Western Cape: Breede Valley Municipality (WC025) - Schedule of Service Delivery Standards Table XX

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	1xpw
Premise based removal (Business Frequency)	At least 1xpw or more frequent as requested
Bulk Removal (Frequency)	1xpw
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	7 days per week.
Street Cleaning Frequency in areas excluding CBD	5 days per week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	24 hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Is free water available to all? (All/only to the indigent consumers)	All
Frequency of meter reading? (per month, per year)	Per Month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Two
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 Month
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	4 hours
Up to 5 service connection affected (number of hours)	4 hours
Up to 20 service connection affected (number of hours)	5 hours
Feeder pipe larger than 800mm (number of hours)	12 hours
What is the average minimum water flow in your municipality?	16.37 mega litre
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)	7 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes but not operational
How much do you estimate is the cost saving in utilizing the ripple control system?	To be re-calculated after physical inspections
What is the frequency of meters being read? (per month, per year)	Per Month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Two
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 Month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	2 hours
Are accounts normally calculated on actual readings? (Yes/no)	Yes
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 meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	7 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	10 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	30 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	Free Monthly Removal
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	4 hours
Sewer blocked pipes: Large pipes? (Hours)	4 hours
Sewer blocked pipes: Small pipes? (Hours)	2 hours
Spillage clean-up? (hours)	4 hours
Replacement of manhole covers? (Hours)	4 hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	2 hours
Time taken to repair a single pothole on a minor road? (Hours)	4 hours
Time taken to repair a road following an open trench service crossing? (Hours)	1 week
Time taken to repair walkways? (Hours)	1 week

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Description **Standard**	**Service Level**
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Three Months
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	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?	Yes
Administration	
Reaction time on enquiries and requests?	5 min
Time to respond to a verbal customer enquiry or request? (working days)	5 min
Time to respond to a written customer enquiry or request? (working days)	2 min
Time to resolve a customer enquiry or request? (working days)	2 days
What percentage of calls are not answered? (5%,10% or more)	10-15%
How long does it take to respond to voice mails? (hours)	n/a
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	2 days
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 the need arise
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	12-15 min
How long does it take to renew a vehicle license? (minutes)	5-7 min
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5-7 min
How long does it take to de-register a vehicle? (minutes)	5-7 min
How long does it take to renew a drivers license? (minutes)	15-20min
What is the average reaction time of the fire service to an incident? (minutes)	14 min
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	n/a
Economic development	
How many economic development projects does the municipality drive?	5
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	3
What percentage of the projects have created sustainable job security?	55
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
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