

30 March 2021

Mr John Finnegan

Via Email: [fyi-request-14968-7ef8e3ef@requests.fyi.org.nz](mailto:fyi-request-14968-7ef8e3ef@requests.fyi.org.nz)

Dear Mr Finnegan

**REQUEST FOR INFORMATION UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987**

On 24 March 2021, Watercare received from Auckland Council, your request for information relating to the handling of faults and complaints.

Our Response

**Attending and resolving faults**

**2019/20:**

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	2.9 hours
Non-urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤5 days	1.7 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	2.4 hours

**2018/19:**

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

**2017/18:**

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	54 mins
	Median time taken by our crews to resolve the fault	≤5 hours	3 hours
Non-urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤3 days	3 days
	Median time taken by our crews to resolve the fault	≤6 days	3 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	48 mins
	Median time taken by our crews to resolve the overflows caused by blockages or other faults	≤5hours	3 hours



**2016/17:**

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	41 mins
	Median time taken by our crews to resolve the fault	≤5 hours	3 hours
Non-urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤3 days	1 day
	Median time taken by our crews to resolve the fault	≤6 days	2 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	50 mins
	Median time taken by our crews to resolve the overflows caused by blockages or other faults	≤5 hours	3 hours

**2015/16:**

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	44 mins
	Median time taken by our crews to resolve the fault	≤5 hours	3.1 hours
Non-urgent faults on the water network	Median time taken by our crews to attend to the call-outs	≤3 days	3 days
	Median time taken by our crews to resolve the fault	≤6 days	4.3 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	46 mins
	Median time taken by our crews to resolve the overflows caused by blockages or other faults	≤5 hours	2.9 hours

To enable comprehensive reporting, we categorise complaints into two types:

- transactional complaints such as price increases, account maintenance, employee behaviour, payments and refunds
- network complaints received about drinking water quality and wastewater issues.

## Transactional complaints

2015/16	2016/17	2017/18	2018/19	2019/20
Of the 742 complaints received in 2015/16, 93.5% (694) were resolved within the stipulated 10-day period, against a target of 95%.	In 2016/17, 709 complaints were received and of these complaints, 98% (695) were resolved within the stipulated 10-day period, against a target of 95% or more.	In 2017/18, 848 complaints were received and of these complaints, 98% (833) were resolved within the stipulated 10-day period, against a target of 95% or more.	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.	In 2019/20, 1010 complaints were received and of these complaints, 95% (955) were resolved within the stipulated 10-day period, meeting the target of 95% or more.

## Network complaints

### 2019/20

Water (type of complaint)	Number	Percentage	Wastewater (type of complaint)	Number	Percentage
Low water pressure medium	406	12.89%	Sewer odour	1,150	13.03%
Water complaint illness	26	0.83%	Sewer third-party damage	37	0.42%
Discoloured water	1172	37.21%	Sewer incident	89	1.01%
Water low pressure (routine)	170	5.40%	Sewer manhole (urgent)	117	1.33%
Water low pressure (urgent)	1061	33.68%	Sewer pipe broken	5	0.06%
Water quality flush	73	2.32%	Sewer pump station (routine)	97	1.10%
Tainted water	242	7.68%	Sewer safety problem (urgent)	21	0.24%
			Sewer Overflow / Blockage	7,311	82.83%

\*There were no sewer manhole (routine) complaints in 2019/20.

**2018/19**

Water (type of complaint)	Number	Percentage	Wastewater (type of complaint)	Number	Percentage
Low water pressure (medium)	6	0.31%	Sewer odour	879	10.86%
illness complaint	33	1.70%	Sewer third-party damage	52	0.64%
Discoloured water	1134	58.27%	Sewer incident	25	0.31%
Water low pressure (routine)	25	1.28%	Sewer manhole (routine)	427	5.28%
Water low pressure (urgent)	487	25.03%	Sewer manhole (urgent)	66	0.82%
Flush water quality	35	1.80%	Sewer pipe broken	9	0.11%
Tainted water	226	11.61%	Sewer pump station (routine)	46	0.57%
			Sewer safety problem (urgent)	31	0.38%
			Sewer Overflow / Blockage	6558	81.03%

**2017/18**

Water (type of complaint)	Number	Percentage	Wastewater (type of complaint)	Number	Percentage
Low water pressure (medium)	13	0.69%	Sewer odour	485	6.04%
illness complaint	65	3.45%	Sewer third-party damage	51	0.64%
Discoloured water	1164	61.78%	Sewer incident	14	0.17%
Water low pressure (routine)	69	3.66%	Sewer manhole (routine)	604	7.52%
Water low pressure (urgent)	317	16.83%	Sewer manhole (urgent)	85	1.06%
Flush water quality	64	3.40%	Sewer pipe broken	25	0.31%
Tainted water	192	10.19%	Sewer pump station (routine)	40	0.50%
			Sewer safety problem (urgent)	98	1.22%
			Sewer Overflow / Blockage	6629	82.54%



2016/17

Water (type of complaint)	Number	Percentage	Wastewater (type of complaint)	Number	Percentage
Low water pressure (medium)	<b>466</b>	19.66%	Sewer odour	<b>602</b>	5.87%
illness complaint	<b>64</b>	2.70%	Sewer third-party damage	<b>56</b>	0.55%
Discoloured water	<b>1060</b>	44.73%	Sewer incident	<b>17</b>	0.17%
Water low pressure (routine)	<b>72</b>	3.04%	Sewer manhole (routine)	<b>687</b>	6.70%
Water low pressure (urgent)	<b>389</b>	16.41%	Sewer manhole (urgent)	<b>125</b>	1.22%
Flush water quality	<b>57</b>	2.41%	Sewer pipe broken	<b>64</b>	0.62%
Tainted water	<b>262</b>	11.05%	Sewer pump station (routine)	<b>28</b>	0.27%
			Sewer safety problem (urgent)	<b>216</b>	2.11%
			Sewer Overflow / Blockage	<b>8461</b>	82.50%

2015/16

Water (type of complaint)	Number	Percentage	Wastewater (type of complaint)	Number	Percentage
Low water pressure (medium)	454	19.04%	Sewer odour	763	8.64%
illness complaint	44	1.84%	Sewer third-party damage	66	0.75%
Discoloured water	983	41.22%	Sewer incident	13	0.15%
Water low pressure (routine)	123	5.16%	Sewer manhole (routine)	558	6.32%
Water low pressure (urgent)	389	16.31%	Sewer manhole (urgent)	153	1.73%
Flush water quality	71	2.98%	Sewer pipe broken	95	1.08%
Tainted water	321	13.46%	Sewer pump station (routine)	82	0.93%
			Sewer safety problem (urgent)	217	2.46%
			Sewer Overflow / Blockage	6884	77.95%

Yours sincerely



Evan James  
Head of Customer Care  
Watercare Services Limited