	Annexure "K"
Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards Description Description	
Standard Solid Waste Removal	Service Level
Premise based removal (Residential Frequency)	
Premise based removal (Business Frequency) Bulk Removal (Frequency)	
Removal Bags provided(YesNo) 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/longer) Clearing of illegal dumping (24hours/l48hours/longer)	
Recycling or environmentally friendly practices(Yes/No) Licenced landfill site(Yes/No)	NA - DISTRICT MUNICIPALITY
Water Service	
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/longer 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) Up to 5 service connection affected (number of hours)	
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	
What is your electricity availability percentage on average per month? Do your municipality have a ripple control in place that is operational? (Yes/No)	
Do your municipality have a ripple control in place that is operational? (Ves/No) How much do you estimate is the cost saving in utilizing the ripple control system? What is the frequency of meters being read? (Der month, per year)	
Are estimated consumption calculated at consumption over (two month's/hree month's/honger 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/longer) Are accounts normally calculated on actual readings? (Yes/no)	
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 meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (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?	
To what extend do you subsidize your indigent consumers? How long does it take to restore severage breakages on average	
Severe overflow? (hours) Severe blocked pipes: Large pipes? (Hours) Severe blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours) Replacement of manhole covers? (Hours)	
Road Infrastructure Services	NA - DISTRICT MUNICIPALITY
Time taken to repair a single pothole on a major road? (Hours)	48 Hours after complaint has been received - Depends on the distance from
Time taken to repair a single pothole on a minor road? (Hours)	48 Hours after complaint has been received - Depends on the distance from
Time taken to repair a road following an open trench service crossing? (Hours)	48 Hours after complaint has been received -
Time taken to repair walkways? (Hours)	Depends on the distance from 48 Hours after complaint has been received -
	Depends on the distance from
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	NA - DISTRICT MUNICIPALITY
Do you have any special rating properties? (Yes/No)	NA - DISTRICT MUNICIPALITY
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