

ANNEXURE B				
WARD 16 SERVICE REQUEST: 1 SEPTEMBER 2020 - 30 SEPTEMBER 2020				
Department	C3 Complaint Type	Created	Closed	In Process
CITY PARKS	Enquiries: Cemeteries	1	0	1
CITY PARKS	General maintenance of Parks /Cemeteries	1	0	1
CITY PARKS	Mowing	2	0	2
CITY PARKS	Tree Removal	1	0	1
CORPORATE SERVICES CONTACT CENTRE	Escalated Query - Level 1	1	1	0
CORPORATE SERVICES CONTACT CENTRE	OSL - Masta Data	1	1	0
CORPORATE SERVICES CONTACT CENTRE	OSL - Water	1	1	0
ELECTRICITY FINANCIAL AND METER READING	PPM Arrears Query	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Equipment Damaged	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	No Power	38	26	12
ELECTRICITY TECHNICAL COMPLAINTS	Other (Enter detailed Fault description)	2	2	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Display Blank	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Faulty Mode	4	4	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Rejecting Code	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	11	0	11
ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	19	0	19
ENVIRONMENTAL MANAGEMENT	Rivers	1	0	1
LAW ENFORCEMENT	BackYard Repairs	1	1	0
REVENUE	Debit Order - Changes / Terminations	1	1	0
REVENUE	Debit Order- 7th,15th and Last day Month	4	4	0
REVENUE	Debt Management - Correspondence	1	1	0
REVENUE	Debtors Account Correspondence	1	1	0
REVENUE	Deeds, Final Accounts - SOUTH	1	1	0
REVENUE	Deeds, Final Accounts - NORTH	3	3	0
REVENUE	E - Billing Invoices	2	2	0
REVENUE	E - Services	2	2	0
REVENUE	Handover / Legal Action	5	5	0
REVENUE	Maintenance of Property Technical MD	4	4	0
REVENUE	Refunds Final Accs/Overpay-North&South	4	4	0
REVENUE	Senior Citizens & D/P Rates Rebates	2	2	0
ROADS AND STORMWATER	Dumping in/on Stormwater Infrastructure	1	1	0
ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	1	1	0
ROADS AND STORMWATER	Kerbs/Channels/Canals (Describe)	1	1	0
ROADS AND STORMWATER	Repair Pothole	8	5	3
ROADS AND STORMWATER	Repair Road/Footway	4	0	4
ROADS AND STORMWATER	Repair/Replace:Gulley Grid/Manhole cover	1	1	0
SERVICE REQUESTS FROM EPIC	EPIC Solid Waste	1	0	1
SEWER	Empty Septic Tank	1	0	1
SEWER	Sewer: Blocked/Overflow	137	34	103
SEWER	Sewer: Foul Smell	1	0	1
SEWER	Sewer: Manhole Cover: Stolen/Missing	1	1	0
SEWER	Sewer: Pipe Broken	1	0	1

SEWER - INFORMAL SETTLEMENTS	Manhole Blocked	3	3	0
SOLID WASTE	Billing Discrepancy	1	1	0
SOLID WASTE	Bin Repairs - 240L	1	0	1
SOLID WASTE	Bin Swallowed by Truck	2	0	2
SOLID WASTE	Damaged Bin - 240L	23	2	21
SOLID WASTE	General Staff Complaints	1	0	1
SOLID WASTE	Illegal Dumping	4	0	4
SOLID WASTE	Indigent Application	12	12	0
SOLID WASTE	Litter Bins Required	1	1	0
SOLID WASTE	Non Collection of Recycling	1	0	1
SOLID WASTE	Non-Collection of 240L Bin	6	6	0
SOLID WASTE	Residential Bin Application - 240L	12	3	9
SOLID WASTE	Stolen Bins - 240L	24	11	13
WATER	Broken Leading	30	29	1
WATER	Burst Pipe	4	2	2
WATER	Leak In Road/ Pavement/ Underground	2	2	0
WATER	Leak at Water Meter / Stopcock	24	24	0
WATER	Low Water Pressure	2	2	0
WATER	Meter: Damaged / Faulty	5	5	0
WATER	Meter: Stolen	1	1	0
WATER	Meter: Move/Lowering	1	1	0
WATER	No Water Supply	5	5	0
WATER	PMZ Investigation	1	1	0
WATER	Re-Instatement after Water Incident	3	0	3
WATER	Stopcock: Defective	1	1	0
WATER	Stopcock: Locate	1	1	0
WATER	Water Meter : Locate	2	2	0
WATER	Water Run to Waste	3	3	0
WATER	Water Shut-Off Requested	1	1	0
WATER - INFORMAL SETTLEMENTS	Pipe Burst	1	1	0
WATER AND SANITATION OR METER QUERIES	Approved WDM Increases / Decreases	6	6	0
WATER AND SANITATION OR METER QUERIES	Customer : Account Adjustment Queries	5	5	0
WATER AND SANITATION OR METER QUERIES	Customer : Master Data Updates/Queries	6	4	2
WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	7	5	2
WATER AND SANITATION OR METER QUERIES	Customer : Rebate Requests	3	3	0
WATER AND SANITATION OR METER QUERIES	Customer : Reconnection Request	30	30	0
WATER AND SANITATION OR METER QUERIES	Customer : Technical Meter Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	8	7	1
WATER MANAGEMENT DEVICE	Leak at WMD Meter	20	17	3
WATER MANAGEMENT DEVICE	No Water WMD	63	59	4
WATER MANAGEMENT DEVICE	WMD: Meter: Aqualoc Fault	7	6	1
WATER MANAGEMENT DEVICE	WMD: Meter: Damaged	3	3	0
WATER RESTRICTIONS	Restrictions: Quota Increase: Domestic	2	2	0
<b>TOTAL</b>		<b>Created</b>	<b>Closed</b>	<b>In Process</b>
		<b>615</b>	<b>381</b>	<b>234</b>