



# **Exceptions Report**

**For the month of April 2021**

**Financial Report**

**Capital Programme**

**Programme Exceptions**

**Significant Projects**

**Procurement**

**Building and Resource Consents**

**Customer Services**

# Financial Report

## Statement of Operating and Capital Performance

	This Month 30 April 2021			Indicator	Year to 30 April 2021			Indicator	Whole Year	
	Actual \$'000	Annual Plan \$'000	Variance \$'000		Actual \$'000	Annual Plan \$'000	Variance \$'000		Annual Plan \$'000	Forecast \$'000
Rates	3,029	3,148	(119)	●	33,009	32,434	576	●	38,780	39,400
Activity Revenue and Other Income	682	515	167	●	7,092	5,154	1,938	●	6,454	7,545
Subsidies and Grants - Operational	449	336	113	●	9,147	4,021	5,126	●	4,809	9,613
<b>Total Operating Income</b>	<b>4,160</b>	<b>3,999</b>	<b>161</b>	●	<b>49,249</b>	<b>41,609</b>	<b>7,640</b>	●	<b>50,042</b>	<b>56,558</b>
Employee Benefits	1,082	1,123	41	●	11,512	11,349	(163)	●	13,142	13,421
Contractors	135	127	(8)	●	1,282	1,478	197	●	1,888	1,754
Professional Services	399	463	64	●	5,212	3,953	(1,259)	●	4,724	6,454
Repairs and Maintenance	918	645	(273)	●	12,181	8,691	(3,490)	●	10,240	15,420
Finance costs	123	238	115	●	1,838	2,383	545	●	2,860	2,509
Other Operating Costs	492	764	272	●	5,486	5,754	268	●	7,040	6,660
<b>Total Operating Costs</b>	<b>3,149</b>	<b>3,361</b>	<b>212</b>	●	<b>37,511</b>	<b>33,609</b>	<b>(3,902)</b>	●	<b>39,894</b>	<b>46,219</b>
<b>Operating Surplus/(Deficit) (before Depreciation)</b>	<b>1,011</b>	<b>639</b>	<b>372</b>	●	<b>11,738</b>	<b>8,000</b>	<b>3,738</b>	●	<b>10,148</b>	<b>10,339</b>
Capital Subsidies	1,223	1,201	22	●	11,870	12,959	(1,089)	●	15,081	28,070
Contributions	214	254	(40)	●	3,904	2,542	1,362	●	3,046	4,305
Other Capital Revenue	0	0	0	●	24	0	24	●	0	11
<b>Total Capital Revenue</b>	<b>1,438</b>	<b>1,455</b>	<b>(18)</b>	●	<b>15,798</b>	<b>15,501</b>	<b>297</b>	●	<b>18,127</b>	<b>32,386</b>
Capital Expenditure	2,485	2,475	(9)	●	18,152	20,502	2,350	●	27,822	41,180
<b>Total Capital Payments</b>	<b>2,485</b>	<b>2,475</b>	<b>(9)</b>	●	<b>18,152</b>	<b>20,502</b>	<b>2,350</b>	●	<b>27,822</b>	<b>41,180</b>
<b>Subtotal Capital</b>	<b>(1,047)</b>	<b>(1,020)</b>	<b>(27)</b>	●	<b>(2,354)</b>	<b>(5,001)</b>	<b>2,647</b>	●	<b>(9,695)</b>	<b>(8,794)</b>
<b>Surplus/(Deficit) - before Loan Payments and Depreciation</b>	<b>(36)</b>	<b>(381)</b>	<b>345</b>	●	<b>9,384</b>	<b>2,999</b>	<b>6,385</b>	●	<b>453</b>	<b>1,546</b>

Key: ● Within 5% of budget

● Over or under budget by 5 - 10%

● Over or under budget by more than 10%

## Statement of Operating Performance

Comments on major variances

### Operating Income:

Account	Rationale	YTD Variance \$000
<b>Rates Revenue</b>	Penalties are ahead of budget for the year to date due to arrears penalties applied (July 2020) and instalment penalties.	161
	Targeted rates for wastewater are overall ahead of budget due to capital repayments for the Mangawhai scheme but recorded as revenue for accounting purposes.	469
	Water by meter ahead of budget, mainly in Dargaville.	62
<b>Activity Revenue and Other Income</b>	Activity revenue:	
	<ul style="list-style-type: none"> <li>Increase in Building Control revenue year to date. This month up \$28k on budget.</li> </ul>	483
	<ul style="list-style-type: none"> <li>Increase in Resource consenting income year to date. This month decrease of \$6k.</li> </ul>	166
	<ul style="list-style-type: none"> <li>Increase in Licences, Registration's fee year to date. This month increase of \$1k.</li> </ul>	90
	<ul style="list-style-type: none"> <li>External recovery costs are ahead of budget for year to date.</li> </ul>	1,199
	<b>This month:</b> Additional revenue of 46k received for Kai Iwi Lakes campground bookings. On charged costs of \$36k for Plan changes and \$22k Waste Levy received.	
<b>Operating Subsidies and Grants</b>	Te Tai Tokerau Redeployment Package the "Shovel Ready" project subsidies were invoiced in the month of September.	
	<b>This month:</b> Further monthly subsidies of \$39,491 received - claim 11.	1,580
	Operational subsidies from NZTA are ahead of budget year to date due to maintenance work completed earlier than scheduled.	2,590
	Revenue raised for PGF funding for Kaipara Kickstart Programme milestone claims (the amount of \$656k was reclassified from Operating subsidies to Capital subsidies).	804

### Operating Costs:

Account	Rationale	\$000
<b>Employee Benefits</b>	Employee benefits costs are ahead of budget for the month and year to date. Please also note that the total is gross employee benefits paid and includes salaries and wages capitalised but actioned through internal charges at year end.	163
<b>Contractors</b>	The contractor's costs are below budget for the year to date offsetting some of the increase in professional services.	197
<b>Professional Services</b>	The professional services costs are ahead of budget for the year to date. Includes: <ul style="list-style-type: none"> <li>\$643k for Kaipara Kickstart work not budgeted for but funded by subsidies as above</li> </ul>	1,259

	<ul style="list-style-type: none"> <li>\$447k for addition planning services to support the Resource Management activity</li> <li>\$421k for roading professional services but offset by NZTA subsidies as above</li> </ul>	
<b>Repairs and Maintenance</b>	<p><b>Community activities</b> – Te Tai Tokerau Redeployment Package the “Shovel Ready” project started August 2020 - removal of trees at Mangawhai Community Park and design, build and construction of five mountain bike tracks at Harding Park.</p> <p><b>This month:</b> The Te Tai Tokerau Redeployment Package project costs for the month of April are \$12,335. The total cost of this project is offset by the funding noted above under subsidies and grants.</p> <p><b>Roading:</b> - Roothing works maintenance programme is ahead of budget – due to earlier completion of scheduled unsealed roads maintenance work.</p> <p>Roothing – Local Network improvements “Shovel Ready” project started – removal of hazardous trees and spot spraying noxious weeds, litter collection and clean-up.</p> <p><b>Waters:</b> - Increase of cost due to Rotu Water Intake emergency slip repairs work undertaken and increase of plant operations.</p>	<p><b>1,427</b></p> <p><b>1,526</b></p> <p><b>636</b></p>
<b>Finance Costs</b>	Below budget due to lower inter-period loan balances.	<b>366</b>
<b>Other Operating Costs</b>	Costs overall are on budget for the month and year to date.	

### Capital Revenue

Account	Rationale	\$000
<b>Capital Subsidies</b>	<p>Capital subsidies overall are lower than budget year to date, due to projects work not started yet:</p> <ul style="list-style-type: none"> <li>Roothing – This month capital works are on budget. Year to date capital subsidies are lower than budget due to budget timing difference.</li> <li>District Leadership – PGF projects funding (project milestone to be completed before funding can be claimed)</li> </ul> <p>The Kaipara District Council 3 Waters Stimulus Grant totalling \$4,691,048 with \$2,345,524 being the first instalment received in January 2021.</p> <p>Kaihu Valley Trail “Shovel Ready” project milestone claim.</p>	<p><b>(1,456)</b></p> <p><b>(2,343)</b></p> <p><b>2,346</b></p> <p><b>348</b></p>
<b>Contributions</b>	<p>The contributions are overall ahead of budget year to date.</p> <ul style="list-style-type: none"> <li>Development contributions are lower than budget year to date.</li> <li>Financial contributions significantly are ahead of budget for the month and year to date.</li> </ul>	<p><b>(381)</b></p> <p><b>1,404</b></p>

**Public Debt:**

The public debt position as at 30 April 2021 is \$54 million and the net debt position (debt less cash) is \$33.4 million. On the 15 April 2021 further \$5 million was refinanced through LGFA borrowing and \$15 million was on term deposit.

<b>Public Debt and Requirements</b>			
	<b>June 2020</b>	<b>30 April 2021</b>	<b>June 2021</b>
	<b>\$000's</b>	<b>\$000's</b>	<b>\$000's</b>
<b>Debt</b>			
Public Debt	44,000	54,000	51,320
Cash in bank (overnight deposits)	(4,398)	(20,630)	(1,926)
<b>Net Debt</b>	<b>39,602</b>	<b>33,370</b>	<b>49,393</b>
<b>Reserves (future obligations)</b>			
Development Contribution Reserve	(24,702)	(24,702)	(25,415)
Other Reserves	17,848	17,849	13,021
<b>Total reserves (future obligations)</b>	<b>(6,854)</b>	<b>(6,854)</b>	<b>(12,395)</b>
<b>Debt Requirements</b>			
Public Debt	44,000	54,000	51,320
Future obligations	17,848	17,849	13,021
Gross Debt Requirement	61,848	71,849	64,340
Less cash in bank	(4,398)	(20,630)	(1,926)
<b>Net Debt Requirements</b>	<b>57,451</b>	<b>51,219</b>	<b>62,414</b>

\*Note: Reserves balances are only recalculated at end of year.

**Activities Net Cost for the period to 30 April 2021**

Activity	Actual as at 30 April 2021			Whole Year Annual Plan
	Operating Income \$000's	Operating Costs \$000's	Net Operating Surplus/(Deficit) \$000's	Net Operating Surplus/(Deficit) \$'000
Community Activities	6,930	6,026	904	199
District Leadership	7,653	7,695	(42)	(739)
Regulatory Management	6,135	5,423	712	49
Roads and Footpaths	15,414	10,854	4,560	4,427
Wastewater	6,730	3,364	3,366	3,083
Water Supply	3,104	2,350	754	1,614
Stormwater	1,655	758	897	917
Flood Control	660	354	306	293
Solid Waste	968	687	281	305
	<b>49,249</b>	<b>37,511</b>	<b>11,738</b>	<b>10,148</b>

## Capital Programme

### General observations and comments

Council approved the revised forecast at the April Council meeting and this is reflected in the figures below.

With two months remaining \$18m has been spent compared to a forecast of \$41m for the whole year. We are currently spending circa \$2.4m a month and therefore our expectation is that we will spend \$23m by the end of the year.

There are some notable externally funded projects which will carry over into the next financial year. This is expected to result in a carry over of circa \$10.5m for projects which are underway.

- MBIE - Pouto Road Sealing Phase 1 and 2, Unsealed Rooding Network, Kaihu Valley Trail and Wharfs (\$8.5m)
- DIA – Renewals and Truck filler station (\$2m)

The rationale for underspend for BAU projects are:

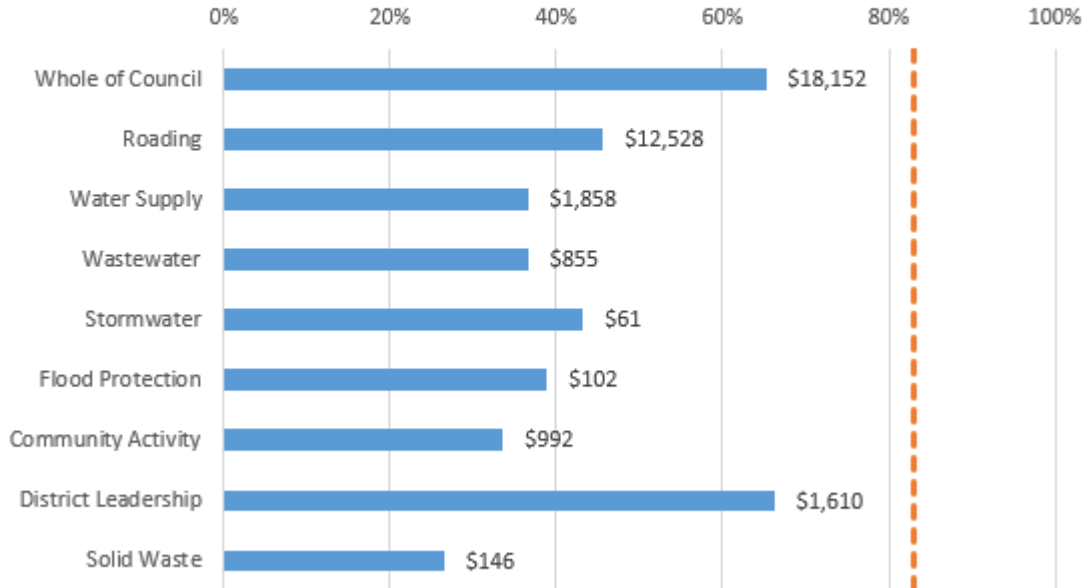
- Delays in confirming funding for key projects such as the Balancing Tank and the Mangawhai Shared Path will result in projects spending more in the next financial year
- Focus on spending operational funding through a redeployment package has delayed expenditure of capital programme in our Premier Parks
- Definition of projects requires further work – e.g. Waihue Bridge and reticulation extensions.

### Capital Expenditure for the period ended 30 April 2021

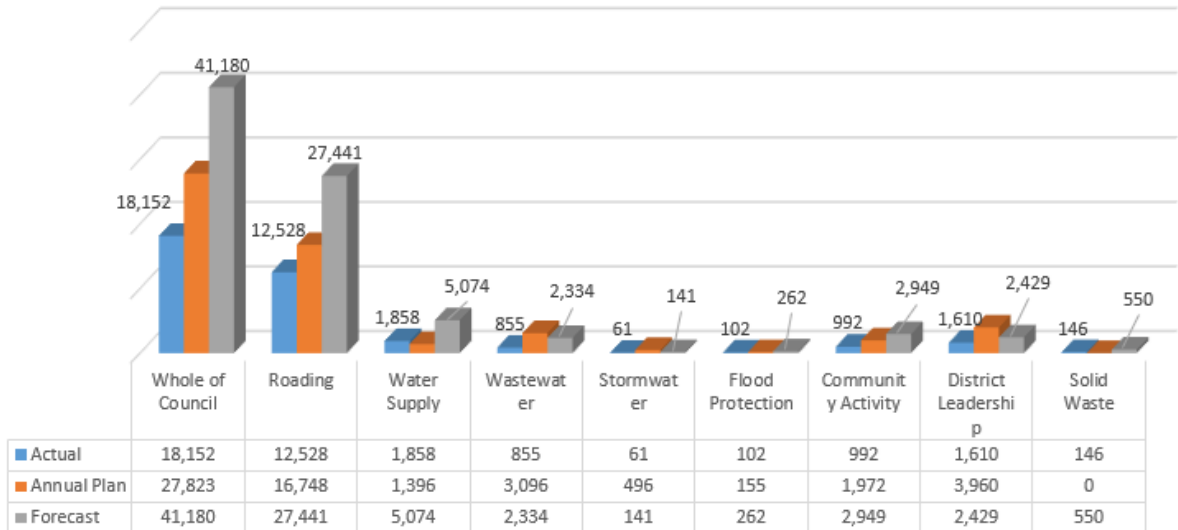
Activity - Capital Expenditure	Actual as at 30 April 2021				Whole Year	
	Actual YTD \$000's	Annual Plan \$000's	Variance \$000's	Indicator	Annual Plan \$000's	Forecast \$000's
Community Activities	992	1,572	580	●	1,722	2,949
District Leadership	1,610	3,571	1,961	●	3,809	2,429
Roads and Footpaths	12,527	10,517	(2,010)	●	17,148	27,441
Wastewater	856	2,788	1,932	●	3,096	2,334
Water Supply	1,858	1,403	(455)	●	1,396	5,074
Stormwater	60	496	436	●	496	141
Flood Control	102	155	53	●	155	262
Solid Waste	147	0	(147)	●	0	550
	<b>18,152</b>	<b>20,502</b>	<b>2,350</b>		<b>27,822</b>	<b>41,180</b>

The capital expenditure completed year to date for whole of Council is 65.2%.

Capital Expenditure year to date relative to April being 83% of the year  
(Values in \$000's)



Activities - Capital Expenditure



### Capital Programme Exceptions

Green indicates likely to achieve 'Approved full year Budget'.

Community Activities	Actual Costs to date this year	Approved Full Year Budget	Comment
<b>Total</b>	<b>1,018,363</b>	<b>2,523,783</b>	
11055 Kai Iwi Campground Facilities	9,365	200,000	Procurement of security improvements underway. Invited tender issue mid May. Risk of overrun to next financial year.
11056 Baylys Beach boardwalk	301,021	313,451	
11153 Maungaturoto Toilet	185,333	188,122	Wilson's have begun site works, and number of existing services require relocation before recommencing.
10513 Library redevelopment - digital growth	78,638	121,930	
11006 Stage 1 Walkway Sellars reserve to Wintle Street (Pearl Street)	45,442	50,000	
11065 Mangawhai Community Park - implement Master Plan	30,004	130,761	Costs for shared path have been allocated to 'MBIE redeployment' until end of May.
11085 Mangawhai Coastal Tracks - links to existing network	134,566	138,626	
11105 Playground - new	-	75,000	No project identified.
11019 Implement Reserve Management Plan	14,570	100,000	
11023 Pou Tu Te Rangi Harding Park	3,416	100,000	Scope agreed with Ventia and works underway.
11003 Cycleway/walkway - implement strategy	19,116	74,820	Investment in Kaihu Valley Trail transferred to MBIE project.
13023 Community Infrastructure - Dargaville	-	30,000	Project scope to be confirmed.
<b>District Planning – Economic Activity</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Total</b>	<b>1,368,742</b>	<b>2,159,233</b>	
PGF107 Kaipara Wharves Physical works	175,491	900,000	
PGF110 Dargaville Pontoon	656,239	655,844	
PGF111 Kai Water	347,918	-	
<b>Roads &amp; Footpaths</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Total</b>	<b>10,616,083</b>	<b>27,440,600</b>	<b>Annual Plan 17,148,000</b>
<b>106 Bridges and Structures</b>	<b>908</b>	<b>135,116</b>	
<b>120 Road Works - Unsealed</b>	<b>1,081,270</b>	<b>2,201,162</b>	Later start to programme due to drier weather. Works underway
<b>135 Road Works - Minor Improvements</b>	<b>1,663,526</b>	<b>3,475,232</b>	Programme on track. Works will continue to end of June.



12000 Wood Street - Mainstreet redevelopment	480,794	506,000	
12026 WAIHUE RD 269_26345 Bridge Replacement	476,155	440,628	
13011 WAIHUE RD 269_26007 Bridge Replacement	24,420	100,000	Second bridge on Waihue Road requires design reconsiderations.
<b>252 Road Works - Drainage</b>	<b>391,168</b>	<b>764,714</b>	Reline a large culvert in Wintle Street. Delays experienced in sourcing materials and requirements for Pohutukawa tree removal.
<b>272 Road Works - Sealed Resurfacing</b>	<b>3,296,404</b>	<b>3,359,485</b>	
<b>275 Road Works - Sealed</b>	<b>1,281,685</b>	<b>1,312,087</b>	
<b>278 Roothing Infrastructure - New and Improved</b>	<b>2,818,971</b>	<b>15,963,823</b>	
13046 MC Shared Pathway	517,907	2,700,000	Contract awarded however the delay in confirming NZTA funding will mean more being spent next year.
PGF105 Pouto Road Phase 2 (Investigation)	322,028	253,823	
PGF108 Pouto Road Phase 1 (Physical Works)	583,306	3,300,000	Will span over two financial years.
PGF115 Unsealed Network Improvements	1,956,912	8,060,000	Progressing well however the \$8m should be split over 3 seasons.
EXF SR111 Kaihu Valley Trail	271,224	1,500,000	Construction will commence once consents have been obtained.
EXF SR112 Kaiwaka Footbridges	99,907	150,000	
<b>Wastewater</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Total</b>	<b>755,164</b>	<b>2,333,730</b>	<b>Annual Plan \$3,096,000</b>
13038 Te Kopuru WWTP Aerator Upgrade	38,768	60,000	
11020 Pipe Renewal from Condition assessment	78,483	75,000	
11059 Dargaville Pump Station 1 & 2 upgrade	359,754	311,954	
DIA 13044 Dargaville Wastewater Renewals	28,776	198,000	Scoping and Design underway by AWA.
DIA 13045 Kaiwaka Wastewater Renewals	6,204	171,000	Detailed design underway. Works will carry over to next year.
<b>280 Mangawhai WW development</b>			
11040 Upgrade WWTP	6,091	41,396	
11041 Upgrade Existing Reticulation	213,215	250,000	
13028 Extend Reticulation (8years)	60,193	250,000	

13047 MCWWS Balance Tank Stage 1 2020-2021	293,424	618,604	Procurement delay will result in construction starting next financial year.
<b>Water Supply</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Total</b>	<b>1,565,040</b>	<b>5,074,149</b>	<b>1,403,000 approved in Annual Plan</b>
12007 Racecourse SH14 watermain	298,087	297,555	
Normanby Street between Hokianga and Gladstone intersection	307,401	307,287	
12011 Dargaville raw watermain river crossing	529,558	830,000	
13035 Dargaville Haimona and Pirika Streets Watermain Renewals	399,464	650,000	Practical completion in May.
DIA 13040 Maungaturoto Raw Watermain Renewal	12,675	900,000	Out for tender. Slight delay due to design details needing to be confirmed.
DIA 13041 Maungaturoto Water Reservoir Replacement	2,662	120,000	Investigation work (structural, material, and geotechnical engineering) to ascertain replacement or repair of existing reservoirs underway.
DIA 13042 Maungaturoto Water Truck Filler and Main Upgrade	6,357	353,000	Negotiation for land with the Maungaturoto Country Club has resumed. AWA are carrying out a high level capacity assessment for design.
DIA 13043 Maungaturoto Hurndall Street Watermain Renewal	143.32	311,500	Modelling completed by AWA and detailed design engagement pending.
13037 Ruawai Watermain Renewals	8,206	795,000	Contract awarded to Forte Civil. Slight delay in contract award.
<b>Stormwater</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Total</b>	<b>60,486</b>	<b>141,001</b>	Annual Plan 496,000
11098 Dargaville SW	37,884	50,000	
13022 Mangawhai SW	13,358	76,757	
<b>Flood Protection (Land Drainage)</b>	<b>Costs to date</b>	<b>Approved Budget</b>	<b>Comment</b>
<b>Project List - Capex</b>	<b>101,838</b>	<b>262,170</b>	Annual Plan 155,000
13017 Bellamy F/G 48	-	65,000	Moved to next year.
13018 Double Gate F/G 44	-	35,000	
13019 Whitcombe Road F/G 13	-	25,000	

13048 Floodgate 33 Renewal, Raupo Landing	94,668	100,000	Complete
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### Key achievements

Pouto Road Sealing



Northern Raw Watermains



### Completed Projects

Amiad prefilter for the Maungaturoto WWTP



## Procurement

### Awarded Contracts

Project	Estimate	Price	Procurement Method	Contractor
Dargaville Water Renewals – Package 1	\$450k	\$396k	Open Market   PQM	Forte
Baylys Beach Boardwalk	\$200k	\$313k	Selected   LPC	Robinsons
Dargaville Pontoon	\$350k	\$654k	Selected   LPC	Bellingham Marine
Dargaville Water Renewals – Package 2 - Includes Separable Portion for Raw Watermain Crossings \$662k	\$1.1m	\$1,121	Open Market   PQM	United Civil
Waihue Road Bridge	\$500k	\$347	Open Market	United Civil
Rotu Water intake Slip Repair	\$590k	\$587k	Selected ECI	United Civil
Kaipara Toilet Facilities Various Install only	\$150k	\$81k	Selected   PQM	Wilsons Earthmoving.
Kaipara Three Waters Programme	\$4m	n/a	Selected   Framework	Forte   United Civil   Ventia
Floodgate 33 Renewal	\$100k	\$94k	Direct	Barfoote Construction
Pouto Road Sealing - Quarry Stage 1 & 2 (Provisional)	\$5m	\$5m	Closed Open Market	Ventia
Hakaru Closed Fill Landfill Leachate	\$460k	-	Open Market   PQM	Awarded to United Civil. Works underway.

## In Process

Project	Estimate	Procurement Method	Comments
Waipoua River Road	\$1m	Direct Appointment	Preferred - Fulton Hogan and Te Roroa - Awaiting outcome of DOC/KDC meeting.
Kaihu Valley Trail - Head Contractor <i>Bridges to be procured as D&amp;C</i>	\$2m	Direct Appointment	Preferred - Wilson Earthworks Expected award in March.
Pouto Wharf Design Build	\$1.8m	Open Market   D&C	ROI completed RFP closed March. Evaluation in progress.
MCWWTP New Balance Tank	\$1.9m	Open Market	EOI has been completed. RFP to be issued mid May.
Pahi Wharf Pontoon	\$480k	Direct Appointment	Preferred – Bellingham Marine however this strategy may be revisited.

## 2021 Programme

January to March			
Mangawhai Shared Path <ul style="list-style-type: none"> <li>- Phase 1 Mangawhai Village Intersections and Shared Path</li> <li>- Phase 2 – completion of shared path between Wood Street and Village</li> </ul>	Phase 1 - \$5m Phase 2 - \$10m <i>Phase 2 subject to performance, consents and funding</i>	Open Market   PQM	Preferred Tenderer to be announced in May.
Kaihu Valley Trail	\$2m	Selected suppliers   PQM   D&C	A number of bridges are to be incorporated as part of project.
Pahi Wharf Upgrade	\$480k	In process	
Pouto Wharf	\$1.8m	Open Market   D&C	Preferred Tenderer to be announced in May.
MCP – Coastal Walkway Stage 1 & Alamar Boat Ramp	\$900k	Open Market   PQM	Procurement plan to be finalised once scope is clarified.
Mangawhai Waste Treatment Plant – Balancing Tank	\$1.5m	Open Market   PQM	ROI has been issued and design being completed. Procurement plan approved by Council.
Kaiwaka Footbridges	\$500k	Selected suppliers   PQM   D&C	RFT has been released.
Kai Iwi Lakes Security Improvements	\$200k	Short listed panel	CCTV, gates etc issue May

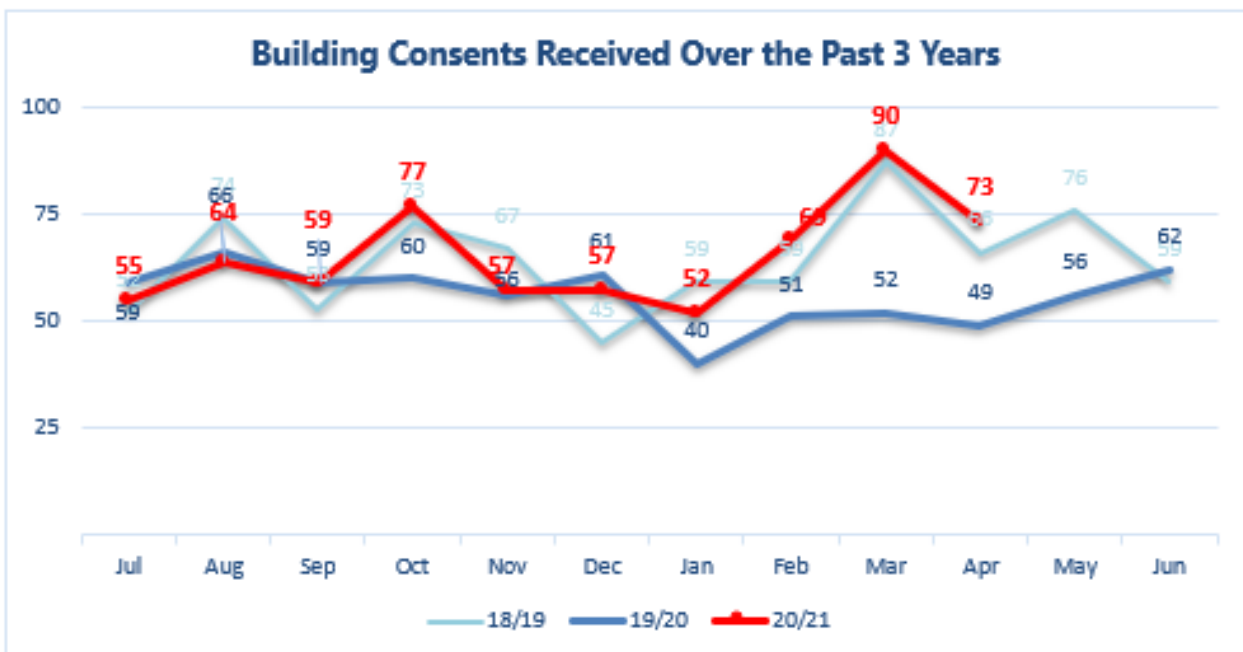
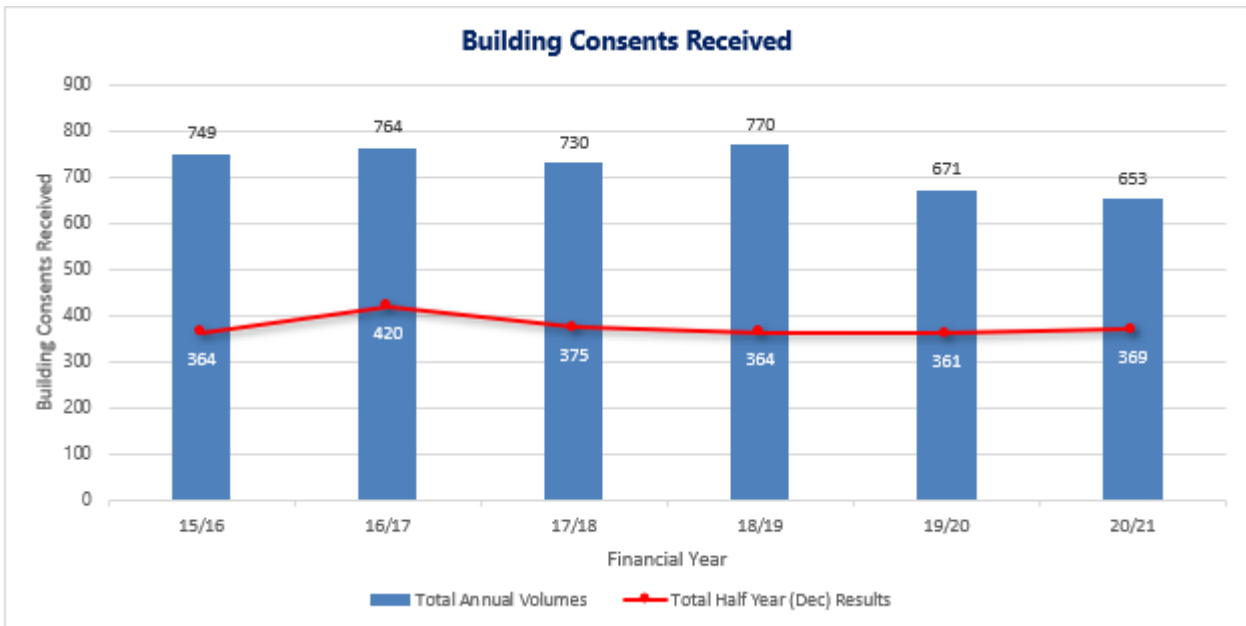
Maungaturoto reservoir replacement	\$240k	Direct	Supplier constructor to be confirmed.
Ruawai Watermain Renewals	795k	Panel	Awarded to Forte Civil
Maungaturoto Raw Water Renewals	900k	Panel	Tenders close May
Dargaville Wastewater	460k	Panel	Issue July
Hurndall Street Watermain	450k	Panel	Issue June
Te Kopuru Aerator	60k	Direct Appointment	Awarded Vertec
<b>July to December 2021</b>			
Bridge Replacement and Renewals	\$1.2m		Three-year programme.
Eveline Street Stormwater	\$150k	Open Market   PQM	
Chases Gorge Stormwater Improvements	\$200k	Open Market   PQM	
Rangiora Road Carpark Improvements	\$200k	Open Market   PQM	
Kaiwaka Wastewater	400k	Panel	Issue August
MGTO Truck Filler	510k	Panel	Issue August

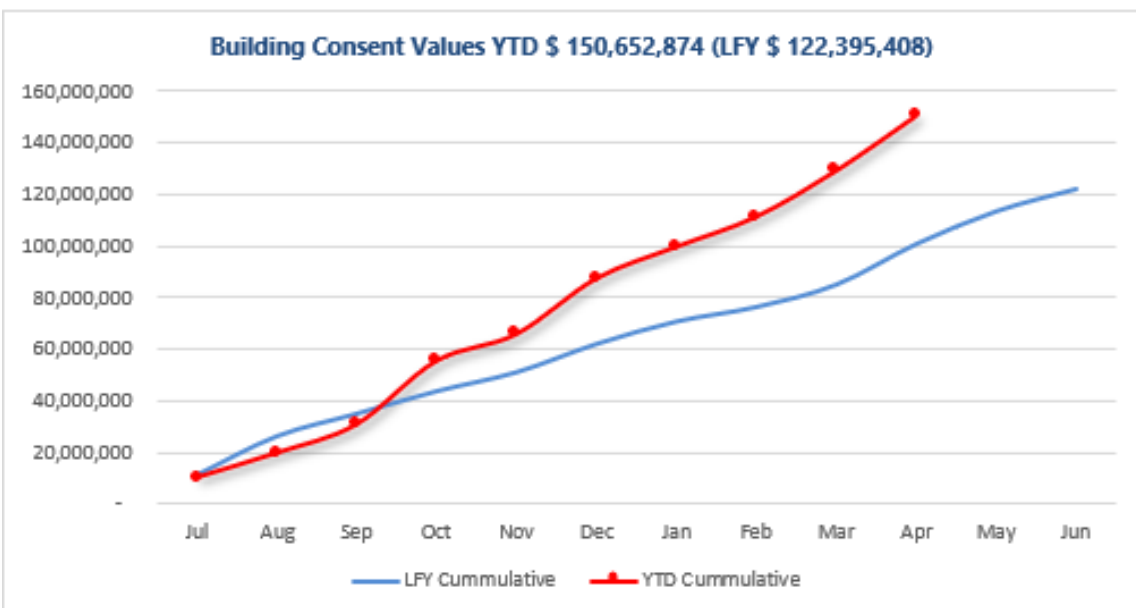
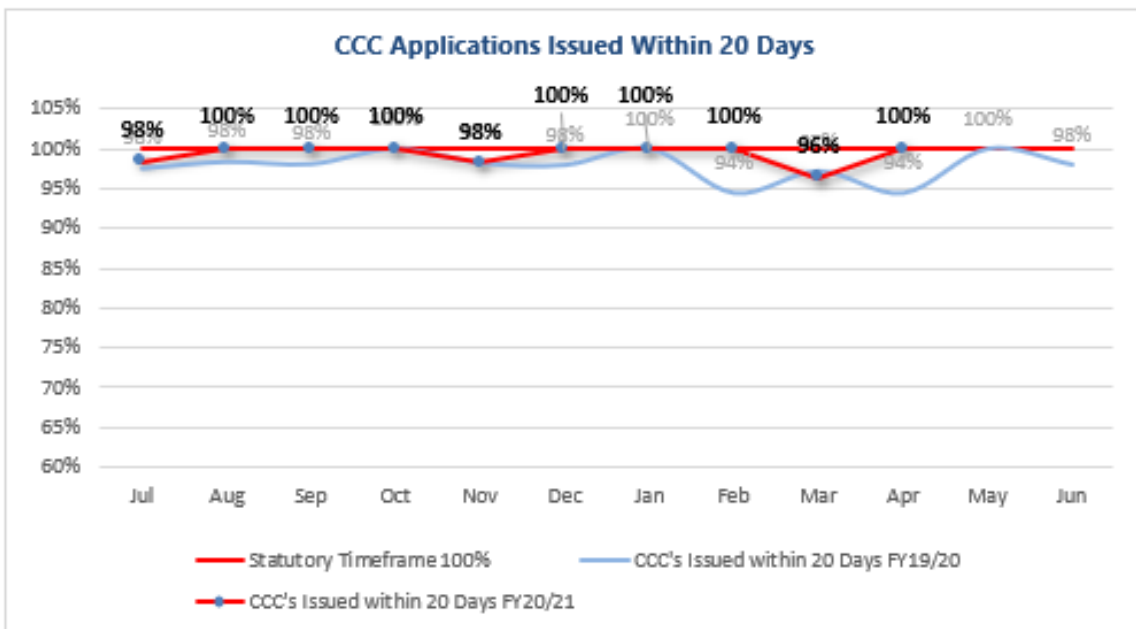
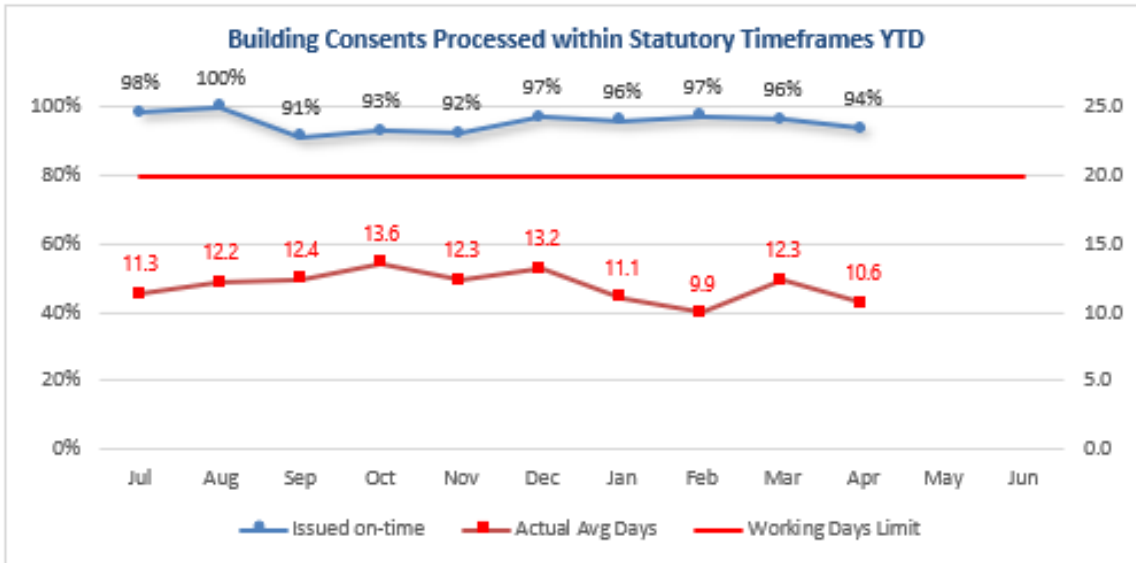
## Building and Resource Consents

### Building Consents

Building consents issued 94% on time for April. One building consent was issued on day 21 and one on day 22 due to a processing error. One building consent on day 23 as a result of resource and contractor capacity constraints and two building consents issued on day 22 and day 24 due to resolution of a request for information and amendment to a consent required a RMA compliance check.

Code Compliance Certificates issued 100% on time for April.

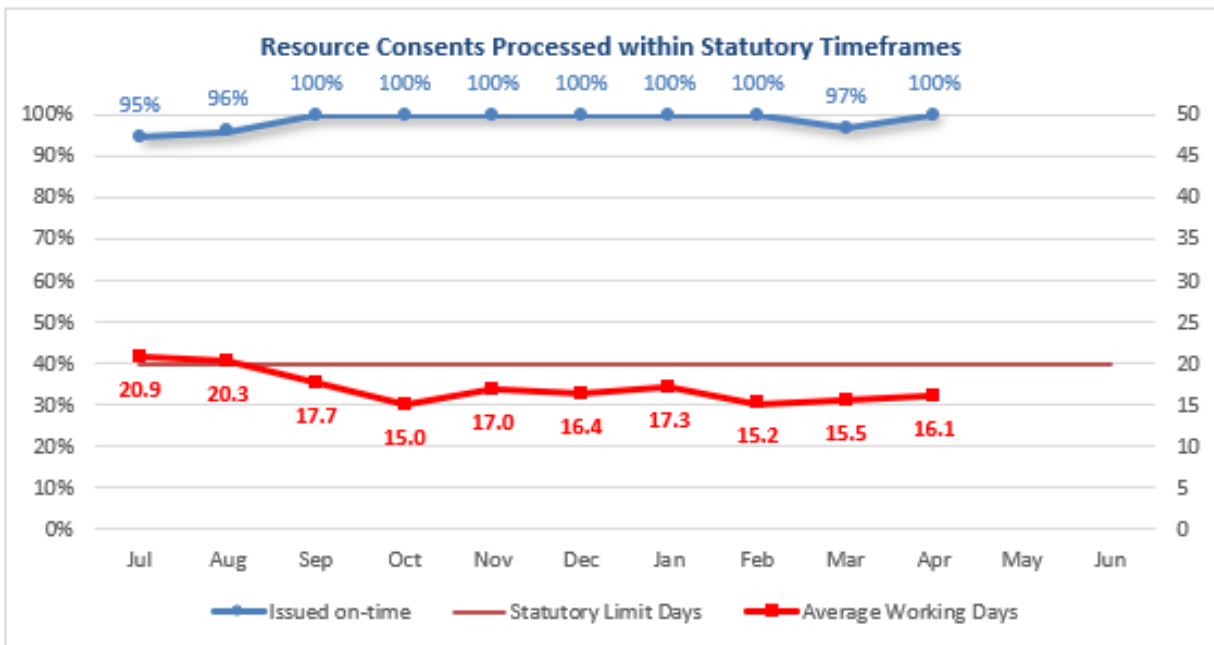
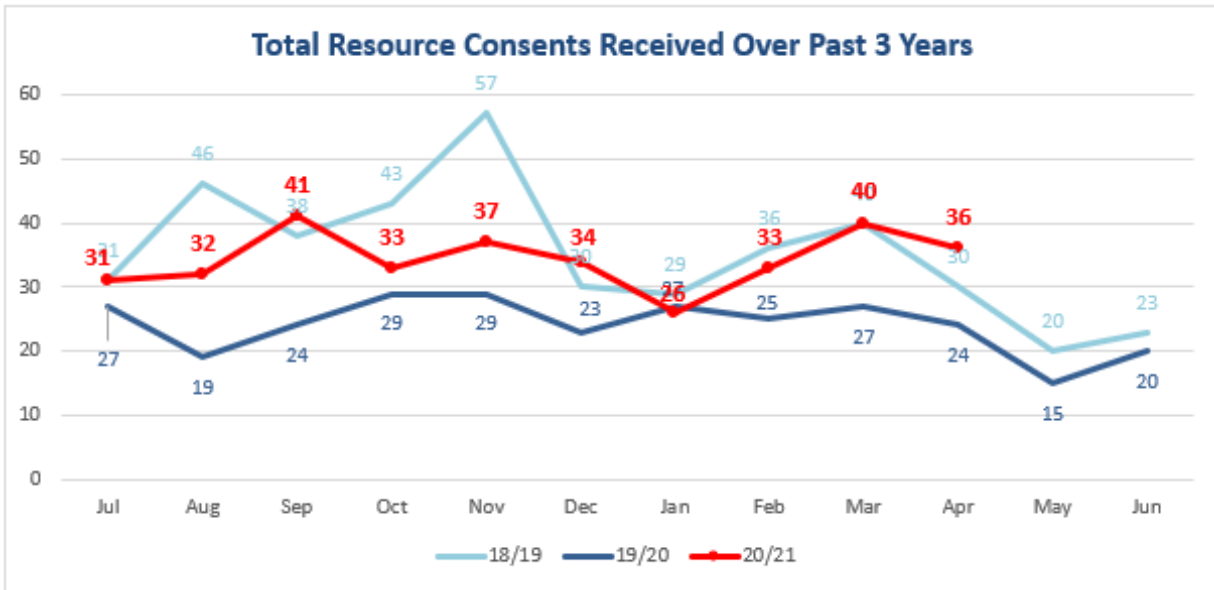






### Resource Consents

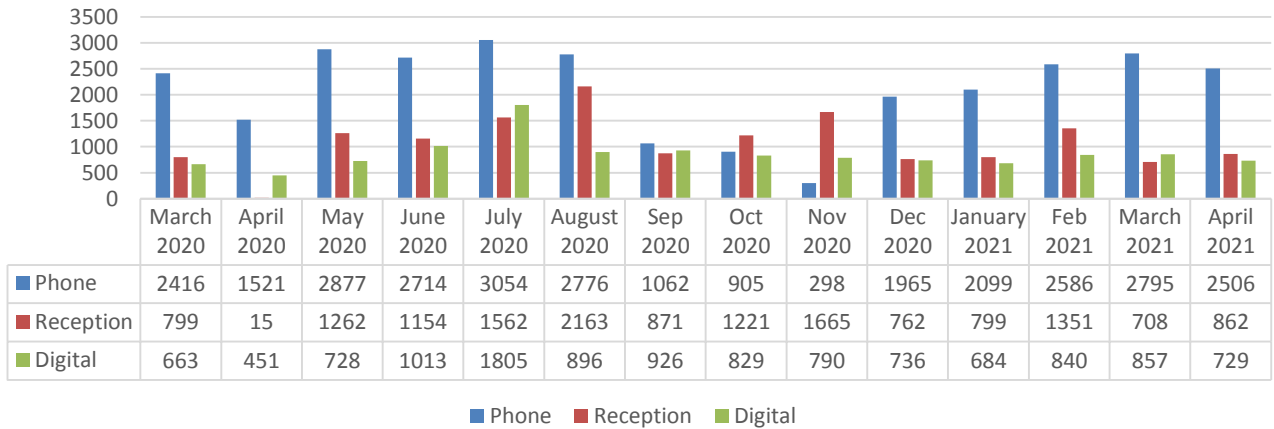
Resource Consents issued 100% on time for the month of April.



### Customer Services

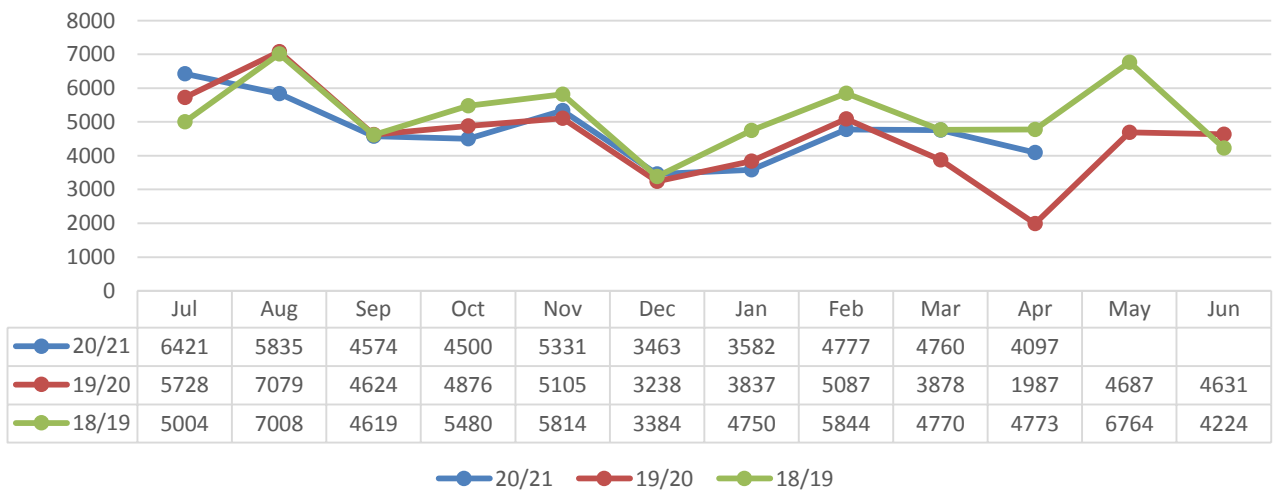
Month	Total Customer interactions	Digital	Reception	Total Calls	Average Speed Answer (sec)	Average call abandonment (%)	Calls FTE
April	4097	729	862	2506	64	9	2.38

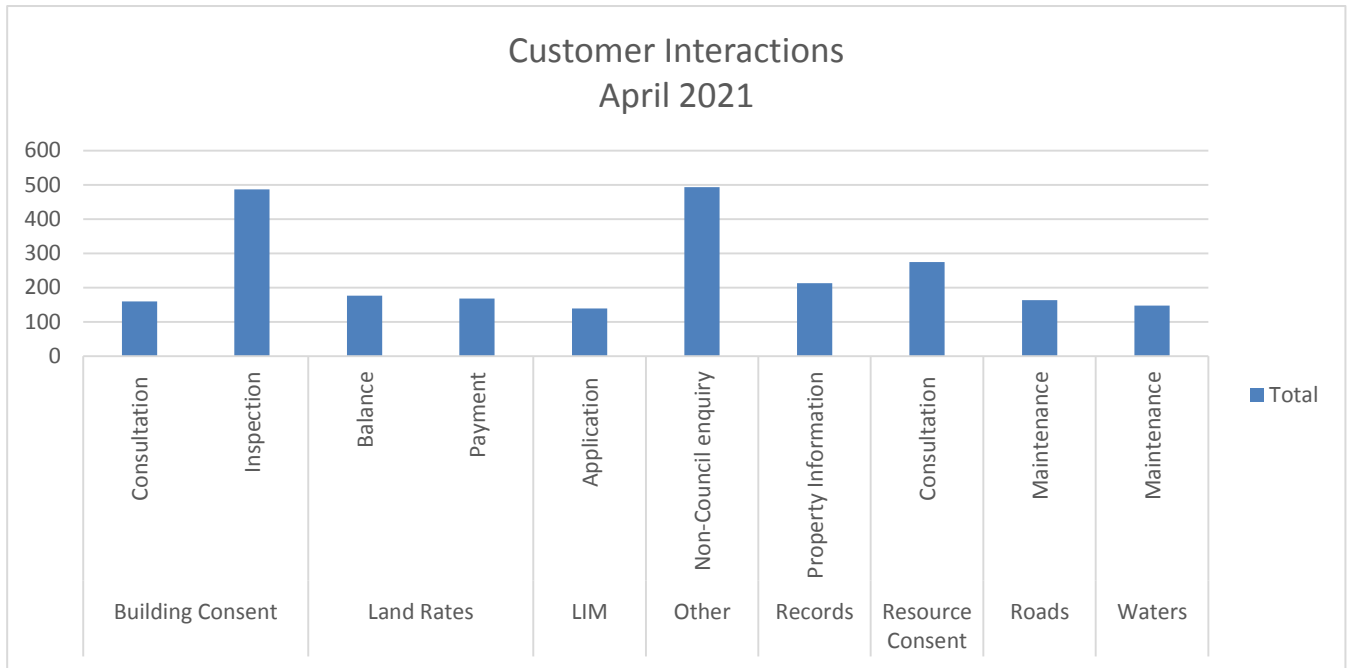
Customer Interactions 20/21  
Communication Channels



\* Digital – Email, Website, Social media

Customer Interactions Received Over Past 3 years





\* Other – FENZ, NZTA, NRC, LINZ, CAB, Utility Companies