

WASTEWATER

WHAT WE DO

Council provides and manages wastewater collection, treatment and disposal facilities for residents connected to Council's nine wastewater networks. These networks convey wastewater to nine treatment plants, eight of which are owned and managed by the Council. The largest treatment plant (Bell Island) is owned by both Nelson and Tasman Councils on a 50:50 share basis and is managed by the Nelson Regional Sewerage Business Unit.

WHY WE DO IT

The provision of wastewater services is a core public health function of local government and is something that Council has always provided. By undertaking the planning, implementation and maintenance of wastewater services Council promotes and protects public health within the District.

For Council a key duty required by the Health Act 1956 is to improve, promote, and protect public health within the District. Providing wastewater services helps to achieve this.

CONTRIBUTION TO COMMUNITY OUTCOMES

The Wastewater activity primarily contributes to the following community outcomes:

- Our infrastructure is efficient, cost-effective and meets current and future needs.
- Our urban and rural environments are people-friendly, well-planned, accessible and sustainably managed.
- Our unique natural environment is healthy, protected and sustainably managed.
- Our communities are healthy, safe, inclusive and resilient.
- Our Council provides leadership and fosters partnerships, a regional perspective, and community engagement.
- Our region is supported by an innovative and sustainable economy.

OUR GOAL

We aim to provide cost-effective and sustainable wastewater systems in a manner that meets environmental standards and agreed levels of service.

● Fully achieved
 ● Achieved within 5%
 ● Not achieved
 ● Not measured

OUTCOME	2022 TARGET	2022 RESULT	2021 RESULT	HOW DID WE PERFORM
Our wastewater systems do not adversely affect the receiving environment				
Compliance with resource consents for discharges from wastewater systems is achieved. Mandatory measure 2. Measured by the number of:				
Abatement notices	0	0	0	In 2021/2022, there were no notices or enforcement orders issued or convictions received.
Infringement notices	0	0	0	
Enforcement orders	0	0	0	
Convictions	0	0	0	

WASTEWATER

OUTCOME	2022 TARGET	2022 RESULT	2021 RESULT	HOW DID WE PERFORM
<p>The number of times temporary wastewater overflow signs are erected at waterways is minimised</p>	<5	21	4	<p>We continue to use social media to advise of widespread overflows along with the use of signs. Signs are good for localised overflows only. Fifteen events were in Richmond and nine of those were for Sunview Heights pump station. This pump station is overloaded during rain due to the number of swimming pool connections.</p>
<p>Our wastewater systems reliably take out wastewater with a minimum of odours, overflows or disturbance to the public</p>				
<p>The total number of complaints received about:</p> <ul style="list-style-type: none"> • odour • system faults • system blockages <p>Council's response to issues within its systems is less than the target. (Expressed per 1,000 connections)</p> <p>Mandatory measure 4</p>	<35	2.1	1.1	<p>We received 32 complaints. 26 related to odour, five to noisy manholes and one to reinstatement.</p> <p>There were eight odour complaints associated with the Tākaka Wastewater Treatment Plant. Work is planned to reduce the risk of odour before summer 2022/2023. Nyhane Drive (Ligar Bay) had five odour complaints before the issue was resolved.</p>
<p>Our wastewater systems are built, operated and maintained so that failures can be managed and responded to quickly</p>				
<p>The number of dry weather³ overflows from Council wastewater system (expressed per 1,000 connections to wastewater system) is less than the target⁴</p> <p>Mandatory measure 1</p>	<5	1.4	1.6	<p>Ten dry weather overflows were due to blockages, and ten were due to plant failure.</p> <p>The total number of connections was 14,576.</p>

3. Dry weather is identified as a continuous period 96 hours with less than 1 mm of rain each 24-hour period.

4. Measured by the number of contract job request.

WASTEWATER

OUTCOME	2022 TARGET	2022 RESULT	2021 RESULT	HOW DID WE PERFORM
Overflows resulting from a blockage or other fault in the wastewater system are attended and resolved within the target timeframes. Mandatory measure 3				
Attendance time (median)	≤60 mins	120 mins	75 mins	The target was missed by an hour. The most common reason from the contractor for not achieving this timeframe was having to complete the previous job before moving on to the next one.
Resolution time (median)	≤9 hours	5.4 hours	4.1 hours	It is pleasing that the resolution of these faults is well within target.
Our wastewater activities are managed at a level that satisfies the community				
Percentage of customers (who receive a service) who are satisfied with the wastewater service. Measured through the annual residents' survey	>80%	95%	98%	

Customer Satisfaction with Wastewater Services

