

Western Cape: WC047 - Schedule of Service Delivery Standards

Standard	2021/2022 Original Service Level	2022/2023 Draft Service Level
Solid Waste Removal		
Frequency of residential premise based removal	1 x week	1 x week
Frequency of business premise based removal	2 x week	2 x week
Frequency of Bulk Removal	Daily	Daily
Frequency of street cleaning in CBD	Daily	Daily
Frequency of street cleaning in areas excluding CBD	1 x 2 Months	1 x 2 Months
Turn around time of public areas cleaned after events	1 x Day	1 x Day
Turn around time of clearing of illegal dumping after complaint has been received	1 x Day	1 x Day
Recycling or environmentally friendly practices executed	Yes	Yes
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue Drop	Blue Drop
Is free water available to all indigent consumers	Limited to 6 Kl	Limited to 6 Kl
Frequency of meter reading?	1 x Month	1 x Month
Period of estimated consumption calculated on actual consumption over	3 Months	3 Months
Duration before availability of water is restored where one service connection is affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
Duration before availability of water is restored where up to 5 service connections are affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
Duration before availability of water is restored where 20 service connections are affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
Duration before availability of water is restored where a feeder pipe larger than 150mm is involved	4 - 10 Hours	4 - 10 Hours
Average minimum water flow in percentage	99.00%	99.00%
Time to replace faulty water meters?	3 Days	3 Days
Electricity Service		
Electricity availability percentage on average per month?	99.00%	99.00%
Frequency of meters being read	1 x per month	1 x per month
Period of estimated consumption calculated	3 Months	3 Months
Duration before availability of electricity is restored in cases of breakages	2.5 Hours	2.5 Hours
Percentage of accounts calculated on actual readings?	95.00%	95.00%
Turnaround time to replace faulty meters	1 x Week	1 x Week
Status of measures to prevent illegal connections and prevention of electricity theft?	Active	Active
Status of effectiveness of the action plan in curbing line losses	Active	Active
Turn around time to provide a quotation to a customer upon a written request?	2 x Weeks	2 x Weeks
Time frame to provide electricity services where existing infrastructure can be used	2 x Weeks	2 x Weeks
Time frame to provide electricity service for low voltage users where network extension is not required?	2 x Weeks	2 x Weeks
Time frame to provide electricity service for high voltage users where network extension is not required?	2 x Weeks	2 x Weeks
Sewerage Service		
Duration to restore sewerage breakages on average - Severe overflow	3 - 6 Hours	3 - 6 Hours
Duration to restore sewer blocked pipes: Large pipes >150mm	3 - 6 Hours	3 - 6 Hours
Duration to restore sewer blocked pipes: Small pipes ≤ 150mm	3 Hours	3 Hours
Duration to restore minor spillage clean-up	2 Hours	2 Hours
Duration to replace manhole covers after complaint has been received	2 Hours	2 Hours
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	10 x Days
Time taken to repair a road following an open trench service crossing	10 x Days	10 x Days
Time taken to repair walkways	5 x Days	5 x Days
Property valuations		
Time frame from from completion of valuation to the first account being issued	1 x Month	1 x Month

Financial Management and Administration		
Period to settle all accounts received	30 Days	30 Days
Reaction time on enquiries and requests	Immediately	Immediately
Period to respond to a verbal customer enquiry or request	Immediately	Immediately
Period to respond to a written customer enquiry or request	3 x Days	3 x Days
Period to resolve a customer enquiry or request	3 x Days	3 x Days
Time to open an account to a new customer	10 Minutes	10 Minutes
Community safety and licensing services		
Time to register a vehicle	20 Minutes	20 Minutes
Time to renew a vehicle license	20 Minutes	20 Minutes
Time to issue a duplicate registration certificate vehicle	20 Minutes	20 Minutes
Time to de-register a vehicle	20 Minutes	20 Minutes
Reaction time of the fire service to an incident	14 Minutes	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	Being executed
Status of training or information sessions to inform the community	Being executed	Being executed
Customers treated in a professional and humanly manner	Being executed	Being executed