

Standard	Service Level
<b>Solid Waste Removal</b>	
Premise based removal (Residential Frequency)	Not applicable
Premise based removal (Business Frequency)	Not applicable
Bulk Removal (Frequency)	Not applicable
Removal Bags provided(Yes/No)	Not applicable
Garden refuse removal Included (Yes/No)	Not applicable
Street Cleaning Frequency in CBD	Not applicable
Street Cleaning Frequency in areas excluding CBD	Not applicable
How soon are public areas cleaned after events (24hours/48hours/longer)	Not applicable
Clearing of illegal dumping (24hours/48hours/longer)	Not applicable
Recycling or environmentally friendly practices(Yes/No)	Not applicable
Licensed landfill site(Yes/No)	Not applicable
<b>Water Service</b>	
Water Quality rating (Blue/Green/Brown/NO drop)	Not applicable
Is free water available to all? (All/only to the indigent consumers)	Not applicable
Frequency of meter reading? (per month, per year)	Not applicable
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Not applicable
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not applicable
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>	
One service connection affected (number of hours)	Not applicable
Up to 5 service connection affected (number of hours)	Not applicable
Up to 20 service connection affected (number of hours)	Not applicable
Feeder pipe larger than 800mm (number of hours)	Not applicable
What is the average minimum water flow in your municipality?	Not applicable
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not applicable
How long does it take to replace faulty water meters? (days)	Not applicable
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Not applicable
<b>Electricity Service</b>	
What is your electricity availability percentage on average per month?	Not applicable
Do your municipality have a ripple control in place that is operational? (Yes/No)	Not applicable
How much do you estimate is the cost saving in utilizing the ripple control system?	Not applicable
What is the frequency of meters being read? (per month, per year)	Not applicable
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Not applicable
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not applicable
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Not applicable
Are accounts normally calculated on actual readings? (Yes/no)	Not applicable
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not applicable
How long does it take to replace faulty meters? (days)	Not applicable
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Not applicable
How effective is the action plan in curbing line losses? (Good/Bad)	Not applicable
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Not applicable
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Not applicable
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Not applicable
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Not applicable
<b>Sewerage Service</b>	
Are your purification system effective enough to put water back in to the system after purification?	Not applicable
To what extend do you subsidize your indigent consumers?	Not applicable
<b>How long does it take to restore sewerage breakages on average</b>	
Severe overflow? (hours)	Not applicable
Sewer blocked pipes: Large pipes? (Hours)	Not applicable
Sewer blocked pipes: Small pipes? (Hours)	Not applicable
Spillage clean-up? (hours)	Not applicable
Replacement of manhole covers? (Hours)	Not applicable
<b>Road Infrastructure Services</b>	
Time taken to repair a single pothole on a major road? (Hours)	Not applicable
Time taken to repair a single pothole on a minor road? (Hours)	Not applicable
Time taken to repair a road following an open trench service crossing? (Hours)	Not applicable
Time taken to repair walkways? (Hours)	Not applicable
<b>Property valuations</b>	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Not applicable
Do you have any special rating properties? (Yes/No)	Not applicable
<b>Financial Management</b>	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsourced? (Yes/No)	no
Are there Council adopted business process structuring the flow and managemet 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?	22 to 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
<b>Administration</b>	
Reaction time on enquiries and requests?	10 days
Time to respond to a verbal customer enquiry or request? (working days)	14 days

Time to resolve a customer enquiry or request? (working days)	14 days	
What percentage of calls are not answered? (5%, 10% or more)	21 days	
How long does it take to respond to voice mails? (hours)	10%	
Does the municipality have control over locked enquiries? (Yes/No)	not applicable	
Is there a reduction in the number of complaints or not? (Yes/No)	not applicable	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	not receiving service delivery complaints	
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?	30 minutes	
	As and when required	
<b>Community safety and licensing services</b>		
How long does it take to register a vehicle? (minutes)	not applicable	
How long does it take to renew a vehicle license? (minutes)	not applicable	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	not applicable	
How long does it take to de-register a vehicle? (minutes)	not applicable	
How long does it take to renew a drivers license? (minutes)	not applicable	
	from moment of receiving a call and getting out of building 60 seconds, response to municipal Boundary areas 33 minutes	
What is the average reaction time of the fire service to an incident? (minutes)	not applicable	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	not applicable	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	not applicable	
<b>Economic development</b>		
How many economic development projects does the municipality drive?		4
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		2
What percentage of the projects have created sustainable job security?		
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	65%	
	yes	
<b>Other Service delivery and communication</b>		
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	