



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## SERVICE REQUESTS SUBCOUNCIL 6 – APRIL 2023

Corporate Services/Customer Relations

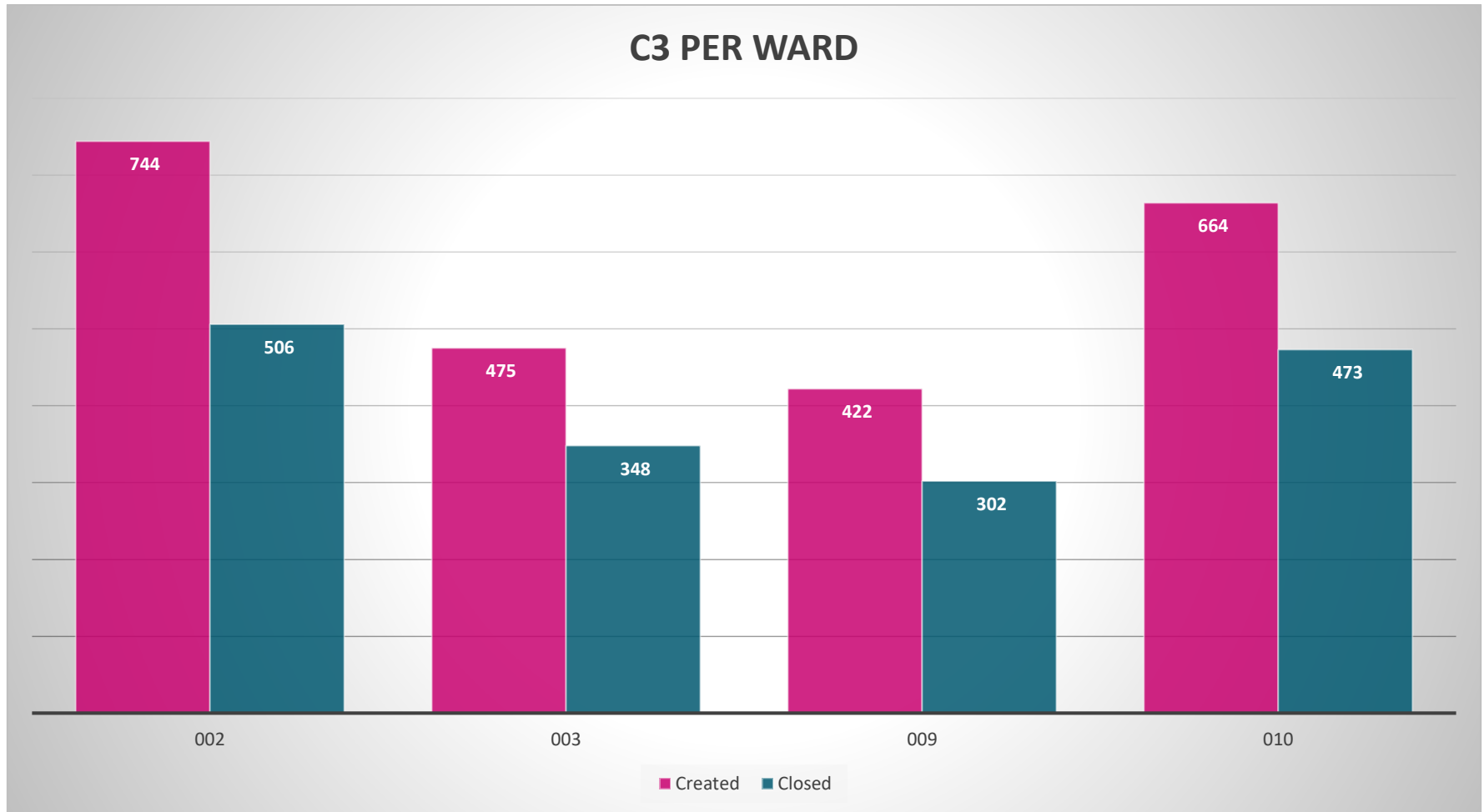
Making progress possible. **Together.**

# INTRODUCTION

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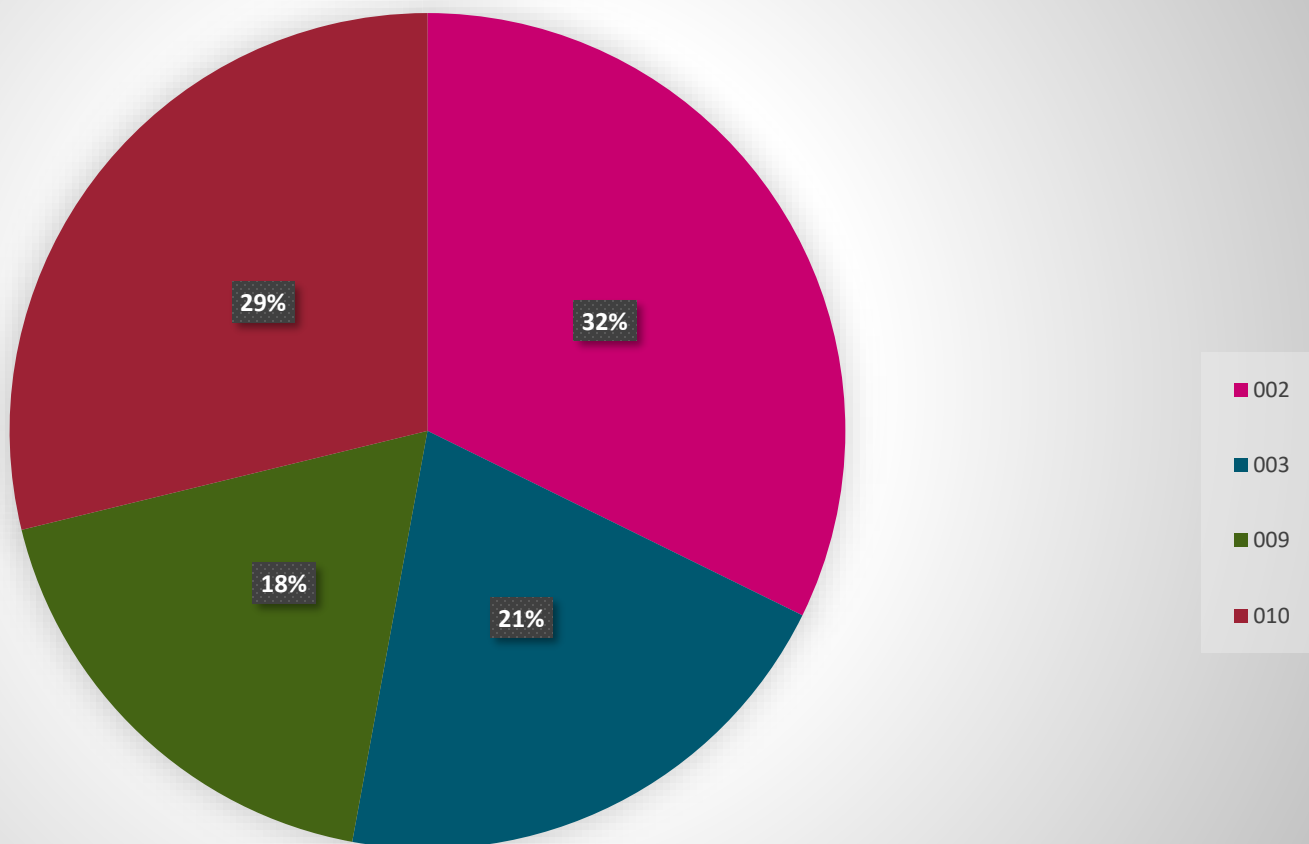
- This report only reflects the number of service requests (C3s) created and closed for the Subcouncil 6 for the period 3 April to 28 April 2023.
- The report does not reflect the number of customer interactions or customer contacts for the period. A very small percentage of customer interactions normally result in service requests.

# SERVICE REQUESTS (C3s) FOR SUBCOUNCIL BY WARD



# SERVICE REQUESTS (C3s) FOR SUBCOUNCIL : SPREAD BY WARD

SUBCOUNCIL 6 PIE CHART



Total created: 2308  
Total closed: 1629

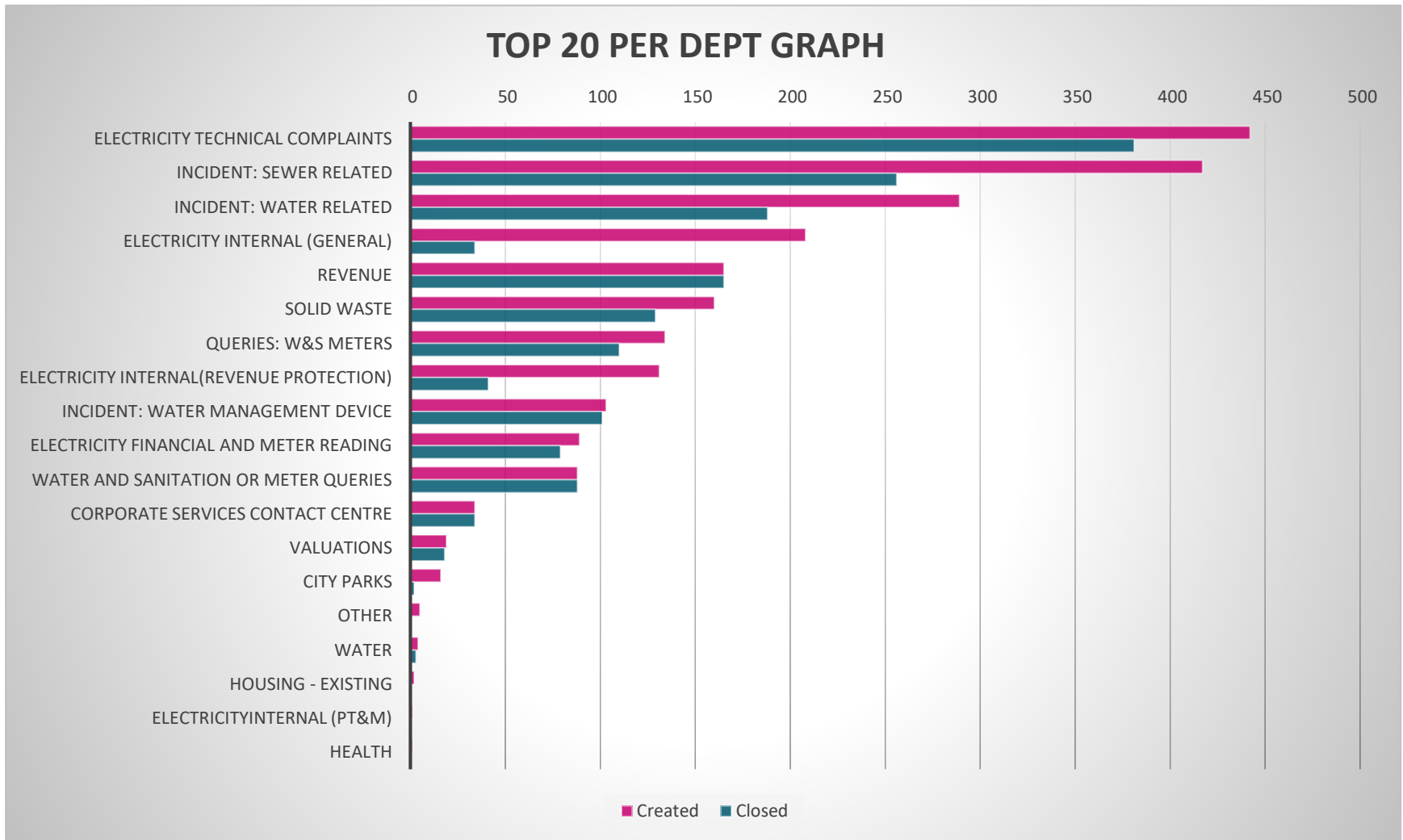
# SUMMARY PERFORMANCE FOR THE SUBCOUNCIL (REFER TO SLIDE 4)

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- The total number of service requests (C3s) created for Subcouncil 6 for the period 3 April to 28 April 2023 was 2308. The total number of service requests closed for the period 3 April to 28 April 2023 was 1629.
- Service requests (C3s) for Subcouncil 6 recorded for the period April 2023, were geographically spread as follows:
  - Ward 2 : 32% of all service requests
  - Ward 3 : 21% of all service requests
  - Ward 9 : 18% of all service requests
  - Ward 10: 29 % of all service requests

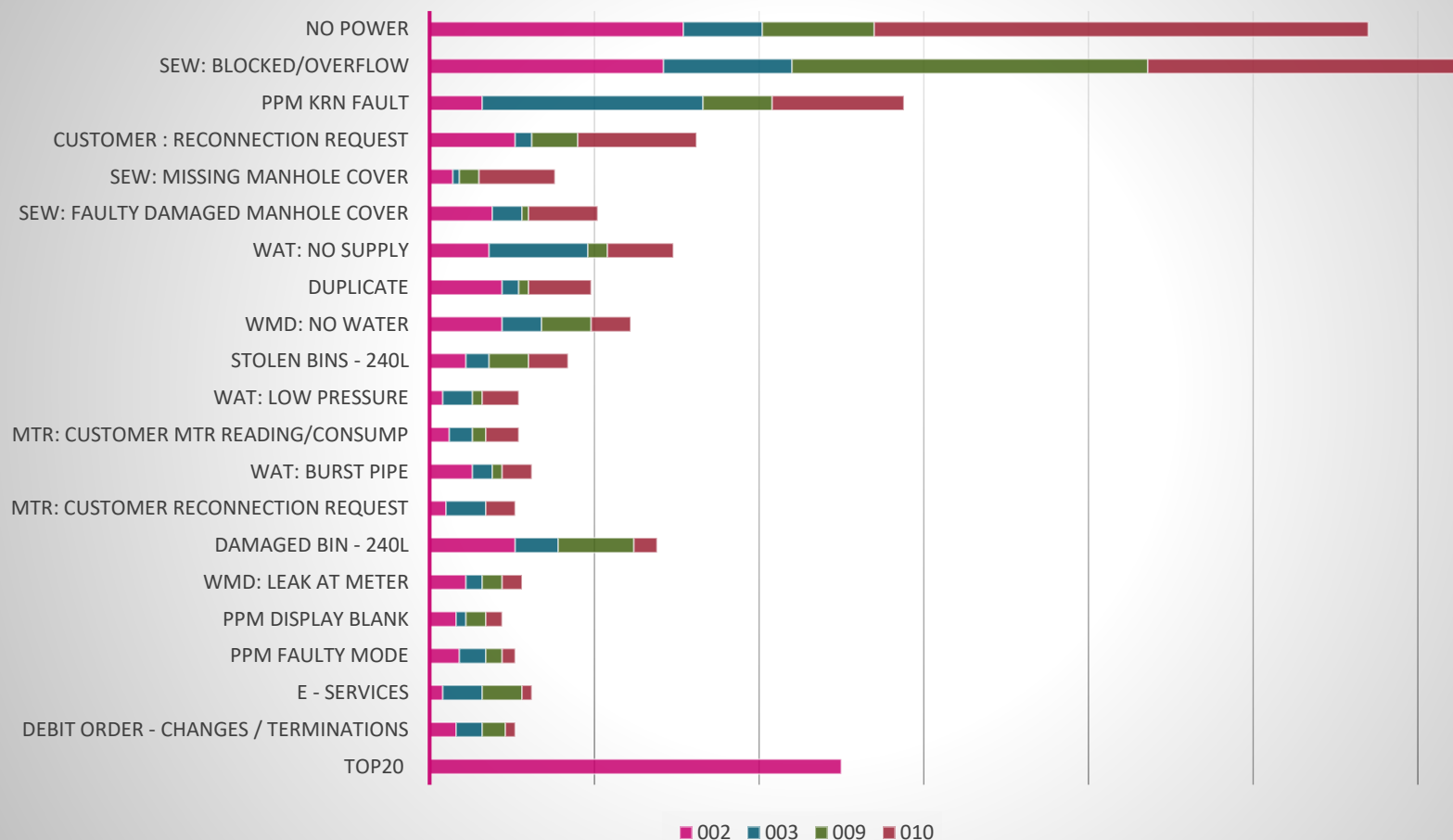
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# TOP 20 COMPLAINT TYPES FOR THE SUBCOUNCIL :



# TOP 20 COMPLAINT TYPES FOR THE SUBCOUNCIL BY WARD:

## TOP 20 C3 PER WARD GRAPH



# TOP 20 COMPLAINT TYPES FOR THE SUBCOUNCIL BY WARD:

C3 Complaint	C3 Complaint Type   Ward	002	003	009	010
Incident: Sewer Related	SEW: Blocked/Overflow	71	39	108	96
ELECTRICITY TECHNICAL COMPLAINTS	No Power	77	24	34	150
ELECTRICITY INTERNAL (GENERAL)	PPM KRN Fault	16	67	21	40
ELECTRICITY INTERNAL(REVENUE PROTECTION)	TOP20	125			
WATER AND SANITATION OR METER QUERIES	Customer : Reconnection Request	26	5	14	36
Incident: Water Related	WAT: No Supply	18	30	6	20
SOLID WASTE	Damaged Bin - 240L	26	13	23	7
Incident: Water Management Device	WMD: No Water	22	12	15	12
Incident: Sewer Related	SEW: Faulty Damaged Manhole Cover	19	9	2	21
ELECTRICITY INTERNAL (GENERAL)	Duplicate	22	5	3	19
SOLID WASTE	Stolen Bins - 240L	11	7	12	12
Incident: Sewer Related	SEW: Missing Manhole Cover	7	2	6	23
Incident: Water Related	WAT: Burst Pipe	13	6	3	9
REVENUE	E - Services	4	12	12	3
Incident: Water Management Device	WMD: Leak at Meter	11	5	6	6
Incident: Water Related	WAT: Low Pressure	4	9	3	11
Queries: W&S Meters	MTR: Customer MTR Reading/Consump	6	7	4	10
ELECTRICITY TECHNICAL COMPLAINTS	PPM Faulty Mode	9	8	5	4
Queries: W&S Meters	MTR: Customer Reconnection Request	5	12		9
REVENUE	Debit Order - Changes / Terminations	8	8	7	3
ELECTRICITY TECHNICAL COMPLAINTS	PPM Display Blank	8	3	6	5





# SUMMARY PERFORMANCE FOR ALL WARDS

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- The top five service requests (C3s) recorded for each ward for the period April 2023 were as follows:
  - **WARD 2**
    - Electricity Revenue Protection
    - No Power
    - SEW: Blocked/Overflow
    - Customer: Reconnection Request
    - Damaged Bin – 240L
  - **WARD 3**
    - Electricity – PPM KRN Fault
    - SEW: Blocked/Overflow
    - Water: No Supply
    - No Power
    - Damaged Bin - 240L

# SUMMARY PERFORMANCE FOR ALL WARDS

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- The top five service requests (C3s) recorded for each ward for the period March 2023 were as follows:
  - **WARD 9**
    - SEW: Blocked/Overflow
    - No Power
    - Damaged Bin - 240L
    - Electricity: PPM KRN Fault
    - WMD – No Water
  - **WARD 10**
    - No Power
    - SEW: Blocked/Overflow
    - Electricity: PPM KRN Fault
    - Customer: Reconnection Request
    - SEW: Missing Manhole Cover



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**Thank You**

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