

# Water Supplies in the Far North

Improving Customer Outcomes

## INVESTMENT LOGIC MAP

Program

### PROBLEM

### BENEFIT

### STRATEGIC RESPONSE

Sources don't meet demand regularly, leading to near shut downs, restrictions, consent breaches, and competition for resources. 10%

Customers on low incomes cannot afford new water quality standards, asset replacement and the expectations of other users. 40%

Information is not always available or analysed impacting management and planning decisions for the environment and customers. 20%

Past actions eroded Māori/ stakeholder trust and remain unresolved, often leading to poor decisions for our communities. 30%

Improved source reliability, quality, availability.  
20%

KPI 1: Consent Breaches  
KPI 2: Health Risk  
KPI 3: Restrictions

More cost-effective and efficient services  
40%

KPI 1: Unaccounted Water  
KPI 2: Usage  
KPI 3: Affordability  
KPI 4: Residential Costs

Improved customer, Māori, stakeholder confidence and satisfaction  
40%

KPI 1: Community Satisfaction  
KPI 2: Consent Breaches  
KPI 3: Communication Success.  
KPI 4: Requests for Service.

Strategic Intervention  
nn%