

KANTAR

Customer Survey

FOR THE CITY OF CAPE TOWN'S WATER AND SANITATION DIRECTORATE ON SERVICE, QUALITY AND CUSTOMER SATISFACTION (2024/2025)

Kantar South Africa

Presentation 15 September 2025



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Resources available

Databook

A comprehensive PowerPoint report presenting the results visually, along with key high-level insights by area.

Insights report

A presentation summarising the key survey outcomes, discussing the implications, and offering recommendations that emphasise the main findings.

Excel data, by question and segments

Aggregated response data that has been anonymized for privacy.



233419519 - Project Quench Residential			
Table No.	Table Title	Base Title	Base Size
TABLE 117	Q1276: Respondent segment	Base: All Respondent	264477
TABLE 118	Q1250: Response satisfaction: Drinking Water Services	Base: All Respondent	98045
TABLE 119	Q1250: Response satisfaction: Sewerage Services	Base: All Respondent	118609
TABLE 120	Q1250: Response satisfaction: Catchment Stormwater And River Management Services (i.e. Services Relating To The Management Of Rivers, Voids, Canals, Wetlands And Ponds, Including Water Quality)	Base: All Respondent	17577
TABLE 121	Q1250: Response satisfaction: Accounts And Billing	Base: All Respondent	34485
TABLE 122	Q1250: Response satisfaction: Contact Centre	Base: All Respondent	66617
TABLE 123	Q1250: Response satisfaction: Flooding In Commercial Sanitation Type	Base: All Respondent	91549
TABLE 124	Q1250: Response satisfaction	Base: All Respondent	98045
TABLE 125	Q1330: Employment	Base: All Respondent	1511220
TABLE 126	Q1404: Monthly Household Income	Base: All Respondent	1511220
TABLE 127	Q1250: Investment Of: roofing	Base: All Respondent	157296
TABLE 128	Q1251: Complaints Of: roofing	Base: All Respondent	264477
TABLE 129	Q1257: Water conservation Of: roofing	Base: All Respondent	1511220
TABLE 130	Q1250: Billing Accuracy Of: roofing	Base: All Respondent	119525
TABLE 131	Q1258: Investment satisfaction Of: roofing	Base: All Respondent	1511220
TABLE 132	Q1250: Reporting Channel	Base: All Respondent	51992
TABLE 133	Q1250: Community discussions Open	Base: All Respondent	45523
TABLE 134	Q1404: Reliability	Base: All Respondent	625561
TABLE 135	Q1405: Reliability Verbatim	Base: All Respondent	875645
TABLE 136	Q1250: Response satisfaction: Sewerage Services	Base: Flooded property	27472
TABLE 137	Q1250: Response satisfaction: Sewerage Services	Base: Flooded road	37872
TABLE 138	Q1250: Response satisfaction: Catchment Stormwater And River Management Services (i.e. Services Relating To The Management Of Rivers, Voids, Canals, Wetlands And Ponds, Including Water Quality)		4766

Methodology overview

- RESIDENTIAL



HOW?

CAPI face-to-face data collection:

Kantar's sampling specialist partner used a stratified multistage random sample design to draw the sample of households to be representative of the City*.

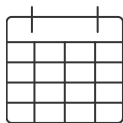
Eight hundred (n=800) Enumeration areas (EAs) were drawn, with five visiting points within each EA. Substitute EAs, were drawn randomly, within the same stratum, when needed, by our sampling expert partner.



WHERE?

n=3,400 residents of Cape Town, distributed proportionately across:

- The City's four regional clusters: South Peninsula, Northern Panorama, Helderberg/Khayelitsha, and Mitchells Plain/Cape Town Central/Klipfontein
- Dwelling type: formal, informal dwelling in a settlement, informal dwelling in a backyard
- Household income per month (low, middle, high)



WHEN?

Fieldwork was conducted from May to June 2025.

We offered for the survey to be conducted in Afrikaans and Xhosa, but most residents opted for English.

We do not interview both a formal and backyard home on the same property.



WHO?

The population of this study are all residents in the City of Cape Town Metropolitan Municipality, aged 18 years and older, and respondents who could provide informed responses about the municipal water and sanitation service supplied to the dwelling.

These respondents were typically head of households.



Please note that the final sample size is robust and resulted in a good weight efficiency and precision

This is a guide to how the municipality has been grouped for this analysis

Khayelitsha / Helderberg	Mitchells Plain / CT Central / Klipfontein	Northern Panorama	South Peninsula
n=995	n=1011	n=784	n=610
Eastern District Khayelitsha District	Klipfontein District Tygerberg District Mitchells Plain District	Northern District Western District	Southern District



Methodology overview

– BUSINESS



HOW?

CATI telephonic data collection:

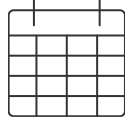
Interviewers call businesses within Cape Town Metropolitan Municipality and request to speak to an employee who can provide responses about the municipal's water and sanitation services received by the business.



WHERE?

n=309 businesses distributed proportionally across:

- Business size, i.e., small, medium and large.



WHEN?

Telephonic interviews were conducted between May and June 2025.

The interview was done in English only.



WHO?

The population of this study are all businesses in the City of Cape Town Metropolitan Municipality and employees who could provide informed responses about the municipal water and sanitation service supplied to the business.

These respondents were typically in senior management or operations.



As Cape Town embraces its identity as the 'City of Hope,' ongoing challenges highlight the difficulty of turning aspiration into reality

Infrastructure strain and renewal

Cape Town is actively addressing aging water infrastructure, but the scale of the challenge is immense.

The city has allocated R4.9 billion for water and sanitation upgrades in 2025/26.

Despite these efforts, frequent pipe bursts and service disruptions persist, especially in older suburbs like Fish Hoek.

Informal settlements and water quality

Informal settlements remain a critical pressure point:

- Many areas lack functional sanitation infrastructure, leading residents to rely on rivers for washing, waste disposal, and even drinking
- This runoff contributes to emerging contaminant pollution – including pharmaceuticals and illegal substances – posing serious health and environmental risk
- The City has earmarked R39.1 million to install new taps and toilets in underserved areas, but rapid urbanisation continues to outpace service delivery.

Climate resilience and diversification

To reduce reliance on surface water (currently 98% of supply), Cape Town is investing in:

- Groundwater extraction from the Cape Flats and Atlantis aquifers
- Desalination and water reuse, aiming for 25% of supply from alternative sources by 2040.

Flood prevention is also a priority, with R135 million allocated to river upgrades and urban waterway revitalisation.

Financial, governance pressures

Cape Town is one of the few metros rated “Excellent” in the national No Drop report, scoring 92% for water loss control and infrastructure upkeep.

However, there is room to strengthen public trust due to historical service failures and current operational hurdles.

The City is also navigating well publicised tariff increases, which have sparked legal challenges and public backlash, especially among ratepayer groups.



Extreme weather events such as heavy rains and flooding in Cape Town disrupt livelihoods but also have a direct impact on customer access, service delivery, and overall satisfaction

Disruptions from extreme weather underscore the need for resilient support and clear communication to sustain service and trust during crises.



Cape Town has experienced multiple severe flooding events in 2025, primarily driven by intense winter storms and cold fronts.

June 2025: Torrential rain, strong wind leads to most severe flooding event in decades.

- Informal settlements severely affected, with thousands displaced
- Infrastructure damage included collapsed roads, burst canals, and power outages. Major routes like the N2 and M5 were closed



The knock-on effects of the 2025/2026 budget

- The rising cost of living is the second largest current concern for South African's (54%) after crime *.
- The City's 2025/2026 budget has raised controversy amongst residents by restructuring municipal rates
 - changing how fixed charges are calculated – based on property value vs actual household use or pipe size
 - introducing additional charges or fees such as a monthly cleaning fee
- There continues to be backlash and debate as residents question the fairness of the increases and how these have been applied across different income and commercial and other groups despite
 - households under R2.5 million in property value paying less for water and sanitation than previously
 - A reduction in revenue from lowered water fixed charges for properties between R1m and R25m.

Cape Town's 2025/2026 budget faces backlash from residents and civic groups

Tracy-Lynn Ruiters | Published 1 month ago

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Mayor Geordin Hill-Lewis

An aerial photograph of a harbor, likely in Cape Town, South Africa. In the foreground, a large container terminal with several red gantry cranes is visible. Several ships are docked at the piers. In the middle ground, a city with various buildings and a marina is situated. In the background, a large, flat-topped mountain (Table Mountain) rises prominently against a clear blue sky. A semi-transparent blue circle is overlaid on the left side of the image, containing white text.

Results for Water and Sanitation Directorate's customer satisfaction survey

WSD's 2024/25 PSQ results are mixed: Resident scores declined significantly, while a 9-point gain among businesses positions WSD as a strong performer in that segment

Public Service Quality (PSQ) Index results



Four questions are asked to develop the index:

1. Thinking about all the different services provided by the City of Cape Town's **Water and Sanitation Directorate**, how would you rate the **overall performance** of the directorate?

Please use a scale of 1 to 5 where 1 is poor, 2 is fair, 3 is good, 4 is very good and 5 is excellent.
2. How **strongly do you trust** in the City of Cape Town's **Water and Sanitation Directorate**?

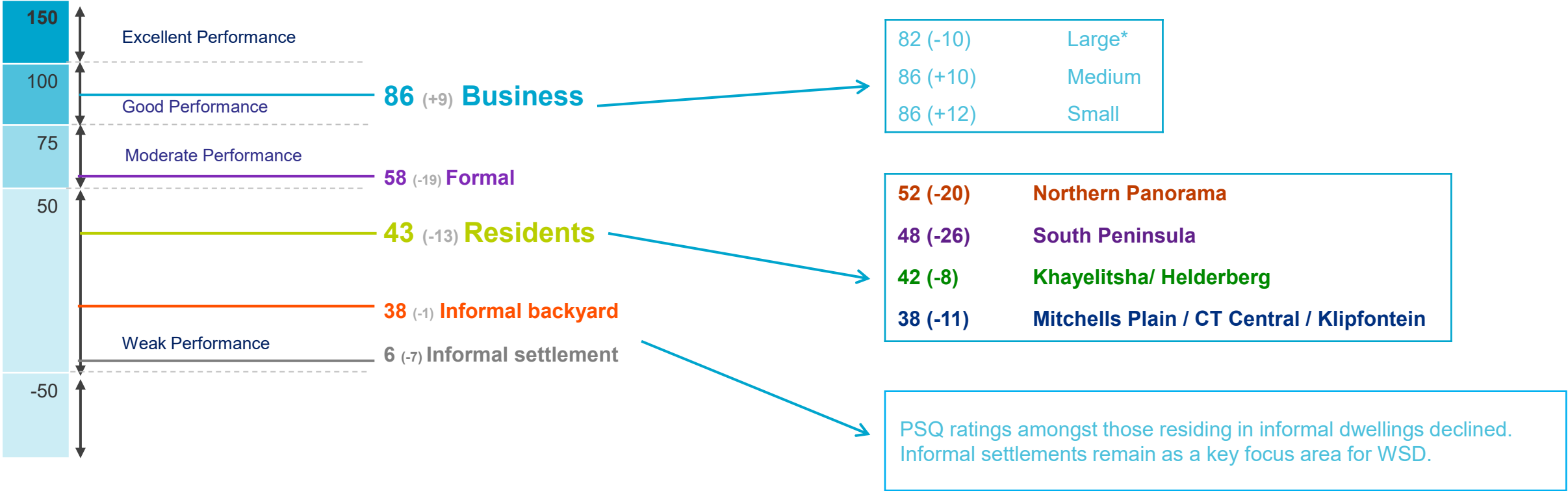
Please use a scale of 1 to 5 where 1 is not strong at all, 2 is not very strong, 3 is fairly strong, 4 is very strong and 5 is extremely strong.
3. How well do you think the City of Cape Town's **Water and Sanitation Directorate** is **fulfilling its role as a provider of municipal (water and sanitation) services**?

Please use a scale of 1 to 5 where 1 is poor, 2 is fair, 3 is good, 4 is very good and 5 is excellent.
4. How do you rate the services provided by the City of Cape Town's **Water and Sanitation Directorate** when **compared to services provided by other municipalities, directorate and/or public institutions**?

Please use a scale of 1 to 5 where 1 is poor, 2 is fair, 3 is good, 4 is very good and 5 is excellent.

Declines in formal, South Peninsula, and Northern Panorama have driven an overall drop in the residential index results. WSD shows notable improvement among small and medium businesses. However, large businesses rate WSD lower.

Public Service Quality (PSQ) Index results

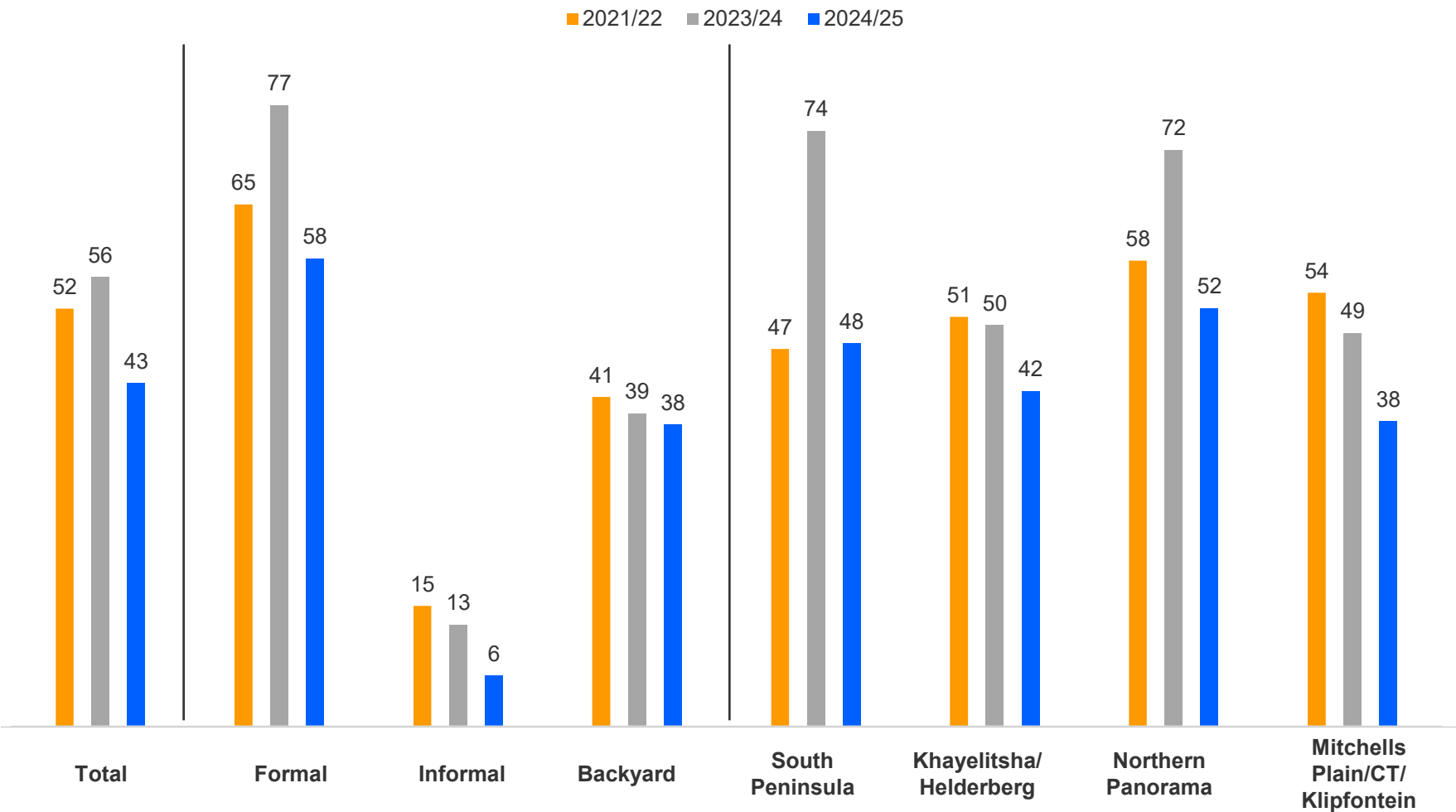




Despite strong gains in 2023/24, WSD's performance index has since declined, with informal and backyard sectors showing a sustained downward trajectory – highlighting the need for renewed focus on equity and targeted service delivery

The announcement of how service fees are to be calculated may be impacting WSD's relationship with residents residing in formal settlements.

PSQ index





WSD’s rating across all PSQ questions has seen significant declines mainly influenced by formal residents, however informal settlements score WSD lowest. Businesses continue to rate WSD highly.

Summary of means

Components of the PSQ index:	Residential		Dwelling type		Region				Business
	Total	Formal	Informal Backyard	Informal Settlement	South Peninsula	Helderberg/ Khayelitsha	Northern Panorama	Mitchells Plain /CT Central/ Klipfontein	Total
Overall performance of the WSD	2.8 (-0,3)	3.1 (-0,4)	2.6 (-0,1)	2.0 (-0,1)	2.9 (-0,6)	2.7 (-0,2)	3.0 (-0,4)	2.6 (-0,3)	3.7 (+0,2)
Trust in the WSD	3.0 (-0,3)	3.3 (-0,4)	3.0 (0,0)	2.4 (-0,1)	3.1 (-0,6)	3.1 (-0,1)	3.2 (-0,4)	2.9 (-0,3)	3.8 (+0,2)
WSD’s fulfilment of role as public service provider	2.9 (-0,2)	3.2 (-0,4)	2.8 (0,0)	2.2 (-0,2)	3.0 (-0,5)	2.8 (-0,2)	3.1 (-0,4)	2.8 (-0,2)	3.7 (+0,1)
WSD compared to other public service providers	2.9 (-0,2)	3.2 (-0,3)	2.7 (-0,1)	2.2 (-0,0)	3.0 (-0,4)	2.9 (-0,1)	3.0 (-0,3)	2.8 (-0,1)	3.8 (+0,2)
Overall satisfaction with WSD	3.5 (-0,1)	3.9 (-0,1)	2.6 (-0,7)	3.4 (+0,7)	3.5 (-0,5)	3.4 (-0,1)	3.7 (-0,2)	3.5 (0,0)	4.1 (+0,1)

n=3400 Residential | n=1400 Formal | n=1000 Informal Backyard | n=1000 Informal |
 South n=610 | Helderberg n=995 | Northern n=784 | Mitchell’s Plain n=1011 | Business
 n=309

Rating scale - 1: Poor 2: Fair 3: Good 4: Very Good 5: Excellent



WSD’s rating across all PSQ questions has seen significant declines mainly influenced by formal residents, however informal settlements score WSD lowest. Businesses continue to rate WSD highly.

Summary of means

Components of the PSQ index:	Residential		Dwelling type		Region				Business
	Total	Formal	Informal Backyard	Informal Settlement	South Peninsula	Helderberg/ Khayelitsha	Northern Panorama	Mitchells Plain /CT Central/ Klipfontein	Total
Overall performance of the WSD	2.8	3.1	2.6	2.0	2.9	2.7	3.0	2.6	3.7
Trust in the WSD	3.0	3.3	3.0	2.4	3.1	3.1	3.2	2.9	3.8
WSD’s fulfilment of role as public service provider	2.9	3.2	2.8	2.2	3.0	2.8	3.1	2.8	3.7
WSD compared to other public service providers	2.9	3.2	2.7	2.2	3.0	2.9	3.0	2.8	3.8
Overall satisfaction with WSD	3.5	3.9	2.6	3.4	3.5	3.4	3.7	3.5	4.1

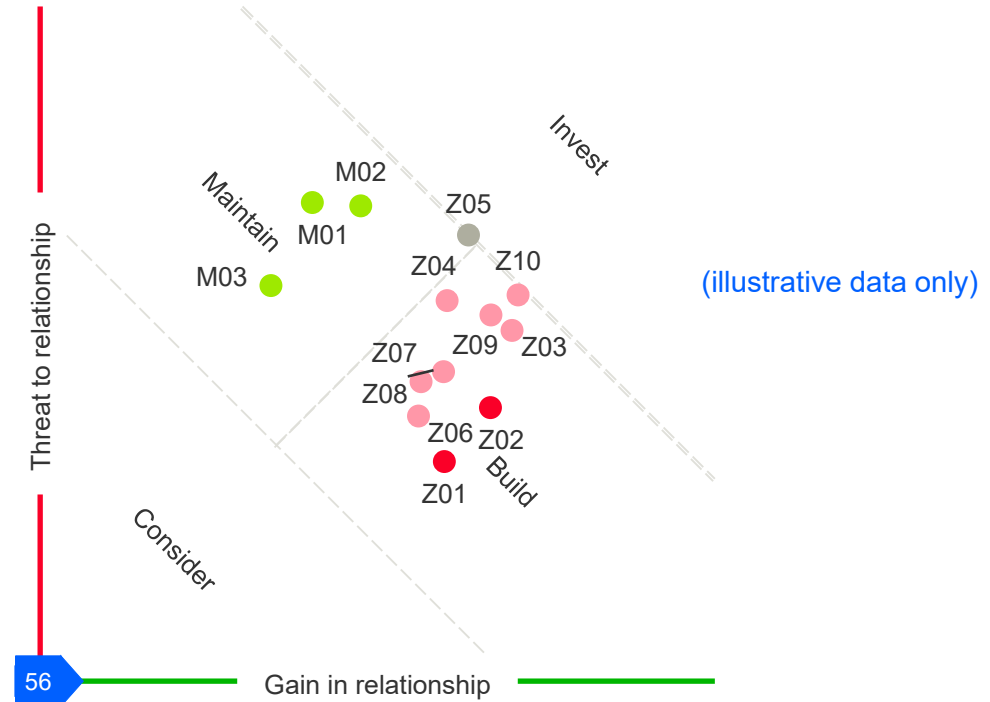
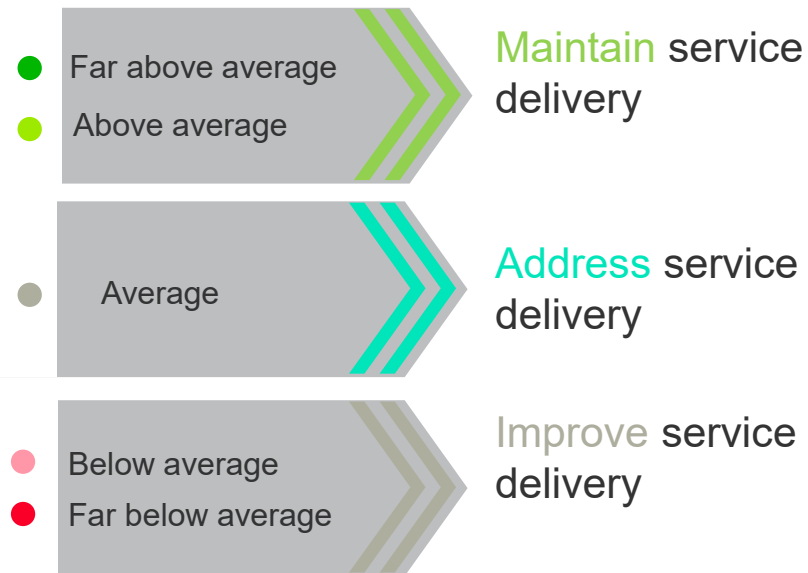
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Rating scale - 1: Poor 2: Fair 3: Good 4: Very Good 5: Excellent

Impact analysis: What is driving the PSQ index rating amongst WSD customers?

The Impact Analysis illustrates the relevant changes in performance (symbol) and gain/threat (position) of the quality elements

What does the symbol mean:



What do the different sections of the graph mean?

Maintain: Improved performance = limited impact on PSQ index. Reduced performance = significantly reduced PSQ index
Invest: Improved performance = significantly improved PSQ index. Reduced performance = significantly reduced PSQ index
Build: Improved performance = significantly improved PSQ index. Reduced performance = limited impact on PSQ index
Consider: Improved performance = limited impact on PSQ index. Reduced performance = limited impact on PSQ index



Clear communication and swift resolution of service interruptions are vital to strengthening WSD's relationship with residents. Focus on improving communication, as residents currently rate it below average.

Maintain: Improved performance = limited impact on PSQ index. Reduced performance = significantly reduced PSQ index

Invest: Improved performance = significantly improved PSQ index. Reduced performance = significantly reduced PSQ index

Build: Improved performance = significantly improved PSQ index. Reduced performance = limited impact on PSQ index

Consider: Improved performance = limited impact on PSQ index. Reduced performance = limited impact on PSQ index

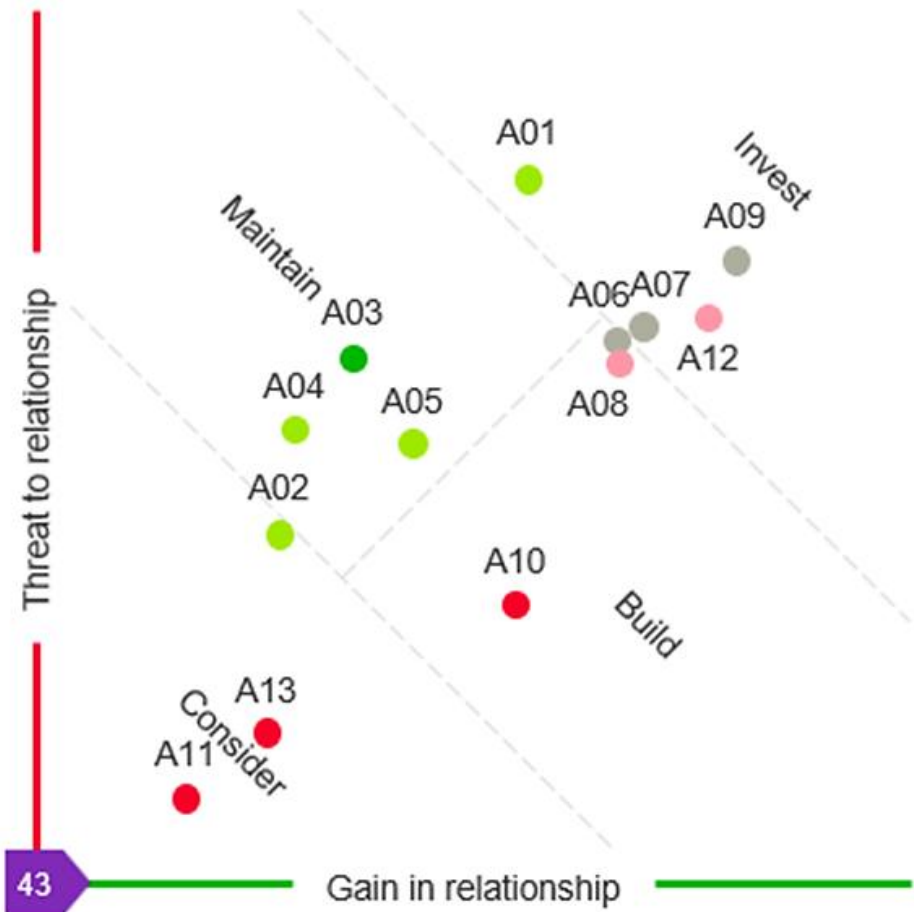
Service satisfaction – total Residential

●	A01	The drinking water services provided
●	A02	The taste of the drinking water
●	A03	The odour or smell of drinking water
●	A04	The appearance or colour of drinking water
●	A05	The water pressure
●	A06	The number of interruptions to the supply/availability of water
●	A07	The duration of these interruptions to water supply/availability
●	A08	Communication about water supply/availability interruptions
●	A09	The sewage services provided
●	A10	The Catchment Stormwater and River Management Services provided
●	A11	The condition / state or water quality of the closest river, vlei, canal, wetland or pond
●	A12	The communication received from WSD regarding water and sewage services
●	A13	The billing (i.e., amount charged) received from WSD regarding water and sewage services

Experience Strength

43

● Far below average ● Below average ● Average ● Above average ● Far above average





Improve communication across household types, limit water interruptions in informal settlements. Flooding experiences may have contributed to poorer Catchment stormwater ratings amongst Informal backyard dwellers.

Maintain: Improved performance = limited impact on PSQ index. Reduced performance = significantly reduced PSQ index

Invest: Improved performance = significantly improved PSQ index. Reduced performance = significantly reduced PSQ index

Build: Improved performance = significantly improved PSQ index. Reduced performance = limited impact on PSQ index

Consider: Improved performance = limited impact on PSQ index. Reduced performance = limited impact on PSQ index

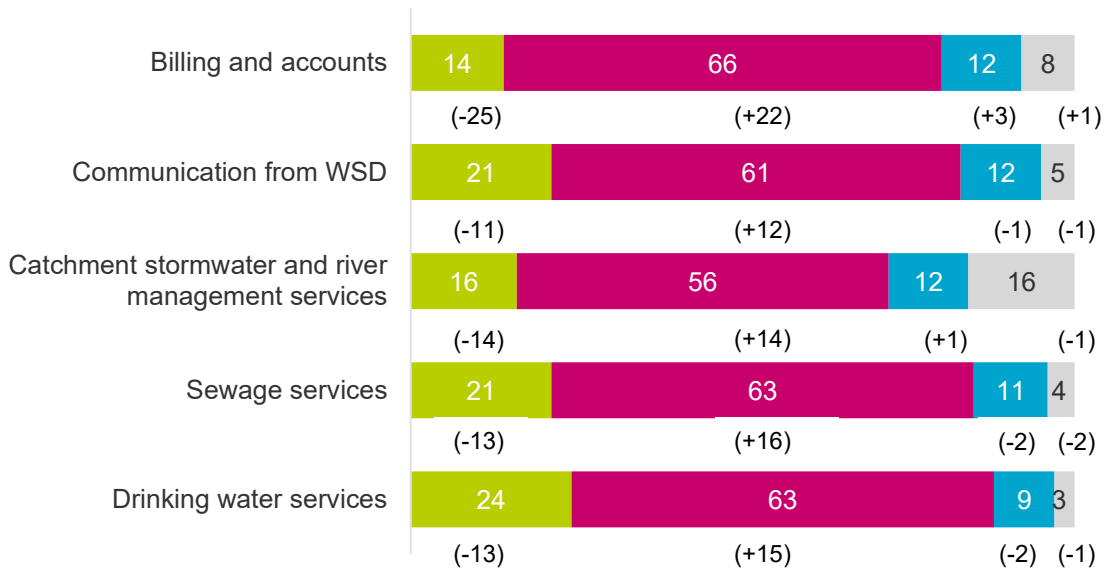
Summary of opportunities for improvement

58	Formal	38	Informal Backyard	6	Informal Settlement
Further invest - top priority					
		The Catchment Stormwater and River Management Services provided		The number of interruptions to the supply/availability of water	
		The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services			
Further build – top priority					
	Communication about water supply/availability interruptions			The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services	
	The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services			Communication about water supply/availability interruptions	
				The sewage services provided	
				The duration of these interruptions to water supply/availability	
Maintain - high priority					
		Communication about water supply/availability interruptions			

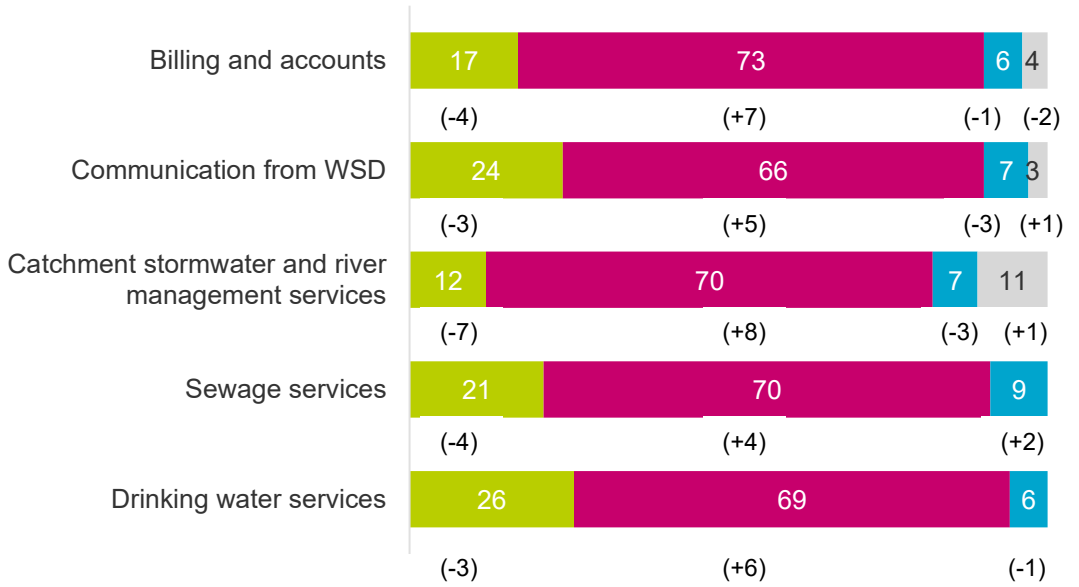
Most residents and businesses see no change in service quality in the past year, with fewer perceiving improvements. The biggest shift in resident perception relates to billing and accounts.

Past year change to service delivery (%)

- It has improved
- There has been no change
- It has deteriorated or worsened
- Don't know



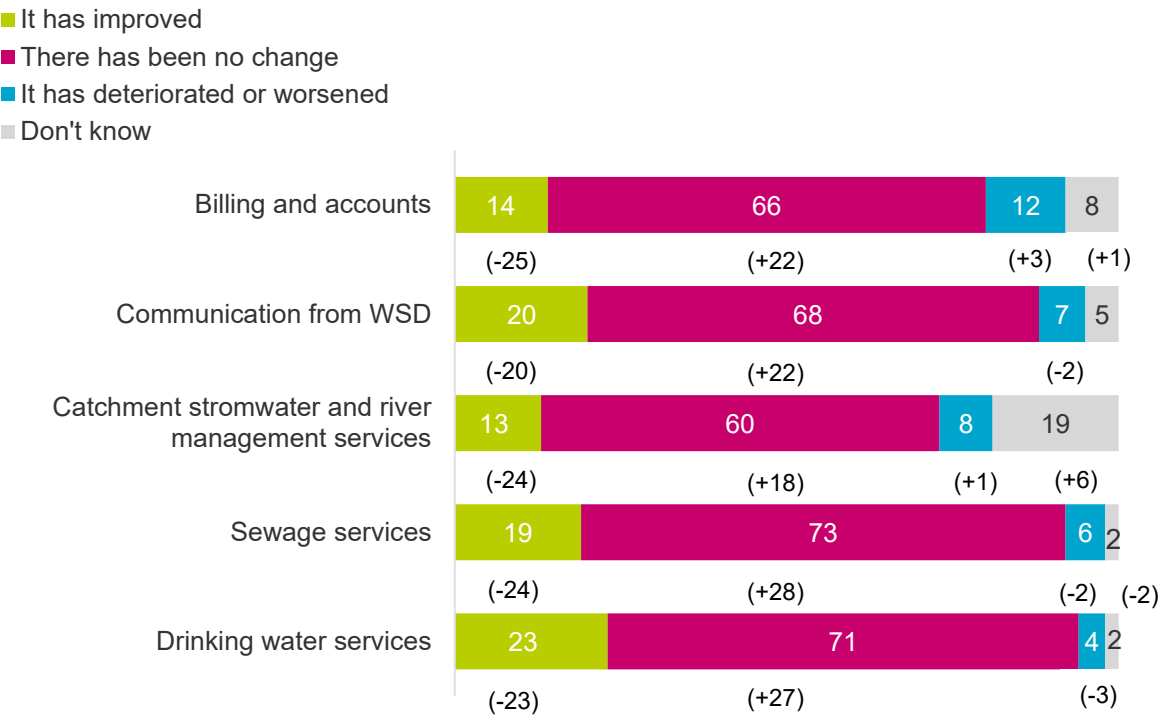
- It has improved
- There has been no change
- It has deteriorated or worsened
- Don't know



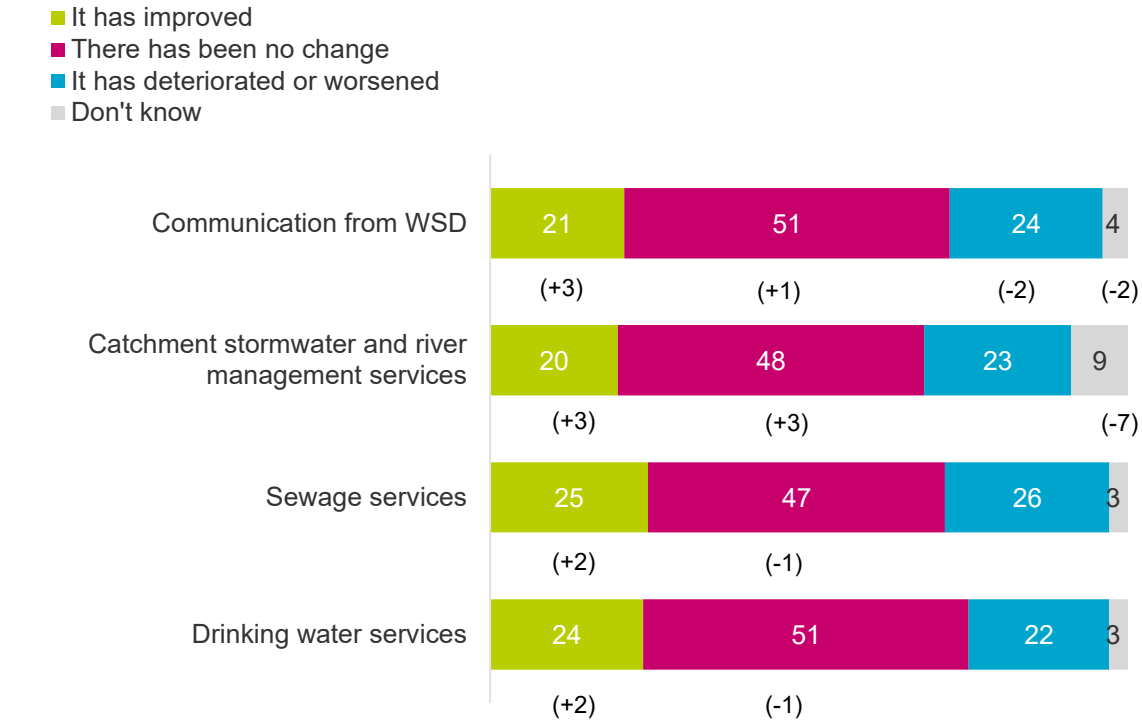
Perceptions of the quality of services delivered have diverged: significantly fewer residents in formal areas see improvement, while those in informal settlements report positive changes

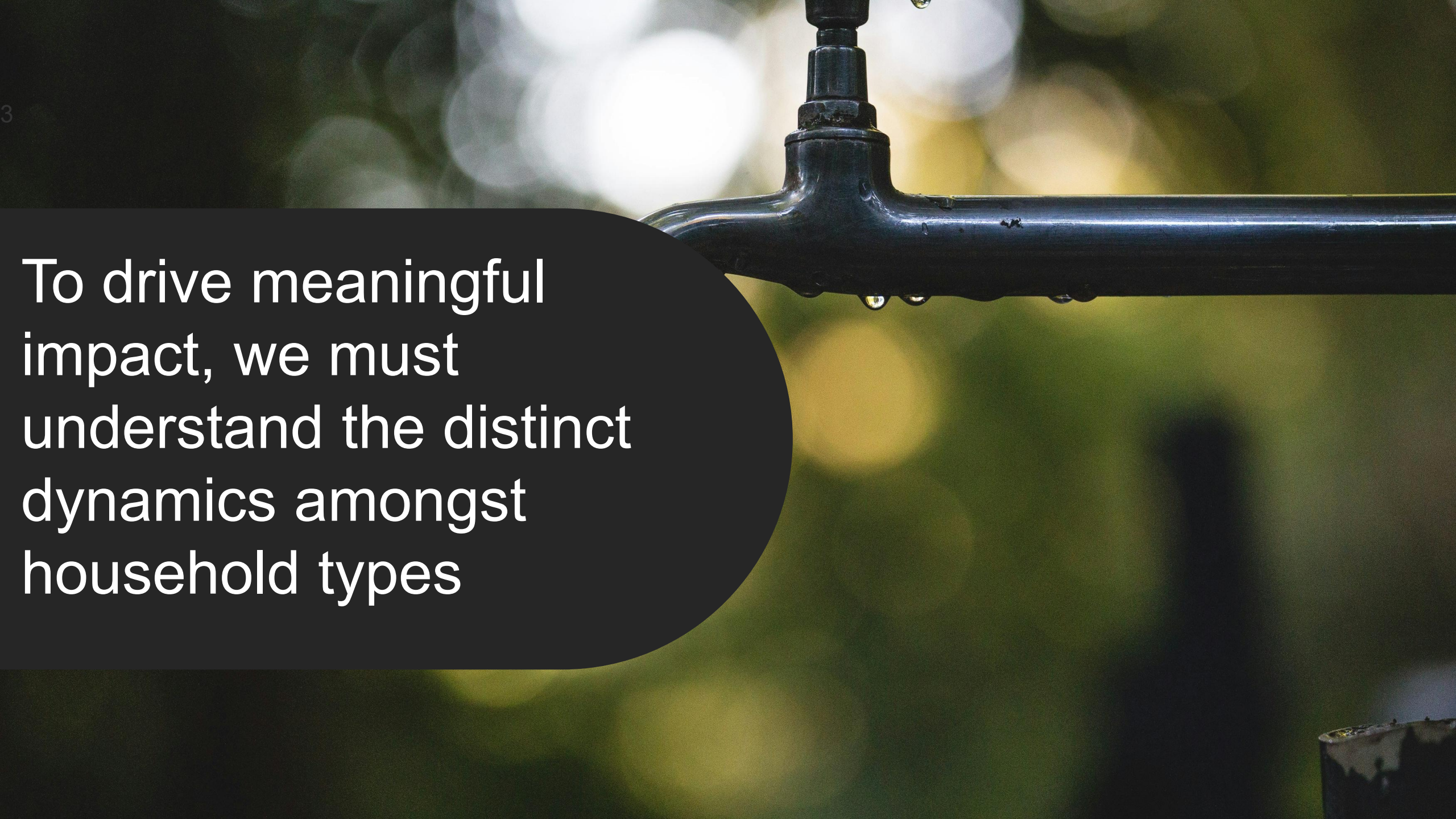
Past year change to service delivery (%)

Formal



Informal





To drive meaningful
impact, we must
understand the distinct
dynamics amongst
household types

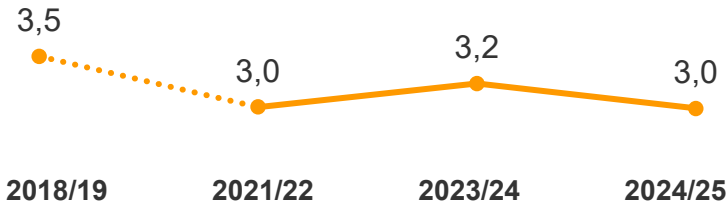
Resident satisfaction with drinking water services declined in 2024/25, driven primarily by a drop in ratings from formal households – returning to levels last seen in 2021/22

Rating scale - 1: Poor 2: Fair 3: Good 4: Very Good 5: Excellent

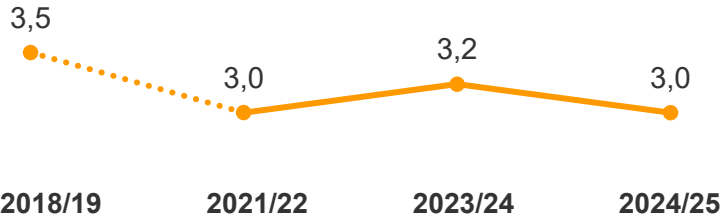
Service area indicator scores – Total residential



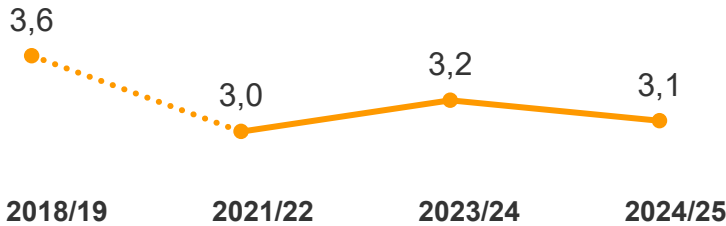
Drinking water services provided



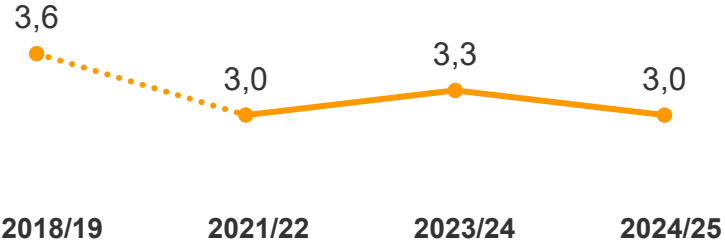
Taste of drinking water



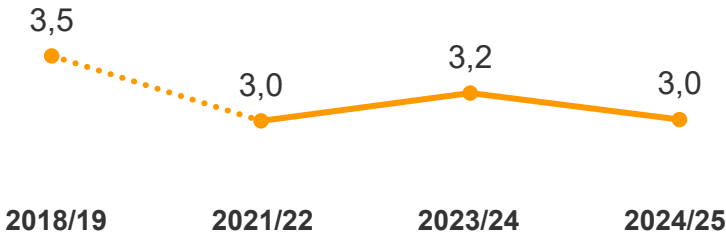
Odour or smell of drinking water



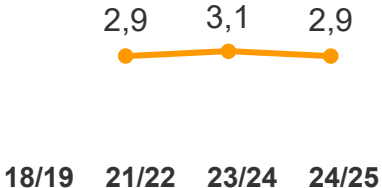
Appearance or colour of drinking water



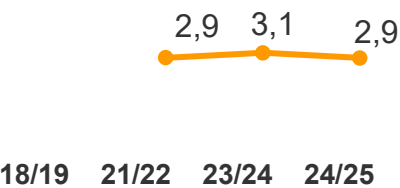
Water pressure on property



Number of interruptions to water supply/availability



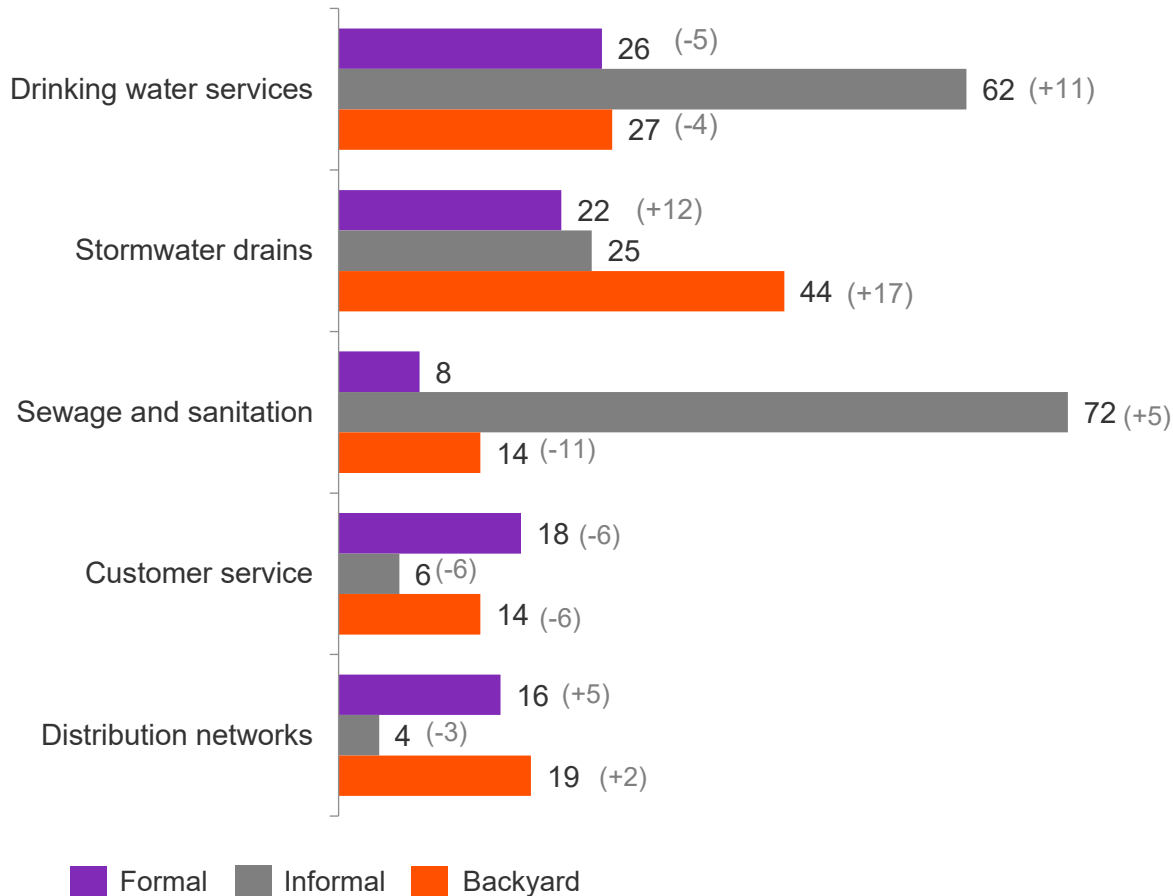
Duration of interruptions to water supply/availability



Drinking water services, stormwater drainage, and sewage and sanitation remain the top three concerns



Voice of the customer – top three improvements (%)



- Formal:** Cleaner/better water quality, improved water pressure and accurate water meter readings
 - Informal:** Reliable/good quality taps, maintenance of existing taps and a reliable water supply
 - Backyard:** Cleaner/better water quality and improved water pressure
-
- Formal:** Upgrade/fix pipe infrastructure, unblock/ maintain drains
 - Informal:** Maintain/unblock and install drains
 - Backyard:** Maintain/replace pipe infrastructure, install bigger/stronger pipes and unblock/maintain drains
-
- Informal:** Flush toilets are a priority, as is maintaining existing toilets
 - Backyard:** Flush toilets
-
- Formal:** Better/faster response time to complaints/problems, improved/ regular communication, more affordable services
 - Backyard:** Better/faster response to complaints/problems, improved/ regular communication



Residents remain confident in WSD services and drinking water quality

Perceptions about water (mean scores)

Formal			Informal backyard			Informal settlement		
1	The city should spend money to reduce leaks	4.2	1	The city should spend money to reduce leaks	4.0	1	Tap water is safe to drink	3.8
2	Reliable supply	4.0	2	If I had a choice, I would choose the City as my water and sanitation provider	4.0	2	The city should spend money to reduce leaks	3.8
3	If I had a choice, I would choose the City as my water and sanitation provider	4.0	3	Tap water is safe to drink	3.9	3	I prefer tap water to bottled water	3.8
4	Tap water is safe to drink	3.9	4	Reliable supply	3.9	4	If I had a choice, I would choose the City as my water and sanitation provider	3.8
5	Water restrictions are necessary to help conserve water	3.9	5	Water restrictions are necessary to help conserve water	3.9	5	I worry about being flooded when it rains	3.8
6	The way the municipality manages services helps the environment	3.9	6	I prefer tap water to bottled water	3.9	6	Water restrictions are necessary to help conserve water	3.7
7	Most people I know are conscious of conserving water	3.9	7	The way the municipality manages services helps the environment	3.9	7	The way the municipality manages services helps the environment	3.7
8	Easy to understand how my usage is calculated on my bill*	3.8	8	Most people I know are conscious of conserving water	3.7	8	Reliable supply	3.7
9	Easy to understand the price I pay for the water used*	3.8	9	There is sufficient water for the city	3.7	9	Most people I know are conscious of conserving water	3.6
10	Good value for money*	3.6	10	The rivers are clean and healthy	3.6	10	The rivers are clean and healthy	3.4
11	There is sufficient water for the city	3.5	11	I worry about being flooded when it rains	3.4	11	There is sufficient water for the city	3.4
12	I prefer tap water to bottled water	3.4						
13	The rivers are clean and healthy	3.4						
14	I worry about being flooded when it rains	3.2						

Rating scale - 1: Completely Disagree 2: Disagree 3: Neither Agree nor Disagree 4: Agree 5: Completely Agree

Residents in Informal backyard and settlement households are affected more by sewage system issues, such as blockages caused by foreign objects leading to overflows



Perceptions about water (mean scores)

Formal			Informal backyard			Informal settlement		
1	Rags and sanitary items block the sewer network and causes overflows	4.1	1	Rags and sanitary items block the sewer network and causes overflows	4.0	1	Rags and sanitary items block the sewer network and causes overflows	3.8
2	I am impacted by foreign objects being thrown into the sewer system	3.2	2	I am impacted by foreign objects being thrown into the sewer system	3.8	2	There are sewer overflows because of rainfall/blockage	3.8
3	Sewer system issues impact my daily life	3.2	3	Sewer system issues impact my daily life	3.7	3	I am impacted by foreign objects being thrown into the sewer system	3.6
4	There are sewer overflows because of rainfall/blockage	3.0	4	There are sewer overflows because of rainfall/blockage	3.7	4	Sewer system issues impact my daily life	3.6

Rating scale - 1:Completely Disagree 2: Disagree 3: Neither Agree nor Disagree 4: Agree 5: Completely Agree

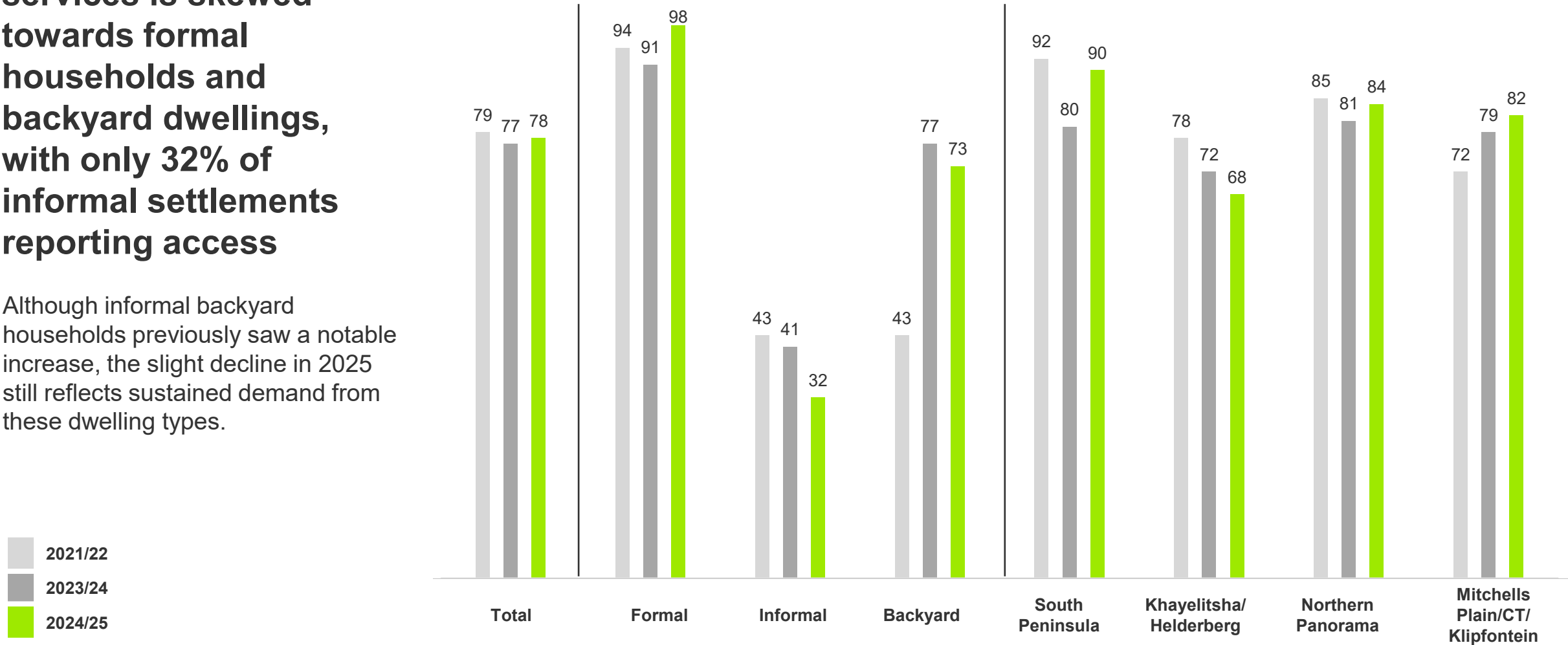




Access to sewage services is skewed towards formal households and backyard dwellings, with only 32% of informal settlements reporting access

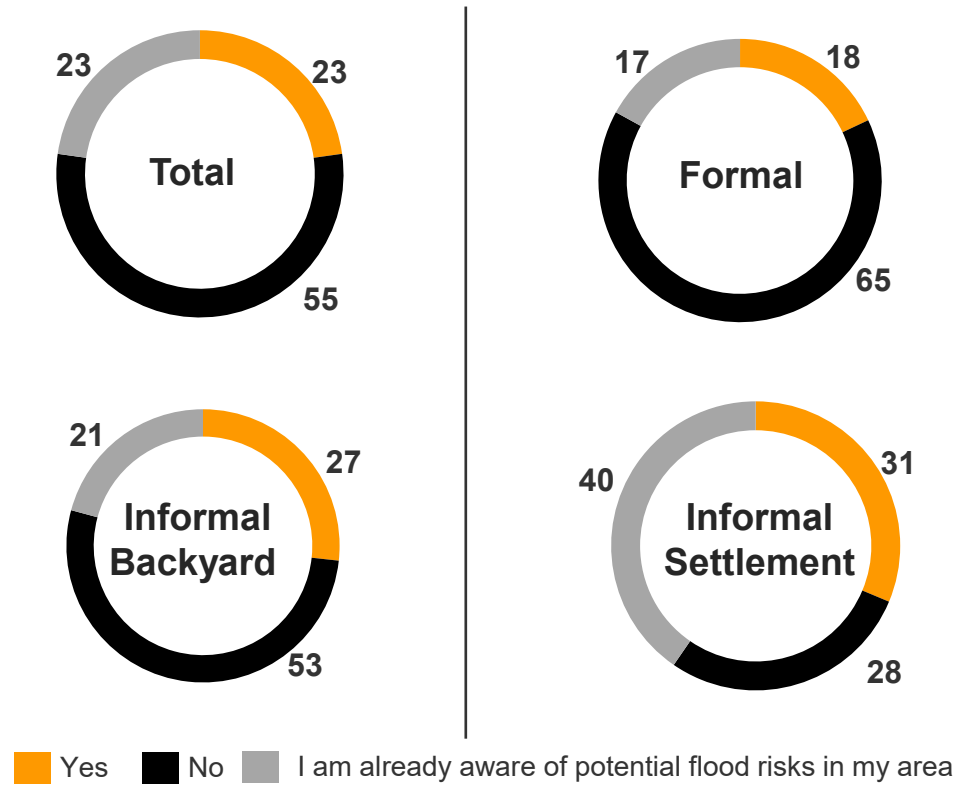
Although informal backyard households previously saw a notable increase, the slight decline in 2025 still reflects sustained demand from these dwelling types.

Sewage provision (%)



In 2024/25, more stormwater flooding reported, mostly in informal settlements. Over half of residents in these areas report serious damage while formal households have been largely unaffected.

Flooding awareness (%)



Spotlight on Informal settlements: Residents consistently highlight the need for reliable access to basic services – particularly individual taps and toilets - supported by ongoing maintenance. Flooding concerns are largely attributed to blocked stormwater drains, underscoring the urgency of infrastructure upkeep



A significant portion of residents (69%) report manhole overflows during rainfall. There has been a rise in requests for taps and reliable water supply from CCT WSD, along with a 5% increase in demand for individual flush toilets. Additionally, residents are calling for improved drain maintenance, identifying blocked drains as a major contributor to flooding.



Flooding remains a concern but shows little change.

Flooding in informal areas remains stable, with 65% of residents unaffected and fewer sources reported.

Flood damage from stormwater rose by 3%, prompting calls for WSD maintain and improve stormwater infrastructure, especially during the rainy season.

Water damage to homes increased by 8%, notably in Helderberg and Khayelitsha.

3% of residents impacted by sewage related flooding reported significant damage, mainly in Mitchells Plain, CT Central, and Klipfontein.

70% of residents fear being flooded when it rains, up 6%.



Water quality remains unchanged

Informal resident satisfaction with CCT WSD drinking water service remains stable, with 21% rating it excellent or very good.

Most residents consider tap water safe (72%) and view its supply as reliable (68%).

5% of residents rely on water tanks due to lack of municipal supply

Preferred communication methods:

- Speaking to your councillor
- Sending a WhatsApp message
- Sending an SMS / text message

“I would like to have my own working tap with out having to share with someone”

“Each household to be provided with own toilets”

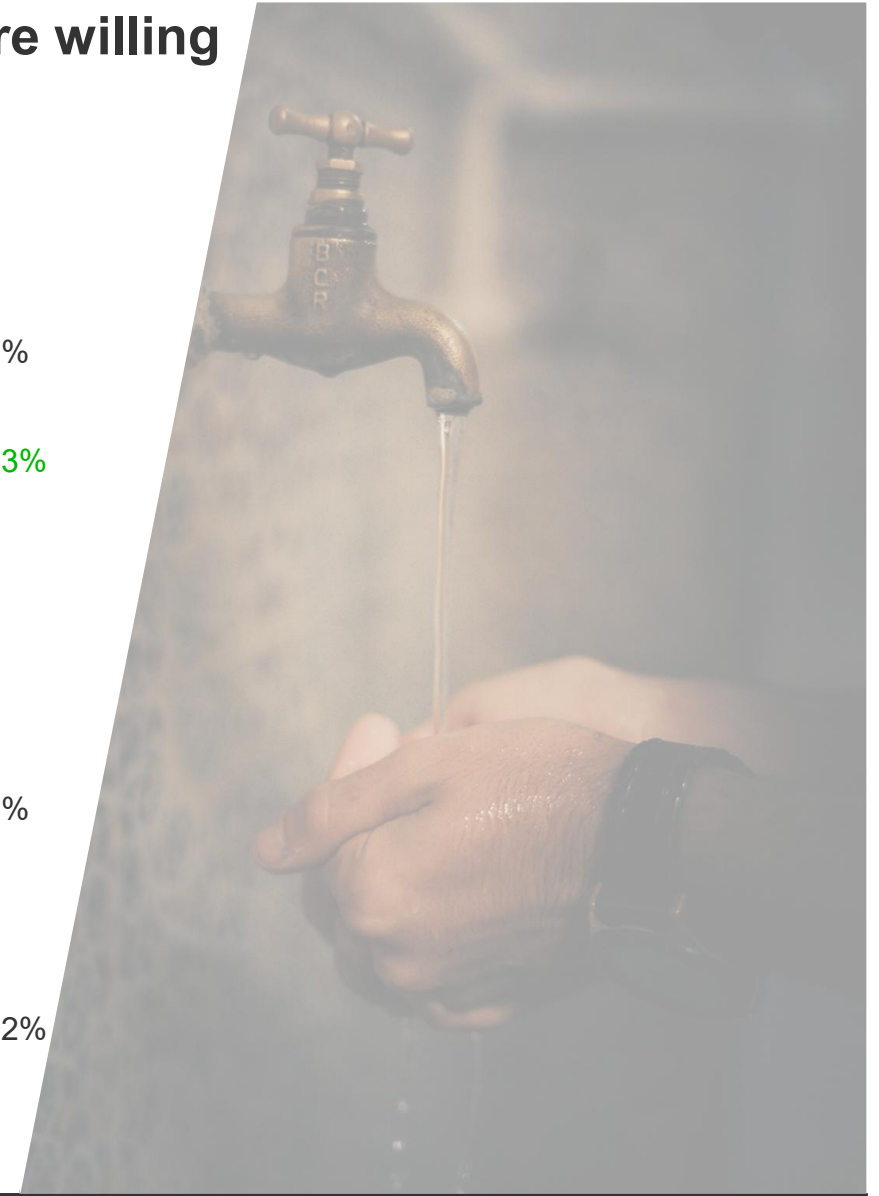
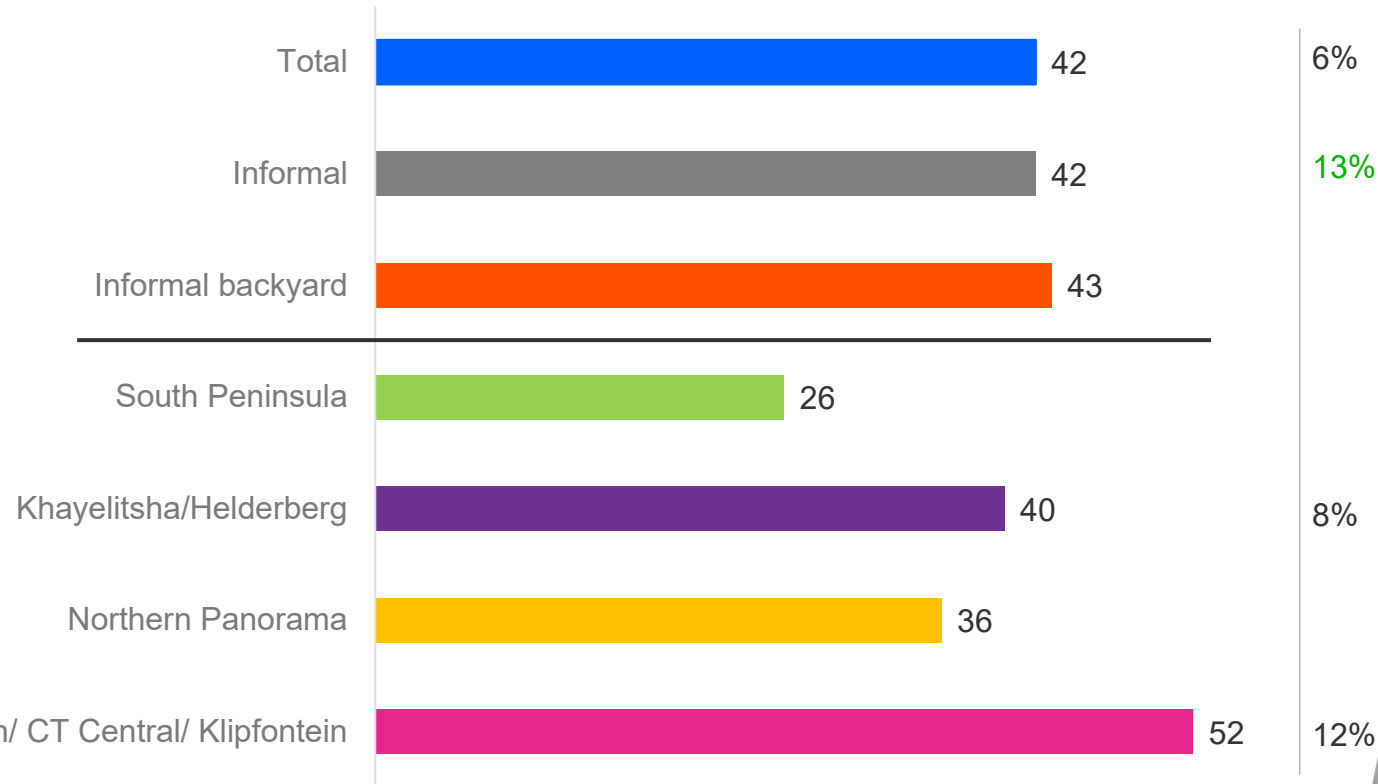
“We are in need of flushing toilets, not chemical toilets”

“If the city can provide us with proper taps and flushing toilets inside houses”

“The must install storm water drains because there are floods when it rains”

Four in ten residents in informal and backyard households are willing to pay for improved services

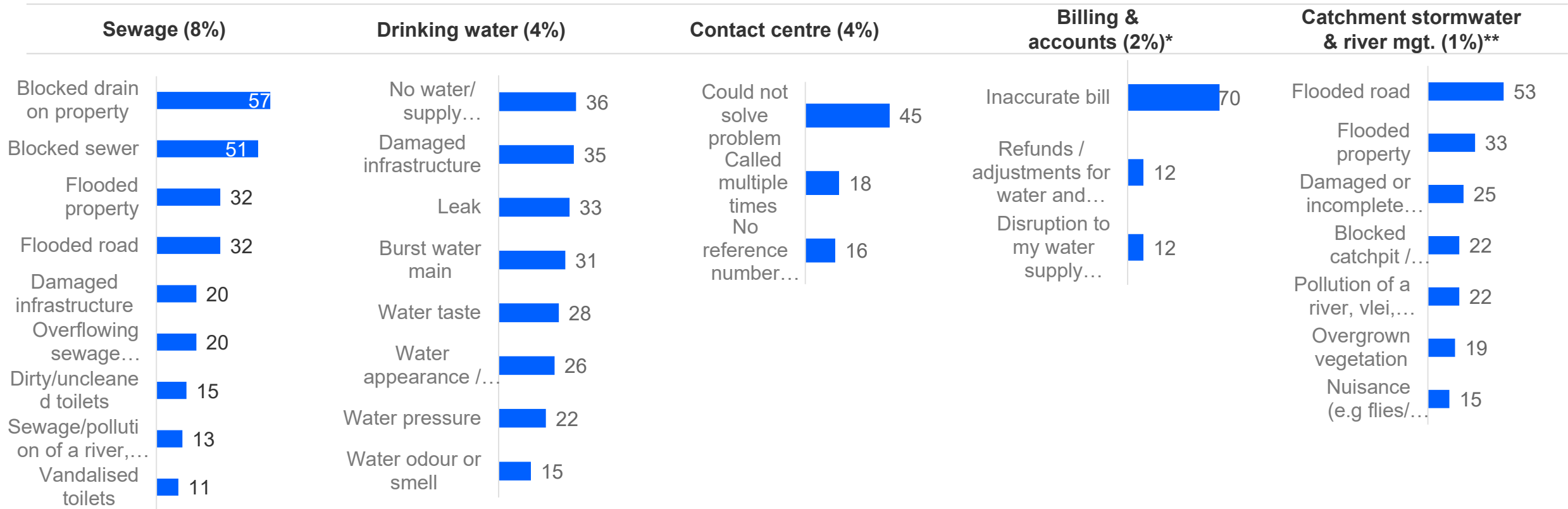
Prepared to pay for improved services (%)



There has been an overall reduction in complaints – the majority of which pertain to sewage, drinking water and the contact centre



Complaint nature (%)



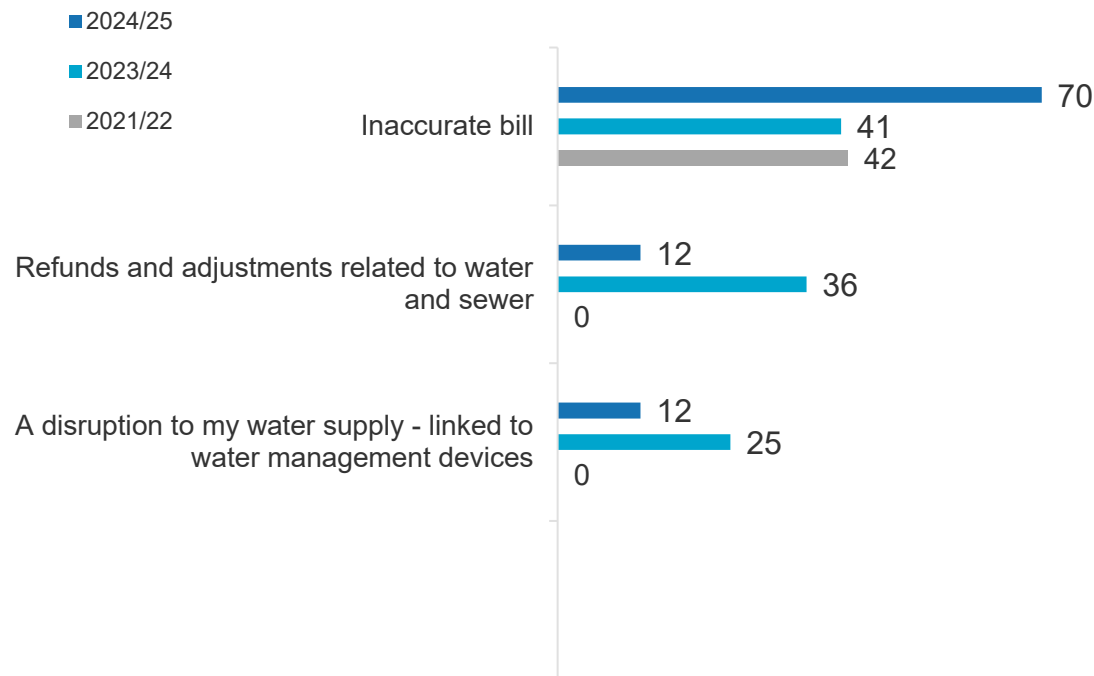
Sewage:
 Backyard: Blocked sewers & drains
 Informal: Blocked drains & flooding
 Formal: Blocked drains & flooding

Drinking water:
 Informal & backyard: Water disruptions, damaged infrastructure, leaks, burst water mains
 Formal: Water taste, disruptions & leaks

Contact centre:
 Informal: Issue unresolved, no callback within 1 business day
 Formal: Repeated follow-ups, no response

A small proportion of the sample (2%) complained about Billing and accounts

Complaint nature: billing and accounts % (2% of total sample)



- No. of complaints:
- South Peninsula: 11
 - Helderberg/Khayalitsha: 6
 - Northern Panorama: 8
 - Mitchel Plain/CT Central/Klipfontein: 30

They billed us for a leak that wasn't our fault.

Because they bill me for water I don't use and when we go to the offices, they don't solve the problem. We must just pay, or they put our water off

I suggest the municipality offices should provide us with accurate bills
They must make more improvements by providing bills that are easy to read

Solve account and billing issues quicker so we do not have to walk 6 times to the office lots

They must fix the leaks in my property to avoid high billing

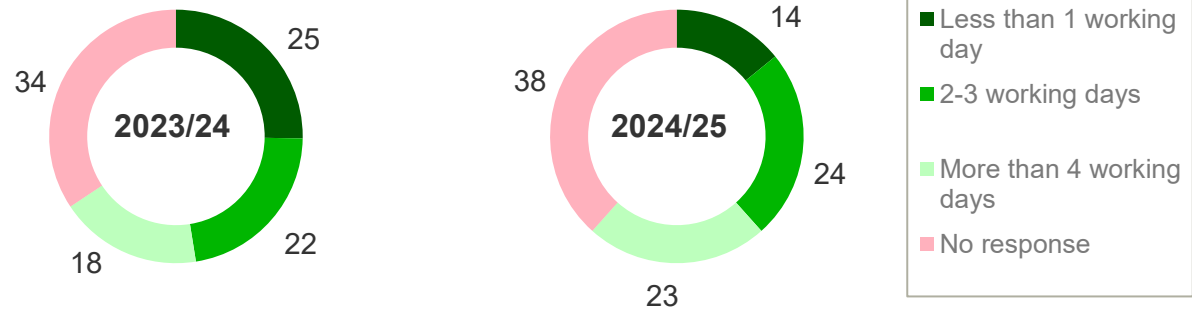
Billing accuracy complaints	n=203	SP n=47	H/K n=20	NP n=32	MP n=104
The bill is estimated	21%	34%	19%	29%	17%
The bill is very high/expensive	17%	24%	18%	14%	16%
Receive a high-water bill for low water usage	12%	3%	21%	12%	10%
No one comes out to check my meter	11%	19%	4%	6%	12%



Despite the WSD Customer Charter's promise to acknowledge all correspondence within one working day, 38% of residents say this hasn't been their experience. Additionally, 44% say their complaints remain unresolved or unanswered (mostly amongst Informal and South Peninsula residents)

Complaint resolution

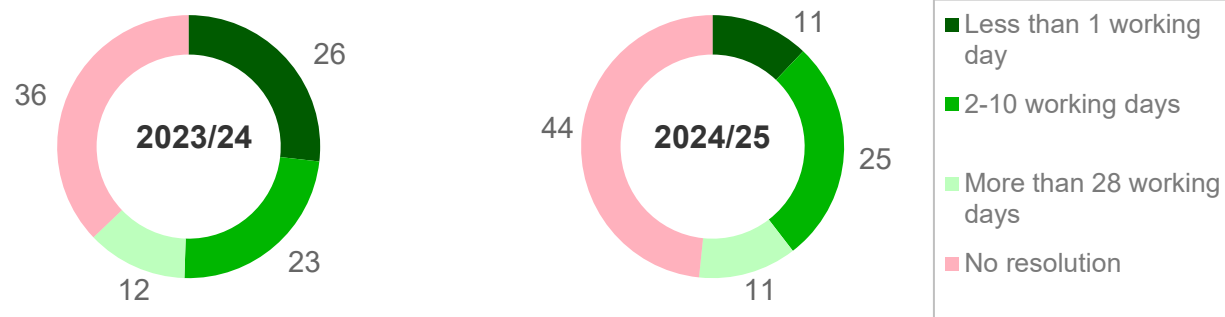
Acknowledged (%)



Of households that logged a complaint and no response:

- 42% of South Peninsula households (vs. 19% in 2023/24)
- 41% of Mitchells Plain/Ct Central/Klipfontein
- 59% (up 8%) of informal households
- 25% (up 7%) of formal households

Resolved (%)

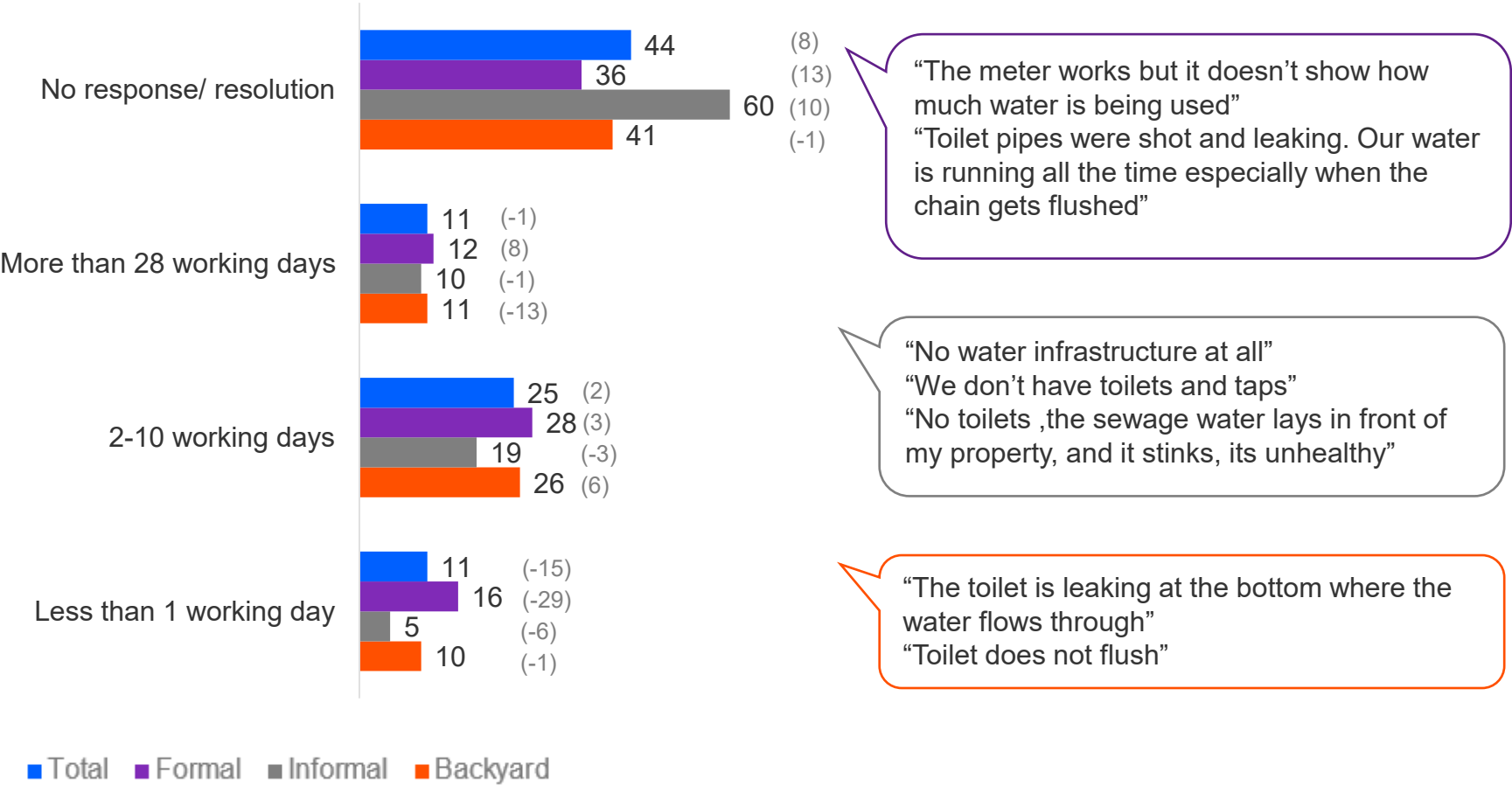


Households whose complaints remain unresolved:

- 52% of South Peninsula households (vs. 21% in 2023/24)
- Almost 2 in 3 complaints (60%) remain unresolved amongst Informal households
- 1 in 3 (36%) complaints by formal households find no resolution (vs. 23% in 2023/24)

Complaint resolution rates are lowest among informal households. Complaints reflect customer expectations which may fall outside of WSD mandate.

Complaint resolution (%)



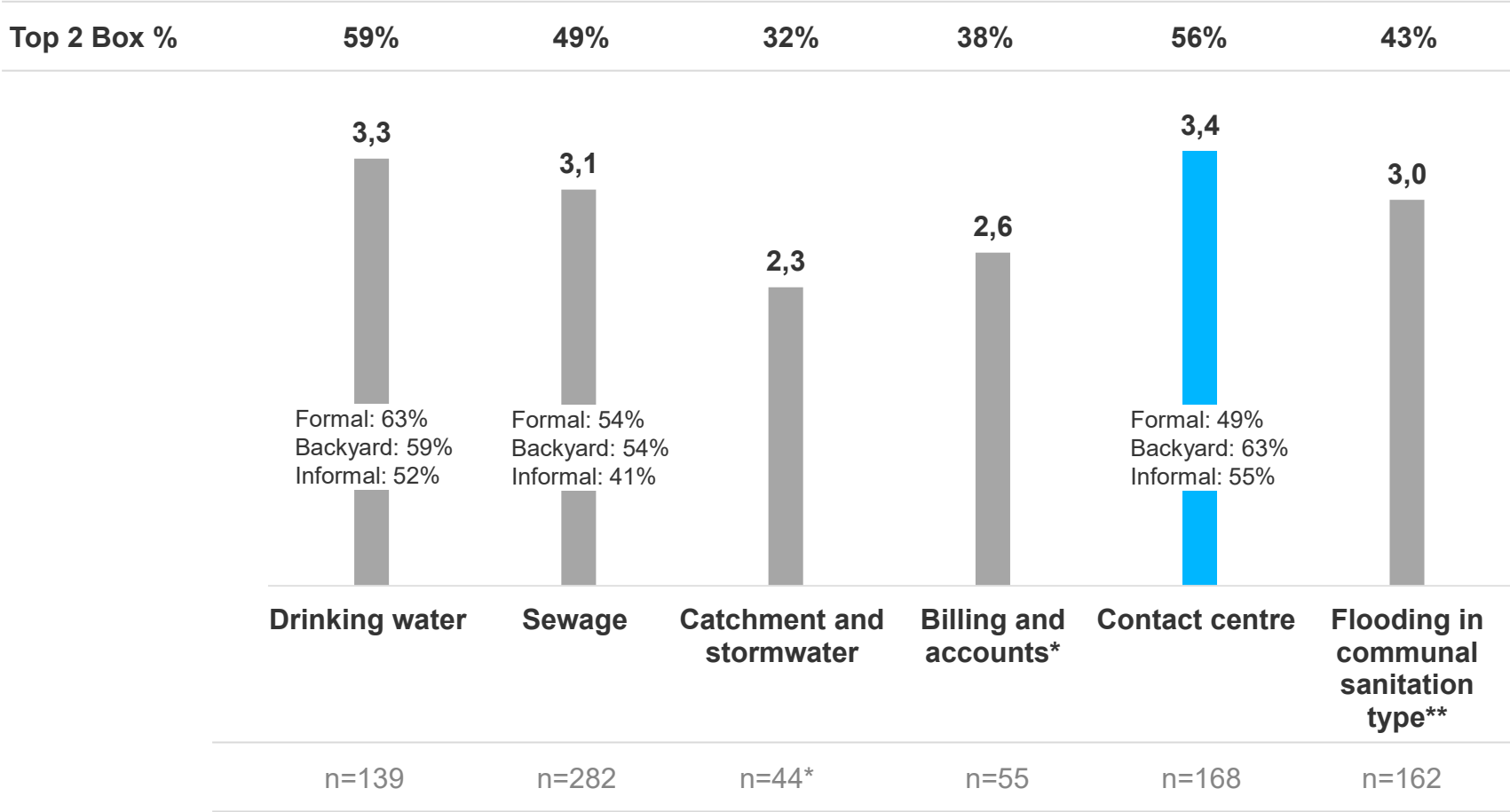
Overall satisfaction with complaint resolution remains average but more need to be done to improve performance on Billing and accounts (which shows notable declines)

Rating scale - 1: Very Dissatisfied 2: Dissatisfied 3: Neither satisfied nor dissatisfied 4: Satisfied 5: Very Satisfied

Satisfaction with resolution



% Customers happy with resolution (Satisfied/Very satisfied):

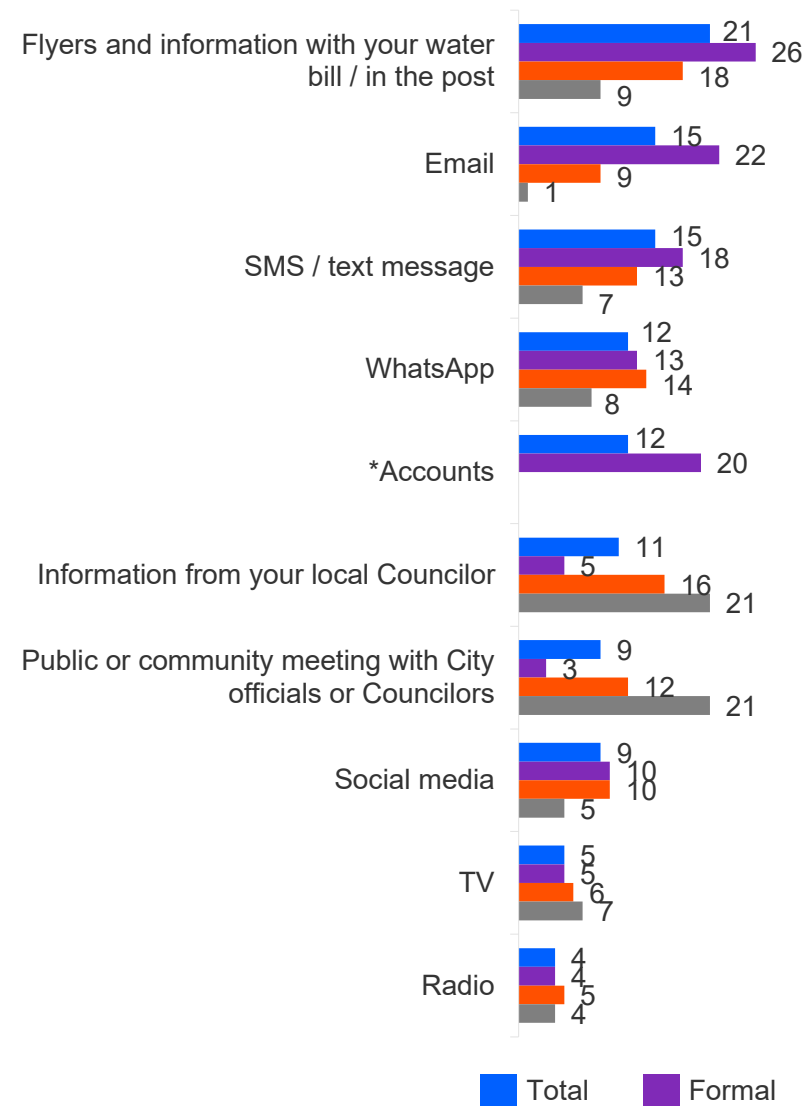




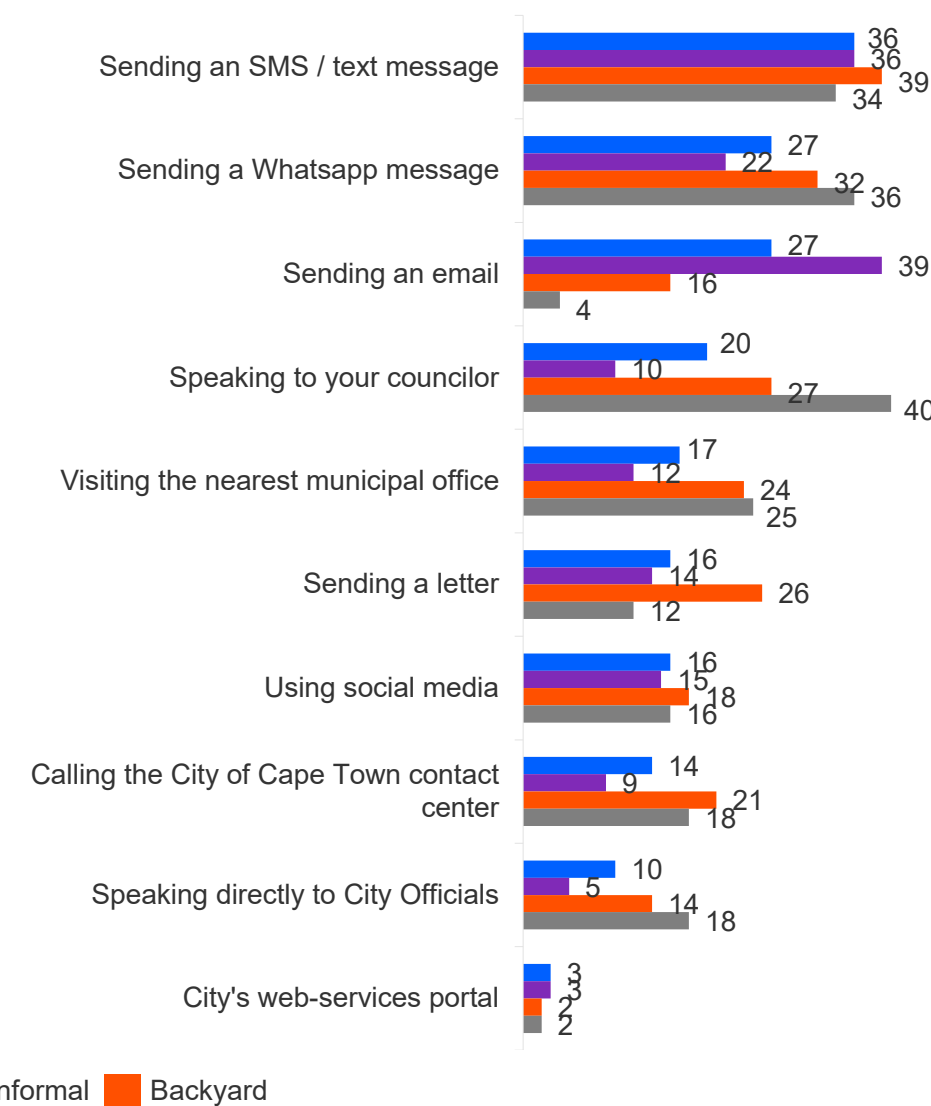
SMS is the preferred communication channel, followed by WhatsApp and email. Informal households prefer speaking to a councilor.

Communication received from the City is foremost flyers, followed by email, SMS and WhatsApp.

Communication received (%)



Communication preferred (%)

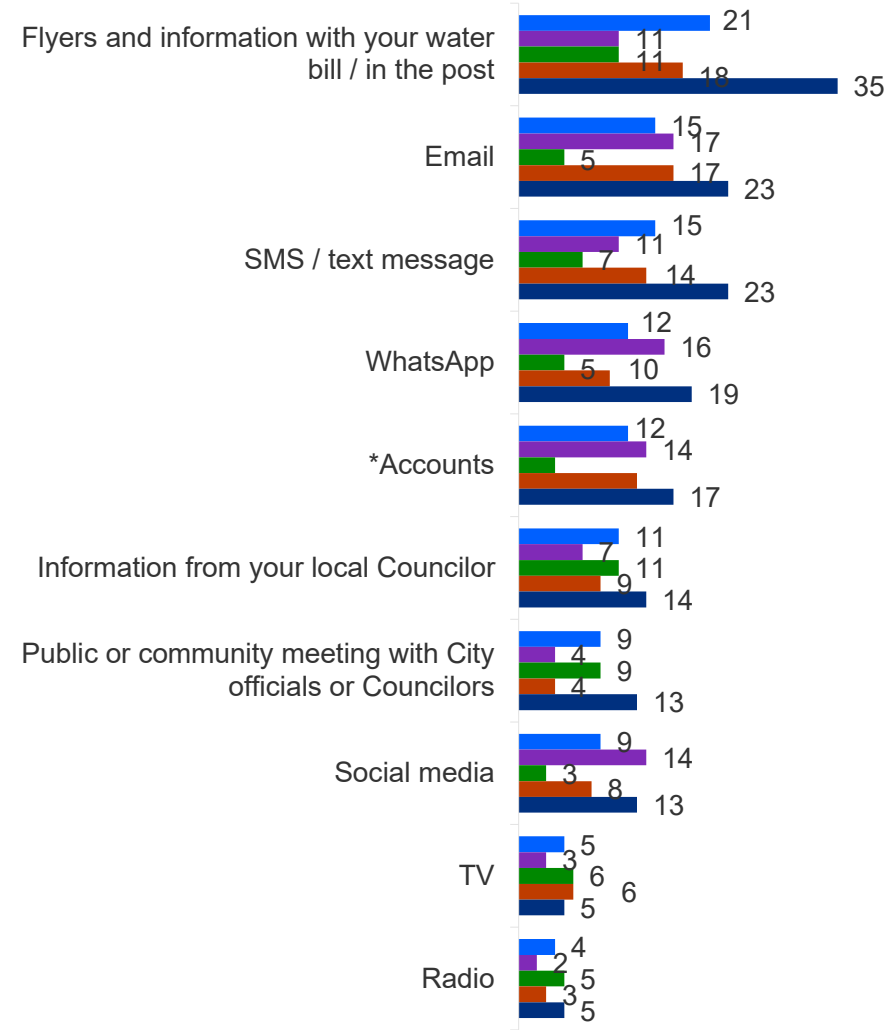




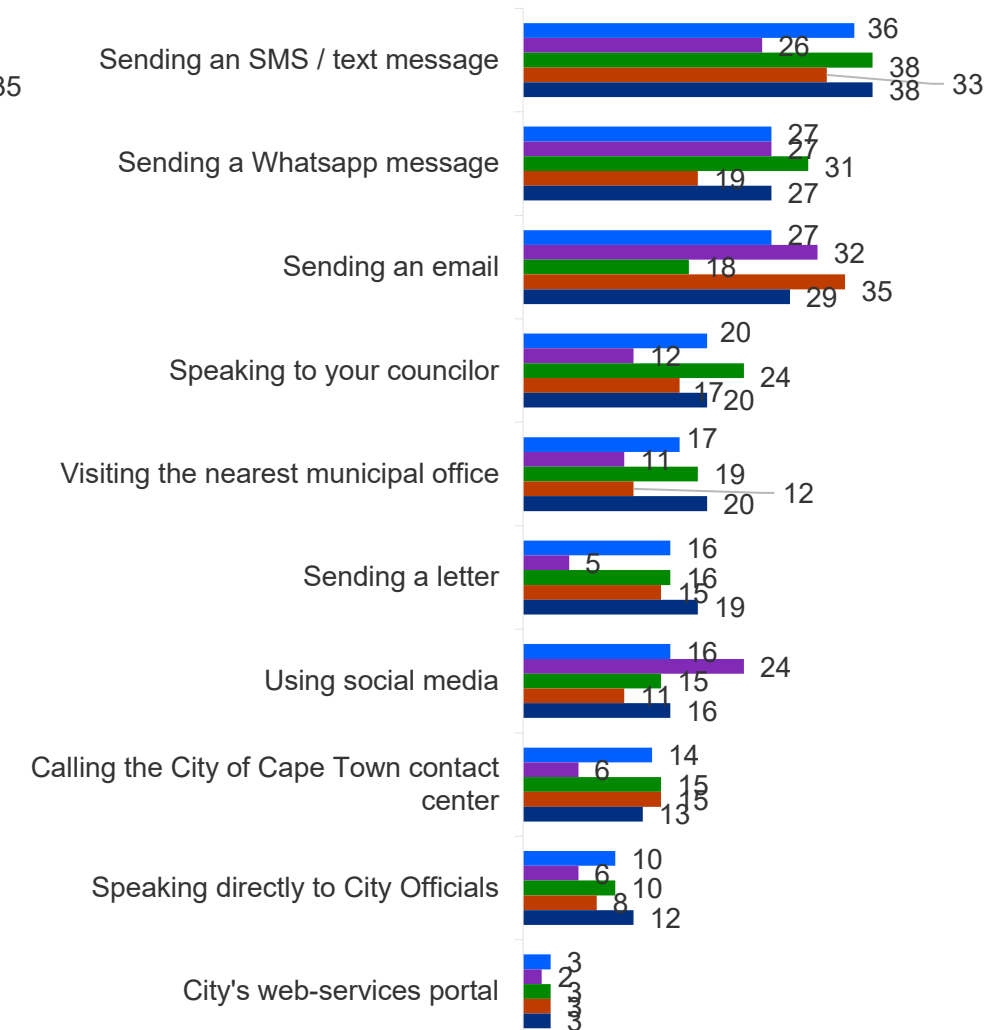
Most regions prefer communication via SMS/ text message, though South Peninsula and Northern panorama prefer receiving communication via email.

Communication received from the City is foremost flyers, followed by email, SMS and WhatsApp.

Communication received (%)



Communication preferred (%)



■ Total ■ South Peninsula ■ Khayelitsha/ Helderberg ■ Northern Panorama ■ Mitchells Plain / CT Central / Klipfontein

There has been an 8% decline in the proportion of formal households that receive their water bills directly from the city, however 86% express confidence in the accuracy of their bills



Billing

A total of 86% of formal households perceive their water consumption to be measured accurately

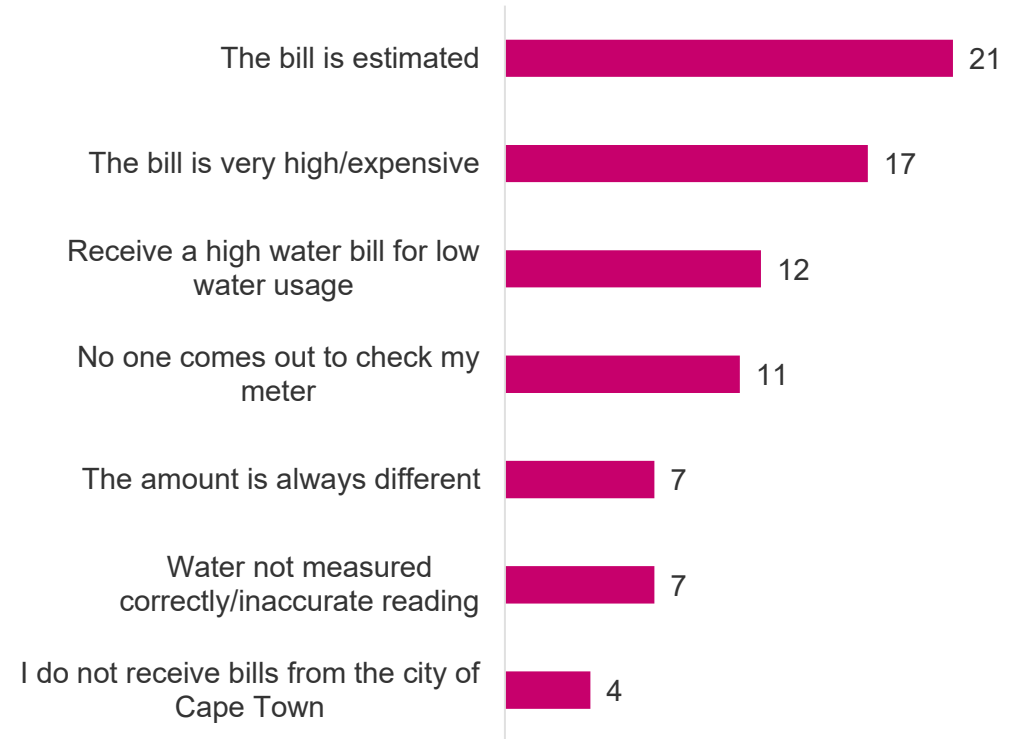
14%

My bill is never accurate because there's no proper reading there is a leak on my meter that I have complained about, and no one fixed it.

My water bill differs every month and the people that does the reading is not educated

We also get billed according to the value of our property, which is unfair

How do you receive your monthly bill?



■ How do you receive your monthly bill?

The 8% drop in formal households receiving bills directly from the City is primarily due to decreases in Northern Panorama and Mitchells Plain/CT Central/Klipfontein



This can be partially attributed to a growing number of households receiving bills from landlords/rental agents, particularly in Northern Panorama. Concurrently, there has been an uptick in households not receiving bills, while areas most affected include Khayelitsha/Helderberg and Mitchells Plein/ CT Central/ Klipfontein, the increase in areas such as South Peninsula and Northern Panorama underscores the necessity for a targeted communication strategy by area.

Monthly bills (formal household types) %	Total residential		South Peninsula		Khayelitsha / Helderberg		Northern Panorama		Mitchells Plein / CT Central / Klipfontein	
	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
Receive it directly from the City of Cape Town	78	70	76	75	74	71	86	70	76	68
Don't receive a bill	12	17	11	16	21	21	5	12	11	17
Receive it from my landlord/rental agent	10	13	13	9	5	8	9	18	13	15



Awareness of the City App and E-services is currently low, contributing to the underutilisation of these offerings as well as lower satisfaction with services

Less than a third of formal residents are aware of the City App this wave and only half of the City’s formal dwelling residents are aware of E-services. Resident’s knowledge of a right to contribute to proposed tariff changes in the budget cycle has also declined. Improved awareness will lead to increased engagement across these offerings, which in turn could enhance residents’ perception of service efficiency and responsiveness – key drivers of overall satisfaction.

Awareness (%) Formal only	Total residential		South Peninsula		Khayelitsha / Helderberg		Northern Panorama		Mitchells Plein / CT Central / Klipfontein	
	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
E-services	50	49	54	61	41	47	63	54	48	43
City App	40	31	37	22	25	30	53	32	45	33
Your right to have a say on prospective tariff charges during the budget cycle	31	21	27	17	27	16	33	24	35	24

A woman with dark skin and short hair is shown in profile, drinking from a clear plastic water bottle. She is smiling and has her eyes closed, enjoying the water. The background is a bright, hazy sunset or sunrise over a body of water and distant hills. The lighting is warm and golden, creating a peaceful and refreshing atmosphere. On the left side of the image, there is a large, semi-transparent orange circle containing a large, stylized number '3' and the text 'Insight about regions' in white.

3
Insight about regions

Improved communication is an area of focus for 2025

Maintain: Improved performance = limited impact on PSQ index. Reduced performance = significantly reduced PSQ index

Invest: Improved performance = significantly improved PSQ index. Reduced performance = significantly reduced PSQ index

Build: Improved performance = significantly improved PSQ index. Reduced performance = limited impact on PSQ index

Consider: Improved performance = limited impact on PSQ index. Reduced performance = limited impact on PSQ index

Summary of opportunities for improvement



52 Northern Panorama

37 Mitchells Plain / CT / Klipfontein

42 Khayelitsha/ Helderberg

48 South Peninsula

Further invest - top priority

● The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services

● Communication about water supply/availability interruptions

● The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services

● The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services

● The duration of these interruptions to water supply/availability

Further build - high priority

● Communication about water supply/availability interruptions

● Communication about water supply/availability interruptions

● The Catchment Stormwater and River Management Services provided

● The sewage services provided

Maintain - high priority

● The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services

● The Catchment Stormwater and River Management Services provided

Spotlight on South Peninsula: Resident concern over water and sewage service quality continues as overall satisfaction declines, while flooding worries ease and billing perceptions remain steady



Water quality

- 67% of residents feel that tap water is safe to drink, 7% less than last year.
- 78% of residents believe that the supply of tap water in Cape Town is reliable.



Stormwater and flooding

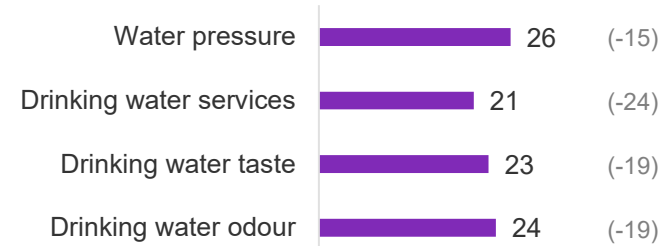
- 11% of residents have experienced flooding this past year, a -13% drop from last year. Damage due to flooding however, has increased.
- Stormwater satisfaction has declined by -20%, with Stormwater blockages being the main reason.



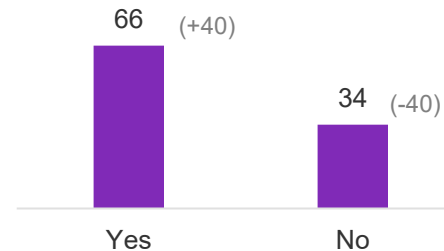
Sewage and sanitation

- 63% of residents feel that there has been no change in the sewage services provided by WSD
- 60% (T2B) of residents feel that their sewer system issues impacts their daily life, 5% less than 2024

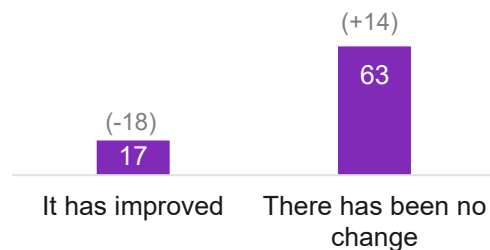
Service satisfaction -Water quality T2B



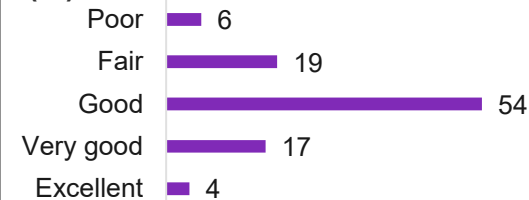
Water damage due to flooding (%)



Service quality – Sewage (%)



Service satisfaction – Sewage (%)



Put in meters where people can buy their own water, in that way they will manage it

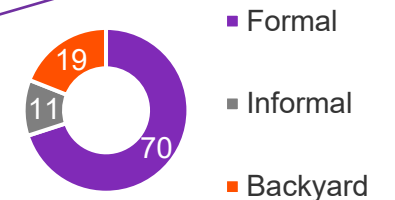
They must always have maintenance done on the sewerage pipes

Household visits to elderly people if they need to enquire about bills etc

Better flow of water in household taps, as pressure is very low and slow

We do our own maintenance; they always take too long to come.

Drains must be cleaned and maintained regularly, especially before winter as blocked drains cause flooding



Spotlight on Mitchells Plain/CT Central/Klipfontein: Satisfaction with drinking water services has declined, and fewer residents are satisfied with billing services compared to 2023/24, while concerns about sewage and drainage persist



Water quality and usage

- Only 21% of residents feel that drinking water services have improved.
- The main suggestions from informal and backyard areas are to add more taps, while at an overall level, residents recommend improving drainage and sewage systems to prevent flooding.



Stormwater and flooding

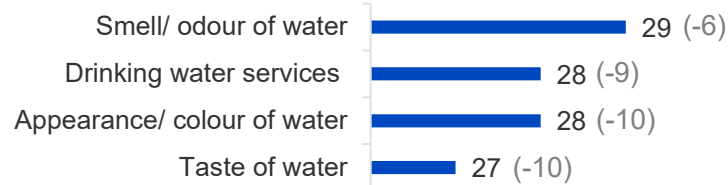
- Only 21% of residents are satisfied with stormwater and river management services, while just 19% are aware of potential flood risks.
- 55% of residents identify stormwater as a cause of flood damage.



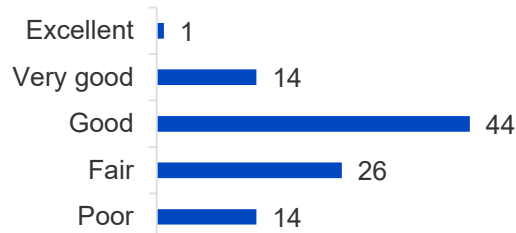
Sewage and sanitation

- 63% of households have a flushed toilet inside.
- Top suggestions for sewage services include adding more flush toilets and upgrading existing infrastructure.

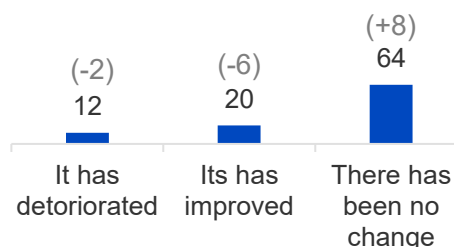
Service satisfaction – drinking water T2B (%)



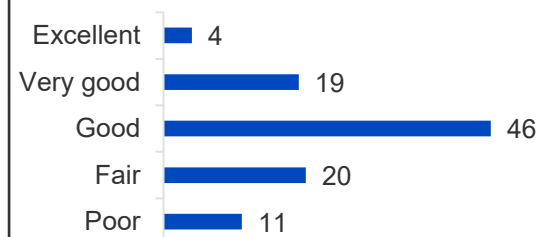
Service satisfaction – Catchment stormwater and river management (%)



Service quality – sewage (%)



Service satisfaction – sewage (%)



“

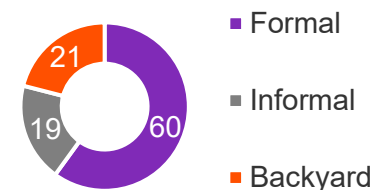
They should take responsibility of water meters that's leaking. That is their responsibility to fix but they are billing us according to their negligence.

In our area every week there is a pipe that has burst. I think they need to change the pipes.

I have nothing to say maybe the municipality should just put new pipes in our area because nearly every week the pipe bursts and we are affected always.

The drainage system is pathetic and causes major floods and potholes the city can do proper job by fixing the drainage system.

”





4

How do our Business customers' feel?

WSD performs strongly across businesses of all sizes, with small businesses rating it particularly high on trust, overall satisfaction, and performance compared to other providers



Summary of means

	Business			
	Business size			
	Total	Small	Medium	Large
Overall performance of the WSD	3.7	3.7	3.7	3.6
Trust in the WSD	3.8	3.8	3.8	3.7
WSD’s fulfilment of role as public service provider	3.7	3.7	3.6	3.7
WSD compared to other public service providers	3.8	3.9	3.8	3.7
Overall satisfaction with WSD	4.1	4.2	4.1	4.0

90% (+8%)
Receive accurate bills

69% (+6%)
No change in drinking water service quality

56% (+23%)
Aware of new City App

“I just want to say the stop tap that was implemented is a great idea. Now when a pipe bursts, it only affects a small area.”

“Most importantly, they need to have better turnaround times when fixing problems. Our last complaint was about feces streaming out of our drain. It took the City six weeks to come and fix it.”

“They must allocate a competent person to assist businesses directly when they log a complaint. They should not have to go through a call center.”

“Businesses must be informed when there are shutdowns or interruptions.”

Rating scale - 1: Poor 2: Fair 3: Good 4: Very Good 5: Excellent

Improving communication around water supply and outages, along with reducing the frequency and duration of interruptions, could further enhance business satisfaction with WSD services

Maintain: Improved performance = limited impact on PSQ index. Reduced performance = significantly reduced PSQ index

Invest: Improved performance = significantly improved PSQ index. Reduced performance = significantly reduced PSQ index

Build: Improved performance = significantly improved PSQ index. Reduced performance = limited impact on PSQ index

Consider: Improved performance = limited impact on PSQ index. Reduced performance = limited impact on PSQ index

Summary of opportunities for improvement

87 Small	86 Medium	82 Large
Further invest - top priority		
	The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage service	- The condition / state or water quality of the closest river, vlei, canal, wetland or pond - The communication received from the City of Cape Town's Water and Sanitation Department regarding water and sewage services
Further build – top priority		
The Catchment Stormwater and River Management Services provided	The condition / state or water quality of the closest river, vlei, canal, wetland or pond	The Catchment Stormwater and River Management Services provided
The number of interruptions to the supply/availability of water	- The number of interruptions to the supply/availability of water - The duration of these interruptions to water supply/availability	- Communication about water supply/availability interruptions - The number of interruptions to the supply/availability of water
Maintain - high priority		
Communication about water supply/availability interruptions	Communication about water supply/availability interruptions	



5 Insights and recommendations

WSD's **PSQ performance** in 2024/2025 reflects a mixed trajectory.

- While business satisfaction improved by 9 points (PSQ index: 86), residential satisfaction declined by 13 points (PSQ index: 43), with the steepest drops in Formal, Northern Panorama, and South Peninsula regions. Informal dwellings and backyard households reported the weakest performance, revealing a 52-point gap between formal and informal residents – underscoring the persistent impact of socio-economic disparities and service access.
- Small and medium-sized businesses showed increased satisfaction, but WSD lost traction with large enterprises.

Key **service drivers** remain unchanged since 2023/24:

- Sewage services and water supply interruptions (frequency and duration) perform at an average level.
- Communication about water and sewage services, especially supply interruptions, continue to underperform.
- These challenges vary by region and dwelling type, highlighting the need for targeted, segmented strategies to improve service delivery and communication.

Drinking water services

- While businesses report improvements in all elements of water service, concerns persist around the frequency and duration of service interruptions.

Among residents:

- Formal households rate water services highly, but there has been a slight decline in hygiene factors (odour, taste, pressure) and they report the lowest satisfaction with supply interruptions.
- Informal settlements seek improved maintenance of existing infrastructure and a reliable water supply.
- Informal backyard households maintain stable ratings, though water quality and pressure remain top improvement areas.
- Across all segments, communication about water and sewage services, especially regarding interruptions, is consistently below expectations and requires focused improvement.

Sewage services

- Sewage and sanitation challenges continue to disproportionately affect residents in informal settlements, where only 32% of dwellings have access to sewage services. The lack of flush toilets significantly impact daily living conditions.
- Residents in informal and backyard households experience the effects of sewer system issues more acutely than those in formal areas, highlighting the urgent need for targeted infrastructure upgrades and equitable service delivery.

While overall satisfaction with sewage services has improved among business customers, persistent issues remain across both formal households and businesses.

- Formal households report frequent problems with blocked sewers in roads and blocked drains on private property.

- Businesses echo similar concerns, adding overflowing manholes and flooded roads to the list of challenges.
- These recurring issues highlight the need to maintain and strengthen sewer infrastructure to ensure reliable service and prevent disruptions.

Flooding

Flooding remains a widespread concern across household types, with informal and backyard households disproportionately affected.

- 89% of homes where floodwater entered are informal.
- 70% of residents in informal and backyard settings fear flooding.
- Key causes include stormwater overflow, sewage backups, and burst mains.
- Businesses also report flooding impacts, particularly to roads and property, underscoring the need for targeted infrastructure upgrades and improved drainage systems.

Complaints

Complaint resolution performance has declined, with an 8% decline in resolution rates. On average, 4 out of 10 complaints remain unresolved.

- Disparities are evident across household types: 60% of informal households received no response or resolution vs. 36% of formal households reported unresolved complaints.
- Overall satisfaction with complaint handling remains average, highlighting the need for improved responsiveness and equity in service delivery.

Communication

- Formal residents preferred communication from the City is email, SMS and WhatsApp.
- WhatsApp and SMS is on the rise amongst informal households and backyard dwellers. Local councilors are still a preferred means of communication amongst Informal households.
- The City requires a continued nuanced approach to communication tailored to access to digital/online devices, airtime and WhatsApp.

Billing

- Overall, residents and businesses believe their water consumptions is measured accurately – this needs to be maintained.

Conservation

- Water conservation behaviour is consistent amongst residents, and businesses remain focused on intensifying water conservation efforts.

Catchment & stormwater

- Large businesses require WSD to focus on the condition of open water sources such as rivers, and the catchment services provided such as damaged infrastructure.

Regions

Hygiene factors across regions continue to perform above average – odour, appearance of water. However, key issues remain.

- In South Peninsula communication about water and sewage services requires focus, as does resolving the number and duration of supply interruptions.
- Mitchells Plain / CT Central / Klipfontein and Helderberg/ Khayelitsha regions encounter similar challenges with services – these are improve sewage services, management of water disruptions, and improved communication from the City in general and about interruptions to service. In the Central region communication about Catchment stormwater is also important.
- As per 2024, Northern Panorama residents would like improved communication in general and about water supply disruptions and reduced disruptions. The duration of interruptions and water pressure is an area of further focus.

Caring

- **Targeted interventions:** Prioritise underperforming regions and informal areas
- **Improve regional service delivery:** Prioritise sewage upgrades, interruption management, and stormwater communication
- **Focused service strategy by dwelling type**
- **Accelerate complaint resolution:** Strengthen response systems
- **Environmental focus:** Address concerns to build trust with large enterprises

Accountability

- **Focus on key drivers:** Improve performance on sewage and supply interruptions
- **Enhance communication:** Prioritise clarity and consistency in messaging
- **Improve complaint handling**
- **Maintain metering standards**

Openness and transparency

- **Segmented strategy:** Address regional and dwelling-type nuances in service delivery and messaging
- Communicate what falls within WSD's mandate
- **Improve communication**
- **Segment communication:** Use WhatsApp/SMS/local councillors for informal areas; maintain email/SMS for formal residents
- **Segment business strategy:** Sustain momentum with SMEs; re-engage large businesses

Innovation

- Future strategies could include digital tools or smart infrastructure to support service delivery
- Consider digital platforms like to reach diverse communities/community networks

Service excellence

- **Sustain hygiene standards:** Maintain above-average delivery on core services
- **Support conservation:** Reinforce and expand water-saving initiatives
- **Infrastructure focus:** Invest in drainage systems, flush toilets, and tap maintenance in informal areas and/or communicate about these.
- **Strengthen core services:** Continue investing in infrastructure and interruption management

Thank you

