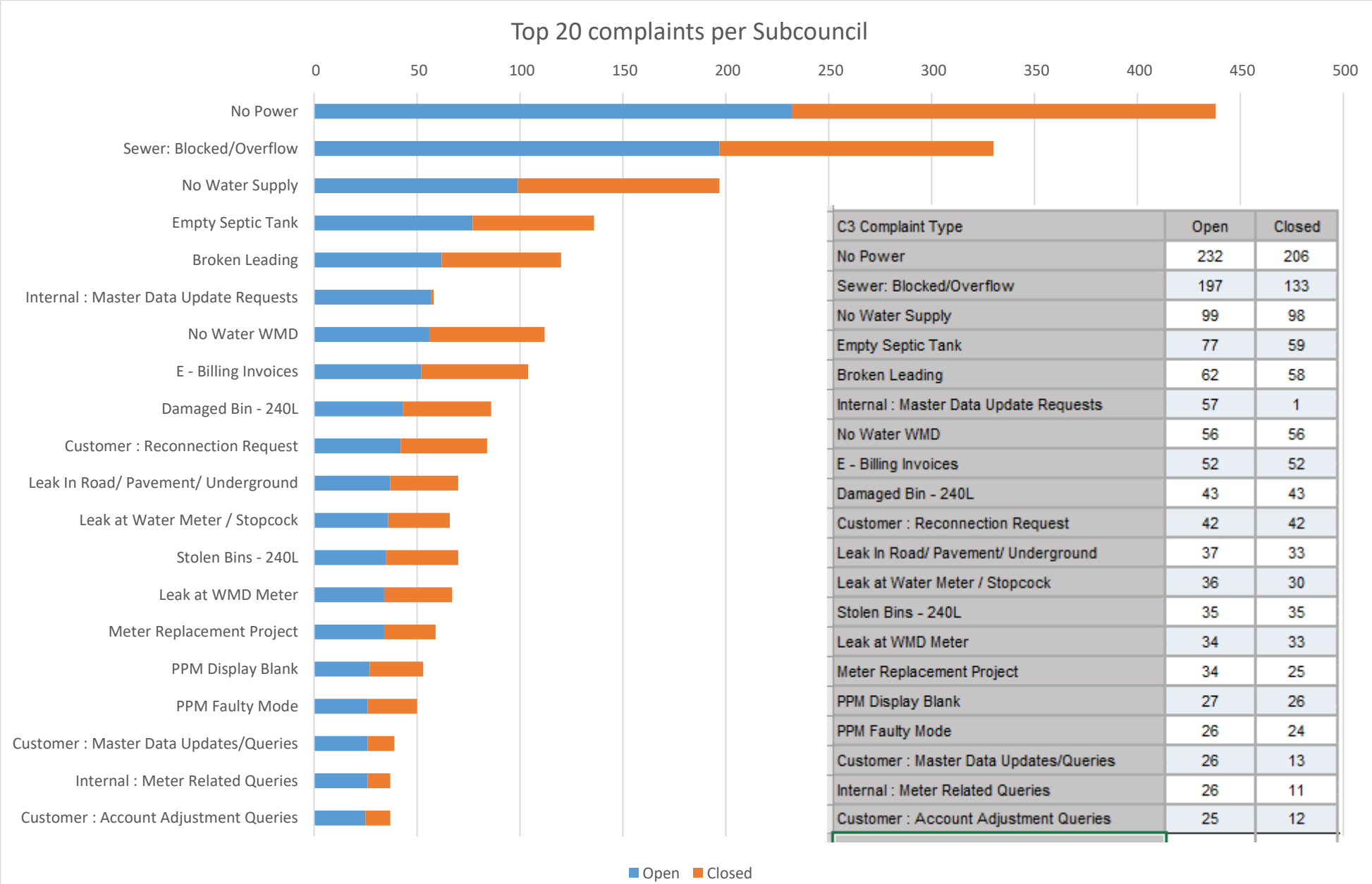
Annexure A



C3 Complaint Type	Open	Closed
No Power	232	206
Sewer: Blocked/Overflow	197	133
No Water Supply	99	98
Empty Septic Tank	77	59
Broken Leading	62	58
Internal : Master Data Update Requests	57	1
No Water WMD	56	56
E - Billing Invoices	52	52
Damaged Bin - 240L	43	43
Customer : Reconnection Request	42	42
Leak In Road/ Pavement/ Underground	37	33
Leak at Water Meter / Stopcock	36	30
Stolen Bins - 240L	35	35
Leak at WMD Meter	34	33
Meter Replacement Project	34	25
PPM Display Blank	27	26
PPM Faulty Mode	26	24
Customer : Master Data Updates/Queries	26	13
Internal : Meter Related Queries	26	11
Customer : Account Adjustment Queries	25	12