

6 September 2022

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Wastewater Questions

Tēnā koutou katoa

We received an email from Cr Dyer asking the following.

Relating to key performance indicators and satisfaction with the wastewater services, (Page 86 of the [Policy, Finance and Strategy Committee agenda](#))

Was the question that was asked the same as in previous years? The comment on variance talks about leaks and flooding. These aren't usually things associated with wastewater, which might explain why the performance was only 78% this year?

The response from officers follows:

There was a subtle change to how the question was worded between the 2022 survey (by Public Voice) and 2021 (by Key Research).

There was also a change in the rating scale method used between the surveys.

In 2021 the question pertaining to wastewater asked: 'On the scale of 1- 10, how would you rate your satisfaction with the reliability of the sewage system'.

In 2022 the question was reworded and asked:

Please rate your level of satisfaction or dissatisfaction with the following

Very dissatisfied / Dissatisfied / Neutral / Satisfied / Very satisfied / Don't know / Don't access

- The reliability of the wastewater (sewer) system*

The change in wording and the change in rating scale could be material to any apparent variation in satisfaction levels between years. In other words, any difference in satisfaction could be, at least partially, attributed to a change in survey methodology.

Regarding variance comments about leaks flooding, residents gave comment about water supply in general which is why they were tagged against these question areas.

Ngā mihi nui,

Democratic Services Team