

Province: Municipality LIM354 - Schedule of Service Delivery Standards Table 2026/27

Standard	Description	Service Level 2026/27
Solid Waste Removal		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Daily
Bulk Removal (Frequency)		Daily and when necessary
Removal Bags provided(Yes/No)		Yes
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Week days only
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Clearing of illegal dumping (24hours/48hours/longer)		48 hours or longer
Recycling or environmentally friendly practices(Yes/No)		Yes
Licenced landfill site(Yes/No)		Yes
Water Services		
Water Quality rating (Blue/Green/Brown/No drop)		Blue (Green /No Drop
Is free water available to all? (All/only to the indigent consumers)		Only indigent and rural consumers
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Not period specific, it is challenge dependent.
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		1 hour
Up to 5 service connection affected (number of hours)		3 hours
Up to 20 service connection affected (number of hours)		6-8 hours
Feeder pipe larger than 800mm (number of hours)		24 hours
What is the average minimum water flow in your municipality?		Unknown
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No, however the pipes used are corrosion free.

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<p>Electricity Service</p>		
<p>What is your electricity availability percentage on average per month?</p>		100 percent
<p>Does your municipality have a ripple control in place that is operational? (Yes/No)</p>		No
<p>How much do you estimate is the cost saving in utilizing the ripple control system?</p>		N/A
<p>What is the frequency of meters being read? (per month, per year)</p>		Once per month
<p>Are estimated consumption calculated at consumption over (two month/s/three month/s/longer period)</p>		Three months
<p>On average for how long does the municipality use estimates before reverting back to actual readings? (months)</p>		One month
<p>Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)</p>		One day
<p>Are accounts normally calculated on actual readings? (Yes/no)</p>		Yes
<p>Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)</p>		Yes
<p>How long does it take to replace faulty meters? (days)</p>		10 days
<p>Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)</p>		Yes
<p>How effective is the action plan in curbing line losses? (Good/Bad)</p>		Good
<p>How soon does the municipality provide a quotation to a customer upon a written request? (days)</p>		5 days
<p>How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)</p>		14 days
<p>How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)</p>		14 days
<p>How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)</p>		14 - 30 days depending on availability of materials.
<p>Sewerage Service</p>		
<p>Are your purification systems effective enough to put water back in to the system after purification?</p>		No
<p>To what extend do you subsidize your indigent consumers?</p>		Consumers are subsidized when they fall within the criteria of the indigent threshold as per the tariff schedule. The duration of the indigent subsidy will be from the date of the approval limited to 3 years.
<p>How long does it take to restore sewerage breakages on average</p>		
<p>Severe overflow? (hours)</p>		2-3 hours
<p>Sewer blocked pipes: Large pipes? (Hours)</p>		2-3 hours
<p>Sewer blocked pipes: Small pipes? (Hours)</p>		2-3 hours
<p>Spillage clean-up? (hours)</p>		5 hours
<p>Replacement of manhole covers? (Hours)</p>		As soon as reported.
<p>Road Infrastructure Services</p>		
<p>Time taken to repair a single pothole on a major road? (Hours)</p>		24 hours
<p>Time taken to repair a single pothole on a minor road? (Hours)</p>		72 hours

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<p>Time taken to repair a road following an open trench service crossing? (Hours)</p> <p>Time taken to repair walkways? (Hours)</p>		<p>72 hours</p> <p>96 hours</p>
<p>Property valuations</p> <p>How long does it take on average from completion to the first account being issued? (one month/three months or longer)</p> <p>Do you have any special rating properties? (Yes/No)</p>		<p>2 months</p> <p>No</p>
<p>Financial Management</p> <p>Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)</p> <p>Are the financial statement outsourced? (Yes/No)</p> <p>Are there Council adopted business process instructing the flow and management of documentation feeding to Trial Balance?</p> <p>How long does it take for an Tax/Invoice to be paid from the date it has been received?</p> <p>Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?</p>		<p>Decrease</p> <p>No</p> <p>No</p> <p>Within 30 days</p> <p>Yes</p>
<p>Administration</p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a verbal customer enquiry or request? (working days)</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>What percentage of calls are not answered? (5%, 10% or more)</p> <p>How long does it take to respond to voice mails? (hours)</p> <p>Does the municipality have control over locked enquiries? (Yes/No)</p> <p>Is there a reduction in the number of complaints or not? (Yes/No)</p> <p>How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p> <p>How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?</p>		<p>14 days</p> <p>Immediate</p> <p>21 days</p> <p>21 days</p> <p>Unknown</p> <p>N/A</p> <p>N/A</p> <p>Yes</p> <p>1 day</p> <p>As and when a need arises.</p>

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<p>Community safety and licensing services</p>	<p>How long does it take to register a vehicle? (minutes)</p> <p>How long does it take to renew a vehicle license? (minutes)</p> <p>How long does it take to issue a duplicate registration certificate vehicle? (minutes)</p> <p>How long does it take to de-register a vehicle? (minutes)</p> <p>How long does it take to renew a drivers license? (minutes)</p> <p>What is the average reaction time of the fire service to an incident? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)</p>	<p>10 minutes</p> <p>7 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>20 minutes</p> <p>23.52 minutes within Polokwane municipal demarcation.</p> <p>N/A</p> <p>N/A</p>
<p>Economic development</p>	<p>How many economic development projects does the municipality drive?</p> <p>How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?</p> <p>What percentage of the projects have created sustainable job security?</p> <p>Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)</p>	<p>6 projects</p> <p>3 programmes</p> <p>93 percent</p> <p>Yes</p>
<p>Other Service delivery and communication</p>	<p>Is the information package handed to the new customer? (Yes/No)</p> <p>Does the municipality have training or information sessions to inform the community? (Yes/No)</p> <p>Are customers treated in a professional and humanly manner? (Yes/No)</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>

Print Name *Thuso Nengugumoni*
Municipal Manager of Polokwane Municipality
Signature *Thuso Nengugumoni*
Date *11/05/2026*