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Dear Municipal Manager

## **SUPPORT TO DEVELOP A CONSUMER SERVICES CHARTER FOR WATER SERVICES**

We refer to our communication with the relevant departments during November /December 2016 and express our appreciation to your Municipality for the inputs and supporting the content of the Consumer Service Charter for Water Services. The Charter demonstrates your municipality's commitment to service delivery.

### **Background**

The Consumer Services Charter is a requirement in terms of the *Water Service Act (Act no. 108 of 1997)*, the *National Water Act (Act no. 36 of 1998)* and other relevant regulations which recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as the world class standards and SANS 241.

The purpose of the Charter is firstly to improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the residents of Matzikama Municipality. The Charter provides an explanation of the services offered for drinking water, wastewater collection and treatment. Secondly, the Charter provides information on a range of consumer service processes such as service connections, metering, billing, maintenance work, complaints and dispute resolution.

### **Consumer Services Charter for Water Services**

Attached hereto please find the Final Consumer Service Charter on Water Services (*as consulted with the municipality*) and it is recommended that the content be reviewed frequently, based on the capacity of the municipality. The Consumer Services Charter should be tabled to Council for adoption and the document be uploaded onto the municipality's website.

It is further recommended that the Consumer Service Charter be communicated to the ward committees within the municipality and be consulted with relevant stakeholders/community organizations. This will encourage residents and other role-players to measure the municipality's performance against the set service standards and to communicate any deviations to the municipality in order to allow for improvement. In doing so, it will enable community awareness and education on the responsibilities of both parties.

If you may have any queries, please contact R Groenewald or S Harigobin on [rgroenewald@salga.org.za](mailto:rgroenewald@salga.org.za) and [sharigobin@salga.org.za](mailto:sharigobin@salga.org.za) respectively.

Yours sincerely,

**KHALIL MULLAGIE**  
**PROVINCIAL EXECUTIVE OFFICER**

# CONSUMER SERVICE CHARTER FOR



## WATER SERVICES

Facilitated by:



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## **1. PURPOSE**

The purpose of this document is to set out the Consumer Services Charter and standards of Cederberg Municipality with respects to water services. The charter is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Cederberg Municipality.

This document provides:

- an explanation of the services offered for drinking water as well as wastewater collection and treatment;
- information on a range of consumer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution; and a
- list of indicators and targets to express the level of service the municipality aims to deliver to its consumers. This includes water supply interruptions, wastewater overflows and odours, response times and repair completion times;

This document further sets out the shared rights and responsibilities and inform the consumers of the service what they can expect to receive from Cederberg Municipality, as well as their obligations in relation to the use of the services. The document is available to all consumers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was compiled in accordance with the *Water Service Act (Act no. 108 of 1997)*, the *National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as world class standards and SANS 241.

## **2. THE CONSUMER'S OBLIGATIONS**

### **What's the definition of a 'consumer'?**

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

### **Consumers are expected to:**

- a) Pay for the services rendered by the municipality;
- b) Use water sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;

- c) Inform the municipality of any defects, pipe breakages, blockages, bad taste and colour in water, missing and broken manhole and meter covers;
- d) Repair all internal leaks on their private properties;
- e) Adhere to municipal bylaws that has been set to improve service delivery;
- f) Make use of qualified artisans to do repairs and installations on private property;
- g) The owner of properties is ultimately responsible for ensuring compliance with by-laws in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.
- h) Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to deceases;
- i) Do not connect storm water to the sewer networks of the municipality;
- j) The municipality may from time to time need access to your property, and your cooperation is requested in this regard;
- k) Do not tamper or make illegal connections from meters – this is an offense and you can be criminal charged.

### **3. THE MUNICIPALITY'S OBLIGATIONS**

#### **Cederberg Municipality shall:**

- a) Supply water that meet National Water Quality Standards (SANS 241) and any other contractual agreement with our consumers.
- b) Supply water 24 hours daily.
- c) At all times maintain pressure between the minimum and maximum supply pressure per consumer connection under normal operating conditions based on existing and projected annual average daily demand.
- d) Bill consumers on a monthly basis for services.
- e) Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)
- f) Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;
- g) To deal with any sewerage spills in accordance with our hazardous standard operating procedure.
- h) Establish a fair and cost effective tariff so that all consumers have minimum service to water and sanitation.
- i) At all times be accessible to members of the public;

- j) Strive to be professional in approach when dealing with members of the public;
- k) Serve and execute their duties with due diligence and honesty;
- l) At all times be friendly, polite and professional when answering telephone calls.
- m) Treat all members of the public equally, without distinction of race, religion, gender or social orientation.
- n) Observe official working hours in order not to prejudice or inconvenience members of the public.
- o) Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.

#### **4. MUNICIPAL CONTACT DETAILS**

General enquiries can be made by contacting Cederberg Municipality on the details below.

##### **Accounts Queries**

Mr Nico Smit

Email: [nicos@cederbergraad.co.za](mailto:nicos@cederbergraad.co.za)

Telephone Enquiries: 027 482 8000

Fax Number: 027 482 1933

##### **Technical Infrastructure Queries**

Mr Ben Schippers

Email: [bens@cederbergraad.co.za](mailto:bens@cederbergraad.co.za)

Telephone Enquiries: 027 482 8000

##### **After hours: Complaint Centre**

Telephone Enquiries: 027 482 8000

## 5. CONSUMER SERVICE CHARTER: COMMUNICATION

SERVICE	RESPONSE STANDARD
	Residential / Commercial
Answer your telephone call	90% within 4 rings
Return your call	1 day
Acknowledge all correspondence telephone calls/faxes/emails and other communication.	Within 7 days
Reply to all correspondence received in writing	14 days
Reply to all correspondence in writing if a detailed reply is required that may take additional time to research	20 - 30 days
Notify you as soon as practical if there is a delay in our service commitment	Within 15 days after commitment date
Provide afterhours service for Emergency	100%
Leave a NOTICE with contact details if the municipality calls at the residence and a resident is not home	100%
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 day



## 6. REVENUE ADMINISTRATION

SERVICE	RESPONSE STANDARD
	Residential / Commercial
Adjustment of misallocated receipt	30 min
Adjustment of duplicated payment	1 hour
Capturing of manual receipt	1 hour
Queuing time at pay points	10 minutes
Receipt of cheques received through the Post Office	2 days
Corporate cheques	1 day

## 7. CONSUMER SERVICE: WATER SERVICES

SERVICE	RESPONSE STANDARD
	Residential / Commercial
Capture of new application forms into system	10 minutes
Capture of allocation of service into system	10 minutes
Capture of terminated accounts into system	10 minutes
Consumer details amendment	5 minutes
Revenue refunds	30 days
Debit / Credit adjustments	30 days
Sewer connection investigation	48 hrs.
Request for final bill estimate	2 days
Communication of unplanned service interruptions	Not possible as burst pipes are unplanned - no notice. Communication through Radio and Facebook
Communication of planned service interruptions	At least 72 hrs.
Water connection after payment	Within 7 days
Water connection after payment but client is not ready for connection	Within 14 days upon request to proceed

## 8. WATER METER ADMINISTRATION

SERVICE	RESPONSE STANDARD
	Residential / Commercial
Voluntary Disconnection	Min 24 hour notice
Reconnection	Min 24 hour notice
Consumer queries on meter reading	7 days
Application forms process time	2 days
Meter reading cycle	30 days
Bulk meter processing	30 days
Damaged meter processing	30 days
No meter processing	14 day
Buried meter processing	48 hours
One service connection affected (number of hours)	2 - 4 hours
Up to 5 service connection affected (number of hours)	2 - 4 hours
Up to 20 service connection affected (number of hours)	5 - 7 hours

## 9. WATER SERVICES – OPERATIONS

SERVICE	RESPONSE STANDARD			
	Residential		Commercial/industrial	
	Working Hrs.	After hours	Working Hrs.	After hours
Respond to leaks, overflows on pipes	First level response in 2 hr.	2hrs	First level response in 2hr	2hrs
Respond to leak repair fittings (water meter, valves ...)	Within 24 hrs.	24 hrs.	Within 24 hrs.	24 hrs.
Respond to Burst causing extensive flooding	1 hour	1 hr.	1 hr.	1 hr.
Respond to Burst causing seepage into road or verge	1 hour	1 hr.	1 hr.	2 hrs.
Respond to Water meter device repair	Within 24 hrs.	24 hrs.	Within 12 hrs.	24 hrs.
Low pressure complaint	2 days	2 days	2 days	2 days
Respond to No water complaint	1 hr.	1 hr.	2 hrs.	2 hrs.
Respond to Dirty water complaint	1 hr.	1 hr.	1 hr.	1 hr.
Respond to Quality of water complaint	As per the Incident Management Protocol of the Cederberg Municipality			
Respond to sewage overflows	1 hr.	1 hr.	1 hr.	1 hr.
Missing manhole covers	48 hrs.			

Plumbing Inspections	Within 48 hrs.	48 hrs.	Within 48 hrs.	48 hrs.
Drainage / Storm water inspection	2 days	2 days	2 days	2 days
Respond to drainage emergencies	4 hrs.	4 hrs.	4 hrs.	4 hrs.
Missing meter covers	48 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to seepage/drainage problems	48 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to Reports on odors from wastewater treatment plants	To be dealt with in terms of the Incident Management Protocol of the Cederberg Municipality			
Vandalized standpipes	4 hrs.	1 hr.	4 hrs.	1 hr.
Treatment of odors from our wastewater treatment plant	1 day	1 day	1 day	1 day
Cleaning of conservancy tanks	72 hrs	72 hrs	72 hrs	72 hrs
Severe overflow? (hours)	1 hr.	1 hrs.	1 hr.	1 hrs.
Sewer blocked pipes: Large pipes? (Hours)	48 hrs.	48 hrs.	1 hr.	1 hr.
Sewer blocked pipes: Small pipes? (Hours)	1 hr.	1 hr.	1 hr.	1 hr.