

Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Description	2020/2021	2021/22	2022/23	Current Year 2023/24			Service Level
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	
Solid Waste Removal							
Premise based removal (Residential Frequency)	once a week	once a week	once a week	once a week	once a week	once a week	once a week
Premise based removal (Business Frequency)	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD
Bulk Removal (Frequency)	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas
Removal Bags provided(Yes/No)	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant
Garden refuse removal Included (Yes/No)	private service providers	private service providers	private service providers	private service providers	private service providers	private service providers	private service providers
Street Cleaning Frequency in CBD	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well
Street Cleaning Frequency in areas excluding CBD	daily except weekends and public holidays	daily except weekends and public holidays	daily except weekends and public holidays	daily except weekends and public holidays	daily except weekends and public holidays	daily except weekends and public holidays	daily except weekends and public holidays
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours
Recycling or environmentally friendly practices(Yes/No)	yes	yes	yes	yes	yes	yes	yes
Licensed landfill site(Yes/No)	yes	yes	yes	yes	yes	yes	yes
				-	-	-	-
				-	-	-	-
Water Service							
Water Quality rating (Blue/Green/Brown/N0 drop)	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%
Is free water available to all? (All/only to the indigent consumers)	only to the indigent consumers	only to the indigent consumers	only to the indigent consumers	only to the indigent consumers	only to the indigent consumers	only to the indigent consumers	only to the indigent consumers
Frequency of meter reading? (per month, per year)	Per month	Per month	Per month	Per month	Per month	Per month	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 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)	8	8	8	8	8	8	8
Up to 5 service connection affected (number of hours)	12	12	12	12	12	12	12
Up to 20 service connection affected (number of hours)	12	12	12	12	12	12	12
Feeder pipe larger than 800mm (number of hours)	24	24	24	24	24	24	24
What is the average minimum water flow in your municipality?	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	no	no	no	no	no	no	no
How long does it take to replace faulty water meters? (days)	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	no	no	no	no	no	no	no
				-	-	-	-

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Electricity Service	-	-	-	-	-	-	-
What is your electricity availability percentage on average per month?	100%	0%	0%	-	-	-	-
Do your municipality have a ripple control in place that is operational? (Yes/No)	YES	YES	YES	YES	YES	YES	YES
How much do you estimate is the cost saving in utilizing the ripple control system?	(0)	(0)	(0)	(0)	(0)	(0)	(0)
What is the frequency of meters being read? (per month, per year)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)
Are estimated consumption calculated at consumption over (two months/three months/longer period)	three to six months	three to six months	three to six months	three to six months	three to six months	three to six months	three to six months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time
Are accounts normally calculated on actual readings? (Yes/no)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	No	No	No	No	No	No
How long does it take to replace faulty meters? (days)	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT
How effective is the action plan in curbing line losses? (Good/Bad)	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
Sewerage Service	-	-	-	-	-	-	-
Are your purification system effective enough to put water back in to the system after purification?	No, average compliance = 45%	No, average compliance = 45%	No, average compliance = 45%	No, average compliance = 45%	No, average compli	No, average compli	Full borne sewage system
To what extend do you subsidize your indigent consumers?	0%	0%	0%	0%	0%	0%	0%
How long does it take to restore sewerage breakages on average							
Severe overflow? (hours)	6-9	6-9	6-9	6-9	6-9	6-9	6-9
Sewer blocked pipes: Large pipes? (Hours)	9-12	9-12	9-12	9-12	9-12	9-12	9-12
Sewer blocked pipes: Small pipes? (Hours)	3-6	3-6	3-6	3-6	3-6	3-6	3-6
Spillage clean-up? (hours)	12-15	12-15	12-15	12-15	12-15	12-15	12-15
Replacement of manhole covers? (Hours)	24	24	24	24	24	24	24

