



**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
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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

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

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

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

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

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

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**.....