



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

CITY OF CAPE TOWN

WATER & SANITATION

CUSTOMER SERVICE CHARTER

FOR

THE PROVISION OF

WATER & SANITATION SERVICES

Revision 5

WATER & SANITATION, HEAD OFFICE
C/O MIKE PIENAAR BOULEVARD AND VOORTREKKER ROAD
BELLVILLE 7530
www.capetown.gov.za

Making progress possible. Together.

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1. PURPOSE: The City of Cape Town's Service Charter highlights commitment and intended goals, vision and mission.

This Service Charter provides our customers with a clear understanding of our commitment to the provision of water, sanitation and stormwater services, product quality and standards we strive to encounter.

This Service Charter incorporates a list of priority service standards and an addendum with additional response times to queries and complaints. The Water and Sanitation Directorate encourages all customers and stakeholders to measure our performance concerning these standards, and asks that they communicate their concerns to the Customer Contact Centre on 0860 10 30 89 (choose the water option) or via alternative channels (see below).

Disclaimer: Please note that while the Water and Sanitation Directorate strives to achieve these standards, budget and related resource challenges that are beyond its control may affect the level of service and /or turnaround time in certain scenarios.

2. HOW TO CONTACT US

2.1 Account Queries

For water and sanitation account queries, use any of these channels:

- Telephone Enquiries: 0860 10 30 89
- Fax number: 086 201 1017
- Email: accounts@capetown.gov.za

2.2 Technical Queries

For reporting technical queries, such as pipe bursts/leaks, sewer blockages/overflows, meter-related issues, service disruptions, water loss, restriction offences, river flooding or any other technical queries please communicate via the prescribed channels:

- Phone: 0860 103 089
- SMS: 31373 (maximum 160 characters, free SMSs do not apply)
- WhatsApp: 060 018 1505
- Email: water@capetown.gov.za
- To log a service request (often called a C3 request)
Online: www.capetown.gov.za/servicerequests

3. SERVICE DELIVERY STANDARDS

The City is striving to achieve the following response and resolve standards as described in the table below.

Please note: Maintenance of sanitation services (wastewater treatment works, pump stations and sewers) includes property house connections up to the boundary chamber and excludes the boundary chamber / rodding eye and infrastructure beyond the boundary chamber. For further clarification, please refer to the Wastewater and Treated effluent by-law and the tariff schedule. Search: capetown.gov.za

Please also note that the Revenue Department and the Customer Contact Centre are separate City administration communications. However, they are integrally involved with aspects of water and sanitation service delivery. The Water and Sanitation Directorate is dependent on contributions to the processes for managing services and dealing with queries.

| TERM / PHRASE | DEFINITION |
|---------------|---|
| Response time | Means time for the teams to arrive on site and assess the condition and make the area safe for operational related queries. <i>or</i> Means the time to register /action the administrative part of queries, as and where applicable. |
| Resolve time | Means time to technically fix the issue to have the service re-instated. |
| Working day | Means from Monday – Friday between 08h00 and 16h30 |

3.1 CUSTOMER CONTACT CENTRE

| SERVICE | RESPONSE STANDARD | RESOLVE STANDARD |
|---|--|------------------|
| Answer telephone calls | 80% within 20 Secs Remaining 20 % within a minute | N/A |
| Return telephone calls | 1 working day | N/A |
| Acknowledge all correspondence from faxes, emails, and other communication channels | 1 working day | N/A |

3.2 ADMINISTRATION

| SERVICE | RESPONSE STANDARD | RESOLVE STANDARD |
|---------|-------------------|------------------|
|---------|-------------------|------------------|

| | | |
|---|---|-----------------|
| New water connection, after payment and where the site is ready for connection | 2 working days | 29 working days |
| New water connection, after all relevant compliance matters have been adhered to but where the site is not ready for connection | 29 working days upon approval of site readiness and request to proceed | 29 working days |
| Reply to all queries received, providing a preliminary plan of action to resolve the issue if further investigation is required on first receipt of query | 2 working days | 29 working days |
| Reply to all queries if a detailed reply is needed that may require a technical inspection to be done | 2 - 5 working days if not responded to immediately | 29 working days |
| Communication of unplanned service interruptions (as per the City's incident management protocol) | <p>Notify within two hours of when the issue is known, through relevant communication methods / channels such as:</p> <ul style="list-style-type: none"> • City media release sent out for radio stations and others to announce, • City's Facebook and Twitter accounts, • City's contact center, Technical Dispatch Centre • City's area-based management to inform local political representatives and, (where relevant / possible) any resident / ratepayer / neighbourhood watch type of organisations in that area. | N/A |

3.3 OPERATIONS

| SERVICE RESPONSE | RESPONSE STANDARD | RESOLVE STANDARD |
|--|---|--|
| To leak in Road / Pavement / Underground | 2 working days | 7 working days |
| To burst water main | First level response team within 6 hours to assess the problem and make it safe | 2 working days * reinstatement may take between 6 – 9 months |
| To low pressure complaint | 2 working days | 29 working days |
| Water Quality Discoloration | 1 working day | 14 working days * can take longer depending on the sample results |
| Water Quality Smell | 1 working day | 14 working days * can take longer depending on the sample results |

| | | |
|---|--|---|
| Water Quality Taste | 1 working day | 14 working days * can take longer depending on the sample results |
| To sewage over flows | Within 1 working day | Within 3 working days Note: Exceptions can be made for complex resolutions that require multi-party interventions such as a sewer collapse |
| To plumbing registration process | Within 3 working days | 5 working days provided all documentation received 10 working days depending on owners availability |
| Certificate of compliance (COC) (transfer of ownership) at private residences | Within 3 working days | 10 working days provided all documentation received 10 working days depending on owners availability |
| To water pollution incidents | First level response team to assess the problem immediately on notification and ensure the pollution source is contained within 2 working days | 28 working days * can take longer depending on the impact |
| To missing manhole covers | Within 1 working day | Within 5 working days *subject to availability of stock in stores |
| To emptying septic/conservancy tanks | Within 2 working days | Within 5 working days |
| Odours from wastewater treatment plants | Within 4 hours of a working day | Treatment within 2 working days |
| To a river flood incident | First level response team to investigate and assess incident promptly on notification, maximum 2 working day (depending on severity and number of incidents) | To be determined based on the severity of the incident. |
| To treated effluent applications | 2 working days | 28 working days |
| To treated effluent quality complaints | 2 working days | 28 working days Note: this may not result in a change |
| To treated effluent quantity queries | 2 working days | 28 working days |

| | | |
|--|----------------------|---|
| | | Note: this may not result in a change |
| To treated effluent pipe burst | 2 working days | 7 working days |
| Services in the Informal Settlements and other Areas: | | |
| To cleaning of toilets: Chemical, container, and portable flush toilets | 1 working day | 2 working day |
| To cleaning of toilets: Dry, pit liner, conservancy tanks, dehydration sanitation and anaerobic toilets | 1 working day | 2 working days |
| To cleaning of toilets: Communal flush toilets | 1 working day | 5 working days |
| To low pressure complaint | Within 1 working day | Within 3 working days, Note: This may not result in a change in pressure if it is an operational requirement |
| To vandalised Informal Settlement standpipes | Within 1 working day | Within 1 working day |
| To burst pipes in informal settlements | 1 working day | 1 working day |
| To Toilet Door repairs | 2 working days | 28 working Days |

3.4 METER ADMINISTRATION

| SERVICE | RESPONSE STANDARD | RESOLVE STANDARD |
|--|---|--|
| To query on water meter device repair (WMD only) | 1 working day | 2 working days |
| To interruption of supply at owner's request | As per the Customers requested date. Minimum 2 working days | As per the customers requested date |
| Restoration of interruption of supply at owner's request | As per the Customers requested date. Minimum 2 working days | As per the customers requested date |
| Customer queries relating to water and sewerage billings | 1 working day | 10 working days |
| Meter reading (billing) cycle | Monthly | Monthly where access to the meter and area is safe and permitted |
| Processing of adjustments | 1 working day | 28 working days |

3.5 CREDIT CONTROL FOR NON OR LATE PAYMENT

| SERVICE | RESPONSE STANDARD | RESOLVE STANDARD |
|--|---|------------------|
| Lifting of restriction for residents and reconnections for commercial properties due to non-payment | 1 working day * Same day if payment received by noon; otherwise next day | 2 working day |
| Queries relating to restriction for residents and disconnecting for commercial properties due to non-payment | 1 working day | 2 working days |

CHANGE LIST

| Page | Reason for change | Rev. | Reviewer | Release Date |
|------|----------------------|------|--------------------------|--------------|
| All | Original development | 0 | M Carelse | 28/12/2011 |
| All | Updated/Approved | 1 | P Mashoko & MANCO | 09/01/2012 |
| All | Review and Approved | 2 | P Flower & WSMT | 26/11/2014 |
| All | Review and Approved | 3 | M Webster & WSMT | 30/04/2019 |
| All | Review | 3 | M Carelse & Charter Team | 12/05/2020 |
| All | Review | 4 | M Carelse & Charter Team | 30/07/2021 |
| All | Final Review | 4 | M Carelse & Charter Team | 31/08/2021 |
| All | Review | 5 | M Carelse & Charter Team | 31/10/2022 |
| All | Review | 5 | M Carelse & Charter Team | 12/12/2023 |
| All | Updated and Approved | 5 | L Manus & WSMT | 21/02/2024 |

Approved by: Siyabulela Bashe

Signature: _____

Director: Commercial Services

Date: _____

In Acting Capacity

Approved by: Zolile Basholo

Signature: _____

Director: Technical Services

Date: _____

Approved by: Etienne Hugo

Signature: _____

Director: Distribution Services

Date: _____

Approved by: Michael Killick

Signature: _____

Director: Bulk Services

Date: _____

Approved by: Leonardo Manus

Signature: _____

Executive Director: Water and Sanitation

Date: _____

ADDENDUM: ADDITIONAL SERVICE DELIVERY STANDARDS

| SERVICE | RESPONSE STANDARD | RESOLVE STANDARD |
|---|-------------------|---|
| Water Pollution related Complaints / Incidents | | |
| Sewerage Volumetric assessment | 3 working days | 28 working days * depending on availability of required information from applicant |
| Industral Effluent Inspection | 3 working days | 28 working days * depending on availability of required information from applicant |
| Sampling | 1 working day | 14 working days |
| Wastewater Related Incidents | 1 working day | 28 working days * can take longer depending on the incident |
| Sewage Spill | 1 working day | 28 working days * can take longer depending on the impact |
| Storm Water Pollution | 1 working day | 28 working days * depending on impact resource availability |
| Regulatory Queries | | |
| Plumbers registration | 3 working days | 5 working days * provided all documentation is received |
| Alternate Water System Enquiries | 2 working days | 10 working days * depending on owners availability |
| Existing Installation | 2 working days | 10 working days * depending on owners availability |
| Planned Installation | 2 working days | 5 working days * depending on owners availability |
| Meter: By - Law Contravention | 2 working days | 5 working days |

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| HWC/Solar Sys/Heat Pump: Cert Of Approval | 3 working days | 10 working days |
| New/Altered Water Installation: Cert Of Apprv | 3 working days | 10 working days * depending on site compliance |
| Ownership Transfer: Cert of Compliance | 3 working days | 10 working days * depending on owners availability |
| Application for Special Exemption | 2 working days | 5 working days * provided all documentation is received |
| Pressure Managem Enquiry | 2 working days | 5 working days |
| Informal Settlements related Complaints / Incidents | | |
| Outlet Bend Defective | Within 1 working day | 7 working days |
| Pan Connector Defective | Within 1 working day | 7 working days |
| Rodding Eye Missing | Within 1 working | 7 working days |
| Main Leak | 1 working day | 1 working day |
| Tap Stolen | 1 working day | 1 working day |
| Tap Damaged/Faulty | 1 working day | 1 working day |
| Missing Tap | 1 working day | 1 working day |
| Standpipe Damaged/Leaking | 1 working day | 1 working day |
| Gulley Blocked/Broken | 1 working day | 3 working days |
| Blocked Manhole | 1 working day | 3 working days |

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|---|----------------------|----------------|
| Faulty Cistern | Within 1 working day | 7 working days |
| Sewer Spill | 1 working day | 3 working days |
| Missing Container Toilet | 1 working day | 2 working days |
| Blocked Toilet – Chemical Toilet | 1 working day | 2 working days |
| Blocked Toilet – Container Toilet | 1 working day | 2 working days |
| Damaged Toilet – Container Toilet | 1 working day | 2 working days |
| Damaged Toilet – Portable Flush Toilet | 1 working day | 2 working days |
| Damaged Toilet – Chemical | 1 working day | 2 working days |
| Damaged Plastic Toilet Top Structure | 1 working day | 2 working days |
| Dirty Toilet - Container Toilet | 1 working day | 2 working days |
| Dirty Toilet - Chemical Toilet | 1 working day | 2 working days |
| Dirty Toilet - Pour Flush Tlt - Conservancy | 1 working day | 2 working days |
| Dirty Toilet - Pit Toilet | 1 working day | 2 working days |
| Dirty Toilet - Portable Flush Toilet | 1 working day | 2 working days |
| Damaged Toilet lid - Container Toilet | 1 working day | 2 working days |
| Damaged Toilet lid - Chemical Toilet | 1 working day | 2 working days |

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| Damaged Toilet Foundation / Anchorage | 1 working day | 2 working days |
| Missed Toilet Emptying Service - Chemical Toilet | 1 working day | 2 working days |
| Missed Toilet Emptying Service - Pour Flush Toilet | 1 working day | 2 working days |
| Missed Toilet Emptying Service - Pit Toilet | 1 working day | 2 working days |
| Missed Toilet Emptying Service - Conservancy | 1 working day | 2 working days |
| Missing Toilet Lid - Container Toilet | 1 working day | 2 working days |
| Damaged / Leaking Conservancy Tank | 1 working day | 5 working days |
| Overflowing Conservancy Tank | 1 working day | 1 working day |
| Missed Toilet Emptying Service - Portable Flush | 1 working day | 2 working days |
| Missing Lower Portable Flush Toilet Tank | 1 working day | 2 working days |
| Missing Top Portable Flush Toilet Tank | 1 working day | 2 working days |
| Damaged Lower Portable Flush Toilet Tank | 1 working day | 2 working days |
| Damaged Top Portable Flush Toilet Tank | 1 working day | 2 working days |
| No Chemicals in Toilet - Container Toilet | 1 working day | 1 working day |
| No Chemicals in Toilet - Chemical Toilet | 1 working day | 1 working day |
| No Chemicals in Toilet - Portable Flush | 1 working day | 2 working days |

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| Toilet cap Missing / Damaged - PFT | 1 working day | 2 working days |
| Non Return of Portable Flush Tlt | 1 working day | 2 working days |
| Water related Incidents | | |
| Faulty Fire Hydrant | 2 working days | 3 months |
| Leak at Fire Hydrant | 2 working days | 3 months |
| Leak at Valve | 2 working days | 3 months |
| Missing Cover Fire Hydrant | 2 working days | 5 working days |
| Missing Cover Valve | 2 working days | 5 working days |
| Water Run to Waste | 2 working days | 5 working days |
| Re-instatement after Water Incident | 2 working days | 6 – 9 months |
| Broken Leading | 2 working days | 7 working days |
| Faulty Stopcock | 2 working days | 5 working days |
| No Water Supply | 2 working days | 5 working days |
| Shut-Off Supply Request | 2 working days | 5 working days |
| Stolen Water Meter all sizes | 2 working days | 2 working days |
| Stolen Stopcock - All Sizes | 2 working days | 2 working days |

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|--------------------------------------|----------------|-----------------|
| High Water Pressure | 2 working days | 5 working days |
| Turn-On Supply request | 2 working days | 5 working days |
| Sewer related Incidents | | |
| Re-Instatement after sewer incident | 2 working days | 6 – 9 months |
| Faulty Damaged Manhole Cover | 1 working day | 1 working day |
| Broken Sewer Pipe | 1 working day | 3 working days |
| Customer related Queries | | |
| Restriction complaint | 1 working day | 2 working days |
| Customer : Debt Management | 1 working day | 2 working days |
| Customer query on new connections | 1 working day | 2 working days |
| EU Indigent Allowance Increase | 1 working day | 1 working day |
| Customer Account Adjustment | 1 working day | 28 working days |
| Customer Master Data Updates/Queries | 1 working day | 10 working days |
| Customer Meter Reading/Consump | 1 working day | 5 working days |
| Customer Phone in Reading | 1 working day | 2 working days |
| Customer Rebate Request | 1 working day | 28 working days |

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|---|----------------|-----------------|
| Customer Tariff Related Queries | 1 working day | 2 working days |
| Customer Discon Recon Queries | 1 working day | 2 working days |
| Customer Reconnection Request | 1 working day | 2 working days |
| Customer Technical & Meter Related | 1 working day | 2 working days |
| Internal Billing/Adjustment | 1 working day | 2 working days |
| Internal Master Data Update | 1 working day | 2 working days |
| Internal MTR Related Queries | 1 working day | 2 working days |
| Excessive User Reconnection Request | 1 working day | 2 working days |
| Customer: Basic Supply Investigation | 1 working day | 2 working days |
| Internal : Escalated Correspondence | 1 working day | 7 working days |
| Meter Queries | | |
| Meter Tested | 2 working days | 29 working days |
| Meter Replaced | 2 working days | 2 working days |
| Property visited fixed meter / fittings defects | 2 working days | 2 working days |
| Customer Reading Entered | 2 working days | 2 working days |
| Special Meter Reading Order Created | 2 working days | 2 working days |

| | | |
|---|----------------|-----------------|
| Meter Reading Disputed | 2 working days | 2 working days |
| WMD Open Flow Request | 1 working day | 1 working day |
| Meter: Damaged / Faulty | 2 working days | 2 working days |
| Move/ Lower Meter 20mm & below | 2 working days | 29 working days |
| Missing Cover Meter 20mm & below | 2 working days | 29 working days |
| WWM: Locate Meter/ Stopcock all sizes | 2 working days | 29 working days |
| Faulty Damaged Water Meter 20mm and below | 2 working days | 2 working days |
| Faulty Damaged Water Meter 25mm and up | 2 working days | 2 working days |
| Infestation Bees Meter | 5 working days | 28 working days |
| Infestation Bees Hydrant | 5 working days | 28 working days |
| Leak at Meter/Stopcock 20mm and below | 2 working days | 2 working days |
| Leak at Meter/Stopcock 25mm and up | 2 working days | 2 working days |
| Missing Cover Meter 25mm & up | 2 working days | 2 working days |
| Move/Lower Meter 20mm & below | 5 working days | 28 working days |
| Move/Lower Meter 25mm & up | 5 working days | 28 working days |
| Faulty Meter 20mm & below | 2 working days | 2 working days |

| | | |
|-------------------------------------|----------------|----------------|
| Leak at Meter/Stopcock 20mm & below | 2 working days | 2 working days |
| No Water WMD 20mm & below | 2 working days | 2 working days |

.....**END**.....