Benefit   March Barrows	Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX	<u> </u>
Promise based removed (inchester Prespunys)  1.04 R. Fermone S. Fe	Description Standard	Service Level
processor between control more (figures frequency)	Solid Waste Removal	
March   Control (Suppractive)   Suppract   Control (Suppractive)   Control (	Premise based removal (Residential Frequency)	7 078
Transmitter   Department of Committer	Premice based removal (Business Frequency)	221
Calester Calester Promoting College   Calester Promoting College   Calester Promoting College   Calester Promoting Promoting of manum college College   Calester Calester Promoting College   Calester Calester Promoting College   Calester Caleste	Bulk Removal (Frequency)	Waskly
Based Channing Personancy in CIDIO  Files on Section any publish service desired after service (Channy-Methanaharayan)  Any publish service desired after service (Channy-Methanaharayan)  Any channing aftergal attempt of service (Channy-Methanaharayan)  Any channin	Removal Baga provided(Yes/No)	Yes
Same Clausing of Impactors in these category (Chaptors Manusching) Clausing of Impact distributed (Chaptors Manusching) Clausing of Impact	Garden refuse removal included (Yes/No)	Yes
Section   Sect	Street Cleaning Frequency in CBD	Daily
Concept of antifolia (Concept International Concept International	Street Cleaning Frequency in areas excluding CBD	Weekly
Requiring or enhancementally femility practicacy ("embility)  Whater floring in continuous continuo	How soon are public areas deaned after events (24hours/48hours/longer)	24 hours
Secretary Investigation (Company)   Value	Clearing of illegal dumping (24hours/48hours/longer)	7 days
Where Devolves  Where Devolves	Recycling or environmentally friendly practices(Yes/No)	Yes
Name Coastary dates (Basacritectorial content) of coastary of the seaster and tables of price (Allery to the subject consumers)  Frequency of maker restrict? Get common closeded on measter and connection over (the month) of the seaster and content on closeded on measter of coaster of contents of the content of the coaster of coa	Licenced landfill site(Yea/No)	Yes
Name Coastary dates (Basacritectorial content) of coastary of the seaster and tables of price (Allery to the subject consumers)  Frequency of maker restrict? Get common closeded on measter and connection over (the month) of the seaster and content on closeded on measter of coaster of contents of the content of the coaster of coa		
in the selection and all the 10th (Polithry is the inclusion consumption)  Any estimated of management on inclusionation on excelation created price or more price or more included and consumption conclusionation on excelation created price more included and consumption or control of the consumption of consumption or consumption or control of the consumption of consumption or con	Water Service	
requested and anterwarding four methods and evaluate consequents over (two month of these methods of the control conducted an exact and consequents over (two month of these methods of the control control of the contr	Water Quality rating (Blue/Green/Brown/NO drop)	N/A
in an attention of consumption in student or included can include consumption on any low month follows month follows and student (member)  An activate per for low size the memberghol was certained before served but in outsile restricting (member)  Cone services connection affected pursuined of horses)  Up to 30 services connection affected pursuined of horses)  Up to 30 services connection affected pursuined of horses)  (In the 50 services connection affected pursuined of horses)  (In the 50 services connection affected pursuined of horses)  (In the 50 services connection affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined of horses)  (In this is the example affected pursuined affected pursuined affected pursuined and services affected pursuined and services affected pursuined affected pursui	la free water available to all? (All/only to the Indigent consumers)	NA
Description for two frequences for two frequences and interface proteins and interface of the content control (complete the sand questions)  Conservation connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of pumber of frequent)  Lip to 20 services connection affected (pumber of pumber of frequent)  Lip to 20 services connection affected (pumber of pumber of frequent)  Lip to 20 services connection affected (pumber of pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (pumber of frequent)  Lip to 20 services connection affected (p	Frequency of meter reading? (per month, per year)	N/A
increasion (Posco) before a modelatify of relater for relater of revenue of an extent of process of the composition of the section of the composition of the composit	Are estimated consumption celculated on actual consumption over (two month's/three month's/longer period)	N/A
Lip to Dis arelated controlled malfered for branch of hours) Lip to Dis arelated controlled malfered for branch or hours) Lip to Dis arelated controlled malfered for branch or hours) Lip to Dis arelated controlled malfered for branch or hours) Malford to be controlled malfered for branch or hours) Malford to be controlled malfered for branch or hours) Malford to be controlled malford for hours or hours Malford to be controlled malford for hours or hours Malford to be controlled malford for hours Malford to be controlled malford for hours or hours Malford to be controlled malford for hours Malford to be controlled for section expected in place that is the specification at this stage? ("feathio") Malford to put destroid by maintaining in place that is specification at this stage? ("feathio")  Solution to put destroid by maintaining the processing on except per maintain.  What is your destroidly feathioning in place that is speciational at this stage? ("feathio")  Solution manifold by our settled in the cost starting in place or that is speciationally feathioning in place or that is speciationally feathford by the manifold on your effection in the place or that is speciationally feathford by the manifold on speciation feathford in the manifold on controlled at consumption over them or maintains and place and place controlled by the manifold on controlled at consumption over them or maintains and place and place controlled by the co	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Lip 150 a Seweria extracection affected promiser of house) Lip 150 a Seweria connection affected primate or thouse) Lip 150 and the accomption of the Commission of March 150 and March 150 and 150 an	Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
Leg but 20 is sevine connection inference or thorse)  All All All All All All All All All Al	One service connection affected (number of hours)	N/A
Person spin agreed from 1000ms (number of flower)  When the the everage assert was security and counted records protection exhibition as part of your operation? ("reshlo)  And Andrew rights are security and an analysis of the security of the security of the security of the security and analysis of the security analysis	Up to 5 service connection sffected (number of hours)	NA
Fester pic imple fines 100ms (namebre of hours)  Mix the the average administration water flow to your production of (Yeshlo)  Doysou preside any enteriormonal or source recorder production exhibites as past of your operation? (Yeshlo)  Doysou have a carbedic protection system in place that is experienced at this stage? (Yeshlo)  Doysou make the production system in place that is operational at this stage? (Yeshlo)  Doysou make the production system in place that is operational at this stage? (Yeshlo)  Doysou make the production water in place that is operational at this stage? (Yeshlo)  Doysou make the production water in place that is operational or (Yeshlo)  Doysou make the production water in place that is operational or (Yeshlo)  Doysou make the production of the place that is operational or (Yeshlo)  Doysou make the production of the place that is operational or (Yeshlo)  The administration of the place that is operationally recording place to carbon and place that is operationally or (Yeshlo)  The administration of the place that is operationally or (Yeshlo)  The administration of the place that is on traditionally or (Yeshlo)  The administration of the place that is on replace that on that in radiality of (Yeshlo)  The popular place any endermandal or administration of a state that place that is no replace that on that in radiality of (Yeshlo)  The popular place any endermandal or administration of a state that place that is no replace that on that in radiality of (Yeshlo)  The popular place any endermandal or administration of a state that place that is no replace that on that in radiality of (Yeshlo)  The popular place any endermandal or administration of a state that place that the place that the president place that the		N/A
Mode & the servings existence metal from the types municipality?  Do you pursion are prediction coldition as part of your operation? (*res/feb)  AN Absorbing does that the requires failing water metern? (dep)  Do you have an exhallon from processing on servings per month?  Selecticity Servine  Minal by your clustedity water before the last personal at this stage? (*Yea/feb)  Selecticity Servine  Minal by your clustedity water before processing on servines per month?  Do your municipally that are object certified by personaling on servines per month?  Selecticity Servine  Minal by your clustedity water before processing on servines per month?  Do your municipally that are object certified by personaling on servines per month?  Selecticity Servine  Are selected assumption collected at occasionally for very committee to the recent service personal p		N/A
Do you prisole any emberonmental or surces resources protection colories as part of your operations? (*res/No)  All No color operations that respice foulty where incentify depend on the stage? (*res/No)  Do you have a calhodic protection system in place that is expendional at this stage? (*res/No)  Electricity four-incentify annihilating parcentage on everage par month?  Do you municipally have a rispic control in place that is expendional? (*res/No)  Do you municipally have a rispic control in place that is expendional? (*res/No)  Do you municipally have a rispic control in place that is operational? (*res/No)  Do you municipally have a rispic control in place that is percentional? (*res/No)  Are solutional to the response of the stage of the stage demandably and the stage?  I control to you demand to you call make the your control have present on the stage of the stage demandably for the stage of the stage demandably for the stage demandably of deviction by the stage demandably for the stage of th		NA
Jose large are a titude in register following water meteors? (depty)  Soor in here are a refluence production systems in place of that is expended and this edge? ("YeaPh")  Silectificity duration  What is your discissity variability parametrings on severage per month?  Jose manufacting the verification of the production of the place control expendence of the place or the place control is produced to the control of your embody of the product of the place control expendence of the place or the place control is produced to the produced or the place control is produced to the resultance of the control of the place or the place control expendence of the place of the place or th		N/A
Selection by Barviers  What is your alcotabily availability parcentage on everage per monito?  On your managizatily have a rigide control in place that is operations? (Yeshbo)  In or intermedicatily interes a rigide control in place that is operationally (Yeshbo)  In or intermedicatily interes a record in place that is operationally (Yeshbo)  In or intermedicatily interes are control in place that is one place per monitor?  What is the integratory of maken being read? (per month, or year)  What is the integratory of maken being read? (per month, or year)  What is the integratory of maken being read? (per month, or year)  North Can exempt for how long does the municipality use estimates before reventing back to extend readings? (Perlov)  One year good on a municipality of electricity in reading conformations of maken and place of municipality use estimates before reventing back to extend in early of the readings? (Perlov)  Year Couly purposed any environmental or exerce readings (Perlov)  Year Couly purposed any environmental or exerce readings (Perlov)  Year Couly year great any environmental or exerce readings (Perlov)  Year Couly year year and year and year experience of electricity shorth? (Perlov)  Year Couly year year and year and year experience of electricity shorth? (Perlov)  Year Couly year year and year year and year year year willow request? (days)  Year Couly year year of year year year year year year year year	How long does it take to replace faulty water meters? (days)	N/A
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Now mutant do you estimate in the cost sering in visiting the right control system?  Visitat is the frequency of melens being read ("(or ment), per year) Are estimated communitation calculated at communitation over (nor ment) have present in the communitation of control system of the communitation of control system or control of control system of control system or control of control system or control system or control of control of control of control of control system or control of contr		no
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Duration horizon mellicibility of electricity in restorced in cases of breakages (immediately/one day/fivor day/fivor day/fivor day/fivor day/fivor)   yes		
As a account's normally acknothated on actual readings? (YearNe)  Po you practice any anniferemental or exactor encourse protection societies as part of your operations? (YearNe)  (Po you practice any suniferemental or exactor encourse protection societies as part of your operations? (YearNe)  (Po you have a plan to prevent itaging connections and prevention of elacticity their? (YearNe)  (Po you have a plan to prevent itaging connections and prevention of elacticity) their? (YearNe)  (Po you have a plan to prevent itaging connections and prevention of elacticity) their? (YearNe)  (Po you have a plan to prevent itaging connections and prevention of elacticity) their occurs on a set to prevent itaging connections and to autonome upon a written network and prevention does the murchipality beats to provide a elacticity short on for the country of the prevention of the prevention elacticity short on the country of the prevention elacticity short on for the prevention of the		
De you practice any amformmental or scarce resource protection sotivities as part of your operations? (Yea/No)  frow long does it take to replace faulty metern? (days)  Coy where a plant prevent Rigatic connections and prevention of electricity freft? (You/No)  Low was the action plant in curbing fine losses? (Good/Berd)  Cod discovered to the manufcipality proteins or quotation to a customer upon a written request? (days)  5 July 100 woon does the manufcipality protein or quotation to a customer upon a written request? (days)  5 July 100 woon go does the manufcipality lates to provide electricity service or low voord; voor internation in rort required? (voorking days)  5 July 100 woon go does the manufcipality lates to provide electricity service for low voltage users where network extended in nort required? (voorking days)  5 July 100 woon go does the manufcipality lates to provide electricity service for low voltage users where network extended in nort required? (voorking days)  5 July 100 woon go does if take to reactive except to pure voltage users where network extended in nort required? (voorking days)  5 July 100 woon the manufcipality lates to provide electricity service for low voltage users where network extended in nort required? (voorking days)  5 July 100 woon the manufcipality lates to provide electricity service for low voltage users where network extended in nort required? (voorking days)  5 July 100 woon the manufcipality lates to provide electricity service for low voltage users where network extended in nort required? (voorking days)  NA  5 Sewers Socked piper. Samp piper? (Hourn)  5 Sewer Socked piper. Samp piper? (Hourn)  7 July 100 woon to require a single potrole on a major road? (Hourn)  7 July 100 woon to require a single potrole on a major road? (Hourn)  7 July 100 woon to require a single potrole on a major road? (Hourn)  7 July 100 woon to require a single potrole on a major road? (Hourn)  7 July 100 woon to require a single potrole on a major road? (Hourn)  7 July 100 woon to requi		
tow long does it take to replace faulty metere? (days)  Do you have paint to prevent ingell connections and prevention of allacificity that?? (You?No)  How second does the municipality lates to provide allacificity revention of allacificity that?? (You?No)  How long does the municipality lates to provide allacificity revention of allacificity that the variety of the municipality lates to provide allacificity revention of allacificity that the variety of the variety of the municipality lates to provide allacificity revention for the variety of the variety of the variety of the third provide allacificity services for frow voltage users where network cottended in not required? (working days)  Somerage Service  Somerage Service  Somerage Service  NA  Somerage Service  NA  NA  Somerage Service  NA  NA  Somerage Service  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  Somerage Service  Somerage Service  Somerage Service  NA  NA  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  NA  NA  Somerage Service  Somerage Service  Somerage Service  NA  NA  NA  NA  NA  Somerage Service  NA  NA  NA  NA  Somerage Service  NA  NA  NA  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  NA  NA  NA  Somerage Service  NA  NA  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  NA  Somerage Service  Somerage Service  NA  NA  NA  NA  Somerage Service  NA  Somerage Service  Somerage Service  NA  NA  NA  NA  NA  Somerage Service  Somerage Service  Somerage Service  Somerage Service  NA  Somerage Service  Somer		1
Co you have a plant to prevent linged connections and prevention of electricity that? (YrouPo)  How wend case the municipality private or quotation for a customer upon a written request? (days)  5 along  How lang does the municipality lates to provide electricity service for low voltage users where network extension is not required? (working days)  5 along  How lang does the municipality lates to provide electricity service for low voltage users where network extension is not required? (working days)  5 along  Serverage Service  Are your purification system effective enough to put water bedone for high voltage users where network extension is not required? (working days)  NA  Serverage Service  Are your purification system effective enough to put water bedone for high voltage users where network extension is not required? (working days)  NA  Server blocked do you subsidize your indigent consumers?  NA  Server blocked do you subsidize your indigent consumers?  Server overflow? (hours)  Server blocked pipes. Engal pipes? (Hours)  Server blocked pipes. Engal pipes? (Hours)  Replacement of manches covers? (Hours)  NA  Replacement of manches covers? (Hours)  NA  Replacement of manches covers? (Hours)  NA  Replacement or enable to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  Time taken to repair a single pottoke on a major read? (Hours)  1 morth  Doresse  Source or an engal single properties? (Yes/No)  Prancial Management  Is men any change by the sharten of unauthorised and westerful expenditure over time? (D		
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Administration  Reaction time on enquirios and requests:7  Time to respond to a verbal customer enquiry or request? (working days)  Time to respond to a written customer enquiry or request? (working days)  Time to respond to a written customer enquiry or request? (working days)  Time to resolve a customer enquiry or request? (working days)  3-5 minutes  3-5 minutes		
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Time to resolve a customer enquiry or request? (working days)  3-5 minutes		1
Tillia to tasotac si continua auditri i i i i i i deferenti (was unita cana)		
What percentage of calls are not answered? (5%,10% or more)		
	What percentage of calls are not answered? (5%,10% or more)	0% ( Automated enswering machin

		×
How long does it take to respond to voke mails? (hours)	No voicemail facility	Н
Does the municipality have control over looked enquiries? (Yes/No)	Yee	
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)		
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?		
Community safety and licensing services		
How long does it take to register a vahicle? (minutes)	3-5 minutes	
How tong does it take to renew a vehicle license? (minutes)	3-5 minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	3-5 minutee	
How tong does it take to de-register a vehicle? (minutes)	3-5 minutes	
How long does it take to renew a drivers license? (minutes)	5-10 minutes	
What is the average reaction time of the fire service to an incident? (minutes)	15 mins urban/45 mins rurel	ŀ
What is the average reaction time of the ambulance service to an Incident in the urban area? (minutes)	N/A	j
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?		7
How many economic development programme are deemed to be catalytic in creating an enabling anvironment to unlock key economic growth projects?		7
What percentage of the projects have created sustainable job security?	1	100
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	yes	
Other Service delivery and communication	l	
ts a information package handed to the new customer? (Yes/No)	No	ì
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes	
Are customers treated in a professional and humanly menner? (Yes/No)	Yes	نــ