

EC: 443 - Schedule of Service Delivery Standards Table 2026 - 2027

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Once a week
Premise based removal (Business Frequency)		3-7 days
Bulk Removal (Frequency)		1-7 days
Removal Bags provided(Yes/No)		Yes(Residential)
Garden refuse removal included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Once to twice a week
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Clearing of illegal dumping (24hours/48hours/longer)		24 hours
Recycling or environmentally friendly practices(Yes/No)		Yes
Licensed landfill site(Yes/No)		No
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		N/A
Is free water available to all? (All/only to the indigent consumers)		N/A
Frequency of meter reading? (per month, per year)		N/A
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		N/A
Up to 5 service connection affected (number of hours)		N/A
Up to 20 service connection affected (number of hours)		N/A
Feeder pipe larger than 800mm (number of hours)		N/A
What is the average minimum water flow in your municipality?		N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		N/A
How long does it take to replace faulty water meters? (days)		N/A
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		N/A
Electricity Service		
What is your electricity availability percentage on average per month?		No
Do your municipality have a ripple control in place that is operational? (Yes/No)		N/A
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
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)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		One Day
Are accounts normally calculated on actual readings? (Yes/no)		Yes
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 meters? (days)		2 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		Seven 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 for low voltage users where network extension is not required? (working days)		7 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		14 days
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		N/A
To what extend do you subsidize your indigent consumers?		N/A
How long does it take to restore sewerage breakages on average		N/A
Severe overflow? (hours)		N/A
Sewer blocked pipes: Large pipes? (Hours)		N/A
Sewer blocked pipes: Small pipes? (Hours)		N/A
Spillage clean-up? (hours)		N/A
Replacement of manhole covers? (Hours)		N/A
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		48 hours to refer the pothole to me
Time taken to repair a single pothole on a minor road? (Hours)		72 hours
Time taken to repair a road following an open trench service crossing? (Hours)		72 hours
Time taken to repair walkways? (Hours)		72 hours