



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

CITY OF CAPE TOWN

WATER & SANITATION

CUSTOMER SERVICE CHARTER

FOR

THE PROVISION OF

WATER & SANITATION SERVICES

Revision 6

WATER & SANITATION, HEAD OFFICE
C/O MIKE PIENAAR BOULEVARD AND VOORTREKKER ROAD
BELLVILLE 7530
www.capetown.gov.za

Making progress possible. Together.

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1. PURPOSE: The City of Cape Town's Service Charter highlights commitment and intended goals, vision and mission.

This Service Charter provides our customers with a clear understanding of our commitment to the provision of water, sanitation and stormwater services, product quality, and standards we strive to encounter.

This Service Charter incorporates a list of priority service standards and an addendum with additional response times to queries and complaints. The Water and Sanitation Directorate encourages all customers and stakeholders to measure our performance concerning these standards and asks that they communicate their concerns to the Customer Contact Centre on 0860 10 30 89 (choose the water option) or via alternative channels (see below).

Disclaimer: Please note that while the Water and Sanitation Directorate strives to achieve these standards, budget and resource challenges that are beyond our control may affect the level of service in certain scenarios. The Water and Sanitation Directorate is impacted by volatility in certain areas and turnaround times provided in the charter have a dependency on safety and security personnel.

1.1. THE CITY OF CAPE TOWN'S OBLIGATIONS

The City will:

- a) Create a customer satisfaction environment that develops stakeholder relationships.
- b) Promote awareness on drinking (potable) water, sanitation and stormwater issues.
- c) Establish fair and sustainable tariffs to all households.
- d) Implement suitable management practices in providing drinking (potable) water, sanitation and stormwater services.

1.2. THE CUSTOMER'S OBLIGATIONS

Customers are expected, where applicable, to:

- a) Apply for a new water and/or sanitation connection well in advance of the required date.
- b) Settle water and sanitation service amounts in full on or before the due date, as indicated on account statements and understand that failure to pay for these services may result in debt action (e.g. water disconnections or rationing).
- c) Pay interest on outstanding amounts after the payment due date has exceeded.
- d) Pay for services activated as per the Council's approved Tariff Policy.
- e) Inform the City of any drinking (potable) water, sanitation and stormwater related emergency (e.g. pipe burst or sewer overflow) that may result in water loss or contamination.
- f) Inform the City of any river flooding that may result in damage to property, infrastructure or structures, both private and City assets, and/or loss of life.
- g) Insist on receiving a reference number when reporting a service malfunction, which may be used for follow up purposes.
- h) Use all advertised mediums to notify the City of meter readings that have been estimated due to water meter inaccessibility.
- i) Check regularly for property water leaks. This is done by checking if the meter dial moves while all taps on the property are closed.
- j) Take responsibility for private water leaks, from the private stop-cock to the property.

- k) Manage their water usage as part of our collective effort to maintain a sustainable level of water use.
- l) Adhere to legislations, regulations, municipal ordinances, by-laws and water restriction notices.
- m) Not allow unqualified personnel to work on property plumbing.
- n) Not tamper or allow unauthorised work on the City's metering system or infrastructure as it is regarded as illegal as per the Water By-Law, and can result in Legal Action.
- o) Not flush/dump foreign objects and substances down the sewer or storm water system (e.g. sanitary materials, etc.).
- p) Avoid rainwater discharge into the sewer system.
- q) Ensure only rainwater discharges into a stormwater drain.
- r) Ensure that water meters and sewer boundary chambers on properties are always accessible to City personnel.
- s) Not alter, infill or impede the natural flow paths of the stormwater system including rivers and wetlands, or the banks thereof.
- t) Not illegally abstract water from the stormwater system including rivers and wetlands.

2. HOW TO CONTACT US

Account Queries

For water and sanitation account queries, use any of these channels:

- Telephone Enquiries: 0860 10 30 89
- Email: accounts@capetown.gov.za

Technical Queries

For reporting technical queries, such as pipe bursts/leaks, sewer blockages/overflows, meter-related issues, service disruptions, water loss, restriction offences, river flooding or any other technical queries please communicate via the prescribed channels:

- Phone: 0860 103 089
- SMS: 31373 (maximum 160 characters, free SMSs do not apply)
- WhatsApp: 060 018 1505
- Email: water@capetown.gov.za
- To log a service request (often called a C3 request)
Online: www.capetown.gov.za/servicerequests

Meter Reading Queries

For meter reading queries, use any of these channels:

- Email: Water.MeterReading@capetown.gov.za
- WhatsApp: **069 017 6369**

3. SERVICE DELIVERY STANDARDS

The City is striving to achieve the following response and resolve standards as described in the table below.

Please note: Maintenance of the sewer reticulation network service includes property house connections up to the boundary chamber and excludes the boundary chamber / rodding eye and infrastructure beyond the boundary chamber. For further clarification, please refer to the Wastewater and Industrial effluent by-law and the Water and Sanitation tariffs.

Search: capetown.gov.za

Please also note that the Revenue Department and the Customer Contact Centre are separate City administration communications. However, they are integrally involved with aspects of water and sanitation service delivery. The Water and Sanitation Directorate is dependent on contributions to the processes for managing services and dealing with queries.

TERM / PHRASE	DEFINITION
Response time	Means time once the service request is generated for the teams to arrive on site and assess the condition and make the area safe for operational queries. <i>or</i> Means the time to register the administrative queries, once the service request is generated.
Resolve time	Means time to technically fix the issue to have the service re-instated.
Working day	Means from Monday – Friday between 08h00 and 16h30

CUSTOMER CONTACT CENTRE

SERVICE	RESPONSE STANDARD	RESOLVE STANDARD
Answer telephone calls	80% within 20 Secs Remaining 20% within a minute *Under normal circumstances with the appropriate number of staff and excludes anomalies. Should any anomalies arise, the average speed to answer will be determined by the call volumes.	N/A
Return telephone calls	1 working day	N/A
Acknowledge all correspondence from faxes, emails, and other communication channels	1 working day	N/A
WhatsApp response	3 hours	N/A

ADMINISTRATION

SERVICE	RESPONSE STANDARD	RESOLVE STANDARD
New water connection, after payment and where the site is ready for connection	2 working days	29 working days
New water connection, after all relevant compliance matters have been adhered to but where the site is not ready for connection	29 working days upon approval of site readiness and request to proceed	29 working days
Reply to all queries received, providing a preliminary plan of action to resolve the issue if further investigation is required on first receipt of query	2 working days	29 working days
Reply to all queries if a detailed reply is needed that may require a technical inspection to be done	2 - 5 working days if not responded to immediately	29 working days
Communication of unplanned service interruptions (as per the City's incident management protocol)	Notify within four hours of when the issue is confirmed by the directorate through relevant communication methods such as: • Daily water service disruptions: Notices posted on the City's social media channels, the City's App and distributed via WhatsApp in community groups administrated by Local Ward Councillors, Sub-council and Community Representatives / Leaders • Major water outages or water quality incidents*: Media releases and/or 3-4 hourly notices with progress updates, distributed via WhatsApp in the affected community groups administrated by Local Ward Councillors, Sub-council and Community Representatives / Leaders *Major water outages refers to incidents where the affected area without access to water is relatively large, and/or involves multiple communities which requires extensive resources across multiple departments to resolve. Resolving these may extend beyond the SLA or 24 hours necessitating water tankers to be deployed. • Sanitation service disruptions: Notices with 1 – 2 day updates, distributed via WhatsApp in community groups administrated by Local Ward Councillors, Sub-council and Community Representatives / Leaders	N/A

OPERATIONS

SERVICE RESPONSE	RESPONSE STANDARD	RESOLVE STANDARD
To leak in Road / Pavement / Underground	2 working days	7 working days
Burst pipe *Burst: large, rapid failure requiring urgent repair – It refers to the failures on the main water distribution pipes and does not include household water connection pipes	First level response team within 6 hours to assess the problem and make it safe *Complaints incorrectly logged under this category may result in delays	2 working days *Reinstatement may take between 6 – 9 months *Resolution on bulk mains may take 4 working days
Low water pressure	2 working days	29 working days
Water Quality Discoloration	1 working day	14 working days *Can take longer depending on the sample results
Water Quality Smell	1 working day	14 working days *Can take longer depending on the sample results
Water Quality Taste	1 working day	14 working days *Can take longer depending on the sample results
Sewage blocked / overflowing	1 working day	Within 3 working days *Exceptions can be made for complex resolutions that require multi-party interventions such as a sewer collapse
Sewer manhole cover damaged	1 working day	5 working day *Subject to availability of stock in stores
Sewer manhole cover stolen/missing	1 working day	5 working days *Subject to availability of stock in stores
Plumbing registration process	Within 3 working days	5 working days *Provided all documentation received 10 working days *Depending on owners availability
Certificate of compliance (COC) (transfer of ownership) at private residences	Within 3 working days	10 working days *Provided all documentation received 10 working days *Depending on owners availability
Water pollution incidents	First level response team to assess the problem immediately on notification and ensure the pollution source is contained within 2 working days	28 working days *Can take longer depending on the impact

Empty septic / conservancy tank	Within 2 working days	Within 5 working days
Odours from wastewater treatment plants	Within 6 hours of a working day	Treatment within 2 working days
Sewer: Foul Smell	5 working days	28 working days
Canal / Pond Cleaning (litter/Reeds/Alien Vegetation/Silt)	2 working days	To be determined after inspection/severity of the incident.
Oil / Diesel/ Chemical Spillage in a River or Canal	1 working day	It would depend on the severity and the competent authority to deal with such an incident.
Pond / Dam in a river to be cleaned	2 working days	To be determined after inspection/severity of the incident.
Repair Concrete Canal / Culvert	2 working days	To be determined after inspection/severity of the incident.
Repair Rain Gauge	2 working days	To be determined after inspection/severity of the incident.
Repair River / Canal / Dam Wall (Erosion)	2 working days	To be determined after inspection/severity of the incident.
Repair River Gabions / Head-Walls	2 working days	To be determined after inspection/severity of the incident.
Replace Manhole cover and frame	2 working days	2 working days *Subject to availability of stock in stores
River Cleaning (Litter / Reeds / Alien Vegetation / Silt)	2 working days	To be determined after inspection/severity of the incident.
River Flooding a Property	2 working days	To be determined after inspection/severity of the incident.
River Flooding an Informal Settlement	2 working days	To be determined after inspection/severity of the incident.

River Grid / Fence / Boom Cleaning	2 working days	To be determined after inspection/severity of the incident.
Sewer spillage in a River / Canal	2 working days	To be determined after inspection/severity of the incident.
Stormwater pumpstation not working	2 working days	To be determined after inspection/severity of the incident.
Treated effluent applications	2 working days	28 working days
To treated effluent quantity queries	2 working days	28 working days *This may not result in a change
Treated Effluent: Damaged Meter	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Damaged Strainer	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Damaged Valve	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Damaged Chamber	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Damaged Pipe (orange)	2 working days	7 working days
Treated Effluent: Damaged Signage	2 working days	28 working days
Treated Effluent: Damaged Pump	2 working days	28 working days
Treated Effluent: Damaged Filters	2 working days	28 working days
Treated Effluent: Low Pressure	2 working days	28 working days *This may not result in a change
Treated Effluent: No Supply	2 working days	28 working days *This may not result in a change

Treated Effluent: Burst Pipe	2 working days	7 working days
Treated Effluent: Leak on Meter	2 working days	28 working days *This may result in a new meter required
Treated Effluent: Leak on Valve	2 working days	28 working days
Treated Effluent: Poor Quality	2 working days	28 working days *This may not result in a change
Treated Effluent: Stolen Meter	2 working days	90 working days *Subject to availability of stock
Treated Effluent: Stolen Strainer	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Stolen Valve	2 working days	28 working days *Subject to availability of stock
Treated Effluent: Stolen Chamber Cover	2 working days	28 working days *Subject to availability of stock
Treated Effluent: High Account	2 working days	28 working days
Treated Effluent: No Account	2 working days	28 working days
Treated Effluent: No Meter Linked	2 working days	28 working days
Treated Effluent: Meter details to be updated	2 working days	28 working days
Services in the Informal Settlements and other Areas:		
To cleaning of toilets: Chemical, container, and portable flush toilets	1 working day	2 working day
To cleaning of toilets: Dry, pit liner, conservancy tanks, dehydration sanitation and anaerobic toilets	1 working day	2 working days
To cleaning of toilets: Communal flush toilets	1 working day	5 working days
To low pressure complaint	Within 1 working day	Within 3 working days, *This may not result in a change in pressure if it is an operational requirement
To vandalised Informal Settlement standpipes	Within 1 working day	2 working days

To burst pipes in informal settlements	1 working day	2 working days
To Toilet Door repairs	2 working days	28 working Days

METER ADMINISTRATION

SERVICE	RESPONSE STANDARD	RESOLVE STANDARD
To query on water meter device repair (WMD only)	1 working day	2 working days
To interruption of supply at owner's request	As per the Customers requested date. Minimum 2 working days	As per the customers requested date
Restoration of interruption of supply at owner's request	As per the Customers requested date. Minimum 2 working days	As per the customers requested date
Customer queries relating to water and sewerage billings	1 working day	10 working days
Meter reading (billing) cycle	Monthly	Monthly where access to the meter and area is safe and permitted
Processing of adjustments	1 working day	28 working days

CREDIT CONTROL FOR NON OR LATE PAYMENT

SERVICE	RESPONSE STANDARD	RESOLVE STANDARD
Lifting of restriction for residents and reconnections for commercial properties due to non-payment	1 working day * Same day if payment received by Noon, otherwise next day	2 working day
Queries relating to restriction for residents and disconnecting for commercial properties due to non-payment	1 working day	2 working days

CHANGE LIST

Page	Reason for change	Rev.	Reviewer	Release Date
All	Original development	0	M Carelse	28/12/2011
All	Updated/Approved	1	P Mashoko & MANCO	09/01/2012
All	Review and Approved	2	P Flower & WSMT	26/11/2014
All	Review and Approved	3	M Webster & WSMT	30/04/2019
All	Review	3	M Carelse & Charter Team	12/05/2020
All	Review	4	M Carelse & Charter Team	30/07/2021
All	Final Review	4	M Carelse & Charter Team	31/08/2021
All	Review	5	M Carelse & Charter Team	31/10/2022
All	Review	5	M Carelse & Charter Team	12/12/2023
All	Updated and Approved	5	L Manus & WSMT	21/02/2024
All	Review	6	M Carelse & Charter Team	15/10/2025
All	Review	6	M Carelse & Charter Team	30/01/2026
All	Final Review	6	M Carelse & Charter Team	10/02/2026

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Director: Commercial Services

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Director: Technical Services

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Director: Distribution Services

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Director: Bulk Services

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Executive Director: Water and Sanitation

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ADDENDUM: ADDITIONAL SERVICE DELIVERY STANDARDS

SERVICE	RESPONSE STANDARD	RESOLVE STANDARD
Water Pollution related Complaints / Incidents		
Sewerage Volumetric assessment	3 working days	28 working days *Depending on available information
Industrail Effluent Inspection	3 working days	28 working days *Depending on available information
Sampling	2 working days *WQ sampling will be done in 1 working day	14 working days
Wastewater Related Incidents	1 working day	28 working days *Can take longer depending on the incident
Sewage Spill	1 working day	28 working days *Can take longer depending on the impact
Storm Water Pollution	1 working day	28 working days *Depending on resource availability
Regulatory Queries		
Plumbers registration	3 working days	5 working days *Provided all documentation is received
Alternate Water System Enquiries	2 working days	10 working days *Depending on owners availability
Existing Installation	2 working days	10 working days *Depending on owners availability
Planned Installation	2 working days	5 working days *Depending on owners availability
Meter By - Law Contravention	2 working days	5 working days
HWC/Solar Sys/Heat Pump: Cert Of Approval	3 working days	10 working days
New/Altered Water Installation: Cert Of Apprv	3 working days	10 working days *Depending on site compliance

Ownership Transfer: Cert of Compliance	3 working days	10 working days *Depending on owners availability
Application for Special Exemption	3 working days	10 working days *Provided all documentation is received
Pressure Managem Enquiry	2 working days	5 working days
Informal Settlements related Complaints / Incidents		
Outlet Bend Defective	1 working day	7 working days
Pan Connector Defective	1 working day	7 working days
Rodding Eye Missing	1 working day	7 working days
Main Leak	1 working day	2 working days
Tap Stolen	1 working day	2 working days
Tap Damaged/Faulty	1 working day	2 working days
Missing Tap	1 working day	2 working days
Standpipe Damaged/Leaking	1 working day	2 working days
Gulley Blocked/Broken	1 working day	3 working days
Blocked Manhole	1 working day	3 working days
Faulty Cistern	1 working day	7 working days
Sewer Spill	1 working day	3 working days
Missing Container Toilet	1 working day	2 working days

Blocked Toilet – Chemical Toilet	1 working day	2 working days
Blocked Toilet – Container Toilet	1 working day	2 working days
Damaged Toilet – Container Toilet	1 working day	2 working days
Damaged Toilet – Portable Flush Toilet	1 working day	2 working days
Damaged Toilet – Chemical	1 working day	2 working days
Damaged Plastic Toilet Top Structure	1 working day	2 working days
Dirty Toilet - Container Toilet	1 working day	2 working days
Dirty Toilet - Chemical Toilet	1 working day	2 working days
Dirty Toilet - Pour Flush Tlt - Conservancy	1 working day	2 working days
Dirty Toilet - Pit Toilet	1 working day	2 working days
Dirty Toilet - Portable Flush Toilet	1 working day	2 working days
Damaged Toilet lid - Container Toilet	1 working day	2 working days
Damaged Toilet lid - Chemical Toilet	1 working day	2 working days
Damaged Toilet Foundation / Anchorage	1 working day	2 working days
Missed Toilet Emptying Service - Chemical Toilet	1 working day	2 working days
Missed Toilet Emptying Service - Pour Flush Toilet	1 working day	2 working days
Missed Toilet Emptying Service - Pit Toilet	1 working day	2 working days

Missed Toilet Emptying Service - Conservancy	1 working day	2 working days
Missing Toilet Lid - Container Toilet	1 working day	2 working days
Damaged / Leaking Conservancy Tank	1 working day	5 working days
Overflowing Conservancy Tank	1 working day	1 working day
Missed Toilet Emptying Service - Portable Flush	1 working day	2 working days
Missing Lower Portable Flush Toilet Tank	1 working day	2 working days
Missing Top Portable Flush Toilet Tank	1 working day	2 working days
Damaged Lower Portable Flush Toilet Tank	1 working day	2 working days
Damaged Top Portable Flush Toilet Tank	1 working day	2 working days
No Chemicals in Toilet - Container Toilet	1 working day	1 working day
No Chemicals in Toilet - Chemical Toilet	1 working day	1 working day
No Chemicals in Toilet - Portable Flush	1 working day	2 working days
Toilet cap Missing / Damaged - PFT	1 working day	2 working days
Non Return of Portable Flush Tlt	1 working day	2 working days
Water related Incidents		
Leak at Fire Hydrant	2 working days	3 months
Leak at Valve	2 working days	3 months

Fire hydrant: Missing Cover	2 working days	5 working days
Valve: Missing Cover	2 working days	5 working days
Water Run to Waste	2 working days	5 working days
Re-instatement after Water Incident	2 working days	6 – 9 months
Broken Leading	2 working days	7 working days
No Water Supply	2 working days	5 working days
Shut-Off Supply Request *Please be advised that a request of this nature may incur costs to the owner. For more information, please call the call centre or visit a revenue walk in centre	2 working days	5 working days
Meter: Stolen	2 working days	2 working days
High Water Pressure	2 working days	5 working days
Turn-On Supply request *Please be advised that a request of this nature may incur costs to the owner. For more information, please call the call centre or visit a revenue walk in centre	2 working days	5 working days
Sewer related Incidents		
Re-Instatement after sewer incident	2 working days	6 – 9 months
Broken Sewer Pipe	1 working day	3 working days
Cockroach Spraying	30 working days	30 working days
Customer related Queries		
Restriction complaint	1 working day	2 working days

Customer : Debt Management	1 working day	2 working days
Customer query on new connections	1 working day	2 working days
EU Indigent Allowance Increase	1 working day	1 working day
Customer Account Adjustment	1 working day	28 working days
Customer Master Data Updates/Queries	1 working day	10 working days
Customer Meter Reading/Consump	1 working day	5 working days
Customer Phone in Reading	1 working day	2 working days
Customer Rebate Request	1 working day	2-3 months
Customer Tariff Related Queries	1 working day	2 working days
Customer Discon Recon Queries	1 working day	2 working days
Customer Reconnection Request	1 working day	2 working days
Customer Technical & Meter Related	1 working day	2 working days
Excessive User Reconnection Request	1 working day	2 working days
Customer: Basic Supply Investigation	1 working day	2 working days
Meter Queries		
Meter Tested	2 working days	29 working days
Meter Replaced	2 working days	2 working days

Property visited fixed meter / fittings defects	2 working days	2 working days
Customer Reading Entered	2 working days	2 working days
Special Meter Reading Order Created	2 working days	2 working days
Meter Reading Disputed	2 working days	2 working days
WMD Open Flow Request	1 working day	2 working day
Meter: Damaged *includes stopcock	2 working days	2 working days
Missing Cover Meter	2 working days	29 working days
Meter: Locate	2 working days	29 working days
Infestation Bees Meter	5 working days	28 working days
Infestation Bees Hydrant	5 working days	28 working days
Leak at Meter * includes stopcock	2 working days	2 working days
Move meter to outside of property *Please be advised that a request of this nature may incur costs to the owner. For more information, please call the call centre or visit a revenue walk in centre	5 working days	28 working days
No Water: single property affected	2 working days	2 working days
No Water: neighbourhood affected	2 working days	2 working days