Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards  Description	xure K
	T
L	Service Level
Sandard	Service Level
Solid Waste Removal Premise based removal (Residential Frequency)	
i cina adol cina i regardy	
Premise based remove (Business Frequency) Bulk Removel (Frequency)	
BUIL RETILIVE (FREQUENCY) REMOVAL Bags provided (FSRNo)	
Garden refuse removal Included (Yes/No)	
Street Cleaning Frequency in CBD	
Street Cleaning Frequency in areas excluding CBD	
How soon are public areas cleaned after events (24hours/48hours/longer)	
Clearing of Illegal dumping (24hours48hourshonger) Recycling or enricomentally friendly practices(Yeshko)	
Licenced Indial isite("es/No)	NA - DISTRICT MUNICIPALITY
Water Service	
l l	
l l	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Is free water available to all? (All/only to the indigent consumers)	
Frequency of meter reading? (per month, per year)	
Are estimated consumption calculated on actual consumption over (two month's three month's 'nonger period')	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) One service connection affected (number of hours)	
One service connection affected (number of hours) Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of inclus) Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	
What is the average minimum water flow in your municipality?	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty water meters? (days)	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	NA - DISTRICT MUNICIPALITY
Electricity Service	
l l	
l l	
l l	
l l	
l l	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/fonger) Are accounts normally calculated on actual readings? (Yes/no)  Are accounts normally calculated on actual readings? (Yes/no)	
Not accounts inclinely sequence or accusa reasurgs ( restrict)  Do you practice any entromental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity thefr? (Yes/No)	
How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	NA - DISTRICT MUNICIPALITY
Sewerage Service  Are your purification system effective enough to put water back in to the system after purification?	
the year particular system encount of the particular in a site system under particular in	
To what extend do you subsidize your indigent consumers?	
10 wist taken ou by austicate you intigent consumers? How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	NA DISTRICT THURSDAY
	NA - DISTRICT MUNICIPALITY
Road Infrastructure Services	48 Hours - Depends on the distance from
	the workshop
Time taken to repair a single pothole on a major road? (Hours)	48 Hours - Depends on the distance from
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Time taken to repair a single pothole on a minor road? (Hours)  Time taken to repair a road following an open trench service crossing? (Hours)  Time taken to repair walkways? (Hours)  Property valuations  How long does it take on swrage from completion to the first account being issued? (one month/three months or longer)  Do you have any special rating properties? (Yes/No)  Financial Management  Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/fincrease) Are the financial statement outsources? (Yes/No)  Are then Council adopted business process trunclusing the flow and management of documentation feeding to Trial Balaince?  How long does it take for an Tax/Invoice to be paid from the date it has been received?  Is there any change in more originized from SCM until Inviting all departmental plans quaterly and annually including for the next two to three years procurement plans?  Administration  Reaction time on enquiries and requests?  Time to respond to a withou customer enquiry or request? (working days)  Time to respond to a withou customer enquiry or request? (working days)  Time to respond to a withou customer enquiry or request? (working days)  Time to respond to a withou customer enquiry or request? (working days)  Time to respond to a withou customer enquiry or request? (working days)  Time to respond to a withou customer enquiry or request? (working days)  What percentage of calls are not answered? (SM, 10% or more)  How long does it ake to respond to vice mails? (hours)  Does the turnicipally have control over locked enquiries? (Yes/No)	the workshop 48 Hours - Depends on the distance from the workshop 48 Hours - Depends on the distance from the workshop  NA - DESTRICT MUNICIPALITY  Decrease No Yes 14 30 days 788 2 working days 2 working days 2 working days 20 working days
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Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	
How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	NA - DISTRICT MUNICIPALITY
Economic development	
How many economic development projects does the municipality drive?	5
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5
What percentage of the projects have created sustainable job security?	60%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	