

# **Annexure D**

## **Service Level Standards**

**Western Cape: Bergrivier Municipality (WC013) - Schedule of Service Delivery Standards**

Description Standard	Ref	Year C-2	Year C-1	Year C-0	Current year			Service Level
		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	
<b>Solid Waste Removal</b>								
Premise based removal (Residential Frequency)		Weekly						
Premise based removal (Business Frequency)		Weekly x2						
Bulk Removal (Frequency)		As Required						
Removal Bags provided(Yes/No)		Yes						
Garden refuse removal Included (Yes/No)		Yes						
Street Cleaning Frequency in CBD		Weekly						
Street Cleaning Frequency in areas excluding CBD		Monthly						
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours						
Clearing of illegal dumping (24hours/48hours/longer)		1 Day per week						
Recycling or environmentally friendly practices(Yes/No)		Yes						
Licensed landfill site(Yes/No)		Closure permits						
<b>Water Service</b>								
Water Quality rating (Blue/Green/Brown/N0 drop)		SANS241						
Is free water available to all? (All/only to the indigent consumers)		only indigent customers						
Frequency of meter reading? (per month, per year)		Monthly						
Are estimated consumption calculated on actual consumption over (two months/three months/longer period)		3	3	3	3	3	3	3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3	3	3	3	3	3	3
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>								
One service connection affected (number of hours)		6 hours	24 hours					
Up to 5 service connection affected (number of hours)		6 hours	24 hours					
Up to 20 service connection affected (number of hours)		6 hours	24 hours					
Feeder pipe larger than 800mm (number of hours)		N/A						
What is the average minimum water flow in your municipality?		Sufficient						
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes						
How long does it take to replace faulty water meters? (days)		3 Working days						
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No						
<b>Electricity Service</b>								
What is your electricity availability percentage on average per month?		100%	100%	100%	100%	100%	100%	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		No						
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A						

Description Standard	Ref	Year C-2	Year C-1	Year C-0	Current year			Service Level
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What is the frequency of meters being read? (per month, per year)		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		3	3	3	3	3	3	3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3	3	3	3	3	3	3
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)								
Are accounts normally calculated on actual readings? (Yes/no)		yes	yes	yes	yes	yes	yes	yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to replace faulty meters? (days)		3 Working days	3 Working days					
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Good	Good	Good	Good	Good	Good	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		14 Working days	14 Working days					
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		3 Working days	3 Working days					
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		3 Working days	3 Working days					
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		3 Working days	3 Working days					
<b>Sewerage Service</b>								
Are your purification system effective enough to put water back in to the system after purification?		Yes	Yes	Yes	Yes	Yes	Yes	Yes
To what extend do you subsidize your indigent consumers?		100%	100%	100%	100%	100%	100%	100%
<b>How long does it take to restore sewerage breakages on average</b>								
Severe overflow? (hours)		6 hours	6 hours					
Sewer blocked pipes: Large pipes? (Hours)		6 hours	24 hours					
Sewer blocked pipes: Small pipes? (Hours)		6 hours	24 hours					
Spillage clean-up? (hours)		6 hours	24 hours					
Replacement of manhole covers? (Hours)		24 hours	24 hours					
<b>Road Infrastructure Services</b>								
Time taken to repair a single pothole on a major road? (Hours)		48 Hours	72 Hours					
Time taken to repair a single pothole on a minor road? (Hours)		48 Hours	72 Hours					
Time taken to repair a road following an open trench service crossing? (Hours)		48 Hours	72 Hours					
Time taken to repair walkways? (Hours)		48 Hours	72 Hours					
<b>Property valuations</b>								

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How long does it take on average from completion to the first account being issued? (one month/three months or longer)		1	1	1	1	1	1	1
Do you have any special rating properties? (Yes/No)		No	No	No	No	No	No	No
<b>Financial Management</b>								
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease
Are the financial statement outsourced? (Yes/No)		Only for review	Only for review					
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?		No	No	No	No	No	No	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 Days	30 Days					
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		No	No	No	No	No	No	No
<b>Administration</b>								
Reaction time on enquiries and requests?		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respond to a verbal customer enquiry or request? (working days)		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respond to a written customer enquiry or request? (working days)		immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to resolve a customer enquiry or request? (working days)		1-2 days	1-2 days					
What percentage of calls are not answered? (5%,10% or more)		5	5	5	5	5	5	5
How long does it take to respond to voice mails? (hours)		NA	NA	NA	NA	NA	NA	NA
Does the municipality have control over locked enquiries? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
Is there a reduction in the number of complaints or not? (Yes/No)		yes	yes	yes	yes	yes	yes	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 day	1 day					
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		When needed	When needed					
<b>Community safety and licensing services</b>								
How long does it take to register a vehicle? (minutes)		5 Minutes	5 Minutes					
How long does it take to renew a vehicle license? (minutes)		5 Minutes	5 Minutes					
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		5 Minutes	5 Minutes					
How long does it take to de-register a vehicle? (minutes)		5 Minutes	5 Minutes					
How long does it take to renew a drivers license? (minutes)		10 Minutes	10 Minutes					
What is the average reaction time of the fire service to an incident? (minutes)		15 - 20 Minutes	15 - 20 Minutes					
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)								

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What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)								
<b>Economic development</b>								
How many economic development projects does the municipality drive?		A comprehensive economic strategy						
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		Impossible to quantify						
What percentage of the projects have created sustainable job security?		All the projects						
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		yes						
<b>Other Service delivery and communication</b>								
Is a information package handed to the new customer? (Yes/No)		No						
Does the municipality have training or information sessions to inform the community? (Yes/No)		yes						
Are customers treated in a professional and humanly manner? (Yes/No)		yes						