

ANNEXURE B				
WARD 16 SERVICE REQUEST: 1 OCTOBER 2020 - 31 OCTOBER 2020				
Department	C3 Complaint Type	Created	Closed	In Process
CITY PARKS	Bush Clearing/Weed Control	1	0	1
CITY PARKS	Mowing	2	1	1
CORPORATE SERVICES CONTACT CENTRE	Escalated Query - Level 1	3	3	0
CORPORATE SERVICES CONTACT CENTRE	Escalated Query - Level 3	1	1	0
CORPORATE SERVICES CONTACT CENTRE	OSL - Escalation Level 1	1	1	0
CORPORATE SERVICES CONTACT CENTRE	OSL - Sewerage	1	1	0
CORPORATE SERVICES CONTACT CENTRE	OSL - Water	4	4	0
ELECTRICITY FINANCIAL AND METER READING	Reconnect (Non - Payment)	1	1	0
ELECTRICITY TECHNICAL COMPLAINTS	Low Voltage and/or Shocks	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	No Power	14	11	3
ELECTRICITY TECHNICAL COMPLAINTS	Other (Enter detailed Fault description)	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	PPM Display Blank	2	2	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Faulty (Enter detailed description)	3	3	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Faulty Mode	2	2	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Keypad Faulty	2	2	0
ELECTRICITY TECHNICAL COMPLAINTS	PPM Tripping	1	0	1
ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	16	0	16
ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	16	2	14
ELECTRICITY TECHNICAL COMPLAINTS	Suspect Prepaid Meter Tampering	1	0	1
HEALTH	Overgrown Erven	2	2	0
LAW ENFORCEMENT	BackYard Repairs	1	1	0
LAW ENFORCEMENT	Noise Nuisance	1	1	0
OTHER	Other	2	2	0
REVENUE	Billing & Invoicing Errors	2	2	0
REVENUE	Debit Order - Changes / Terminations	2	2	0
REVENUE	Debit Order- 7th,15th and Last day Month	13	13	0
REVENUE	Deeds, Final Accounts - SOUTH	3	3	0

REVENUE	Deeds, Final Accounts - NORTH	2	2	0
REVENUE	E - Billing Invoices	9	9	0
REVENUE	Handover / Legal Action	4	4	0
REVENUE	Insolvencies / Indigent	1	1	0
REVENUE	Refunds Final Accs/Overpay-North&South	1	1	0
REVENUE	Senior Citizens & D/P Rates Rebates	1	1	0
REVENUE	Unblocking of Invoices	1	1	0
ROADS AND STORMWATER	Cockroach Spraying	1	0	1
ROADS AND STORMWATER	Dumping in/on Stormwater Infrastructure	2	1	1
ROADS AND STORMWATER	Flooding-Road, Property, Informal areas	1	0	1
ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	4	0	4
ROADS AND STORMWATER	Information/Advice requested (Describe)	1	0	1
ROADS AND STORMWATER	Repair Pothole	4	0	4
ROADS AND STORMWATER	Repair/Replace:Gulley Grid/Manhole cover	5	0	5
SEWER	Empty Septic Tank	14	11	3
SEWER	Sewer Pump Station: Faulty	1	0	1
SEWER	Sewer: Blocked/Overflow	162	26	136
SEWER	Sewer: Foul Smell	1	0	1
SEWER	Sewer: Manhole Cover: Stolen/Missing	4	0	4
SEWER	Sewer: Pipe Broken	1	0	1
SEWER - INFORMAL SETTLEMENTS	Manhole Blocked	1	1	0
SEWER - INFORMAL SETTLEMENTS	Pan Connector Defective	1	1	0
SEWER - INFORMAL SETTLEMENTS	Sewerline Blocked	1	1	0
SEWER - INFORMAL SETTLEMENTS	Toilet Blocked	2	2	0
SOLID WASTE	Additional Bin Application - 240L	1	1	0
SOLID WASTE	Bin Repairs - 240L	1	1	0
SOLID WASTE	Damaged Bin - 240L	23	19	4
SOLID WASTE	Illegal Dumping	7	4	3
SOLID WASTE	Indigent Application	19	19	0
SOLID WASTE	Non-Collection of 240L Bin	1	1	0
SOLID WASTE	Residential Bin Application - 240L	13	10	3
SOLID WASTE	Stolen Bins - 240L	13	9	4
TRAFFIC SIGNALS	Conjested Traffic at Intersection	1	1	0
TRANSPORT	Traffic Calming (Speedbumps)	1	1	0
WATER	Broken Leading	32	28	4
WATER	Burst Pipe	1	1	0
WATER	Leak In Road/ Pavement/ Underground	9	9	0
WATER	Leak at Fire Hydrant	2	2	0

WATER	Leak at Valve	3	3	0
WATER	Leak at Water Meter / Stopcock	19	18	1
WATER	Meter: Damaged / Faulty	13	10	3
WATER	Meter: Missing Cover	1	1	0
WATER	Meter: Move/Lowering	1	0	1
WATER	No Water Supply	13	13	0
WATER	Re-Instatement after Water Incident	6	3	3
WATER	Stopcock: Defective	2	2	0
WATER	Water Quality: Discoloration	1	1	0
WATER	Water Run to Waste	8	8	0
WATER - INFORMAL SETTLEMENTS	Pipe Burst	2	2	0
WATER - INFORMAL SETTLEMENTS	Tap Defective	3	3	0
WATER - INFORMAL SETTLEMENTS	Tap Missing	1	1	0
WATER AND SANITATION OR METER QUERIES	Approved WDM Increases / Decreases	4	4	0
WATER AND SANITATION OR METER QUERIES	Customer : Account Adjustment Queries	3	2	1
WATER AND SANITATION OR METER QUERIES	Customer : Disconnection/Recon Queries	4	4	0
WATER AND SANITATION OR METER QUERIES	Customer : Master Data Updates/Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	13	12	1
WATER AND SANITATION OR METER QUERIES	Customer : Phone in Readings	1	1	0
WATER AND SANITATION OR METER QUERIES	Customer : Rebate Requests	6	6	0
WATER AND SANITATION OR METER QUERIES	Customer : Reconnection Request	103	103	0
WATER AND SANITATION OR METER QUERIES	Customer : Technical Meter Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Indigent Write-off Queries	1	1	0
WATER AND SANITATION OR METER QUERIES	Internal : Billing / Adjustment Queries	3	3	0
WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	13	12	1
WATER MANAGEMENT DEVICE	Leak at WMD Meter	31	28	3
WATER MANAGEMENT DEVICE	No Water WMD	101	94	7
WATER MANAGEMENT DEVICE	WMD: Meter: Aqualoc Fault	6	5	1
WATER MANAGEMENT DEVICE	WMD: Meter: Damaged	13	12	1

WATER MANAGEMENT DEVICE	WMD: Replace Tap Washer	1	1	0
WATER RESTRICTIONS	Restrictions: Quota Increase: Domestic	5	5	0
CITY PARKS	Bush Clearing/Weed Control	1	0	1
CITY PARKS	Mowing	2	1	1
CORPORATE SERVICES CONTACT CENTRE	Escalated Query - Level 1	3	3	0
CORPORATE SERVICES CONTACT CENTRE	Escalated Query - Level 3	1	1	0
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ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	16	0	16
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SEWER - INFORMAL SETTLEMENTS	Manhole Blocked	1	1	0
SEWER - INFORMAL SETTLEMENTS	Pan Connector Defective	1	1	0
SEWER - INFORMAL SETTLEMENTS	Sewerline Blocked	1	1	0
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TRAFFIC SIGNALS	Conjested Traffic at Intersection	1	1	0
TRANSPORT	Traffic Calming (Speedbumps)	1	1	0
WATER	Broken Leading	32	28	4
WATER	Burst Pipe	1	1	0
WATER	Leak In Road/ Pavement/ Underground	9	9	0
WATER	Leak at Fire Hydrant	2	2	0

WATER	Leak at Valve	3	3	0
WATER	Leak at Water Meter / Stopcock	19	18	1
WATER	Meter: Damaged / Faulty	13	10	3
WATER	Meter: Missing Cover	1	1	0
WATER	Meter: Move/Lowering	1	0	1
WATER	No Water Supply	13	13	0
WATER	Re-Instatement after Water Incident	6	3	3
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WATER MANAGEMENT DEVICE	WMD: Meter: Damaged	13	12	1

WATER MANAGEMENT DEVICE	WMD: Replace Tap Washer	1	1	0
WATER RESTRICTIONS	Restrictions: Quota Increase: Domestic	5	5	0
TOTAL		Created	Closed	In Process
		1 662	1 176	486