

10. CUSTOMER SERVICES PROFILE

10.1 Quality of service for water: urban

The majority of the urban areas have full water services with treated water serving mainly house connections or yard taps. However, communal standpipes do serve a relatively small number of consumers (see Section 4). Maintenance is currently conducted on a demand basis, however a detailed asset register and database is being developed that will act as an active O&M management tool. Actual statistical records on numbers of consumers affected by lack of water supply, if available, still need to be obtained (Table 10.1).

Table 10.1: Quality of service in urban areas.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8
Total no. of consumers							
No. of consumers experiencing greater than 7 days interruption in supply per year							
No. of consumers receiving flow rate of less than 10 litres per minute							
Water quality: no chlorination							
Water quality: chlorinated							
Water quality: full treatment							

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10.2 Quality of service for water: rural

Relatively few consumers within the rural areas are currently served, with the majority being supplied through communal standpipes (see Section 4). In addition to the rural water schemes the ZDM has a rudimentary water supply programme (i.e. boreholes with hand pumps or protected springs). Maintenance is currently conducted on a demand basis, however a detailed asset register and database is being developed that will act as an active O&M management tool. Unfortunately the remote rural consumers may be without potable water for an extended period if, for example, the hand pump breaks. However, every effort is made to ensure that the communities do have continual access to water. Actual statistical records on numbers of consumers affected by lack of water supply, if available, still need to be obtained (Table 10.2).

Table 10.2: Quality of service in rural areas.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8
Total no. of consumers							
No. of consumers experiencing greater than 7 days interruption in supply per year							
No. of consumers receiving flow rate of less than 10 litres per minute							
Water quality: no chlorination							
Water quality: chlorinated							
Water quality: full treatment							

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10.3 Attending to complaints for water: urban

The number of annual complaints about water services still needs to be obtained (Table 10.3). However, although consumer complaints are currently managed through the WSA office monitoring of these complaints is not. Once the Section 78 process has been completed and a long-term WSP has been appointed, this data will form part of the monthly reporting to the WSA office. Nevertheless, response time is usually 24 hrs with the problem being sorted out as soon as possible thereafter. The aim is not to leave households without water for an undue length of time. If necessary tanker water may be provided to an area, but in general problems are repaired either temporarily or permanently within 24-48 hrs. The target for the future is to maintain this standard.

Table 10.3: Attending to water supply complaints in urban areas.

	2001/2	2002/3	Target 2003/4	Target 2004/5	Target 2005/6	Target 2006/7	Target 2007/8
Total number of consumer units							
No. complaints of quality of service per year divided by total number of consumer units							
Number of queries received within the year							
% queries responded to within 24 hours							
Number of major or visible leaks reported within the year							
% Major or visible leaks repaired within 48 hours after being reported.							

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10.4 Attending to complaints for water: rural

The number of annual complaints about water services still needs to be obtained (Table 10.4). However, although consumer complaints are currently managed through the WSA office monitoring of these complaints is not. Once the Section 78 process has been completed and a long-term WSP has been appointed, this data will form part of the monthly reporting to the WSA office. Nevertheless, the maintenance crew endeavours to respond to complaints within usually 24 hrs, with the problem being sorted out as soon as possible thereafter. The aim is not to leave households without water for an undue length of time. If necessary tanker water may be provided to an area, but in general problems are repaired either temporarily or permanently within 24-48 hrs. The target for the future is to maintain this standard.

Table 10.4: Attending to water supply complaints in rural areas.

	2001/2	2002/3	Target 2003/4	Target 2004/5	Target 2005/6	Target 2006/7	Target 2007/8
Total number of consumer units							
No. complaints of quality of service per year divided by total number of consumer units							
Number of queries received within the year							
% queries responded to within 24 hours							
Number of major or visible leaks reported within the year							
% Major or visible leaks repaired within 48 hours after being reported.							

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10.5 Attending to complaints for sanitation: urban

The number of annual complaints about water services still needs to be obtained (Table 10.5). However, although consumer complaints are currently managed through the WSA office monitoring of these complaints is not. Once the Section 78 process has been completed and a long-term WSP has been appointed, this data will form part of the monthly reporting to the WSA office. Nevertheless, response time is usually 24 hrs with the problem being sorted out as soon as possible thereafter. The aim is not to leave households with wastewater problems for an undue length of time. In general problems are repaired either temporarily or permanently within 24-48 hrs. The target for the future is to maintain this standard.

Table 10.5: Attending to sanitation provision complaints in urban areas.

	2001/2	2002/3	Target 2003/4	Target 2004/5	Target 2005/6	Target 2006/7	Target 2007/8
Discharge to treatment works							
Number of queries/ complaints received within the year							
% queries responded to within 24 hours							
Number of blockages reported within the year							
% blockages repaired within 48 hours after being reported							
No. complaints per year per consumer units							
Pit/tank pumping							
Number of pits/ tanks							
Number of calls received within the year for emptying							
Number of calls received within the year for emergency maintenance to pits/ tanks							

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10.6 Attending to complaints for sanitation: rural

The number of annual complaints about water services still needs to be obtained (Table 10.6). However, although consumer complaints are currently managed through the WSA office monitoring of these complaints is not. Once the Section 78 process has been completed and a long-term WSP has been appointed, this data will form part of the monthly reporting to the WSA office. However, virtually all sanitation services in the rural areas are pit latrines. Nevertheless, should a complaint be lodged the response time is usually 24 hrs with the problem being sorted out as soon as possible thereafter.

Table 10.6: Attending to sanitation provision complaints in rural areas.

	2001/2	2002/3	Target 2003/4	Target 2004/5	Target 2005/6	Target 2006/7	Target 2007/8
Discharge to treatment works							
Number of queries/ complaints received within the year							
% queries responded to within 24 hours							
Number of blockages reported within the year							
% blockages repaired within 48 hours after being reported							
No. complaints per year per consumer units							
Pit/tank pumping							
Number of pits/ tanks							
Number of calls received within the year for emptying							
Number of calls received within the year for emergency maintenance to pits/ tanks							

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10.6 Education for basic water services

The ZDM is aware of the importance of education and awareness programmes to facilitate the improvement of water services delivery and the overall quality of life of the consumers. The ZDM has concentrated its efforts on health and hygiene awareness programmes, without including any input on broader water education. However, the ZDM is planning on expanding this programme to incorporate a section on basic water education and conservation. The actual number of persons that have been addressed through these programmes in terms of Table 10.6 still need to be assessed. However, the ZDM aim is to incorporate education programmes in lines with the backlog rollout.

Table 10.6: Education programme.

No. consumer units to be targeted by:	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8
Sanitation promotion and health and hygiene awareness							
Water education (including water conservation)							

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10.8 Pollution awareness

There are currently no pollution awareness programmes within the ZDM. At present, the DM has been concentrating on health and hygiene awareness. They are however shortly aiming to define the functions of the DM and to discuss the possibility of including a pollution awareness programme.

Does the WSA have a pollution awareness programme?	No
If no, when will such a programme be in place?	Uncertain

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