

## ANNEXURE A

Ward	C3 Complaint	C3 Complaint Type	Created (A)	Closed (B)	Backlog (A - B)
014	SEWER	Sewer: Blocked/Overflow	3	3	0
014	WATER MANAGEMENT DEVICE	No Water WMD	3	1	2
016	ELECTRICITY TECHNICAL COMPLAINTS	No Power	5	5	0
016	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	1	0	1
016	REVENUE	Doubtful / Bad Debt	1	1	0
016	SEWER	Empty Septic Tank	1	1	0
016	SEWER	Sewer: Blocked/Overflow	3	1	2
016	WATER	Leak In Road/ Pavement/ Underground	1	0	1
016	WATER	Water Run to Waste	1	1	0
016	WATER AND SANITATION OR METER QUERIES	Customer : Reconnection Request	1	1	0
016	WATER MANAGEMENT DEVICE	No Water WMD	6	3	3
016	WATER MANAGEMENT DEVICE	WMD: Repair Cistern	1	1	0
017	SEWER	Sewer: Blocked/Overflow	3	3	0
017	WATER AND SANITATION OR METER QUERIES	Customer : Reconnection Request	1	1	0
017	WATER MANAGEMENT DEVICE	No Water WMD	2	1	1
114	ELECTRICITY TECHNICAL COMPLAINTS	No Power	1	1	0
114	ELECTRICITY TECHNICAL COMPLAINTS	PPM Keypad Faulty	1	1	0
Overall Result			35	25	10