to understand the root causes of the things that frustrate our customers and actively drive improvements in our processes and behaviours by adopting a more empathetic and resolution-driven approach.

A new, streamlined billing system will be introduced in the latter part of 2019, and this is expected to reduce the number of contacts and queries from customers.

### Encouraging water efficiency

In 2018/19, the gross per capita consumption of water was 270.7 litres per person per day.

Our target for 2018/19 was to maintain consumption within the 266 litres per person per day (+/- 2.5%) band, to meet the overall demand management target of reducing demand by 15% by 2025, based on 2004 levels.

The demand for water from Aucklanders was higher than expected in 2018/19 as Auckland experienced unusually warm and dry summer and winter periods. Aucklanders used a record-breaking 544 million litres of water on 13 February 2019 (40 million litres more than the previous record in December 2017).

Contributing to the high demand is the fact that consumers that depend on rainwater tanks needed to purchase more water from tanker operators during the warm and dry periods of the year. This means that the water sold to tanker operators, which is supplied by our metropolitan network, is then distributed to consumers that are not connected to our metropolitan network.

This year we used Statistics NZ's 2018 medium population projections which include consumers living in commercial rest homes, hotels and hospitals and other similar dwellings. We then deducted the percentage of the population that is not connected to our water supply network using our 2018 water connection data.

The water efficiency programme continued to engage with Aucklanders in various ways including social media, customer newsletters, public events like home and garden shows and in-house water audits as part of the Be Waterwise programme offered in partnership with EcoMatters.

### Investment in community programmes

Watercare is active within the Auckland community in many ways. We offer a free education programme to primary schools and provide free water at the annual Round the Bays fun-run.

Our company sponsors the Watercare Harbour Clean-Up Trust, which works to remove litter from Auckland's harbours and inner gulf islands, and promotes the concept of clean, clear, rubbish-free waterways. We also sponsor Trees for Survival and Waikato RiverCare, two conservation programmes in the Hūnua Ranges and Waikato River respectively. Watercare funds the Water Utility Consumer Assistance Trust, which helps domestic customers facing financial difficulties to manage their water costs.

We also have two engineering scholarships that acknowledge the company's late chief executive Mark Ford for his outstanding contribution to the industry. Students who are studying engineering at the University of Auckland are able to apply for these scholarships which are valued at \$5000 each. One of the scholarships is dedicated to students of Māori descent.

Programme	2019	2018	2017
Watercare Education Programme	\$11,507	\$35,057	\$8,448
Watercare Utility Consumer Assistance Trust	\$120,000	\$80,000	\$100,000
Trees for Survival	\$3,450	\$3,450	\$3,450
Watercare Harbour Clean-Up Trust	\$325,000	\$306,250	\$325,000
Waikato RiverCare	\$50,000	\$50,000	\$10,000
Mark Ford Ngā Tapuwae Scholarship	\$10,000	\$10,000	\$10,000
<b>TOTAL</b>	<b>\$519,957</b>	<b>\$484,757</b>	<b>\$456,898</b>