

ANNEXURE F

Western Cape: WC047 - Schedule of Service Delivery Standards

Standard	Description	2023/2024 Original Service Level	2024/2025 Draft Service Level
Solid Waste Removal		1 x week	1 x week
	Frequency of residential premise based removal	Weekly	Weekly
	Frequency of business premise based removal	2 x week	2 x week/as per reques/Billing Requirement
	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	Monthly
	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	Within 3 days
	Recycling or environmentally friendly practices executed	Yes - Daily	Yes - Daily
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	6 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 - 8 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 - 8 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 - 8 Hours
	Duration before availability of water is restored where a feeder pipe larger than 150mm is involved	4 - 10 Hours	4 - 12 Hours
	Average minimum water flow in percentage	99,00%	99,00%
	Time to replace faulty water meters?	3 Days	7 Days
Electricity Service (M.Rhode)			
	Electricity availability percentage on average per month?	99,00%	90,00%
	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	1 day
	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	1 Month
	Time frame to provide electricity service for low voltage users where network extension is not required?	2 x Weeks	2 Months
	Time frame to provide electricity service for high voltage users where network extension is not required?	2 x Weeks	3 Months
Sewerage Service			
	Duration to restore sewerage breakages on average - Severe overflow	3 - 6 Hours	3 - 8 Hours
	Duration to restore sewer blocked pipes: Large pipes >150mm	3 - 6 Hours	3 - 8 Hours
	Duration to restore sewer blocked pipes: Small pipes ≤ 150mm	3 Hours	3 - 6 Hours
	Duration to restore minor spillage clean-up	2 Hours	2 Hours
	Duration to replace manhole covers after complaint has been received	2 Hours	24 Hours
Road Infrastructure Services			
	Time taken to repair a single pothole on a major road10 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 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	7 x Days
Period to resolve a customer enquiry or request	3 x Days	7 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 (Joffre Lottering)		
Turn around time in processing building plan applications		As prescribed by the National Building Regulations and Building Standards Act, 1977 (Act 103 of 1977)
Turn around time in processing rezoning applications		Law on Municipal Land Use Planning (2015)
Turn around time in processing informal trading permit		5 x days
Turn around time in assisting business registrations		10 x days
Turn around time in special events approval process		30 x Days
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