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**FINAL DRAFT CUSTOMER SERVICE CHARTER**

**FOR**

**MUNICIPAL INFRASTRUCTURE SERVICES**

**CONSUMER SERVICE CHARTER**

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# **PURPOSE**

The purpose of this document is to set out the Customer Services Charter and standards of Prince Albert Municipality. The plan is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Prince Albert Municipality.

Prince Albert Municipality is responsible for the following civil and electrical engineering infrastructure services, with reference to the:

* Construction and maintenance of roads, storm water and transport;
* Distribution of water services;
* Bulk purchasing, distribution and maintenance of electricity;
* Provision and maintenance of street lights and traffic lights;
* Refuse removal, solid waste disposal, landfill sites and street cleaning;
* Collection and management of sanitation services within the municipality;

This document provides:

* an explanation of the services offered for drinking water as well as wastewater collection and treatment; road and storm water maintenance; electro-technical services and solid waste management services;
* information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution;
* a list of indicators and targets to express the level of service the municipality aims to deliver to its customers. This includes water supply interruptions, wastewater overflows and odours, response times and repair completion times;

This document further sets out the shared rights and responsibilities and informs the customers of the service that they can expect to receive from Prince Albert Municipality, as well as their obligations in relation to the use of the services. The document is available to all customers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was also compiled in accordance with the *Water Service Act (Act no. 108 of 1997), the National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as *world class standards and SANS 241*.

# **2. THE CONSUMER'S OBLIGATIONS**

**What's the definition of a 'consumer'?**

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

**Consumers are expected to:**

1. Pay for the services rendered by the municipality;
2. Use resources (water and electricity) sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;
3. Inform the municipality of any defects in roads, pipe breakages, blockages, bad taste and colour in water, damaged street lights, missing and broken manhole, meter covers and traffic signs;
4. Repair all internal leaks on their private properties;
5. Adhere to municipal bylaws that has been set to improve service delivery;
6. Make use of qualified artisans to do repairs and installations on private property;
7. The owner of properties is ultimately responsible for ensuring compliance with by-laws in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.
8. Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to deceases;
9. Do not connect storm water to the sewer networks of the municipality;
10. The municipality may from time to time need access to your property, and your cooperation is requested in this regard;
11. Do not tamper or make illegal connections from meters – this is an offense and you can be criminal charged.

# **3. THE MUNICIPALITY'S OBLIGATIONS**

**Prince Albert Municipality shall:**

1. Supply water that meet National Water Quality Standards (SANS 241) and any other contractual agreement with our customers.
2. Supply water 24 hours daily.
3. At all times maintain pressure between the minimum and maximum supply pressure per customer connection under normal operating conditions based on existing and projected annual average daily demand.
4. Bill consumers on a monthly basis for services.
5. Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)
6. Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;
7. To deal with any sewerage spills in accordance with our hazardous standard operating procedure.
8. Establish a fair and cost effective tariff so that all consumers have minimum service to water and sanitation.
9. At all times be accessible to members of the public;
10. Strive to be professional in approach when dealing with members of the public;
11. Serve and execute their duties with due diligence and honesty;
12. At all times be friendly, polite and professional when answering telephone calls.
13. Treat all members of the public equally, without distinction of race, religion, gender or social orientation.
14. Observe official working hours in order not to prejudice or inconvenience members of the public.
15. Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.

# **4. MUNICIPAL CONTACT DETAILS**

General enquiries can be made by contacting Prince Albert Municipality’s offices on the details stated below.

General enquiries can also be sent by email to:

**Accounts Queries**

Email:  [jneethling@pamun.gov.za](mailto:jneethling@pamun.gov.za)

**Technical Infrastructure Queries**

Email: [danvor@pamun.gov.za](mailto:danvor@pamun.gov.za)

**Accounts Queries:**

**Finance Department: Account Queries:**

* Telephone Enquiries: (+2723) 541 1320
* Fax Number: (+2723) 541 1321

**Technical Infrastructure Queries**

**Directorate: Technical Services**

* Telephone Enquiries: (+2723) 541 1974

# **5. CONSUMER SERVICE CHARTER**

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| **COMMUNICATION** | | |
| **SERVICE** | **RESPONSE STANDARD** | |
| **Residential** | **Commercial/Industrial** |
| Answer your telephone call | 90% within 4 rings | 90% within 5 rings |
| Return your call | 1 day | 1 day |
| Acknowledge all correspondence telephone calls/faxes/emails and other communication. | Within 24 hours – depending on availability | Within 24 hours |
| Reply to all correspondence received  in writing | 7-10 days | 7-10 days |
| Reply to all correspondence in writing if a detailed reply is required that may take additional time to research | 7 - 10 days | 7 -10days |
| Notify you as soon as practical if there is a delay in our service commitment | Within 7 day after commitment date | Within 7 day after commitment date |
| Provide afterhours service for Emergency. | 100% | 100% |
| Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require | 1 hour | 2 hour |

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| **REVENUE ADMINISTRATION** | | |
| **SERVICE** | **RESPONSE STANDARD** | |
| **Residential** | **Commercial/Industrial** |
| Adjustment of misallocated  receipt | 1 hour | 1 hour |
| Adjustment of duplicated payment | 1 hour | 1 hour |
| Capturing of manual receipt | 1 day | 1 days |
| Queuing time at pay points | 10 minutes | 10 minutes |
| Receipt of cheques received through the Post Office | 1 day | 1 day |
| Corporate cheques | NA | 1 day |

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| **CONSUMER SERVICE: WATER SERVICES** | | |
| **SERVICE** | **RESPONSE STANDARD** | |
| **Residential** | **Commercial/Industrial** |
| Capture of new application forms into system | 7 days | 7 days |
| Capture of allocation of service into system | 10 minutes | 10 minutes |
| Capture of terminated accounts into system | 10 minutes | 10 minutes |
| Customer details amendment | 5 minutes | 5 minutes |
| Revenue refunds | 14 days | 14 days |
| Debit / Credit adjustments | 14 days | 14 days |
| Sewer connection investigation | 1 day | 1 day |
| Request for final bill estimate | 2 days | 5 days |
| Communication of unplanned  service interruptions | Not possible as burst pipes are unplanned - no notice. Communication through, Facebook and loud hailing | Not possible as burst pipes are unplanned - no notice. Communication through, Facebook and loud hailing |
| Communication of planned service interruptions | At least 48 hrs. | At least 48 hrs. |
| Water connection after payment | Within 7 days | Within 7 days |
| Water connection after payment but client is not ready for connection | Within 7 days | Within 7 days |

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| **WATER METER ADMINISTRATION** | | |
| **SERVICE** | **RESPONSE STANDARD** | |
| **Residential** | **Commercial/industrial** |
| Voluntary Disconnection | As per customer requested date | As per customer requested  date |
| Reconnection | As per customer requested date | As per customer requested  date |
| Customer queries on meter reading | 3 days | 5 days |
| Application forms process time | 7 days | 7 days |
| Meter reading cycle | 30 days | 30 days |
| Bulk meter processing | Same day | Same day |
| Damaged meter processing | 1day | 1 day |
| No meter processing | 1day | 1 day |
| Buried meter processing | 1day | 1 day |

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| **CREDIT CONTROL: WATER SERVICES** | | |
| **SERVICE** | **RESPONSE STANDARD** | |
| **Residential** | **Commercial/industrial** |
| Reconnection after disconnection for non-payment | 24 hrs. | 48 hrs. |
| Disconnection | 24hrs. | 24 hrs. |

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| **WATER SERVICES - OPERATIONS** | | | | |
| **SERVICE** | **RESPONSE STANDARD** | | | |
| **Residential** | | **Commercial/industrial** | |
| **Working hrs.** | **After hours** | **Working hrs.** | **After**  **hours** |
| Respond to leaks, overflows on pipes | First level response in 1 hr. | 2hrs | First level response in 1hr | 2hrs |
| Respond to leak repair fittings (water meter, valves ...) | Within 24 hrs. | 24 hrs. | Within 24 hrs. | 24 hrs. |
| Respond to Burst causing extensive flooding | 1 hour | 1 hr. | 1 hour | 1 hr. |
| Respond to Burst causing seepage into road or verge | 1 hour | 2 hrs. | 1 hour | 2 hrs. |
| Respond to Water meter device repair | Within 24 hrs. | 24 hrs. | Within 12 hrs. | 24 hrs. |
| Low pressure complaint | 24HRS | 2 days | 24HRS | 2 days |
| Respond to No water complaint | 2 hrs. | 2 hrs. | 2 hrs. | 2 hrs. |
| Respond to Dirty water complaint | 1 hr. | 2 hrs. | 2 hours | 2hrs |
| Respond to Quality of water complaint | 1 hr. | 2 hrs. | 2 hours | 2 hrs. |
| Respond to sewage overflows | 1 hr. | 1 hr. | 1 hour | 1hour |
| Missing manhole covers | 72 hrs. | 72 hrs. | 72 hrs. | 72 hrs. |
| Plumbing Inspections | Within 48 hrs. | 48 hrs. | Within 48 hrs. | 48 hrs. |
| Drainage *I* Storm water inspection | 3 days | 3 days | 1 day | 5 days |
| Respond to drainage  emergencies | 3-24hrs. | 3 hrs. | 3 hrs. | 3 hrs. |
| Missing meter covers | 48 hrs. | 48 hrs. | 48 hrs. | 48 hrs. |
| Respond to seepage/drainage problems | 48-72 hrs. | 48 hrs. | 48 hrs. | 48 hrs. |
| Respond to Reports on odors  from wastewater treatment plants | 24 hours | 4 hrs. | 4 hours | 4 hrs. |
| Vandalized standpipes | 1 hr. | 1 hr. | 1 hr. | 1 hr. |
| Treatment of odors from our  wastewater treatment plant | 2 days | 2 days | 2 days | 2 days |

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| **ELECTRO-TECHNICAL SERVICES** | | |
| **SERVICE** | **RESIDENTIAL** | **COMMERCIAL** |
| Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.) | 30% of cases within 2 hours  60% of cases within 3,5 hours  90% of cases within 8 hours  100% of cases within 24 hours | 30% of cases within 2 hours  60% of cases within 3,5 hours  90% of cases within 8 hours  100% of cases within 24 hours |
| Scheduled power outages (for upgrading, maintenance): | Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage.  The municipality endeavours to give at least 14 days’ notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality’s website. | Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage.  The municipality endeavours to give at least 14 days’ notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality’s website. |
| Electrical new connections, reconnections, upgrades and changes | * Standard reconnections – two (2) days. * Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). * Provision of non-standard connections :   + Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality | * Standard reconnections – two (2) days. * Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). * Provision of non-standard connections :   Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality |
| Reports of faulty street lighting, area, building and sports field lighting | * 95% of cases within seven (7) days. * 100% of cases within ten (10) days. * Faulty street lighting will only be attended to after hours if the area affected is relatively large. | * 95% of cases within seven (7) days. * 100% of cases within ten (10) days. * Faulty street lighting will only be attended to after hours if the area affected is relatively large. |
| Repair of high masts | 2 days | 2 days |

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| **ROADS & STORM WATER SERVICES** | | |
| **SERVICE** | **RESIDENTIAL** | **COMMERCIAL** |
| Repair of potholes in streets | 60-180 days | 60-180 days |
| Grading of gravel streets | 365 days | 365 days |
| Maintenance of storm water lines | 180 days cycle | 180 days cycle |
| Maintenance of catch pits | 180 days cycle | 180 days cycle |
| Open channel maintenance (per 100m length) | 180 days cycle | 180 days cycle |
| Re‐gravel of walkways (per 200m length) | 180 days cycle | 180 days cycle |