

ANNEXURE B				
WARD 16 SERVICE REQUEST: 1 DECEMBER 2020 - 31 DECEMBER 2020				
Department	C3 Complaint Type	Created	Closed	In Process
WATER AND SANITATION OR METER QUERIES	Approved WDM Increases / Decreases	1	1	0
SOLID WASTE MANAGEMENT	Bin Repairs - 240L	1	1	0
SEWER	Broken Leading	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Customer : Account Adjustment Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	Customer : Reconnection Request	7	7	0
WATER AND SANITATION OR METER QUERIES	Customer : Technical Meter Queries	1	1	0
REVENUE	Deeds, Final Accounts - SOUTH	1	1	0
REVENUE	E - Billing Invoices	1	1	0
CORPORATE SERVICES CONTACT CENTRE	Indigent Application	2	2	0
CORPORATE SERVICES CONTACT CENTRE	Indigent Write-off Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Leak at WMD Meter	1	1	0
SEWER	Manhole Blocked	1	1	0
WATER AND SANITATION OR METER QUERIES	Meter: Damaged / Faulty	1	1	0
WATER AND SANITATION OR METER QUERIES	No Water Supply	1	0	1
WATER AND SANITATION OR METER QUERIES	No Water WMD	10	10	0
CORPORATE SERVICES CONTACT CENTRE	Other (Enter detailed Fault description)	29	6	23
SOLID WASTE MANAGEMENT	Residential Bin Application - 240L	1	1	0
SEWER	Sewer: Blocked/Overflow	7	3	4
SOLID WASTE MANAGEMENT	Stolen Bins - 240L	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	Sub Divisions and/or Consolidations	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Sundry Accounts	1	1	0
WATER AND SANITATION OR METER QUERIES	WMD: Meter: Aqualoc Fault	1	1	0
WATER AND SANITATION OR METER QUERIES	WMD: Meter: Damaged	1	1	0
<b>TOTAL</b>		<b>Created</b>	<b>Closed</b>	<b>In Process</b>
		<b>75</b>	<b>45</b>	<b>30</b>