

Annexure C
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 | |
| Solid Waste Removal | | | | | | | | |
| Premise based removal (Residential Frequency) | | Weekly | Weekly | Weekly | Weekly | Weekly | Weekly | Weekly |
| Premise based removal (Business Frequency) | | Weekly x2 | Weekly x2 | Weekly x2 | Weekly x2 | Weekly x2 | Weekly x2 | Weekly x2 |
| Bulk Removal (Frequency) | | As Required | As Required | As Required | As Required | As Required | As Required | As Required |
| Removal Bags provided(Yes/No) | | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Garden refuse removal Included (Yes/No) | | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Street Cleaning Frequency in CBD | | Weekly | Weekly | Weekly | Weekly | Weekly | Weekly | Weekly |
| Street Cleaning Frequency in areas excluding CBD | | Monthly | Monthly | Monthly | Monthly | Monthly | Monthly | Monthly |
| How soon are public areas cleaned after events (24hours/48hours/longer) | | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours | 24 Hours |
| Clearing of illegal dumping (24hours/48hours/longer) | | 1 Day per week | 1 Day per week | 1 Day per week | 1 Day per week | 1 Day per week | 1 Day per week | 1 Day per week |
| Recycling or environmentally friendly practices(Yes/No) | | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Licenced landfill site(Yes/No) | | Closure permits | Closure permits | Closure permits | Closure permits | Closure permits | Closure permits | Closure permits |
| Water Service | | | | | | | | |
| Water Quality rating (Blue/Green/Brown/N0 drop) | | SANS241 | SANS241 | SANS241 | SANS241 | SANS241 | SANS241 | SANS241 |
| Is free water available to all? (All/only to the indigent consumers) | | only indigent customers | only indigent customers | only indigent customers | only indigent customers | only indigent customers | only indigent customers | only indigent customers |
| Frequency of meter reading? (per month, per year) | | Monthly | Monthly | Monthly | Monthly | Monthly | Monthly | 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 |
| Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) | | | | | | | | |
| One service connection affected (number of hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Up to 5 service connection affected (number of hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Up to 20 service connection affected (number of hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Feeder pipe larger than 800mm (number of hours) | | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| What is the average minimum water flow in your municipality? | | Sufficient | Sufficient | Sufficient | Sufficient | Sufficient | Sufficient | Sufficient |
| 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 water meters? (days) | | 3 Working days | 3 Working days | 3 Working days | 3 Working days | 3 Working days | 3 Working days | 3 Working days |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | | No | No | No | No | No | No | No |
| Electricity Service | | | | | | | | |
| 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 | No | No | No | No | No | No |
| How much do you estimate is the cost saving in utilizing the ripple control system? | | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

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| | | Actual Outcome | Actual Outcome | Audited Outcome | Original Budget | Adjusted Budget | Full Year Forecast | |
| 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 | 3 Working days | 3 Working days | 3 Working 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 | 14 Working days | 14 Working days | 14 Working 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 | 3 Working days | 3 Working days | 3 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 | 3 Working days | 3 Working days | 3 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 | 3 Working days | 3 Working days | 3 Working days | 3 Working days | 3 Working days |
| | | | | | | | | |
| Sewerage Service | | | | | | | | |
| 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% |
| How long does it take to restore sewerage breakages on average | | | | | | | | |
| Severe overflow? (hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours |
| Sewer blocked pipes: Large pipes? (Hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Sewer blocked pipes: Small pipes? (Hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Spillage clean-up? (hours) | | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 6 hours | 24 hours |
| Replacement of manhole covers? (Hours) | | 24 hours | 24 hours | 24 hours | 24 hours | 24 hours | 24 hours | 24 hours |
| | | | | | | | | |
| Road Infrastructure Services | | | | | | | | |
| Time taken to repair a single pothole on a major road? (Hours) | | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 72 Hours |
| Time taken to repair a single pothole on a minor road? (Hours) | | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 72 Hours |
| Time taken to repair a road following an open trench service crossing? (Hours) | | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 72 Hours |
| Time taken to repair walkways? (Hours) | | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 48 Hours | 72 Hours |
| | | | | | | | | |
| Property valuations | | | | | | | | |

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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 |
| Financial Management | | | | | | | | |
| 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 | Only for review | Only for review | Only for review | 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 | 30 Days | 30 Days | 30 Days | 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 |
| Administration | | | | | | | | |
| 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 | 1-2 days | 1-2 days | 1-2 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 | 1 day | 1 day | 1 day | 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 | When needed | When needed | When needed | When needed | When needed |
| Community safety and licensing services | | | | | | | | |
| How long does it take to register a vehicle? (minutes) | | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes |
| How long does it take to renew a vehicle license? (minutes) | | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes |
| How long does it take to de-register a vehicle? (minutes) | | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes | 5 Minutes |
| How long does it take to renew a drivers license? (minutes) | | 10 Minutes | 10 Minutes | 10 Minutes | 10 Minutes | 10 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 | 15 - 20 Minutes | 15 - 20 Minutes | 15 - 20 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) | | | | | | | | |
| Economic development | | | | | | | | |
| How many economic development projects does the municipality drive? | | A comprehensive economic strategy | A comprehensive economic strategy | A comprehensive economic strategy | A comprehensive economic strategy | A comprehensive economic strategy | A comprehensive economic strategy | 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 | Impossible to quantify | Impossible to quantify | Impossible to quantify | Impossible to quantify | Impossible to quantify | Impossible to quantify |
| What percentage of the projects have created sustainable job security? | | All the projects | All the projects | All the projects | All the projects | All the projects | All the projects | All the projects |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | | yes | yes | yes | yes | yes | yes | yes |
| Other Service delivery and communication | | | | | | | | |
| Is a information package handed to the new customer? (Yes/No) | | No | No | No | No | No | No | No |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | | yes | yes | yes | yes | yes | yes | yes |
| Are customers treated in a professional and humanly manner? (Yes/No) | | yes | yes | yes | yes | yes | yes | yes |