

Watercare

Quarter 4 Performance Report

For the period ending 30 June 2020

This report outlines the key performance of Watercare which includes water supply, and wastewater related activities and investments

Watercare Q4 summary

Highlights, issues & risks for the quarter

Risks: The major areas of focus in this quarter have been the response to the ongoing drought conditions and the impact of Covid-19:

- Covid-19:** Covid-19 affected all infrastructure projects, in terms of time and cost. All sites have now resumed operations, and the company has settled all Covid-19 claims with major contactors, except for the Central Interceptor, which due to the form of contract, requires a bespoke negotiation process. The full extent of the impact of Covid-19 has yet to be realised. Over Q4 we have been working closely with our counterparts at Council to assist with finding savings and reducing the pressure on Auckland Council's balance sheet.
- CI and Major Projects:** Potential impacts on personnel resourcing and supply chain. Due to border entry restrictions, critical staff may not be able to enter New Zealand. Ex-pat staff working in New Zealand, may also return home overseas, and not return to the project. Watercare is working collaboratively with Contractors to try and mitigate risks, however this is a significant risk both to the cost and completion of the CI and Major Projects.
- Drought:** Since the beginning of November 2019, Watercare's water storage lakes have received 24 per cent less rainfall than normal to 1 July 2020. Since early February 2020 Watercare has been implementing the Auckland metropolitan drought management plan. On 16 May 2020, Stage 1 water use restrictions were implemented and the call to "save 20" continued and was strengthened. Aucklanders have responded well by reducing their consumption but based on current long-range forecasts, water use restrictions could remain in place until at least Autumn 2021. To boost supply ahead of Summer 2020/2021, we are maximising production at our existing Waikato and Onehunga water treatment plants (which puts these plants under added stress, which is being actively managed). At Waikato we are building an additional plant that will provide an additional 50 MLD by May 2021. We are also working to return to service two former water sources at Hays Creek Dam in Papakura and at a bore in Pukekohe, to provide additional capacity by December 2020. We also have several programmes of work underway to reduce real water loss from the network, and our teams are focussed on ensuring leaks are detected and fixed promptly. A Drought Incident Team has been formed to manage the drought operations and to deliver these projects (\$224m of capital infrastructure).
- Health, Safety & Wellness:** Staff have been under stress due to the economic impact of Covid-19 and the ongoing work pressures of the drought. We also observed a spike in incidents, with ACC seeing a similar increase in injuries throughout New Zealand since a return to work, post-lockdown. We are leading meetings with our workers and key contractors to discuss this and are ensuring a physical and mental wellbeing programme is in place.

Highlights:

- Our Central Interceptor public education video, featuring Watercare team members, and their friends and families, won a silver award in the educational/informative category at the 2020 QUESTAR Awards. QUESTAR is an international festival that recognises the best commercials, TV content, in-house videos and web links from across the world.
- Watercare's 2019 Annual Report won the Communications Award in the Public Sector. For the 15th year in a row, the Watercare annual report also won a Gold Award for overall excellence in annual reporting. Watercare also won a Silver Award for Sustainability Reporting.

Financials	YTD	YTD budget	Actual v Budget
Capital delivery	576.4	618.2	(41.8)
Direct revenue	687.5	663.2	24.3
Direct Expenditure	282.5	228.4	(54.1)
Net direct revenue	405	434.8	(29.8)

Financial Commentary

Capital delivery: Capital expenditure finished at 93% (Q3: 90%). Most of the underspend is in two projects: Central Interceptor (\$54.4m) as budget was set prior to the finalisation of the phasing of delivery. Offsetting this is \$8.5m ahead of budget in Pukekohe WWTP upgrade as additional work was completed ahead of programme. See separate Central Interceptor report on page 3.

Direct revenue: Direct revenue is \$24.3m ahead of budget mainly due to increase in IGC and revenue associated with new developments (\$13.7m) and a Department of Corrections transfer of assets (\$8.3m).

Direct expenditure: Other direct expenditure is \$54.1m or 24% over budget due to higher water production costs associated with managing our historically low dam levels (additional treatment and energy of water from Waikato and alternative dam sources), drought management and the impact of Covid-19 'tools down' payments (\$26.9m). Variance also due to increased planned and unplanned maintenance (\$8.2m).

Key performance indicators

(Refer to pg. 9-11 for complete list)

	Previous Quarter	FY 20 Quarter 4		Status	Commentary
		Actual	Target		
The extent to which the local authority's drinking water complies with part 4 of the drinking water standards (bacteria compliance criteria)	100%	100%	100%	Met	
Median response time for resolution of urgent calls-outs: from the time that Watercare receives notification to the time that service personnel confirm resolution of the fault or interruption	2.90 hours	2.8 hours	≤ 5 hours	Met	

Strategic focus area – Central interceptor

Key commentary	Strategic context
<p>Up to 30 June 2020, a total of \$160.6m was spent delivering the Central Interceptor project against a total CI budget of \$1.269 billion. The forecast final cost is currently within the \$1.269 billion budget.</p> <p>Highlights</p> <ol style="list-style-type: none"> 1. Significant progress has been made at several project sites. The project is on programme and forecasting to be within budget. 2. Construction works were halted at all sites during Covid-19 Level 4 lockdown. Significant progress made by Watercare and the Contractor on a number of outstanding issues, such as preparation of management plans, design and safety and well-being plans. 3. The manufacture of the Tunnel Boring Machine which was relocated from China to Germany is nearing completion and remains on track for delivery in late November 2020. 4. Instruction was issued for the Grey Lynn Tunnel section. <p>Risks</p> <ol style="list-style-type: none"> 1. Covid-19 Risks: Potential impacts on personnel resourcing and supply chain. Due to border entry restrictions, critical staff may not be able to enter New Zealand. Ex-pat staff working in New Zealand, may also return home overseas, and not return to the project. Watercare is working collaboratively with Contractor to mitigate risks wherever possible. 2. Health, Safety & Wellbeing: Significant effort has been placed into ensuring that excellent health, safety and wellbeing outcomes will be achieved. A key focus continues to be on training and competency of the labour force on the project. 3. Contractual claims resulting in cost overruns: The risk relates to an event, such as unforeseen physical conditions or hyper cost escalation, occurring during construction that results in a valid claim by the Contractor. We continue to work with the Contractor to mitigate these risks where ever possible. 4. Impact on Operations: The commissioning and interface with existing operational assets is being managed through proactive risk planning of all works and developing appropriate contingency plans. 	<p>The CI is a 13km wastewater tunnel, running from Western Springs to the Māngere Wastewater Treatment Plant.</p> <p>The CI will increase the capacity of the wastewater network, replace aging infrastructure and reduce wet weather overflows in the catchment area by around 80%.</p> <p>It will be extended a further 1.625 km to Grey Lynn, allowing Auckland Council and Watercare to work towards the goals that form part of the Western Isthmus Water Quality Improvement Programme. Construction of the CI began mid-2019 and will be complete in 2025.</p>

Key programme of works	Status	Description	Outlook
Finalise design and lodge consents for the Grey Lynn Tunnel	On track	Consents issued without the need for a hearing due to the proactive work undertaken with the small number of submitters.	Final design of the terminal shafts being confirmed to incorporate the Western Isthmus works in that area. Section 181 notices now issued and two objections being worked through.
Commence physical works	On track	Significant progress at Māngere WWTP, May Rd, Keith Hay Park and Haycock Ave has been completed. The Diaphragm Wall for the Mangere Pump Station shaft is now complete, piling at Shaft A, May Rd now complete and existing houses demolished at Keith Hay Park and Haycock Avenue sites.	Shaft excavation at Mangere will commence in August. Piling work will continue at May Rd and site establishment work at Keith Hay Park and Haycock will also continue. Walmsley and Dundale sites set to commence in August.
Commence tunnelling	On track	Tunnelling is to commence in 2021, in line with the tendered programme to achieve contractual completion dates.	Single Tunnel Boring Machine (TBM) launching from Māngere WWTP. The TBM is being manufactured and assembled in Germany and is on track to be delivered late November 2020.
Main works into service	On track	The main works (Central Interceptor) are to go into service in late 2025.	This will include Grey Lynn Wastewater Tunnel extension.

Strategic focus area – Water supply investment

Key commentary

For the 12 months to 30 June 2020, \$182.9m was spent towards water supply investment against a year to date budget of \$189.6m.

Highlights

1. **Reducing non-revenue water loss:** Our network improvement programme includes proactive leak detection work using acoustic methods to find leaks that are not visible on the surface and therefore go unreported. Work in the Maungakiekie zone this year has identified leaks contributing to an estimated 1.8 million litres of daily water loss. Work to fix these leaks has already prevented about 1 million litres of water loss each day, and our crews are working through a repair programme to fix the outstanding leaks. Our leak detection programme will cover about 6,000km of pipes by this time next year. We spend about \$22 million a year replacing water pipes and their supporting infrastructure.
2. **Hunua 4 water tunnel:** This project, which caters for Auckland’s growing population and adds resilience to the water network, has been completed in 11 sections which started in 2012 and will be finished next year. In late June, the second last section between Newmarket and Khyber Pass road was completed. It was the longest pipejack in New Zealand, and the Southern Hemisphere. It is also the longest pipejack through hard-rock in the world. By tunnelling rather than trenching, we significantly reduced disruption to traffic, residents and businesses in Newmarket. The Tunnel Boring Machine is being refurbished and will soon commence the final drive under Manukau Road.

Strategic context

Watercare provides safe, reliable “Aa” grade drinking water to 1.6m Aucklanders.

The company collects, treats and distributes water from 27 water sources including the Waikato River, 12 dams, and underground aquifers.

We operate 15 water treatment plants, 91 water reservoirs, and over 9,000km of water pipes.

Key programme of works	Status	Description	Outlook
Hunua 4 Watermain	Delayed	This is a 31km pipe that will connect the reservoirs in Redoubt Road, Manukau to those in Khyber Pass, Newmarket providing security of water supply for a growing Auckland.	The last section of tunnelling from Newmarket to Khyber Pass Rd is complete. Preparation for the third and last tunnel drive is underway. Updated ETA for completion is mid-2021. Business risks remain manageable.
North Harbour No.2 Watermain	On track	This pipe will service growth in the north. It also provides an alternative route for conveying water from the west to the north to provide security and resilience.	Causeway reclamation ongoing and pipe-laying underway beside the North-Western motorway. Tunnel is also complete under the motorway.
Huia Water Treatment Plant replacement	On track	The plant is nearing the end of its operational life. It needs to be replaced to continue to supply a growing Auckland with high quality water from our western supply dams that supply around 20% of Auckland’s water.	A hearing of the resource consent application on the enabling works (earthworks and vegetation removal) commenced on 24 February. The hearing was adjourned to allow the site to be tested for kauri dieback. This testing has commenced and is expected to take approximately two months. The hearing will be reconvened on completion of the testing.
Nihotupu No.1 and Huia No.1 watermain replacement	On track	This project involves two critical watermains nearing the end of their design lives, which are being replaced.	Work is nearing completion in Golf Road and Mt Roskill is ongoing.

Strategic focus area – Wastewater investment

Key commentary

For the 12 months to 30 June 2020, \$354.3m was spent towards wastewater investment against a year to date budget of \$402.5m.

Highlights

1. **Auckland Council Water Supply and Wastewater Network Bylaw 2015 Review:** Watercare is working with Council staff to review this bylaw, which is legislatively required. A findings report has been prepared which recommends several amendments to the Bylaw. The review process continues and is due to be completed by August 2021.
2. **CI project design:** The CI project's design has been commended by the Infrastructure Sustainability Council of Australia (ISCA) and awarded "Leading" ISCA status, which is the leading rating. The verifiers said the CI submission was exemplary.
3. **Rosedale Wastewater Treatment Plant (WWTP) Upgrade and solar panel installation:** \$100m of works to upgrade this plant to cater for population growth are progressing well and are due for completion in November 2020. This follows the newly completed pond link (\$19.5m investment). We have also started works to install a solar array, that will float on the Rosedale WWTP pond, which will be New Zealand's largest solar array. Vector is installing the panels that are expected to generate around 1,480 megawatt hours of electricity each year, with zero emissions - enough power to run the equivalent of 200 average homes for a year. It will contain more than 2,700 solar panels and 3,000 floating pontoons (the Lights on Harbour Bridge have 248 panels).

Risks

1. **Resource management act compliance:** Due to the Covid-19 lockdown, remedial works on several wastewater treatment plant discharges were suspended, as the work was not considered "essential" during lockdown. Works recommenced under Alert Level 3, and are now all due to be complete by August 2020.

Strategic context

Watercare provides safe, reliable wastewater services to 1.6m Aucklanders.

We treat that wastewater to a high standard 24/7. The two main wastewater treatment plants servicing Auckland are at Māngere on the Manukau Harbour and Rosedale on the North Shore.

We have over 8,000km of wastewater pipes, 514 wastewater pump stations and 18 wastewater treatment plants.

Key programme of works	Status	Description	Outlook
Northern Interceptor	On track	This pipe will divert flows from Māngere to Rosedale. It will replace aged infrastructure, increase capacity of the network and reduce wet weather overflows.	Pipelaying progressing in Greenhithe and Albany. Causeway construction is ongoing. Tunnel is now complete under the motorway and pipe bridge has been lowered into place alongside the North Shore Golf Course.
Pukekohe Wastewater Treatment Plant upgrade	On track	The upgrade will provide capacity for population growth in the Pukekohe, Buckland, Tuakau and Pokeno catchment area.	Main construction works completion was adjusted for COVID-19 delay. The works have progressed with a well-planned restart in Level 3. The project has started tie-ins as well as progressed electrical and mechanical work and completed commissioning planning.
Sub-regional wastewater servicing – North East	On track	Upgrade will cater for population growth in Warkworth and Snells Beach and will produce high quality wastewater for discharge. Completion is due April 2022.	Warkworth to Snells Transfer Pipeline – Separable portion for the design part of the design & build contract has been awarded and design is currently underway. The contract for the physical portion is currently being finalised. Snells Beach WWTP the process design is complete and early works for the earthworks package will start in October. Snells-Algies Outfall construction is on track. The Direct Pipe micro-tunnelling machine has completed 1.8km of the 2km tunnel and is currently under the sea shore.
Sub-regional wastewater servicing – South West	On track	The scheme caters for population growth in Kingseat, Clarks Beach, Glenbrook Beach and Waiuku. Staged phasing to align with consents and developments require completion of conveyance by December 2022 and the expanded and upgraded wastewater treatment plant by June 2026.	The entire Southwest scheme is now back with planning due to developer commitment/constraints. Progress on the original Southwest solution has been stopped with a direction to explore alternatives that decouple the developer.
Western Isthmus Water Quality Improvement Programme (Joint programme with Healthy Waters)	On track	Watercare is investing \$412m over 10 years. Benefits include reduced wastewater overflows into the environment.	St Mary's Bay design works are have commenced. Herne Bay property investigations and preliminary design are underway. Investigations continue in the remainder of the catchment.

Other statement of intent focus areas

Water reform in New Zealand

- Government, through the DIA has released a proposal to transform the delivery of the three waters services.
- Key feature of the reform programme include:
 1. Water service delivery entities that are of significant scale (most likely multi-regional) to enable benefits from aggregation to be achieved over the medium to long term; asset owning entities with balance sheet separation, to support improved access to capital, alternative funding instruments and improved balance sheet strength; and structured as statutory entities with appropriate and relevant commercial disciplines and competency-based boards.
 2. Delivery of drinking water and wastewater services as a priority, with the ability to extend to stormwater service provision only where effective and efficient to do so.
 3. Publicly owned entities, with preference for collective ownership.
 4. Mechanisms for enabling Iwi/Māori and communities to provide input in relation to the new entities.
- The reform process proposed to be on an “opt-in” basis.
- This reform process could have implications for the geographic areas of operation and ownership of Watercare.
- In August 2020, the Governing Body will be asked to consider whether Auckland Council will opt in to the reform process.

Lutra Limited

- On 24 January 2020, Watercare became a 67% shareholder of Wellington-based software and process engineering company, Lutra.
- Lutra’s four main service areas are: Process Control: Infrastructure Data operations management software, Technical Support and Online Training of operational staff.
- Covid-19 resulted in a number of projects being put on hold and revenue declined. However, the company recovered in May and the company’s forward works programme is healthy. New staff members are being recruited.
- The company provided a number of initiatives to support industry during the Covid-19 crisis, including free online training for back-up water and wastewater operators (960hrs of training were logged) and a national 24/7 operations support helpline for DIA.
- **Engineering process control and technical support:** Lutra has over 50 projects in progress.
- **Infrastructure Data (ID) operations management software:** Around 20 active projects are in progress, and development of ID2 has commenced.
- **SOI:** Lutra’s draft Statement of Intent for 2020-2023 was submitted to the Watercare Board in June 2020.

Contribution towards Māori outcomes

- Our focus is shifting from Maori Engagement to Maori Outcomes in line with the approach being taken by Auckland Council. Over Q4, we have continued communications with Mana whenua ō Tāmaki Makaurau and the Mana whenua Managers Kaitiaki Forum regarding the severe drought.
- Kaitiakitanga outcomes (particularly water):**
- In Q4 Watercare attended various hui with Iwi regarding the Waikato Awa water consents, which included the Waikato - Tamaki Whakaaetanga (Agreement) Summit Joint Meeting involving Waikato Regional Council, Waikato-Tainui, Waikato River Authority, Mayor Goff and Auckland Council and Watercare at the Te Whakakitenga Chambers, Hopuhopu.
 - Other hui included discussions regarding the relationship with the Waikato Awa, with the above parties, as well as Te Taniwha o Waikato, Ngāti Te Ata, Ngāti Tamaoho and Te Ākitai Waiōhua.
- Māori Identity and Culture**
- At the Central Interceptor project, all new workers undergo mana whenua cultural inductions.
 - There has been mana whenua engagement with Ngāti Te Ata, Ngāti Tamaoho, Te Ākitai Waiōhua and Ngāi Tai ki Tāmaki regarding the Papakura (Cossey’s) and Pukekohe bores projects.
 - We also continue to meet to collaborate with Council on Maori outcomes, and in June, met with Ngā Mātārae Māori representative Deane Rose Ngāti - Tua (Auckland Council).
 - In Q4, Te Ākitai Waiōhua led site blessing for the construction of a pedestrian bridge to the bird hide on the Watercare Coastal Foreshore Walkway, and Ngāti Whanaunga Mana whenua led a site blessing and karakia at the North Shore Memorial Park for the Northern Interceptor project.

Waikato District Council

- On 1 October 2019, Watercare commenced delivering drinking water, wastewater and stormwater services in the Waikato district under a contract of service.
- WDC Staff have adapted to Watercare well and there have been no resignations. All vacancies at the time of transition have now been filled.
- Operational KPIs are being maintained and improvements are being made to operational systems. Work is progressing on long-overdue applications for discharge consents at Raglan, Te Kauwhata and Meremere.
- The 2021-2024 Asset Management Plan and a Business Plan for the 2020/2021 financial year was completed and submitted to WDC for review on the 30th of June 2020. This was a major milestone and a culmination of 5 months of work by the team.
- Work continues on preparing discharge consent applications for Raglan, Meremere and Te Kauwhata.
- There were no significant treatment plant or network outages in Q4.

Watercare Q4 financials



Direct operating performance

\$(millions)	Notes	FY 19	FY 20 Quarter 4 YTD (UNAUDITED)			FY 20
		Actual	Actual	Budget	Variance	Budget
Net direct revenue		425.7	404.9	434.8	(29.9)	434.8
Direct revenue	A	653.0	687.5	663.2	24.3	663.2
Fees & user charges		515.6	534.1	527.8	6.3	527.8
Operating grants and subsidies		-	-	-	-	-
Other direct revenue		137.4	153.4	135.4	18	135.4
Direct expenditure		227.3	282.5	228.4	(54.1)	228.4
Employee benefits		74.0	85.3	78.6	(6.7)	78.5
Grants, contributions & sponsors		0.4	0.3	0.6	0.3	0.7
Other direct expenditure	B	152.9	196.9	149.2	(47.7)	149.2
Other key operating lines						
AC operating funding		-	-	-	-	-
AC capital funding		-	-	-	-	-
Vested assets		62.2	64.5	20.7	43.8	20.8
Depreciation		244.9	252.1	252.4	0.3	252.4
Net interest expense		86.2	81.7	102.0	20.3	102.0



Financial Commentary

A: Direct revenue is \$24.3m ahead of budget mainly due to increase in IGC and revenue associated with new developments (\$13.7m) and a Department of Corrections transfer of assets (\$8.3m).

B: Other direct expenditure is \$54.1m or 24% over budget due to higher water production costs associated with managing our historically low dam levels (additional treatment and energy of water from Waikato and alternative dam sources), drought management and the impact of Covid-19 'tools down' payments (\$26.9m). Variance also due to increased planned and unplanned maintenance (\$8.2m).

Employee benefits is over budget primarily due to additional resources being needed to manage Covid 19 and the drought response.

Financial Risks

- Capital Funding:** Maintaining financial liquidity, specifically Auckland Council's debt to revenue ratios which has the potential to constrain the Auckland Council group including Watercare's planned capital programme. Council's debt limit has been reviewed and a slowdown in group capital expenditure has improved short term headroom.
- Major project cost overrun:** The work to transition to the new Enterprise Model infrastructure delivery framework is now complete with Fletcher Building and Fulton Hogan appointed as delivery partners for future capital projects valued over \$2m and under \$150m.

Watercare Q4 performance measures (Unaudited)

Key performance indicators	Previous	FY 20 Quarter 4		Status	Commentary
	Year	Actual	Target		
<p>Note: Watercare has a total of 14 LTP measures and 16 SOI measures. Non-LTP measures are marked with an * For the 3 months to 31 March 2020, 13 measures are tracked monthly. Three measures will be reported on at year end. In Q4, we met 13 of the 13 measures we track and report on monthly.</p>					
The extent to which the local authority's drinking water complies with part 4 of the drinking water standards (bacteria compliance criteria)	100%	100%	100%	Met	
The extent to which the local authority's drinking water complies with part 5 of the drinking water standards (protozoal compliance criteria)	100%	100%	100%	Met	
Average number of wet weather overflows per engineered overflow point per discharge location in the transmission system *	1.21	1.46	<2 per year	Met	
The number of dry weather overflows from Watercare's sewerage system, expressed per 1000 sewerage connections to that sewerage system	0.59	0.9	≤ 5	Met	
Median response time for attendance for urgent call-outs: from the time that Watercare receives notification to the time that service personnel reach the site	50 mins	51 mins	≤ 60 mins	Met	
Median response time for resolution of urgent call-outs: from the time that Watercare receives notification to the time that service personnel confirm resolution of the fault or interruption	2.80 hours	2.80 hours	≤ 5 hours	Met	
Median response time for attendance for non-urgent call-outs: from the time that Watercare receives notification to the time that service personnel reach the site	1.30 days	1.70 days	≤ 5 days	Met	

Key performance indicators	Previous Year	FY 20 Quarter 4		Status	Commentary
		Actual	Target		
Median response time for resolution of non-urgent call-outs: from the time that Watercare receives notification to the time that service personnel confirm resolution of the fault or interruption	2.1 days	2.1 days	≤ 6 days	Met	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance - from the time that Watercare receives notification to the time that service personnel reach the site	43 mins	42 mins	≤ 60 mins	Met	
The average consumption of drinking water per day per resident (gross PCC) (12 month rolling average)	270.7	269	264 +/- 2.5%	Met	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution - from the time that Watercare receives notification to the time that service personnel confirm resolution of the blockage or other fault	2.8 hours	2.6 hours	≤ 5 hours	Met	
The total number of complaints received by Watercare about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) the territorial authority's response to issues with its sewerage system.	18.4	19.8	≤ 50	Met	
The percentage of real water loss from Watercare's networked reticulation system (rolling 12 month average)	13.1%	13.3% for 12 months to January 2020	≤ 13%	Not Met	With data being incomplete from February onwards due reporting two months in arrears and then COVID lockdown through March and April, this has created issues on being able read meters over this time and provide accurate numbers for the purpose of this reporting. With this in mind the team have opted to report February 19 – January 20 to ensure that we are providing a 12month summary of performance. Reducing real water loss from the network is an area of focus for our drought response.

Key performance indicators	Previous Quarter	FY 20 Quarter 4		Status	Commentary
		Actual	Target		
Net Promoter score – strive to achieve a score of >30	48	43	>33	Met	
Compliance with Watercare’s resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by Watercare in relation to those resource consents	0	0	a) ≤2 b) ≤2 c) ≤2 d) 0	Met	
The total number of complaints received by Watercare about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply f) Watercare’s response to any of these issues.	4.2	3.8	≤ 10	Met	