

SCHEDULE OF SERVICE DELIVERY STANDARDS - ENGINEERING SERVICES DEPARTMENT

WATER SERVICES

Water Quality rating – Blue Drop.

Is free water available to all? - No, only to the indigent consumers.

Frequency of meter reading? - Per month.

Duration (hours) before availability of water is restored in cases of service interruption -

- One service connection affected - 3 hours.
- Up to 5 service connection affected - 6 hours.
- Up to 20 service connection affected - 12 hours.
- Feeder pipe larger than 800mm - 24 hours.

Do you practice any environmental or scarce resource protection activities as part of your operations? –Yes.

How long does it take to replace faulty water meters – 1 day

SEWERAGE SERVICES

Are your purification system effective enough to put water back in to the system after purification? – Yes and we are green drop compliance.

How long does it take to restore sewerage breakages on average?

- Severe overflow? – 24 hours.
- Sewer blocked pipes: Large pipes? – 12 hours.
- Sewer blocked pipes: Small pipes? – 6 hours.
- Spillage clean-up? - 24 hours.
- Replacement of manhole covers? – 12 hours.

ROAD INFRASTRUCTURE SERVICES

Time taken to repair a single pothole on a major road? – 24 hours.

Time taken to repair a single pothole on a minor road? – 48 hours.

Time taken to repair a road flowing an open trench service crossing? – 24 hours.

Time taken to repair walkways? – 48 hours.