

Western Cape: WC047 - Schedule of Service Delivery Standards			
Standard	Description	2024/2025	2025/2026
		Final 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/as per request	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	Monthly	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	Within 3 days	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	6 Months	6 Months
	Duration before availability of water is restored where one service connection is affected due to pipe breakage up to 150mm	3 - 8 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 - 8 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 - 8 Hours	3 - 8 Hours
	Duration before availability of water is restored where a feeder pipe larger than 150mm is involved	4 - 12 Hours	4 - 12 Hours
	Average minimum water flow in percentage	99,00%	99,00%
	Time to replace faulty water meters?	7 Days	7 Days
Electricity Service			
	Electricity availability percentage on average per month?	60,00%	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	4-6 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?	1 Month	1 Month
Sewerage Service			
	Duration to restore sewerage breakages on average - Severe overflow	3 - 8 Hours	3 - 8 Hours
	Duration to restore sewer blocked pipes: Large pipes >150mm	3 - 8 Hours	3 - 8 Hours
	Duration to restore sewer blocked pipes: Small pipes ≤ 150mm	3 - 6 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	24 Hours	24 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 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	7 x Days	7 x Days
Period to resolve a customer enquiry or request	7 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		
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	31 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	Within 30 Minutes
Time taken to notify customers of planned service delivery interruptions / before the interruptions occur	5 working days	5 working days
Customers treated in a professional and humanly manner	Being executed	Being executed