

C3 Notifications for Ward 28

May-20

C3 Complaint Type	Created	In Process	Outstanding	Closed
Broken Leading	19			19
Burst Pipe	10			10
Customer : Meter Reading/Consumption	1			1
Customer : Phone in Readings	4			4
Customer : Reconnection Request	1			1
Damaged Bin - 240L	2			2
Debtors Account Correspondence	1			1
E - Billing Invoices	2			2
Electrical	2		2	
Empty Septic Tank	1			1
Equipment Damaged	2			2
Flooding-Road, Property, Informal areas	4			4
Gulley/Manhole Blockages (Stormwater)	1			1
Illegal Dumping	9		6	3
Internal : Master Data Update Requests	1			1
Internal : Meter Related Queries	1			1
Kiosk Damaged	1			1
Leak In Road/ Pavement/ Underground	4			4
Leak at Fire Hydrant	2			2
Leak at Valve	1			1
Leak at WMD Meter	6			6
Leak at Water Meter / Stopcock	11		2	9
Meter: Damaged / Faulty	1			1
Meter: Missing Cover	1			1
Meter: Stolen	3			3
No Power	3			3
No Water Supply	6			6
No Water WMD	16			16
Plumbing	5		5	
Pole Knocked: Motor Vehicle Accident	1			1
Reading Supplied by Customer	1			1
Repair Pothole	1			1
Robot Down	1			1
Sewer: Blocked/Overflow	68			68
Sewer: Manhole Cover: Stolen/Missing	1			1
Sewer: Pipe Broken	1			1
Stolen Bins - 240L	5	1		4
Stopcock: Defective	1			1
Street Lights - All Lights Out	8			8
Street Lights - Single Light Out	3			3
Street Sweeping	1		1	

WMD: Meter: Aqualoc Fault	2			2
WMD: Meter: Damaged	2			2
WMD: Meter: Stolen	1			1
Water Run to Waste	6	1		5
Wires Down	1			1
Overall Result	225	2	16	207