

Western Cape: WC047 - Schedule of Service Delivery Standards			
Description		2023/2024	2024/2025
Standard		Original Service Level	Final Service Level
Solid Waste Removal		1 x week	1 x week
Frequency of residential premise based removal			
Frequency of business premise based removal		2 x week	2 x week/as per request
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	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	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			
Electricity availability percentage on average per month?		99,00%	60,00%
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	4-6 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	1 Month
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	
Economic development		
Turn around time in processing building plan applications	As prescribed by the National Building Regulations and Building Standard Act, 1977 (Act 103 of 1977)	As prescribed by the National Building Regulations and Building Standard Act, 1977 (Act 103 of 1977)
Turn around time in processing rezoning applications	As prescribed by the By-Law on Municipal Land Use	As prescribed by the By-Law on Municipal Land Use
Turnaround time in assisting with business registrations	5 x days	5 x days
Turnaround time in assisting with special event approvals	30 x days	31 x days
Turnaround time in assisting with business registrations	10 x Days	10 x Days
OTHER SERVICE DELIVERY AND COMMUNICATIONS		
Status of information package handed to new customers / Consumers	Being executed	Being executed
Status of training or information sessions to inform customers	Being executed	Being executed
Time taken to communicate unplanned service delivery delays or breaks in service delivery		30 Minutes
Time taken to notify customers of planned service delivery interruptions / before the interruptions occur		5 working days
Customers treated in a professional and humanly manner	Being executed	Being executed