



## **SERVICE LEVEL STANDARDS - ETHEKWINI WATER AND SANITATION DEPARTMENT.**

### **1. OVERVIEW**

eThekweni Water and Sanitation Department's Service Charter has been put in place with a view to ensuring that public expectations of service delivery are matched by achievable and measurable performance standards.

**This document is being drafted with an intention of ensuring that:**

- ❖ the relationship that exists between the service provider, EWS, and the customer or recipient of service, is enhanced,
- ❖ areas of dissatisfaction are reduced,
- ❖ In instances of disputes, the process to resolve disputes is clear,
- ❖ unrealistic expectations are eliminated,
- ❖ the escalation procedures in the event there are differences between the service provider and customers are explained.
- ❖ the members of the public are made aware of how the public can access the eThekweni Water and Sanitation Unit.

**This document further intends highlighting:**

- ❖ how effectiveness will be tracked
- ❖ how information about service effectiveness will be reported and addressed,
- ❖ how to prevent bad customer relationships,
- ❖ how to keep client relationships healthy as a result of voluntary compliance from adherence to published service level standards whilst simultaneously ensuring that the rights of the customer are upheld.

### **2. OVERALL APPROACH**

This document serves to set out:

- ❖ how eThekweni Water and Sanitation Department will provide assistance and support to you, our customer,
- ❖ the standards of service that you, our customer, can expect,
- ❖ how you can help us deliver an effective service and make suggestions for further improvement,
- ❖ the channels that you, the customer, have at your disposal in case you want to communicate dissatisfaction about our service delivery standards.

### 3. REFERENCES:

For the purposes of this document unless otherwise stated,

“**All offices**” means where water services business is performed. “All offices” refers physically to the following:

- ❖ 3 Prior Road (Head Office),
- ❖ Pinetown One Stop Shop ( 60 Kings Road),
- ❖ Kingsburgh One Stop Shop ( 729 Mayors Mews),
- ❖ Umhlanga Water Office (327 Umhlanga Rocks Drive),
- ❖ Hammarsdale Water Office ( 58 Anderson Road)

“**Call Centre**” refers to communicating with eThekweni Water and Sanitation Department through the 24/7 Tollfree Telkom number **080 1313 013** or through anyone of the following E-services:

- ❖ e-mail : [eservices@dmws.durban.gov.za](mailto:eservices@dmws.durban.gov.za)
- ❖ SMS : **083 707 3013**
- ❖ FAX : **031- 311 8220**

#### **4. LEVELS OF SERVICE AVAILABLE**

##### **Water**

In order to make water available to customers at an affordable cost, various levels of service are offered to domestic customers:

- Full pressure water supply fed directly to the household from the City's supply network.
- Semi pressure supply received by the household via a roof-tank.
- 200 litres of water per day available via. a ground tank which is filled daily – equivalent to 6 000 free litres of water per month.
- Standpipes that are provided to supply informal communities as an interim measure.
- Water sachets or tankered water in the case of prolonged service interruptions.

##### **Sanitation**

The accepted levels for sanitation are:

- Conventional waterborne sanitation– connection to sewerage infrastructure.
- Waterborne sanitation with on-site disposal – septic tank and associated soak-away.
- Water with on-site collection and off-site disposal e.g. Conservancy tanks with emptying and disposal by tanker..
- Urine Diversion toilet with double vaults (dry sanitation)

#### **5. FREE BASIC SERVICES**

##### **Water**

All customers receive the first 6kl per month free of charge, with rising block tariffs for those customers receiving a full or semi-pressure supply and fixed charges for full pressure customers using more than 6kl per month and living on residential properties with a municipal valuation of more than R40 000.

All water supplied via. Standpipes is provided free of charge.

##### **Sanitation**

Any customer whose property has a municipal valuation of less than R36 000 and who would be liable for sewerage rates will receive the sewerage service at no charge. Any VIP latrine is emptied once in a 5 year period at no charge

## 6. SERVICES AND SERVICE LEVEL STANDARDS

### ACCOUNTS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET THE SERVICE FROM
Registration of a New Account.	Immediate	All offices
Termination of Existing Account.	Immediate	All Offices
Transfer of Account from one consumer to the next.	Immediate	All Offices
Linking of Account and Services eg. Electricity and Water.	Immediate	All Offices
Name Change on an Account	Immediate	All Offices
High Accounts <ul style="list-style-type: none"> <li>Leaks : Advice consumer on method to check.</li> <li>Incorrect Meter Readings : Investigation.</li> </ul>	Immediate Immediate	All Offices All Offices
Crossed Meters	14 days	All Offices
Flow Limiter Applications	3 days	All Offices
Debt Relief (when applicable)	Immediate	All Offices
Restrictions, Disconnections & Reconnections	Immediate	All Offices
Copy Statements.	Immediate	All Offices
Balance Enquiries	Immediate	All Offices
Multi-Metering	14 Days	Prior Rd
Credit Control as per the Water Policy	Daily	All offices
Raising of Waste Water & Pollution Charges	1 Day	Prior Rd
Termination of industrial Waste Water customers	Immediate	Prior Rd
Response to trade effluent charge queries	1 day	Accounts Prior Rd.
Processing of applications to discharge industrial trade effluent to sewer and/or via road tanker	7 days	Scott Rd- Pollution KwaMashu- Pollution Southern Waste Treatment Water Works- Pollution
Complaints regarding storm-water and river water pollution	Within two hours	Call Centre, Scott Rd, KwaMashu, Southern Waste Water Treatment Works
Applications to install low volume, on site, domestic sewage treatment plants	7 working days	Prior Road

## ENGINEERING SERVICES CONTACT CENTRE

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Capturing of all telephone queries with regards to engineering service faults	Immediate	Prior Road Call Centre
Processing of all engineering services faults that come through e-services and other correspondence	Immediate	Prior Rd, Call Centre
Answering of all telephone calls	90% of calls within 30 seconds and 80% within 20 seconds	Prior Road
Operating hours	24/7/365	Prior Road

## COMMUNITY EDUCATION

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Visit to Water and Sanitation Education Centre	On request as available	031-577 1605
Presentation to schools on water, sanitation, and environmental education	15 working days	031-577 1605
Attend community meetings	7 working days	031-3118784

## TECHNICAL

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
General Technical Queries regarding water borne sewerage/water reticulation.	3 days	Prior Rd, Scott Road, 60 Kings Road (Pinetown), uMhlanga Water Office
Process applications for meter re-sites and meter tests.	14 working days	All offices
Process applications for fire hydrant relocations	14 working days	All offices
Process applications for new water connections.	14 working days	All Offices

Inspect plumbing of commercial and industrial customers for compliance for normal fire fighting standards.	1 day	All Offices
Investigate general, domestic customer complaints/queries related to water supply.	48 hours	Call Centre/ All Offices
Investigate and resolve water ponding on private property and water pressure complaints.	48 hours	Call Centre/ All Offices
Process and conduct pressure and flow tests.	7 days	Call Centre/ All Offices
Inspection of Properties to location nearest Water Main, check for lot numbers, and boundary pegs in order to facilitate new water connections.	48 hours	Paver Rd
Install domestic water connections $\leq$ 25mm to individual consumers multi – dwelling units and housing projects.	14 days	Paver Rd
Install large domestic, commercial, individual water connections $>$ 25mm including sprinkler and fire connection.	14 days	Paver Rd
Read all consumer's (domestic & commercial) water meters in the eThekweni Municipality.	Monthly	Paver Road
Carry out field investigations/check meter readings where required.	3 days	Paver Road
Estimated readings when unable to read.	Monthly	Paver Road
Maintenance of water meters and chambers	48 hours	Paver Road
Tracing of leaks related to water meters.	48 hours	Paver Road
Location of buried water meters.	5 Days	Paver Road
Raising and re-siting of water meters	48 hours	Paver Road
Change of faulty meters.	48 hours	Paver Road
Removal of water connections for illegal activities or non-payment	48 hours	Paver Road
Investigations into general water meter and account queries.	7 Days	All offices
Supplying developers and consultants details of short and long term planning for Water and Sanitation Services.	By negotiation	Prior Rd
Supplying Customers with GIS information, aerial photographs, maps, survey details, backlog, and other statistics	<ul style="list-style-type: none"> <li>❖ A4 layout- Immediate and at no charge</li> <li>❖ Others up to 7 working days at special request and at Council Tariff.</li> </ul>	Prior Rd
Sample testing, eg. Ground Water contamination, drinking water quality, stream water quality.	48 hours	Halifax Rd

Environmental Impact Assessments – Water and Sanitation comments submitted.	30 Days	Prior Rd
Town Planning/Building, Estates Dept, ensuring consistency on the application of the Plans Approval Guideline Document for referral, approval and conditions set.	7 days	Prior Road as well as Scott Rd KwaMashu Works, 2 Byfield Rd
Chamber of Business/Waste Minimisation Clubs/ Catchment Management Forums/ Rate Payers Association – Communicate and consult on legal and policy issues of interest.	By negotiation	Scott Rd, Kwa Mashu Works, 2 Byfield Rd
Conduct standard 2 or 3 times yearly inspection to ensure compliance with sewerage disposal bylaws, National Building Regulations and other environmental legislation.	Bi-annually or 3 times a year, as relevant	Scott Rd, KwaMashu Works, 2 Byfield Rd
Submit an inspection report, notice or letter to industry within one week of inspection.	1 Week	Scott Rd, KwaMashu Works, 2 Byfield Rd
Ensure all relevant legislation and Department Policy are communicated to industry.	As required	Scott Rd, KwaMashu Works, 2 Byfield Rd
Prepare Press Release for Directors approval on spill or pollution incidents.	24 Hours	Scott Rd, KwaMashu Works, 2 Byfield Rd
Prepare Press Statement on request of Reporter after Directors approval.	24 Hours	Scott Rd, KwaMashu Works, 2 Byfield Rd
Give developers and consultants information required such as pressure zones, flow rates, bulk supplies.	1 week	Prior Rd
Delivery of potable water to customers in areas where the water supply has been interrupted.	6 Hours after the interruption	Call Centre
Delivery of water sachets to residential areas where the water supply cut offs take place.	4 Hours after the interruption	Call Centre
Backfilling of trenches/excavations/ in road ways and on verges due to emergency work	1 Day	Call Centre
Waste Water Tank Services : Conservancy/Septic tank emptying, un-programmed.	2 Days	All offices/ Call Centre
Pit Latrine Emptying	Free service once every five years	Springfield
Physical Waste Water connection installations	5 Days	Springfield
Inspection of new Waste Water connection	2 Days	Springfield

Approval/referral of building plans with respect to sewerage disposal.	3 Days from the time of receipt by EWS to the time of return to the building inspectors	Prior Road
Attendance to Sewer overflows/ blockages/ smells/ damage	Critical cases attended to within 4 hours Non-critical cases attended to within 24 hours.	Call Centre
Attendance to sewer blockages on private property	2 Days	Call Centre

**ADMINISTRATION**

Reply to Correspondence, letters, faxes	7 working days	All Offices
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