Western Cape: Breede Valley Municipality (WC025) - Schedule of Service Delivery Standards Table XX		
Description		
Standard	Service Level	
Solid Waste Removal Premise hased removal (Residential Frequency)		
Premise based removal (Residential Frequency) Premise based removal (Business Frequency)	1xpw At least 1xpw or more frequent as requested	
Premise based removal (Business Frequency) Bulk Removal (Frequency)	At least 1xpw or more frequent as requested	
вик кетоval (Frequency) Removal Bags provided(Yes/No)	1xpw Yes	
Removal Bags provided(Yes/No) Garden refuse removal Included (Yes/No)	Yes Yes	
Street Cleaning Frequency in CBD	Yes 7 days per week.	
Street Cleaning Frequency in CBD Street Cleaning Frequency in areas excluding CBD	7 days per week. 5 days per week	
How soon are public areas cleaned after events (24hours/48hours/longer)	5 days per week 24 hours	
Clearing of illegal dumping (24hours/48hours/longer)	24 nours 3 days	
Recycling or environmentally friendly practices(Yes/No)	3 days Yes	
Licenced landfill site(Yes/No)	Yes	
aceticed idition and treation	165	
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)	T Mondi	
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	
	100	
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)	Per Month Two	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 Month	
On average for now long does the municipality use estimates before reverting back to actual readings? (months) Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	1 Month 2 hours	
Are accounts normally calculated on actual readings? (Yes/no)	2 nours Yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes Yes	
How long does it take to replace faulty meters? (days)		
How long does it take to replace faulty meters? (days) Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	1 day	
	yes	
How effective is the action plan in curbing line losses? (Good/Bad) How soon does the municipality provide a quotation to a customer upon a written request? (days)	Good	
How soon does the municipality provide a quotation to a customer upon a written request? (days) How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working 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	
The taken to are invalingable (Haura)	1 week	
Time taken to repair walkways? (Hours)		

Standard	Service Level
roperty valuations	
ow long does it take on average from completion to the first account being issued? (one month/three months or longer)	Three Months
o you have any special rating properties? (Yes/No)	Yes
inancial Management	
there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
re the financial statement outsources? (Yes/No)	No
re there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
ow long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days
there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
dministration	
eaction time on enquiries and requests?	2 days
ime to respond to a verbal customer enquiry or request? (working days)	2 days
ime to respond to a written customer enquiry or request? (working days)	2 days
ime to resolve a customer enquiry or request? (working days)	2 days
/hat percentage of calls are not answered? (5%,10% or more)	10-15%
ow long does it take to respond to voice mails? (hours)	n/a
oes the municipality have control over locked enquiries? (Yes/No)	Yes
there a reduction in the number of complaints or not? (Yes/No)	Yes
ow long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	2 days
ow 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?	
ommunity safety and licensing services	
ow long does it take to register a vehicle? (minutes)	12.15 min
ow long does it take to renew a vehicle license? (minutes)	12-15 min
ow long does it take to issue a duplicate registration certificate vehicle? (minutes)	5-7 min
ow long does it take to de-register a vehicle? (minutes)	5-7 min
ow long does it take to renew a drivers license? (minutes)	5-7 min
/hat is the average reaction time of the fire service to an incident? (minutes)	15-20min
/hat is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	14 min
/hat is the average reaction time of the ambulance service to an incident in the urbal area? (minutes)	n/a n/a
conomic development	
ow many economic development projects does the municipality drive?	5
ow many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	3
/hat percentage of the projects have created sustainable job security?	5
oes the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	55 No
ther Service delivery and communication	
·	No
a information package handed to the new customer? (Yes/No)	
a information package handed to the new customer? (Yes/No) oes the municipality have training or information sessions to inform the community? (Yes/No)	Yes