

APPENDIX C

SERVICE LEVEL STANDARDS

CAPE AGHULAS MUNICIPALITY CUSTOMER SERVICE CHARTER



FOR
MUNICIPAL ENGINEERING INFRASTRUCTURE SERVICES



CONSUMER SERVICE CHARTER

CONTENTS

1. PURPOSE	3
2. THE CONSUMER'S OBLIGATIONS	4
3. THE MUNICIPALITY'S OBLIGATIONS	4
4. MUNICIPAL CONTACT DETAILS.....	6
CONSUMER SERVICE CHARTER	7
REVENUE ADMINISTRATION	7
CONSUMER SERVICE : WATER SERVICES	8
WATER METER ADMINISTRATION	9
CREDIT CONTROL : WATER SERVICES.....	9
WATER SERVICES - OPERATIONS.....	10
ELECTRO-TECHNICAL SERVICES.....	11
ROADS & STORM WATER SERVICES	13
SOLID WASTE SERVICES.....	14



1. PURPOSE

The purpose of this document is to set out the Customer Services Charter and standards of Cape Agulhas Municipality. The plan is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Cape Agulhas Municipality.

Cape Agulhas Municipality is responsible for the following civil and electrical engineering infrastructure services, with reference to the:

- Construction and maintenance of roads, storm water and transport;
- Distribution of water services;
- Bulk purchasing, distribution and maintenance of electricity;
- Provision and maintenance of street lights and traffic lights;
- Refuse removal, solid waste disposal, landfill sites and street cleaning;
- Collection and management of sanitation services within the municipality;

This document provides:

- an explanation of the services offered for drinking water as well as wastewater collection and treatment; road and storm water maintenance; electro-technical services and solid waste management services;
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution;
- a list of indicators and targets to express the level of service the municipality aims to deliver to its customers. This includes water supply interruptions, wastewater overflows and odours, response times and repair completion times;

This document further sets out the shared rights and responsibilities and informs the customers of the service that they can expect to receive from Cape Agulhas Municipality, as well as their obligations in relation to the use of the services. The document is available to all customers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was also compiled in accordance with the *Water Service Act (Act no. 108 of 1997)*, the *National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as *world class standards and SANS 241*.



2. THE CONSUMER'S OBLIGATIONS

What's the definition of a 'consumer'?

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

Consumers are expected to:

- a) Pay for the services rendered by the municipality;
- b) Use resources (water and electricity) sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;
- c) Inform the municipality of any defects in roads, pipe breakages, blockages, bad taste and colour in water, damaged street lights and traffic lights, missing and broken manhole, meter covers and traffic signs;
- d) Repair all internal leaks on their private properties;
- e) Adhere to municipal bylaws that has been set to improve service delivery;
- f) Make use of qualified artisans to do repairs and installations on private property;
- g) The owner of properties is ultimately responsible for ensuring compliance with by-laws in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.
- h) Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to deceases;
- i) Do not connect storm water to the sewer networks of the municipality;
- j) The municipality may from time to time need access to your property, and your cooperation is requested in this regard;
- k) Do not tamper or make illegal connections from meters – this is an offense and you can be criminal charged.

3. THE MUNICIPALITY'S OBLIGATIONS

Cape Agulhas Municipality shall:

- a) Supply water that meet National Water Quality Standards (SANS 241) and any other contractual agreement with our customers.
- b) Supply water 24 hours daily.
- c) At all times maintain pressure between the minimum and maximum supply pressure per customer connection under normal operating conditions based on existing and projected annual average daily demand.
- d) Bill consumers on a monthly basis for services.
- e) Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)
- f) Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;



- g) To deal with any sewerage spills in accordance with our hazardous standard operating procedure.
- h) Establish a fair and cost effective tariff so that all consumers have minimum service to water and sanitation.
- i) At all times be accessible to members of the public;
- j) Strive to be professional in approach when dealing with members of the public;
- k) Serve and execute their duties with due diligence and honesty;
- l) At all times be friendly, polite and professional when answering telephone calls.
- m) Treat all members of the public equally, without distinction of race, religion, gender or social orientation.
- n) Observe official working hours in order not to prejudice or inconvenience members of the public.
- o) Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.



4. MUNICIPAL CONTACT DETAILS

General enquiries can be made by contacting Cape Agulhas Municipality's offices on the details stated below.

General enquiries can also be sent by email to:

Accounts Queries

Email: [info@capeagulhas.gov.za/](mailto:info@capeagulhas.gov.za)

Technical Infrastructure Queries

Email: [cilnad@capeagulhas.gov.za/](mailto:cilnad@capeagulhas.gov.za)

Accounts Queries:

Finance Department: Account Queries:

- Telephone Enquiries: (028) 425 5500
- Fax Number: (028) 425 1019

Technical Infrastructure Queries

Directorate: Technical Services

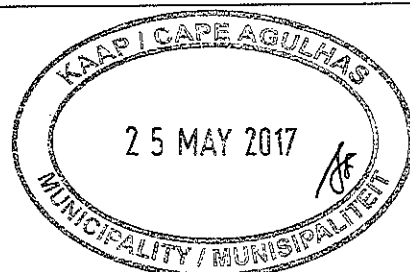
- Telephone Enquiries: (028) 425 5500



CONSUMER SERVICE CHARTER

COMMUNICATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Answer your telephone call	90% within 4 rings	90% within 5 rings
Return your call	1 day	1 day
Acknowledge all correspondence telephone calls/faxes/emails and other communication.	Within 24 hours	Within 24 hours
Reply to all correspondence received	7-10 days	7-10 days
Reply to all correspondence in writing if a detailed reply is required that may take additional time to research	7 - 10 days	7 -10 days
Notify you as soon as practical if there is a delay in our service commitment	Within 7 day after commitment date (Within 1 day)	Within 7 day after commitment date
Provide afterhours service for Emergency	100%	100%
Leave a NOTICE with contact details if we call at your residence and you are not home	100%	100%
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 hour	2 hour

REVENUE ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Adjustment of misallocated receipt	1 hour	1 hour
Adjustment of duplicated payment.	1 hour	1 hour
Capturing of manual receipt	1 day	1 days
Queuing time at pay points	10 minutes	10 minutes
Receipt of cheques received through the Post Office	1 day	1 days
Government cheques	N/A	N/A
Corporate cheques	1 day	

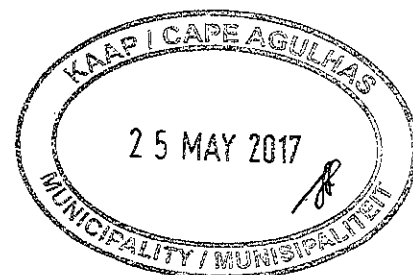


CONSUMER SERVICE: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Capture of new application forms into system	10 minutes	10 minutes
Capture of allocation of service into system	10 minutes	10 minutes
Capture of terminated accounts into system	10 minutes	10 minutes
Customer details amendment	5 minutes	5 minutes
Revenue refunds	30 days	30 days
Debit / Credit adjustments	30 days	30 days
Sewer connection investigation	2 day	2 days
Request for final bill estimate	2 days	5 days
Communication of unplanned service interruptions	Not possible as burst pipes are unplanned - no notice. Communication through-electronic SMS, Facebook, WhatsApp and loud hailing	Not possible as burst pipes are unplanned - no notice. Communication through electronic SMS, Facebook, WhatsApp and loud hailing
Communication of planned service interruptions	At least 48 hrs.	At least 48 hrs.
Water connection after payment	Within 10 days	Within 10 days
Water connection after payment but client is not ready for connection	Within 2 days upon request to proceed	2 days upon request to proceed



WATER METER ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Voluntary Disconnection	As per customer requested date Min 48Hrs notice	As per customer requested date
Reconnection	As per customer requested date Min 48 hrs. notice	As per customer requested date
Customer queries on meter reading	3 days	5 days
Application forms process time	2 days	2 days
Meter reading cycle	30 days	30 days
Bulk meter processing	Same day	Same day
Damaged meter processing	1 day	1 day
No meter processing	1 day	1 day
Buried meter processing	1 day	1 day

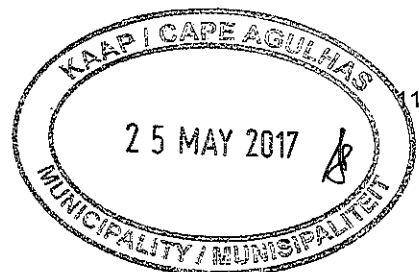
CREDIT CONTROL: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Reconnection after disconnection for non-payment	24 hrs.	48 hrs.
Disconnection	24 hrs.	24 hrs.



WATER SERVICES - OPERATIONS				
SERVICE	RESPONSE STANDARD			
	Residential		Commercial/Industrial	
	Working Hrs.	After hours	Working Hrs.	After hours
Respond to leaks, overflows on pipes	First level response in 1 hr.	2 hrs.	First level response in 1hr	2 hrs.
Respond to leak repair fittings (water meter, valves)	Within 24 hrs.	24 hrs.	Within 24 hrs.	24 hrs.
Respond to Burst causing extensive flooding	1 hour	1 hr.	1 hour	1 hr.
Respond to Burst causing seepage into road or verge	1 hour	2 hrs.	1 hour	2 hrs.
Respond to Water meter device repair	Within 24 hrs.	24 hrs.	Within 12 hrs.	24 hrs.
Low pressure complaint	3 days	3 days	3 days	3 days
Respond to No water complaint	2 hrs.	2 hrs.	2 hrs.	2 hrs.
Respond to Dirty water complaint	2 hrs.	2 hrs.	2 hours	2hrs
Respond to Quality of water complaint	2 hrs.	2 hrs.	2 hours	2 hrs.
Respond to sewage overflows	1 hr.	1 hr.	1 hour	1hour
Missing manhole covers	24 hrs.	24 hrs.	24 hrs.	24 hrs.
Plumbing Inspections	Within 48 hrs.	48 hrs.	Within 48 hrs.	48 hrs.
Drainage / Storm water inspection	1 day	1 day	1 day	1 day
Respond to drainage emergencies	3hrs.	3 hrs.	3 hrs.	3 hrs.
Missing meter covers	1 day	1 day	1 day	1 day
Respond to seepage/drainage problems	1 day	1 day	1 day	1 day
Respond to Reports on odors from wastewater treatment plants	4 hours	4 hrs.	4 hours	4 hrs.
Vandalized standpipes	1 hr.	1 hr.	1 hr.	1 hr.
Treatment of odors from our wastewater treatment plant	2 days	2 days	2 days	2 days



ELECTRO-TECHNICAL SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.)	30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours	30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours
Scheduled power outages (for upgrading, maintenance)	Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.	Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.
Electrical new connections, reconnections, upgrades and changes	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> • Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality 	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> • Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality



Reports of faulty street lighting, area, building and sports field lighting	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. • Faulty street lighting will only be attended to after hours if the area affected is relatively large. 	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. <p>Faulty street lighting will only be attended to after hours if the area affected is relatively large.</p>
Repair of high masts	Repair within 10 days weather and budget permitting	Repair within 10 days weather and budget permitting
Repair of traffic lights	Not applicable	Not applicable



ROADS & STORM WATER SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Repair of potholes in streets	3-10 days	
Grading of gravel streets	120 days	
Construction of storm water lines	60 days	60 days
Construction of new catch pits	10 days	10 days
Maintenance of storm water lines	180 days	180 days
Maintenance of catch pits	180 days	180 days
Construction of headwalls (per 10m ³ volume concrete / brickwork)	180 days	180 days
Construction of new channels (per 100m length)	30 days	30 days
Open channel maintenance (per 100m length)	60 days	60 days
Re-gravel of walkways (per 200m length)	10 days	10 days
Construction of bitumen roads (per 50m length)	60 days	60 days
Maintenance of gravel shoulders (per 200m length)	10 days	10 days
Installation of new kerbing (per 10m length)	1 day	1 day
Maintenance of paving/kerbing (per 10m length)	1 day	1 day
Construction of new bus stops (per 60m ² section)	180 days	180 days
Laying of erosion blocks (per 10m ² section)	10 days	10 days
Construction of gravel roads (per 500m length)	120 days	120 days



SOLID WASTE SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Refuse collection : Containerised	1 Collection per week	Twice a week
Refuse collection: Garden/Steel skips	Weekly	As per request
Refuse collection: Street bins	Daily	
Removal of refuse dumped illegally	As per request	

