

Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX

| Standard | Description | Service Level |
|----------------------------|---|-----------------|
| Solid Waste Removal | | |
| | Frequency of residential premise based removal | 1 x week |
| | Frequency of business premise based removal | 2 x week |
| | Frequency of Bulk Removal | Daily |
| | Frequency of street cleaning in CBD | Daily |
| | Frequency of street cleaning in areas excluding CBD | 1 x 2 Months |
| | Turn around time of public areas cleaned after events | 1 x Day |
| | Turn around time of clearing of illegal dumping after complaint has been received | 1 x Day |
| | Recycling or environmentally friendly practices executed | Yes |
| Water Service | | |
| | Water Quality rating (Blue/Green/Brown/NO drop) | Blue Drop |
| | Is free water available to all indigent consumers | Limited to 6 Kl |
| | Frequency of meter reading? | 1 x Month |
| | Period of estimated consumption calculated on actual consumption over | 3 Months |
| | Duration before availability of water is restored where one service connection is affected | 3 - 6 Hours |
| | Duration before availability of water is restored where up to 5 service connections are affected | 3 - 6 Hours |
| | Duration before availability of water is restored where 20 service connections are affected | 3 - 6 Hours |
| | Duration before availability of water is restored where a feeder pipe larger than 800mm is involved | 8 - 10 Hours |
| | Average minimum water flow in percentage | 99.00% |
| | Time to replace faulty water meters? | 3 Days |
| Electricity Service | | |
| | Electricity availability percentage on average per month? | 99.00% |
| | Frequency of meters being read | 1 x per month |
| | Period of estimated consumption calculated | 3 Months |
| | Duration before availability of electricity is restored in cases of breakages | 2.5 Hours |
| | Percentage of accounts calculated on actual readings? | 95.00% |
| | Turn around time to replace faulty meters | 1 x Week |
| | Status of measures to prevent illegal connections and prevention of electricity theft? | Active |

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| Status of effectiveness of the action plan in curbing line losses | Active |
| Turn around time to provide a quotation to a customer upon a written request? | 2 x Weeks |
| Time frame to provide electricity services where existing infrastructure can be used | 2 x Weeks |
| Time frame to provide electricity service for low voltage users where network extension is not required? | 2 x Weeks |
| Time frame to provide electricity service for high voltage users where network extension is not required? | 2 x Weeks |
| Sewerage Service | |
| Duration to restore sewerage breakages on average - Severe overflow | 3 - 6 Hours |
| Duration to restore sewer blocked pipes: Large pipes | 3 - 6 Hours |
| Duration to restore sewer blocked pipes: Small pipes | 3 Hours |
| Duration to restore spillage clean-up | 2 Hours |
| Duration to replace manhole covers after complaint has been received | Immediately |
| Road Infrastructure Services | |
| Time taken to repair a single pothole on a major road | 10 x Days |
| Time taken to repair a single pothole on a minor road | 10 x Days |
| Time taken to repair a road following an open trench service crossing | 10 x Days |
| Time taken to repair walkways | 5 x Days |
| Property valuations | |
| Time frame from from completion of valuation to the first account being issued | 1 x Month |
| Financial Management and Administration | |
| Period to settle all accounts received | 30 Days |
| Reaction time on enquiries and requests | Immediately |
| Period to respond to a verbal customer enquiry or request | Immediately |
| Period to respond to a written customer enquiry or request | 3 x Days |
| Period to resolve a customer enquiry or request | 3 x Days |
| Time to open an account to a new customer | 10 Minutes |
| Community safety and licensing services | |
| Time to register a vehicle | 20 Minutes |
| Time to renew a vehicle license | 20 Minutes |

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| Time to issue a duplicate registration certificate vehicle | 20 Minutes |
| Time to de-register a vehicle | 20 Minutes |
| Reaction time of the fire service to an incident | 14 Minutes |
| Economic development | |
| Turn around time in processing building plan applications | 30 Days |
| Turn around time in processing rezoning applications | 9 Months |
| Other Service delivery and communication | |
| Status of information package handed to new customers / Consumers | Being executed |
| Status of training or information sessions to inform the community | Being executed |
| Customers treated in a professional and humanly manner | Being executed |