

THIRD SCHEDULE – WRC, SERVICE SPECIFICATION & PERFORMANCE STANDARDS

TASK REQUIRED	TASK DESCRIPTION	WORKLOAD INDICATORS	RELEVANT POLICIES & STANDARDS	TASK CONSIDERED WITHIN THE SCOPE OF FEE	PERFORMANCE MEASURES	PERFORMANCE STANDARD		APPROX CONTRACT VALUE \$	ACHIEVEMENT +ve \$	FAILURE -ve \$
						Reward Level	Deduction Level			
A) Water Quality	Proactive management of the system and undertake all remedial action to ensure full compliance with water quality standards.	Refer "Fifth Schedule WCC Equipment" The Laboratory Services (LS) contract is administered and paid by WCC.	b Drinking Water Standards for NZ, 1995. ➤ WCC Technical Specification	Supplier to manage & maintain network, undertake all appropriate remedial action as required and co-ordinate water quality testing with Laboratory Services (LS). LS to collect and test samples. Liase with Bulk Supplier as appropriate.	We will monitor the quality of water at the designated sampling points and compare with the values as set out in the NZ Drinking-water Standards and report accordingly,	100%	100%	\$10,000	+\$100	-\$100
	Respond, investigate and undertake remedial action for all water quality complaints	Refer "Fifth Schedule WCC Equipment"	3 Drinking Water Standards for NZ, 1995. 3 WCC Technical Specification	Supplier to manage & maintain network, undertake all appropriate remedial action as required and co-ordinate water quality testing. Collect and test water samples.	We will collect and test samples following water quality complaints within 4 hours of complaint being received. These samples will be taken before and after flushing the supply. We will notify the complainant verbally on receipt of analysis. This information to be confirmed in writing within 5 working days of collecting samples. We will copy all correspondence and test results to WCC.	95%	85%	\$30,000	+\$300	-\$300
	On receipt of quality complaint due to system operation			Undertake all flushing of mains and dead ends including the scouring of rider mains and mains as required	We will carry out all necessary work in accordance with specification within 4 hours.	95%	85%	\$30,000	+\$300	-\$300
B) Continuity of Supply	➤ Maintain minimum pressure at the point of supply.	Refer "Fifth Schedule WCC Equipment"	b Wellington Consolidated Bylaw 1991 & 1995 (Part 20 – Water Supply)	Investigate customer complaints relating to continuity of supply (pressure & flow).	We will respond to complaints within 24 hours	95%	85%	\$30,000	+\$300	-\$300
	➤ Undertake planned maintenance ➤ Undertake pressure and flow tests as required.	Refer Pressure Zone Map "Critical User List and Key Account Customers" (Initial list supplied and maintained by WCC. List of "Low Pressure Users (<20m)" to be supplied by WCC	b NZ Fire Service Code of Practice ➤ WCC Code Of Practice for Land Development ➤ Water Supply Protection Regulations 1961 b WCC Technical Specification 3 Normal delivery pressure at the Council's point of supply never to be < 20m except for properties that currently do not meet this minimum standard.	On receipt of complaint from customer relating to loss of supply.	We will respond within 30 minutes. We will restore supply within 8 hours or arrange for temporary supply to be provided.	95%	85%	\$300,000	+\$3,000	-\$3,000

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C) Customer service & Public Communication	Ensure adequate notification is given of all planned & unplanned shutdowns. Provide temporary water supply Respond to all correspondence promptly Provide an effective customer/telephone enquiry service.	All public interface and enquiries. Refer "Fifth Schedule WCC Equipment" This shall be a 24hr/7 day per week service	WCC protocol/ strategy/ communication. Note 1: All Suppliers correspondence, in respect to this Agreement shall include WCC's and the Suppliers Logo. Note 2: All Suppliers vehicles and machinery, in respect to this Agreement shall be identified by WCC and Suppliers Logo. WCC Technical Specification "Critical User List" "Key Account Users" "Low Pressure Users"	Planned Shutdowns	We will notify all affected customers and WCC in writing at least 24 hours prior to shutdown time. We will provide a temporary water supply if shutdown expected to last in excess of 12 hours. On restoration of supply we will notify all affected customers personally or by letter drop that an interruption to their supply has occurred.	95%	95%	\$55,000	+\$550	-\$550				
						Unplanned Shutdowns	We will notify all affected customers including WCC Personally or by PA system or local radio prior to the shutdown occurring. On restoration of supply we will notify all affected customers personally or by letter drop that an interruption to their supply has occurred.	95%	95%	\$50,000	+\$500	-\$500		
								Management of correspondence	We will provide an interim response within 3 working days and a full response within 10 working days.	95%	85%	\$30,000	+\$300	-\$300
										Customer and telephone activities	We will answer all telephone calls in a prompt, Polite and courteous manner.	100%	95%	\$100,000
D) Information Transfer and Liaison with External Utilities, Contractors, Consultants and the general public	Provide an effective mark-out & location service Information provision and transfer. Liaison with External Utilities, Contractors and Consultants. Provide an effective counter service.	Provision of a user-friendly service to noted external agencies. Refer "Fifth Schedule WCC Equipment"	WCC Technical Specification. Note - Confidentiality clause applies.	<ul style="list-style-type: none"> ➤ Action all requests for mark outs. ➤ Supply critical user list and key account list to contractors and consultants as requested ➤ Provide pressure & flow test results to contractors and consultants where information held. 	We will respond to requests for information from system plans within 2 working days or as agreed with applicant.	95%	90%	\$160,000	+\$1,600	-\$1,600				
E) System Records and As-builts	Maintain, update and store 1:500 and 1:3000 paper based plan record system. Issue plans as required.	Entire WCC Water Supply Network within WCC boundaries	<ul style="list-style-type: none"> b WCC Technical Specification b All Relevant Manufacturers specifications, recommendations and maintenance requirements ➤ All related standards, regulations and codes of practice 	Update all paper based and electronic operational and detailed plans. Work activities may change from paper based to electronic during the course of the contract. Work content to be limited to actual budget included in lump sum.	Reissue 1:3000 operational series plans following substantial revision. Update 1:500 plans within one month of work completed.	95%	85%	\$73,000	+\$730	-\$730				

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F) Process all applications in accordance with the relevant policies & standards.	Process all applications for building consents, subdivisions, LIMs & PIMs in a timely and professional manner. Keep sufficient records of applications to meet legislative requirements and to assist in future enquires.	Entire WCC Water Supply Network as indicated on GIS, CONFIRM, related maps & plans.	All related standards, acts, regulations & codes of practice Specifically: a Resource Management Act 1991 b Building Act 1991 b Local Government Act 1974 b Health Act 1956 b Wellington Consolidated Bylaw 1995 Part 20 (Water Supply) b Water Supplies Protection Regulations 1961 b Plumbing & Drainage Regulations 1978 > Water Supply Technical Specification > WCC Code of Practice for Land Development > NZ Fire Service Code of Practice	Building Consents, LIM & PIM Ensure all new Subdivisions make adequate provision for water supply Water Service & Fire Connection Application processing	We will respond to requests made through the Wellington City Council Teamwork system within 5 working days.	95%	90%	\$170,000	+\$1,700	-\$1,700
					We will respond within 10 working days or as required by ECBU. Scheme plans cleared within 7 working days.					
					We will respond within 10 working days.					
G) Quality Control	Ensure compliance with all contractual specifications Enforcement of WCC Bylaws & Standards NB: Approval must be sought for the use of materials not specified in the technical specification.	Refer "Fifth Schedule WCC Equipment"	> WCC Technical Specification b All Relevant Manufacturers specifications, recommendations and maintenance requirements b All related standards, regulations and codes of practice	Ensuring all service activity undertaken on the Network comply with noted quality procedures.	We will ensure that all work is carried out in accordance with the Specification and relevant Codes of Practice in such a manner that return visits to correct defective workmanship are not necessary within 20 working days of the work being carried out.	95%	90%	\$1,800,000	+\$18,000	-\$18,000
H) Responsive and Reactive Repairs – Includes all resources, labour, materials, plant, equipment and reinstatement.	Remedial or Breakdown Network maintenance activity Also includes repairs undertaken post planned preventative maintenance. Liaise with other service authorities as required.	Refer "Fifth Schedule WCC Equipment" Note: Leak Definition; Significant – 2 litres/minute. This shall be a 24hr/7 day per week service	> WCC Technical Specification b All Relevant Manufacturers specifications, recommendations and maintenance requirements b All related standards, regulations and codes of practice	Significant Leaks	We will carry out an inspection on site within 30 minutes of report being received and we will restore supply within 8 hours. We will notify the affected customer/s of our actions by telephone. We will backfill within 1 working day of supply being restored. We will carry out final reinstatement within 3 working days of supply being restored subject to weather conditions.	95%	85%	\$800,000	+\$8,000	-\$8,000
				Non-significant leak and non specific source leakage Identify & complete all repairs for all reported incidents of non-specific source leakage.	We will carry out an investigation within 30 minutes. We will notify the affected customer/s of our actions by telephone. We will carry out repairs within 3 working days of location of leak. We will backfill within 1 working day of leak repair. We will carry out final reinstatement within 9 working days of location of leak subject to weather conditions.	95%	85%	\$800,000	+\$8,000	-\$8,000

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I) Emergency Response	Provide civil defence support. Prepare a contingency plan that covers all emergency events i.e. significant leak/water loss , serious water quality health risk and earthquakes etc.	Refer "Fifth Schedule WCC Equipment"	<ul style="list-style-type: none"> ➤ WCC Technical Specification ➤ WCC Emergency Procedures, Policies and Plans 3 Drinking Water Standards for New Zealand, 1995. 3 Suppliers, Water Contingency Plan 	Provide assistance with any Civil Defence situation and assist with approved water contingency plan.	Outside Lump Sum Fee					
J) Reporting	Preparation of all monthly reports Preparation of all special reports as required. Collection, recording & reporting of all information for CONFIRM.	Refer "Fifth Schedule WCC Equipment"	<ul style="list-style-type: none"> ➤ WCC Technical Specification ➤ All Relevant Manufacturers specifications, recommendations and maintenance requirements ➤ All related standards, regulations and codes of practice 	<p>Ensure all reports are accurate and submitted in a timely manner.</p> <p>Ensure the collection, recording & reporting of all information for CONFIRM is accurate and complete.</p> <p>Ensure all service requests logged into CONFIRM are acknowledged within 15 min.</p>	<p>We will submit Monthly Reports within 5 working days from the end of each month.</p> <p>We will submit Special Reports within three weeks of the request or as agreed with WCC.</p> <p>We will ensure that all records are maintained in CONFIRM and will participate in the future development of this system. All further development costs to be borne by the Principal.</p>	100%	100%	\$30,000	+\$300	-\$300
K) Reticulation System Planned Maintenance. Includes all resources, labour, Materials, plant and equipment.	Provide recommendations on capital work requirements and ways to optimise or reduce asset lifecycle costs.	Refer "Fifth Schedule WCC Equipment"	<ul style="list-style-type: none"> ➤ WCC Technical Specification ➤ All Relevant Manufacturers specifications, recommendations and maintenance requirements ➤ All related standards, regulations and codes of practice ➤ Approved Planned Proactive Maintenance program ➤ Refer ninth schedule 	Provide at least annual recommendations 0" capital work requirements & optimisation of asset lifecycle costs.	Submit recommendations by 30 June each year and update recommendations by 1 April of the following year (for the next annual planning cycle).	100%	100%	\$5,000	+\$50	-\$50
L) Damages	Repair all third party damages and provide accurate and adequate information to recover the cost.	Refer "Fifth Schedule WCC Equipment"	<ul style="list-style-type: none"> ➤ WCC Technical Specification ➤ All Relevant Manufacturers specifications, recommendations and maintenance requirements 3 All related standards, regulations and codes of practice 	<p>Repair all third party damages.</p> <p>Provide a" accurate assessment of costs to complete the repair & other information as may be required.</p>	<p>We will attend on site within 30 minutes.</p> <p>We will complete repairs within 8 hours.</p> <p>If required by WCC we will arrange for backfill within 1 working day.</p> <p>If required we will arrange for final reinstatement within 3 working days subject to weather conditions.</p> <p>We will submit a detailed invoice to WCC within 6 weeks of completing repair.</p>	95%	85%	\$120,000	+\$1,200	-\$1,200
M) Pump Station, Reservoir & District/Area Meters Planned Maintenance. Includes all resources, labour, materials, plant and equipment.	Provide recommendations on capital work requirements and ways to optimise or reduce asset lifecycle costs.	Refer "Fifth Schedule WCC Equipment"	<ul style="list-style-type: none"> ➤ All Relevant Manufacturers specifications, recommendations and maintenance requirements ➤ All related standards, regulations and codes of practice 	Provide at least annual recommendations on capital work requirements & optimisation of asset lifecycle costs.	We will submit recommendations by 30 June each year and update recommendations by 1 April of the following year (for the next annual planning cycle).	100%	100%	\$5,000	+\$50	

LATEST REVISIONS MADE ON 14/07/00 @ 13:20

Service Specifications. WCC- Water 1

Page 4

Attachment to Report PE-00,546
Page 4 of 5

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N) Pump Station, Reservoir & District/ Area meters Responsive and Reactive Repairs Includes all resources, labour, materials, plant and equipment.	3 Monitor & Control Inflow & Outflow. Monitor & respond to all alarms. ➤ Report on consumption & unusual usage ➤ Remedial or Breakdown maintenance activity	Refer "Fifth Schedule WCC Equipment" This shall be a 24hr/7 day per week service	➤ All Relevant Manufacturers specifications, recommendations and maintenance requirements ➤ All related standards, regulations and codes of practice	Response to all alarms, customer enquires or identified leaks Identify operational problem, make temporary repair	➤ We will respond immediately and make temporary repair to ensure system remains operable. ➤ We will notify the WCC engineer within 24hours if urgent replacement or significant repair required.	95%	85%	\$300,000	+\$3,000	-\$3,000
0) Record Water Usage, Informtion Transfer, Customer Service & Public Liaison	Facilitate the accurate recording of water usage from both domestic and commercial properties on a regular basis Submit to WCC on a regular basis accurate records as to volume of water usage per metered location as per Fifth Schedule WCC Water Meters Liase with public on issues regarding access and security when entering private property	Refer "Fifth Schedule WCC Water Meters" Only approved class C or combination meters shall be installed.	3 All related standards, regulations and codes of practice 3 All Relevant Manufacturers specifications, recommendations ➤ WCC Technical Specification ➤ Supplier Quality Plan ➤ WCC protocol/ strategy/ communication ➤ Reading Times: External residential meters, Monday to Friday, 7.30am – 6pm, Saturday 8am – 4pm; Internal residential meters, Monday to Friday 8am – 5pm, Saturday 3am-4pm; Commercial meters Normal business hours.	Obtain and record supply meter readings for all meters scheduled for reading according to Fifth Schedule WCC Water Meters Manual entry of water usage data into WCC billing database. Notification of access requirements. Correspondence regarding issues of access and security. Gaining required keys and warrants for access	All meters able to be read & scheduled for reading are read as per Fifth Schedule WCC Water Meters. Immediately notify WCC Manager of any network or meter faults. All removed meters must be returned to WCC. Meters shall only be repaired by approved manufactures. All usage data entered correctly onto the WCC billing database by 23 rd of each month. Record reasons if known why meters couldn't be read are low or nil consumption or unusual usage (water used for unoccupied properties, 20% difference from average, illegal consumption). 24 Hr notice to be given if access required No repeat complaint's	100%	100%	\$ 165,000	\$1,650	\$1,650
P) EXCLUSIONS	<ol style="list-style-type: none"> Supply of replacement valves, tees at or above 500(NB)mm diameter. When the quantum of work activities exceeds the agreed then WRC will be entitled to claim for excess quantities. Increase costs. Any adverse increase in costs such as materials in excess of 5% from 1 July 2000 will be borne by the principal and measured as a variation to the contract. The replacement of domestic services in excess of 4.00 m long. Any work that is not detailed or fully described in the Contract. Any work associated with the development of leak detection. Any allowances for the development of routine maintenance schedules. Any allowance for any required involvement with NZ Fire Service. Any allowance for Traffic Management on State Highways. Any allowance for the annual inspection of all Pressure Reducing Valves. Any allowance for any work involved in shutdowns and valve operations associated with Capex schemes. Any allowance to proactively manage and reduce the percentage of real water losses. Any claim for consequential damages and downstream plumbing problems when all reasonable precautions have been taken by WRC. Under the agreed terms of the new contract 2000-2001 Wellington Regional Council under the fixed sum will undertake to purchase all materials and fittings associated with work including all meters, identified under Sections M.1, M.2, M. and M.4 of the Schedule of Rates 1998-2000 apart from: <ol style="list-style-type: none"> Any materials which are required for work outside the scope of the work identified above. Provision of any PRV's which are to be supplied free of charge by the Wellington City Council. Provision of any item of equipment required for Pumping Station Maintenance in excess of \$300.00 per item. Any required valve ball manifold and box is to be supplied free of charge by Wellington City Council and will be installed under a variation order. Trenching fees, SON's to be borne by the client. The August 1999 Code of Practice for Working on the Road is the required standard, any agreed increase in costs between the 1998 and 1999 Codes of Practice will be treated as a Variation. 									