



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CUSTOMER PERCEPTION AND SATISFACTION SURVEY 2017/18

EXECUTIVE SUMMARY

Department of Water and Sanitation

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The 2017/2018 Customer Perception and Satisfaction Survey (CPSS) undertaken by the City of Cape Town's (CCT) Water and Sanitation Department (WSD) sought to gain understanding on the lived reality of household consumers (in formal and informal settlements) and business consumers (operating formally and informally). This involved assessing the responses from a total of 4 040 personal interviews and online questionnaires (allowing results from the study to be statistically significant and representative at the city level) across various attributes. The purpose of this executive summary is to bring out the most significant results of the study.

In terms of **drinking water and water quality**, leaks, supply disruptions (availability), pressure management and water cleanliness were raised as existing issues in need of intervention. The key intervention recommended in the study was for the supply of standpipes in informal settlements to be increased, and the existing stock to be better maintained.

Overflowing manholes, blocked drains/ sewers and the state (cleanliness, maintenance, supply) of shared toilet facilities emerged as the most frequently cited issues with **sewage and wastewater** services provided by the City. In addition to infrastructure upgrade/ expansion/maintenance, the survey revealed that significant demand exists from businesses to make use of treated effluent if provided by the City at a lower cost than that of potable water.

With regards to **stormwater services**, flooding (of roads and properties) and blocked catch pits were commonly stated sources of dissatisfaction from residents and businesses. Respondents expressed a desire for the City to explore avenues through which more rainwater could be captured through the stormwater system.

As the first post-drought edition of the CPSS, new questions under the **water conservation** theme revealed how the majority of respondents considered the City's Day Zero messaging and drought campaign as having been successful. Continued public education was seen by survey respondents as a means by which water conservation efforts could be sustained.

Whilst the majority of respondents feel that the City's water-related **metering** and billing are accurate, input from residents and businesses indicated a desire for metering to be undertaken more frequently, and for **billing** to be made easier to understand.

Traditional **communication** channels (mass media, contact centre, visiting municipal offices) prevail in terms of current and preferred future use by survey respondents. The findings indicate that improved communication channels (e.g. ward councillors), content (regular progress/status updates), and capacity (responsiveness) may allow the City to foster more positive sentiment from its WSD customers.

Overall, the value of CPSS is in revealing how the attainment of technical standards of service delivery (as seen in measures such as the Blue Drop score) does not necessarily directly translate into customer satisfaction. In this regard, the CPSS allows the City to be more attuned to mediating gaps between what is feasible (from both engineering and economic perspectives), what customers expect, and what they value or consider to be important. Mediation of this gap may be aided by effective communication (two-sided), as well as promotion of interventions that nudge consumers' knowledge and behaviour towards attitudes and practices that emphasise greater civic-responsibility.