



Harry Gwala District Municipality

DRAFT WATER AND SANITAION SERVICE LEVEL STANDARDS

2024/25

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1. HARRY GWALA SERVICE LEVEL STANDARDS

a. Introduction and background

Harry Gwala District Municipality as part of its Customer Service Charter seeks to improve its water services provisioning to communities and the service level standard so as to ensure a consistent and sustainable service is available to all water users within the District.

Water service providers are required to ensure the continuity of the services they supply to customers.

This involves developing and adopting a customer service standard that documents:

- The level of service to be provided to customers;
- Processes for customer interaction with the service provider; and
- Any other matter stated in the guidelines, if any, issued by the regulator for preparing customer service standards.

Council has established performance indicators for the water supply schemes for which it is registered as a service provider.

a. Services provided

The municipality is responsible for the production and distribution of potable water and safe disposal of all wastewater generated.

	Service	
Water	Individual yard connection	
	Public stand pipe	
	Temp public water tank	
	Borehole	
	Spring rehabilitation and protection	
Sanitation	VIP toilet-onsite disposal	
	Septic tanks-onsite disposal	

	Conservancy tanks-offsite disposal	
	Waterborne connected to reticulation with disposal at wastewater treatment works	

b. Categories

The services provided vary depending on type of settlement and result in different classification of consumers. The uneven development has resulted in various technologies being utilised to meet the basic needs and higher level of services.

- i. High level of service
- ii. Medium level
- iii. Basic level

c. Service level matrix

Category	Description	Areas	Remarks
1	Waterborne sanitation Metered individual connections VIP toilets Public standpipes Septic tanks Conservancy tanks	Kokstad Ixopo UMzimkhulu Underberg Bulwer Crayton Hlanganani Franklin Donnybrook	Urban areas with high level of services
2	VIP toilets Public standpipes Metered individual standpipes	Riverside Nokweja Jolivet Washbank Siqadulweni Mnqumeni	Small development nodes with basic level of services to high level of services

3	VIP toilets Borehole Spring protection Water tanker deliveries	Various Rural Areas	Areas with basic level of services or backlogs or experiencing chronic water shortage due to poor water sources
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2. SERVICES AND SERVICE LEVEL STANDARDS

d. ACCOUNTS

SERVICE \ SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET THE SERVICE FROM
Registration of New Account	Immediate	Call Centre Walk in service centres
Termination of Existing Account	Immediate	Call Centre Walk in service centres
Transfer of Account from one customer to the next	Immediate	Call Centre Walk in service centres
High Accounts ❖ Leaks : advise consumer on method to check ❖ Incorrect Meter Readings: Investigation	Immediate	Call Centre Walk in service centres
Meter relocation	14 days	Call Centre Walk in service centres

Flow Limiter Applications	3 days	Call Centre Walk in service centres
Restrictions, Disconnections & Reconnections	Immediate	Call Centre Walk in service centres
Copy statements.	Immediate	Call Centre Walk in service centres
Balance Enquiries	Immediate	Call Centre Walk in service centres
Credit Control	Immediate	Call Centre Walk in service centres
Raising of Waste Water & Pollution Charges	Daily	Call Centre Walk in service centres
Termination of industrial Waste Water customers	7 days	Call Centre Walk in service centres
Response to trade effluent charge queries	7 days	Call Centre Walk in service centres
Processing of applications to discharge industrial trade effluent to sewer and\ or via road tanker	7days	Call Centre Walk in service centres

e. TECHNICAL

SERVICE \ SERVICE PRODUCT	SERVICE LEVEL	WHERE SERVICE CAN GET SERVICE FROM
Repairing burst pipes	24 hours	Call Centre
Repair of standpipe(minor)	24hrs	Call Centre
Repair of stand pipes (major)	48hrs	Call Centre
Repair of borehole	48hrs	Call Centre
Repair of spring	48hrs	Call Centre
Repairing minor leaks	48 hours	Call Centre
Deployment of tankers on emergency (repairs taking more than 8 hrs) No tankers will be deployed if the repairs take less than 8 hours to finish.	8 hours	Call Centre
General Technical Queries regarding water borne sewerage/water reticulation.	3 working days	Call Centre
Process application for meter relocation and tests	14working days	Call Centre
Investigate and resolve water pressure complaints	3 days	Call Centre
Process and conduct pressure flow tests	7 days	Call Centre
Inspection of Properties to locate nearest Water Main, check for number, and boundary pegs in order to facilitate new water connections	48 hours	Call Centre
Install urban domestic water connections to individual consumers multi-dwelling units and housing projects	14 days	Call Centre
Install rural domestic water connections to individual consumers multi-dwelling units and housing projects	21 days	Call Centre

Install large domestic, commercial, individual water connections including sprinkler and fire connection.	14 days	Call Centre
Read all consumers' (domestic & commercial) water meters in the Municipality.	Monthly 100% reading 100% accuracy	Call Centre
Carry out field investigations\ check meter readings where required	3 days	Call Centre
Estimated readings when unable to read.	Monthly	Call Centre
Maintenance of water meters and chambers	48 hours	Call Centre
Tracing of leaks related to water meters	48 hours	Call Centre
Location of buried water meters	5 days	Call Centre
Raising and re-locating of water meters	48 hours	Call Centre
Change of faulty meters	48 hours	Call Centre
Removal of water connections for illegal activities or non-payment	48 hours	Call Centre
Investigations into general water and account queries	7 days	Call Centre
Sample testing, e.g. Ground Water contamination, drinking water quality, stream water quality	48 hours	Call Centre
Backfilling of trenches \excavation in roads ways and on verges due to emergency work	1 day	Call Centre

f. WATER AND WASTEWATER Work

SERVICE \SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET THE SERVICE FROM
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Drinking water treatment quality	-Comply with SANS 241 -Blue Drop	Call centre
Wastewater treatment quality and disposal	-As per DWA permit -Green Drop	Call centre
Clearing of sewage blockages	6 hours after reporting	Call centre Area offices

g. Call Centre

SERVICE \ SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET THE SERVICE FROM
Call centre operating hours	6am-10pm each day	Call centre
Answering of telephone calls	80% of calls within 1 minute	Call centre
Query logging	To issue reference number for every call made	Call centre

h. ADMINISTRATION

Acknowledgement of correspondence	48hrs	All offices
Reply to Correspondence, letters, faxes,	7 working days	All offices
Reply to emails	48hrs	All offices
Municipal documents	Shall be on approved municipal letter head, reference,date and duly signed by authorised official	All offices

3. SERVICE LEVEL STANDARDS PUBLIC POSTER

A poster to be displayed at all service centres and various institutions is attached. The poster shall enable customers to make quick reference to services they require and to be able to communicate with the municipality without going through all the policies, by-laws and other documents that are relate to the service required.(Poster still under development)