

Assets and Infrastructure Meeting

Public Business Agenda

A meeting of the Assets and Infrastructure Committee
will be held in the Council Chamber,
29 Bowler Avenue, Gore
on Tuesday 5 November 2024
commencing at 4:00pm

Our vision:

*To provide an environment that allows people to enjoy the lifestyle
and culture of their choice*

Health and safety – emergency procedures

Toilets – The toilets are located in the corridor near reception.

Evacuation - Should there be an evacuation, please exit the chambers via the main door, then through the office front doors to the assembly point at the front of the building, near the road.

Earthquake - Drop, cover and hold. Once the shaking has stopped, evacuate through the chamber's main door, then through the office front doors to the assembly point near the road.

Phones - Please turn your mobile device to silent mode.

Recording - These proceedings are being live-streamed and will be available to share or download from the Council's YouTube channel. You consent to being filmed for public viewing by remaining in the meeting.

Attendees

Members	Mayor (Chairperson)	B Bell
	Chairperson	J Gardyne
	Councillors	S MacDonell
		P McPhail
		R McKenzie
	N Phillips	
	J Stringer	
	Independent member	D Prentice
Staff	Chief Executive	D Lascelles
	General Manager (GM) Corporate	L Straith
	General Manager (GM) Critical Services	J Domigan
	Governance - minutes	S Jones

Agenda confirmed by:



D Lascelles
Chief Executive

Recommendations contained in reports are ***not*** to be construed ***as Council decisions***.
Refer to the Council minutes for ***resolutions***.

Order of Business

Health and safety – emergency procedures	2
Attendees.....	3
Order of Business.....	4
1. Welcome / Karakia.....	5
2. Apologies / Leave of Absences.....	5
3. Declaration of Conflicts of Interest	5
4. Confirmation of Agenda	5
5. Reports for Information	6
5.1 3 Waters Capital Projects Update Report	6
5.2 Annual report from Wai Comply	16
5.3 3 Waters Level of Service.....	24
6. Meeting closed	26

- 1. Welcome / Karakia**
- 2. Apologies / Leave of Absences**
- 3. Declaration of Conflicts of Interest**
- 4. Confirmation of Agenda**

5. Reports for Information

5.1 3 Waters Capital Projects Update Report

Report to:	Asset and Infrastructure Committee
Meeting date:	Tuesday, 5 November 2024
Author:	Riaan Rossouw
Author title:	3 Waters Asset and Capital Projects Manager
General Manager lead:	Jason Domigan – GM Critical Services
Report date:	Friday, 25 October 2024
Confidentiality:	Public

Purpose

1. To inform the Committee on the status of key 3 Waters capital projects.

Recommendation

2. That the Committee:
 - a) receives and notes the 3 Waters Capital Projects Update Report and attachments.

Executive Summary

3. The attachments to this report provide updates on the following 3 Waters capital projects:
 - Mataura River crossing project
 - Gore and Mataura wastewater consent renewal project
4. Applications have now been lodged with Environment Southland for the Gore and Mataura wastewater consent renewals. Environment Southland has undertaken an initial high-level review and issued the Council with requests for further information (RFI).
5. The first separable portion of the contract with Hadlee and Brunton for the Mataura River crossing project is nearing completion. A report to the Council to consider the risks and whether to proceed with the project will likely occur in late November.
6. No new issues of significance have arisen since the last project update in August.

Attachments

Appendix 1: Mataura River Crossing Project update – October 2024

Appendix 2: Gore and Mataura Wastewater Consent Renewal Project update – October 2024




Mataura River Crossing Project Project Update October 2024

Project background

This project began in December 2017 with the Council’s resolution to centralise Gore’s water treatment facility at the Wentworth Street/East Gore WTP site to comply with Drinking Water Quality Assurance Rules (DWQAR). To achieve this, two pipelines crossing the Mataura River are required. Additionally, the Council identified an opportunity to create a multi-purpose bridge that would also provide a new pedestrian and cycle transportation link between East and West Gore.

In March 2022, the Environment Court declined the Council’s resource consent application for a multi-purpose bridge at Surrey Street. Following the Environment Court decision, an options assessment comparing the various options for the project was completed, so that a decision regarding the next steps could be made. After considering the findings of this options assessment, in March 2023, the Council engaged with the community to help determine the preferred approach. On 16 May 2023, the Council resolved to focus on getting the pipelines across the river by drilling underneath it. Following this decision, the Council staff have been working through the required design and procurement for the directional drilling aspects of the project.

Status key

As expected/no change from previous reporting	
Some concerns but these are manageable	
Being closely monitored or requires a Council decision	

Health and safety and environmental

Status



Only minor investigations works have been completed in recent months. The appropriate H&S procedures are being followed when undertaking this investigation works.

Procurement

Status



Beca was previously engaged to assist with the pipeline design, high-level options assessment and community engagement for this project. Given its high performance and background associated with this project, Beca has been engaged to assist with the geo-technical investigation, consenting and hydraulic design of the pipeline.

Given the specialty equipment and skills required, a Registration of Interest (ROI) for the directional drilling component of the project was issued to the market in June 2023. Only one joint response to the ROI was received from Fulton Hogan and Hadlee and Brunton (H&B). On 27 July 2024, the Council entered a design-build contract with H&B. The Council staff were assisted by BECA, RCP and Anderson Lloyd with the contract negotiations.

The contract the Council has with H&B is a cost reimbursement contract. This means the contractor will charge the Council based on the time and materials required to complete the works. It should also be noted that the Council has the option to withdraw from this contract once the design, risk and cost

assessment work has been completed if they are not happy with the outcomes of this work. *Refer to the risk/general section of this report for further discussion regarding this.*

The Council staff have identified two specialist Australian based companies who have the capability to undertake a peer review of the H&B design and costing documentation once this has been received. The estimated cost of having a peer review completed is between \$10,000 and \$15,000 and it is expected to take approximately two weeks once initiated.

Once the details of the directional drilling component of the project have been confirmed, a separate “standard” measure and value tender will be issued to the open market for the interconnecting pipeline between the Jacobstown Wells and the East Gore water treatment plant.

Design and consenting	Status	
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Initial geotechnical investigation work to allow the design of the drill shot underneath the river was completed in October 2023. When undertaking the Geotech investigation work, an old clean fill site was discovered on the Maitland Street side of the river. To ensure the details of this historical clean fill site were fully understood, the scope of the investigation works was increased. As H&B have progressed the design of the directional drilling work, the need for some additional Geotech investigation was required to understand the design requirements of the anchoring system for the drilling rig. This additional investigation work was completed in September. It is worth noting that H&B were pleased with the results of this additional investigation work as it has indicated a simpler anchoring system should be able to be used than what has been required in some other situations.

H&B is making steady progress with the design, risk assessment and cost estimates for the drill shot and have indicated that this will be provided to the Council by the end of October. As we work through this process, the Council staff are working closely with H&B and Beca to try and ensure a cost-effective solution is developed. Key aspects that are being considered, which have a notable impact on the cost of the works, are the size of the pipe required and the need for the water pipes to be installed in a carrier pipes. Further details/options regarding this will be provided to the Council to consider once the design has been completed. In parallel to the design of the directional drilling works, Beca is also preparing applications for the required consents and approvals required for this portion of the works.

Council staff are also currently working with Beca to confirm the scope of works for the design of the interconnecting pipework either side of the Mataura River. It is planned to complete these design works once the Council has confirmed it will proceed with the directional drilling works.

Programme	Status	
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Steady progress with the design and consent applications for the directional drilling work is being made. However, due to the need for additional Geotech investigations to be completed, the design works are now expected to be completed by the end of October – approximately one month later than planned. H&B has indicated that assuming approval to proceed is provided by the Council by the end of the year, and the appropriate resource consents are obtained, it will be able to undertake the physical works in the early part of 2025.

If the Council decides to proceed with the directional drilling works, design for the interconnecting pipe work either side of the river will be started. It is expected this will then allow a contract for this part of the project to be awarded as the directional drilling works are completed.

This project is a key component of the Council's strategy to centralise its water treatment at the existing East Gore site. Until a pipeline across the river is constructed, approximately 35% of the Gore drinking water supply will not meet the DWQAR. Following the recent Queenstown protozoa outbreak the Council has received a letter from Taumata Arowai that sets out its expectation for all of the Council's water treatment plants to meet the DWQAR by 31 December 2025. At this stage, we are aiming to have the project completed by August 2025, approximately four months before the Taumata Arowai deadline. The proposed timeframes for this project are tight, however all parties involved are working hard to try to meet these while also ensuring the work is not rushed, and important steps are not missed.

Staff are monitoring the project timeline closely and will be in contact with Taumata Arowai should any concerns about meeting the December 2025 deadline arise. Providing the Council can demonstrate it is making steady progress towards achieving protozoa compliance, it is expected there will be some leniency regarding the December 2025 deadline.

Milestone	Previous forecast	Current target/ /actual
Preparation of community engagement material	01/04/2023	Completed
Community engagement completed	21/04/2023	Completed
Report summarising findings of community engagement submitted to the Council for consideration	16/05/2023	Completed
Initial Geotech investigation work completed	16/10/2023	Completed
Directional Drilling Contractor engaged to complete design	07/06/2024	Completed
Directional Drilling design and investigation works completed	27/09/2024	31/10/2024
Submission of applications for required consents	30/09/2024	15/11/2024
Council makes decision on proceeding with directional drilling, design of interconnecting pipework begins	30/10/2024	30/11/2024
Updated design of interconnection pipeline completed, and tender issued to the market	01/12/2024	15/01/2024
Directional Drilling works completed	29/03/2024	29/03/2024
Contractor engaged to complete the interconnecting pipeline	29/03/2025	29/03/2025
Interconnecting Pipeline completed	01/08/2025	01/08/2025

Financial	Status	
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The estimated cost of drilling under the river is between \$3.6 and \$4.1 million. This includes the installation of the interconnecting pipes between the Jacobstown Wells and the East Gore water treatment plant. At this stage, the work is forecast to be completed within this budget.

The initial Geotech investigation and analysis of results was estimated to cost approximately \$60,000. However, while undertaking the investigation work, a historical clean fill site was uncovered which required additional investigation works to be completed. Additionally, the need for further investigation works to confirm the requirements of the anchoring system of the drilling rig was

identified. As a result of this, additional geotechnical investigation work costing approximately \$20,000 has recently been completed. The invoices for this work have not yet been processed and are not included in the current expenditure for the project.

Fee estimates for most of the design and consenting required for the works has now been obtained. As a result, this aspect of the work is now forecast to \$180,000, which is \$60,000 more than originally anticipated.

Activity	Budget	Current Expenditure	Final Forecast Cost
High-level options assessment and community engagement	\$ 53,382.00	\$ 53,382.00	\$ 53,382.00
Initial Geotechnical investigations	\$ 60,000.00	\$ 123,372.99	\$ 145,000.00
Design, consenting and contract negotiations	\$ 120,000.00	\$ 19,375.01	\$ 180,000.00
Construction Supervision	\$ 120,000.00	-	\$ 120,000.00
Directional Drilling Works	\$ 1,500,000.00	\$ -	\$ 1,500,000.00
Interconnecting Pipeline	\$ 1,300,000.00	\$ -	\$ 1,300,000.00
Total Costs		\$ 196,130.00	\$ 3,298,382.00
Original Estimate			\$ 4,100,000.00
Contingency	\$ 946,618.00		\$ 801,618.00
Notes:			
1 - Given the uncertainty and risk associated with this project a 30 % contingency was included in the original budget			
2 - Recent costs associated with further geotechnical investigation and consenting work have not been processed yet and therefore are not included in the current expenditure			

Risks/General

Status



This project is a key component of the Council's strategy to centralise its water treatment at the existing East Gore site. Until a pipeline across the river is constructed, approximately 35% of the Gore drinking water supply will not meet the DWQAR.

The directional drilling component of this project is complex and not something that the Council regularly undertakes. Due to this, there are a number of risks and challenges that need to be carefully managed. One of the most significant risks is ensuring the Council engages a sufficiently competent and capable contractor. After reviewing H&B's track record and talking to their previous clients, it is clear they are a very competent directional drilling contractor who regularly complete successful drilling projects that are more complex (ie longer drilling distances, bigger pipes and more difficult locations) than this project.

A key aspect of the design build contract that the Council has entered into with H&B is that it is proposed to be a cost reimbursement contract. This means the contractor will charge the Council based on the time and materials required to complete the works. These charges will be determined based on agreed rates and an agreed profit margin. This is different to most of the Council's other large contracts where the payments are either lump sum or measure and value contracts. With a lump sum or measure and value contract, the Council has more certainty regarding the final cost of the works before the works are completed. However, it is important to note that if the Council were to insist on a lump sum or measure and value contract, the actual cost, will potentially end up being significantly more than the cost reimbursement model. This is due to the contractor needing to build sufficient contingency into a lump sum price to ensure they cover all the risks on the project. Ultimately, the Council will be able to determine how much risk it wants to transfer across to the contractor. The Council will also have the opportunity to decide if it wants to proceed with using H&B to complete the drilling works once the design, risk assessment and cost estimates have been completed as required through the first separable portion of the contract.

To assist with understanding and mitigating the risk associated with the directional drilling works the Council staff have also identified two specialist Australian based companies who have the capability to undertake a peer review of the H&B design and costing documentation once this has been received.

In October 2023, following a Cryptosporidium outbreak in Queenstown, the Council received a letter of expectation from Taumata Arowai requiring all its reticulated water supplies to comply with the Protozoa requirements of the rules by December 2025. Completion of the Maitai River crossing project will ensure this is achieved. At this stage we are expecting to have the project completed by August 2025 ie approximately four months before Taumata Arowai's deadline. While this timeframe is believed to be realistic, it will require steady progress and prompt decision making. An update regarding the project was provided to Taumata Arowai in early July 2024.

Gore and Maitara Wastewater Consent Renewal Project Update October 2024

Project description/background

The Council holds three resource consents associated with the Gore and Maitara wastewater treatment plants (WWTP). The Maitara WWTP consent expired in May 2021, while the Gore WWTP consents expired in December 2023. In January 2021, the Council applied to renew these consents, as part of this application the following upgrades were proposed:




- Expansion of the existing wetlands at the Maitara wastewater treatment plant to be completed by 2027 (estimated cost of \$1.6 - \$2.1 million).
- Construction of a Biological Nutrient Removal (BNR) plant to replace the existing Gore oxidation ponds. It was proposed that this would be completed in three stages over the next 30 years with an estimated total cost of between \$46 and \$61 million.

While the Hokonui Runanga believed that the Council’s proposed treatment system will provide an acceptable level of ecological treatment, it believed that the proposed ongoing piped discharge to the Maitara River did not address cultural concerns. Due to this, in June 2021 a technical working group was established to investigate land disposal options.

Environment Southland agreed to put the Council’s consent application on hold while the Technical Working Group investigated land disposal options. The Technical Working Group has agreed a decision-making approach and a long list of discharge options to be investigated.

At the Council meeting on 10 May 2022, a proposal from Pattle Delamore Partners (PDP) to undertake an investigation into land disposal options (in accordance with the agreed decision-making approach) was approved.

Status key

As expected/no change from previous reporting	
Some concerns but these are manageable	
Being closely monitored or requires a Council decision	

Health and safety

Status



No physical works are currently being completed.

Procurement

Status



Harrison and Grierson (H&G) has been engaged to provide planning and engineering advice to the Council for this project.

However, due to the need for specialist advice regarding land disposal, on 10 May 2022 the Council resolved to engage Pattle Delamore Partners (PDP) to undertake an assessment of the land disposal options.

Additionally, SLR consulting (formerly Ryder Consulting) are providing the technical input required for the assessment of ecological effects (AEE).

Design and Consenting	Status	
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One of the first tasks the technical working group undertook was to develop a decision-making approach to agree on the process that would be followed to determine the preferred disposal options for both the Gore and Mataura wastewater treatment plants.

Based on this decision-making approach, the technical working group oversaw the development of a number of key documents. On 21 July 2023, a Hui with the Councils elected members and representatives from the HR was held to discuss the findings of these reports. Following this Hui, at the September 2023 Council meeting, the preferred options to be carried forward for further investigation and assessment were confirmed.

In March 2024, the Council approved proceeding with the lodgement of a consent application with the following preferred upgrade options to be proposed as part of the application:

- Gore – a Biological Nutrient Removal (BNR) plant and optimisation of the existing oxidation pond system, then discharging to a 1-day hydraulic retention time (HRT) horizontal sub-surface wetland, prior to eventually discharging to the Mataura River via a land passage. The estimated capital cost of this is between \$55.5 and \$64.0 million.
- Mataura – optimisation of the existing oxidation pond system, reconfiguration of the existing wetlands to a 1-day HRT horizontal sub-surface wetland, prior to eventually discharging to the Mataura River via a land passage. The estimated capital cost of this is between \$9.7 and \$13.0 million.

Given the complex nature and significant capital investment required for these upgrades, it is proposed that the upgrades be completed over a period of 10 years for Mataura and 15 years for Gore.

Programme	Status	
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Following completion of a Cultural Impact Assessment (CIA) by Hokonui Runanga in late August, revised consent applications for both Gore and Mataura were submitted with Environment Southland on 13 September 2024.

Environment Southland has now started processing the consent application and a Request for Further Information (RFI) has been received. This was anticipated and the project team are currently working through the various questions that Environment Southland has raised. The Council is required to respond to the RFI by 5 November 2024.

It is currently unclear how long the processing of the consent will take, however given the importance and complex nature of the consents, this process is expected to take several months.

Milestone	Previous forecast/ Actual	Current forecast
Long list options assessment completed	23 Sep 22	Complete
Draft feasibility assessment completed	28 February 23	Complete
Preliminary Shortlist feasibility assessment completed	16 June 2023	Complete
Final short list options confirmed	12 Sept 23	Complete
Preferred option Identified	12 March 2024	Complete
Consent applications submitted to Environment Southland	13/09/2024	Complete
Response to Environment Southland RFI due	N/A	05/11/2024
Processing of consent application	N/A	TBC

Financial	Status
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Over the past 5 years the Council has spent a total of \$897,000 on this project. Of that amount, \$404,000 was spent prior to 30 June 2021 on investigating the performance of the existing treatment plants, investigating potential upgrade options, an assessment of environmental impacts and preparing a resource consent application. Post 30 June 2021 (ie following the establishment of the technical working group) a further \$492,000 has been spent undertaking the work outlined in this report.

A budget of \$300,000 was originally included in the 23/24 financial year for this project, however due to delays in progress only \$228,191 of this was spent. As a result of this, the additional \$72,000 is now expected to be spent in the 2024/25 FY.

The consent applications have now been submitted with further costs associated with processing the consent expected. A budget of \$300,000 for this additional cost is proposed for the 2024/25 and 2025/26 financial years for this.

Activity	Budget	Current Expenditure	Final Forecast Cost
Original consent Application and post lodgement work to 30 June 2021	\$ 305,000.00	\$ 404,444.00	\$ 404,444.00
Post Lodgement Work during the 2021/22 FY	\$ 205,400.00	\$ 54,594.00	\$ 54,594.00
Post Lodgement Work during the 2022/23 FY	\$ 106,290.00	\$ 203,231.00	\$ 203,231.00
Post Lodgement Work during the 2023/24 FY	\$ 300,000.00	\$ 228,191.00	\$ 228,191.00
Post Lodgement Work during the 2024/25 FY	\$ 200,000.00	\$ 6,621.00	\$ 272,000.00
Post Lodgement Work during the 2025/26 FY	\$ 100,000.00	-	\$ 100,000.00
Total Costs	\$ 1,116,690.00	\$ 897,081.00	\$ 1,262,460.00

Key risks/issues	Status
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It is believed that by going through a collaborative process, a solution that meets both the Council's and Hokonui Rūnanga's requirements has been identified. The Cultural Impact Assessment that Hokonui Rūnanga has recently completed indicates that the proposed upgrades will ensure that the Council's wastewater discharge consents will not have significant adverse effects on cultural values. This significantly increases the Council chances of successfully obtaining a resource consent. However,

there is a risk that other affected parties may not agree with the Council's proposed upgrades. Consultation/update meetings with some of the key affected parties were held prior to the consent applications being lodged and no significant concerns were raised at these meetings. However, perceived effects and whether there are parties that oppose the Council's application will not be fully understood until the consent application has been processed.

The required upgrades proposed in the resource consent applications are expected to be significant and complex. As a result of this, there are several significant hurdles such as ensuring the performance of the upgrades, financial restraints and land purchase that will need to be overcome. Please refer to the report tabled at the 26 April 2024 Council meeting for more detailed discussion regarding these key risks.

The development of a national standard for wastewater discharges is currently underway. As part of these national standards, it is understood there will potentially be changes and clarification regarding the level of ecological and cultural treatment that must be achieved. While this could impact the upgrades required for Gore and Maitāwhiri, at this stage there is very little certainty as to what the proposed changes will be and if in fact changes will be made. Unfortunately, as the Council's existing discharge consents have already expired, there is a need to continue with the consent applications based on the current regulatory requirements. The Council is proposing to take 10 and 15 years to implement the Maitāwhiri and Gore upgrades respectively. It is expected that if the regulatory requirements change in the meantime, there will be an opportunity to amend the Council's proposed upgrades to align with the revised regulatory requirements.

5.2 Annual report from Wai Comply

Report to:	Asset and Infrastructure Committee
Meeting date:	Tuesday, 5 November 2024
Author:	Aaron Green
Author title:	3 Waters Operations Manager
General Manager lead:	Jason Domigan – GM Critical Services
Report date:	Friday, 25 October 2024
Confidentiality:	Public

Purpose

1. To inform the Asset and Infrastructure Committee of the annual compliance report for the 2023/2024 year from Wai Comply.

Recommendation

2. That the Asset and Infrastructure Committee:
 - a) receives and notes the Wai Comply Report.

Executive Summary

3. This report independently assesses our performance against the Drinking Water Quality Assurance Rules 2022.
4. East Gore complied with all the rule modules while Hilbre Ave was marked as not met for the Bacterial and Protozoa rules. This was due to a couple of compliance issues that occurred throughout the year. These were reported to the Council at time they occurred, and additional mitigations have been put in place.
5. The new Mataura water treatment plant also met the bacterial and Mataura zone rules. However, did not meet the Protozoa rules on two occasions due to high turbidity events and production issues in the early stages of the new plant being operative. These were also reported to the Council as they occurred.

Attachment

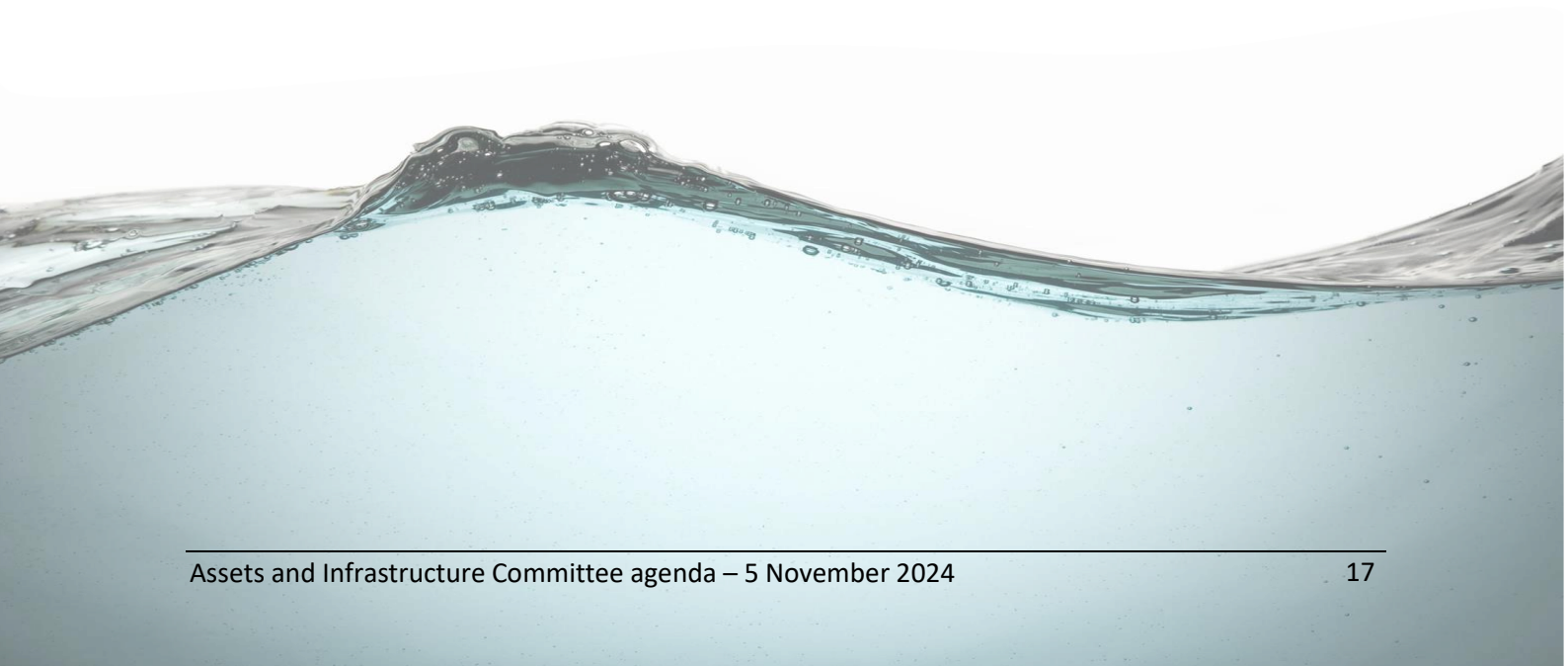
Appendix 1 – WaiComply Report on Drinking Water Quality Compliance



Gore District Council

REPORT ON DRINKING WATER QUALITY PERFORMANCE

1ST JULY 2023 – 30TH JUNE 2024





EXECUTIVE SUMMARY

An independent assessment of performance against the Drinking Water Quality Assurance Rules 2022 (DWQAR) and Water Services (Drinking Water Standards for New Zealand) Regulations 2022 (DWS) has been completed for Gore District Council (GDC) as a “water supplier” for the period of 1st July 2023 – 30th June 2024 (assessment period). This report supports GDC in verifying its performance against statutory drinking water quality requirements.

The assessment included the review of performance for the following GDC drinking water supplies:

- Gore – consisting of two WTPs and one zone.
- Mataura – consisting of one WTP and one zone.

The assessment was undertaken by Wai Comply Limited (Wai Comply) and uses the bacterial and protozoal modules or equivalent of the DWQAR to form the scope of the audit. The rules selected (rule sets) from within the modules allow the audit to; verify the infrastructure relevant to the rule is in place, determine the operational performance of the barrier(s), and check whether a specific or associated monitoring requirement is met.

This report details GDC’s rule set performance for each WTP and zone with the outcomes listed in the DWQAR Performance Assessment Summary table directly below. A brief description is included where any outcome is listed as “Not met”. Additionally, any exceedances of a DWS Maximum Acceptable Value (MAV) during the assessment period for applicable determinands has been reported separately in the DWS MAV Summary table below.

The annual assessment outcomes contained in this report were drawn from periodic assessment statements referred to in the Performance Against the DWQAR & DWS section of this report.



DWQAR PERFORMANCE ASSESSMENT SUMMARY

A summary of performance for the supplies assessed is included in the table below.

Water Supply	Component	Rule Module	Rule Set(s)	Outcome
Gore	East Gore WTP	T3 Bacterial	Chlorine, General Rules	Met
		T3 Protozoa	Protozoal Rules, Membrane Filtration 4.0 log, and General Rules	Met
	Hilbre WTP	T3 Bacterial	Chlorine, General Rules	Not met
		T3 Protozoa	Protozoal Rules and General Rules	Not met
	Gore Zone	D3	Residual Disinfection	Met
Microbiological			Met	
Mataura	Mataura WTP	T3 Bacterial	Chlorine, General Rules	Met
		T3 Protozoa	Protozoal Rules, Conventional Filtration 4.0 log OR UV Disinfection, and General Rules	Not met
	Mataura Zone	D3	Residual Disinfection	Met
			Microbiological	Met

The following tables provide summarised information relating to findings where the Rule Module or Rule Set(s) were assessed as “Not Met”. The specific rules associated with the non-performance are reported within the respective statements for the period.

Gore Water Supply
<p>Hilbre WTP:</p> <ul style="list-style-type: none"> • A high turbidity event associated with heavy rain and flooding affected bacterial performance for one day in September 2023. • A failed computer component affected GDC’s ability to report on bacterial performance for one day in April 2024 and pH data collection was affected for the remainder of the annual period. • A SCADA historian data collection failure affected GDC’s ability to report on bacterial performance for four days in May 2024. • The WTP did not have a barrier that could demonstrate performance against any of the Level 3 protozoal treatment rule options for the annual period.

Mataura Water Supply
<p>Mataura WTP:</p> <ul style="list-style-type: none"> • High turbidity events and WTP filtered water production issues affected the minimum required protozoal performance for approximately seven days in August/September 2024 and two days in February 2024. • UV Disinfection was implemented at Mataura WTP in September 2024, but performance reporting was not set up for the annual period.

DWS MAV SUMMARY

The DWS MAV table below summarises any instances where applicable DWS MAVs were exceeded in any drinking water samples collected from GDC water supplies during the assessment period:

Determinand (MAV)	Supply Component	Outcome
<i>E. coli</i> (<1/100 mL)	All GDC WTPs and zones assessed	MAV limit(s) not exceeded



INTRODUCTION

This ‘Report on Drinking Water Quality Performance’ has been developed using information specifically provided by GDC that does or does not demonstrate performance with the DWQAR or DWS for the year ending 30th June 2024. The following sources of information provided the basis for the audit:

- Responses to an initial Request for Information.
- WaterOutlook monitoring monthly reports for WTPs.
- Spreadsheet monitoring results for zones.
- Non-compliance Investigations summary spreadsheet.

This ‘Report’ on drinking water performance does not take into account any specific DWQAR or DWS performance that occurred prior to, or following, the dates defined within the assessment period unless considered material to the overall outcome.

RESPONSIBILITIES OF THE WATER SUPPLIER FOR THE AUDITED INFORMATION

The water supplier is entirely responsible for meeting all necessary legislative requirements that apply to it. The water supplier is responsible for both preparing, and providing the information audited ensuring that such information is free from material misstatement. The water supplier is also responsible for disclosing, as applicable, any matters which may inhibit the ability to reasonably make a determination as to whether performance has been achieved. The water supplier is responsible in full for the outcomes of the audit, as the responsibility for achieving compliance with any applicable legislation sits solely with the water supplier.

AUDITING ORGANISATION, AUDITOR INDEPENDENCE & PROFESSIONAL PRACTICE

Wai Comply is a drinking water compliance advisory company which was set up in 2017 to service the drinking water industry. Wai Comply employs specialist audit, assessment and inspection personnel who hold extensive knowledge and expertise in drinking water supply operation, and regulatory audit practices, with a proven record of utilising international auditing (inspection body) practices.

An independent assessment of performance against the DWQAR and DWS has been completed for GDC as a “water supplier” for the period of 1st July 2023 – 30th June 2024 (assessment period). This report supports GDC in verifying its performance against statutory drinking water quality requirements.

Wai Comply has been contracted to provide an independent assessment of performance against the DWQAR and DWS for GDC as a “water supplier” The decisions detailed in this report and the performance statements are based on Wai Comply’s methodology below. The Wai Comply personnel performing the assessment have no perceived or actual conflicts of interest pertaining to a relationship with, or interests in the supplier or its subsidiaries and controlled entities, other than being contracted to perform this assessment.

METHODOLOGY

The assessment of performance was undertaken by the audit team who performed a variety of audit approaches which included;

- Requests for information including the water supplies, WTPs and zones GDC is responsible for and the respective DWQAR modules and rule sets, *and*
- Remotely based documentation reviews (i.e., desktop assessments of performance reports/statement), *and*
- Direct communication with GDC, seeking clarification and guidance on matters defined within the performance documents/reports, *and*



- Online meetings between the Lead auditor and GDC staff with which performance matters were discussed and preliminary assessment outcomes were determined (where applicable).

FINDINGS

The following finding types are used in the report for performance against the DWQAR:

- Met: Result where the performance requirements applicable to the WTP or Zone was achieved.
- Met*: Result where the initial assessment of requirements applicable to the WTP or Zone indicated performance was not achieved, however after additional technical information and circumstances were assessed, the finding was qualified as met.
- Not met: Result where the performance requirements applicable to the WTP or Zone was not considered to be met.

Any exceedances of a DWS MAV for applicable determinands has been reported separately, including the component name (WTP or zone), date of sample and laboratory result.

DWQAR SCOPE

The audit scope and methodology applied by Wai Comply is intended to provide GDC with an independent assessment of performance against the DWQAR performance and DWS.

The assessment(s) conducted used the bacterial and protozoal modules or equivalent of the DWQAR to form the scope of the audit.

The rules selected (rule sets) from within the modules allow the audit to; verify the infrastructure relevant to the rule is in place, determine the operational performance of the barrier(s), and check whether a specific or associated monitoring requirement is met. The table below list the DWQAR Module, rule sets and the rules included in the scope of the audit.

Rule Module(s)	Rule set	Rules in audit scope
T3 Bacterial	General Monitoring	G13, G14, G17
	Chlorine	T3.1 (monitoring locations by exception), T3.2, T3.3, T3.4, T3.5, T3.6
	UV Disinfection (bacterial)	T3.15 (excluding sensor checks, monitoring locations by exception), T3.16, T3.17, T3.18, T3.19, T3.20, T3.21
T3 Protozoa	General Monitoring	G13, G14, G15, G17
	Protozoal Rules	S3.1, S3.2, T3.22
	Conventional Filtration 4.0 log	T3.47, T3.48, T3.49 (recycling if applicable)
	Membrane Filtration up to 4.0-Log	T3.73, T3.74, T3.75, T3.76, T3.77, T3.79 (validation, recycling if applicable)
	T3 UV Disinfection (Protozoal)	T3.85, T3.86, T3.87, T3.88, T3.89, T3.90, T3.91 (excluding sensor checks, monitoring locations by exception)
D3	Residual Disinfection	D3.19, D3.20
	Microbiological	D3.29

DWS SCOPE

The DWS specify the MAVs that relate to parameters applicable to drinking water. Demonstrating achievement with the DWQAR are a means for which a supplier can ensure that the provision of drinking water does not exceed the MAV for determinands listed in the DWS. The primary determinand relevant to the DWQAR assessment is *E. coli* as health risks arising from microbial contaminants can lead to rapid and major outbreaks of illness.



WATER SUPPLIES AND ELECTIONS

In order to ensure an accurate assessment, the audit team engaged with GDC across the audit period to confirm the water supplies, WTPs and zones GDC is responsible for and the respective DWQAR modules and rule sets. The table below provides a summary of this information which was confirmed by GDC and was used to guide the assessment against the DWQAR for the period of 1st July 2023 – 30th June 2024:

Water Supply (Population)	Component (WTP Class/log required)	Rule Module	Rule Set(s)
Gore (7480)	East Gore WTP (Class 3: 4 log required)	T3 Bacterial	Chlorine, General Rules
		T3 Protozoa	Protozoal Rules, Membrane Filtration up to 4.0-Log, General Rules
	Hilbre Ave WTP (Class 2: 3 log required)	T3 Bacterial	Chlorine, General Rules
		T3 Protozoa	No protozoa barrier
	Gore Zone	D3	Residual Disinfection
Microbiological			
Mataura (1790)	Mataura WTP (Class 3: 4 log required)	T3 Bacterial	Chlorine, General Rules
		T3 Protozoa	Protozoal Rules, Conventional Filtration 4.0 log OR UV Disinfection, General Rules
	Mataura Zone	D3	Residual Disinfection
			Microbiological

PERFORMANCE AGAINST THE DWQAR & DWS

The audit team has performed an assessment for the period of 1st July 2023 – 30th June 2024 based on the water supplies, DWQAR modules and rule sets outlined in the preceding section of this report. The results of the assessment are set out in the Assessment Summary section above with specific detail communicated in the referenced documents below:

- Gore District Council – Statement on Drinking Water Quality Performance – July to September 2023, sent via email to GDC on 22/02/2024.
- Gore District Council – Statement on Drinking Water Quality Performance – October to December 2023, sent via email to GDC on 07/06/2024.
- Gore District Council – Statement on Drinking Water Quality Performance – January to March 2024, sent via email to GDC on 07/06/2024.
- Gore District Council – Statement on Drinking Water Quality Performance – April to June 2024, sent via email to GDC on 09/10/2024.

The referenced performance statements outline the findings of the assessment, but also includes observations supporting the findings and where appropriate, recommendations for consideration.



RECOMMENDATIONS

Recommendations were made as part of the audit, and these have been included in the individual performance statements. A summary of the significant recommendations identified throughout the assessments have been included below:

- Hilbre WTP: Consider what short-term measures can be taken to ensure data collection is occurring in alignment with the DWQAR.
- Hilbre WTP: Continue the works programme to investigate and implement WTP upgrades to allow for multi barrier protozoa protection in accordance with the T3 treatment rules.

EXCLUSIONS

Wai Comply were engaged by GDC to conduct an independent assessment of performance against the DWQAR and DWS. The methodology with which the audit was applied, including defined 'exclusions' were detailed and agreed with the acceptance of the contract proposal. As such all proposed 'exclusions' were considered to be accepted by GDC.

REPORT RELEASE

The audit findings and report were authorised for release on: 14th October 2024

Grant King – Auditor
Technical Assessor

5.3 3 Waters Level of Service

Report to:	Asset and Infrastructure Committee
Meeting date:	Tuesday, 5 November 2024
Author:	Aaron Green
Author title:	3 Waters Operations Manager
General Manager lead:	Jason Domigan
Report date:	Monday, 28 October 2024
Confidentiality:	Public

Purpose

1. To inform the Asset and Infrastructure Committee of how the 3 Waters team is tracking against the mandatory performance measures for level of service.

Recommendation

2. That the Asset and Infrastructure Committee:
 - a) receives and notes the Level of Service report.

Executive Summary

3. Overall, the team is meeting all of its performance measures apart from one, as highlighted in the attached report.
4. The only concern is that we have not been able to meet our response level for stormwater water requests (flooding) inside the 60-minute target. This is due to a request going through our Antenno system after hours which is not monitored.
5. Staff are currently looking at options to address the issue of requests that go through Antenno after hours.

Attachment

Appendix 1 – First quarter Levels of Service report.

Levels of Service Performance Measures – update for Assets and Infrastructure Committee meeting 5 November 2025

Performance Measures	Target	Median Response time (and No of CRM's)	
		1 July 2023/30 September 2024	1 July 2024/30 September 2025
Water Supply			
Water quality complaints received (per 1,000 connections) (NFPM 4) – 5123 Connections to the Network	8	5.3 (27)	1 (5)
Response to an urgent customer request (Urban, no water) (NFPM 3a)	60 min	14.2 minutes (21)	15 minutes (3)
Resolution of an urgent customer request. (Urban, no water) (NFPM 3b)	8 working hours	10.58 hours (21)	0.67 hours (5)
Response to a non-urgent customer request (NFPM 3c)	5 days	1 days (377)	0.8 days (105)
Resolution of a non-urgent customer request (NFPM 3d)	14 days	1.8 days (377)	1.4 days (105)
Wastewater			
The number of dry weather overflows from Council's sewerage system, (per 1,000 connections) (NFPM 1 – 6004 Connections to the Network)	1	0	0
Response to an urgent customer request. (Blockage or fault) (NFPM 3a)	120 mins	39.5 minutes (38)	0 minutes (3)
Resolution of an urgent customer request. (Blockage or fault) (NFPM 3b)	8 hours	4.6 hours (38)	2.3 hours (3)
Response to a general customer request. (Complaints) (NFPM 3a)	8 hours	0.82 hours (8)	0.55 hours (1)
Resolution of a general customer request. (Complaints) (NFPM 3b)	5 days	<1 day (8)	<1 day (1)
Wastewater complaints received (per 1,000 connections) (NFPM 4) – 6004 Connections to the Network	10	1.3(8)	1.0 (18)
Stormwater			
Response to a customer request (Flooding event) (NFPM 3)	60 min	88 minutes (12)	95 minutes (2)
Stormwater complaints received (per 1,000 properties connected) (NFPM 4) Faults or blockages – 6004 Connections to the Network	8	3 (20)	1.17 (7)
Number of flooding events (that enters a habitable floor) – (NFPM 1a)	3	0	0
Number of habitable floors affected per 1,000 connected properties (per event) (NFPM 1b) – 6004 Connections to the Network	2	0	0

6. Meeting closed

Council Mission
Ensuring a sustainable environment for future generations
Encouraging participation by the people
Providing efficient quality services and facilities that meet the affordable needs and aspirations of the people