

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							
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)							
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)							
Economic development							

