



INTERNAL MEMORANDUM
ENGINEERING SERVICES DEPARTMENT
FINAL 2025/2026

**SCHEDULE OF SERVICE DELIVERY STANDARDS - ENGINEERING
SERVICES DEPARTMENT**

WATER SERVICES

Water Quality rating : Blue Drop

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 : 6 hours.
- Up to 5 service connection affected : 6 hours.
- Up to 20 service connection affected : 9 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 – 24 hours

SEWERAGE SERVICES

Are your purification system effective enough to put water back in to the system after purification? – Yes, license compliance,

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

- Severe spillage : Immediate response
- Sewer blocked pipes : Large pipes – 24 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 having an open trench service crossing : 24 hours.

Time taken to repair walkways : 48 hours.