

## 8. CUSTOMER SERVICES PROFILE

ZDM views the provision of a high quality service to customers as one of the highest priorities of the organisation. This can be seen in the fact that most of the KPI's in the organisation's Performance Management System relates to the provision of quality services to customers. ZDM realises that the organisation's core function is service delivery and this is also evident in the vision and mission statement of the municipality.

IDP vision and mission statement for the municipality
<p><b>Vision</b></p> <p><i>"We, the people of Zululand are proud communities that are committed to the development of Zululand through hard work, integrity and a common purpose."</i></p> <p><b>Mission</b></p> <ul style="list-style-type: none"><li>• <b>To develop an affluent district by:</b><ul style="list-style-type: none"><li>○ <b>Optimal delivery of essential services</b></li><li>○ <b>Supporting sustainable local economic development</b></li><li>○ <b>Community participation in service delivery</b></li></ul></li></ul>

ZDM has also developed a Customer Care strategy and certain strategic issues have been identified that needs urgent focus and immediate implementation. The key focus areas that were identified are the following:

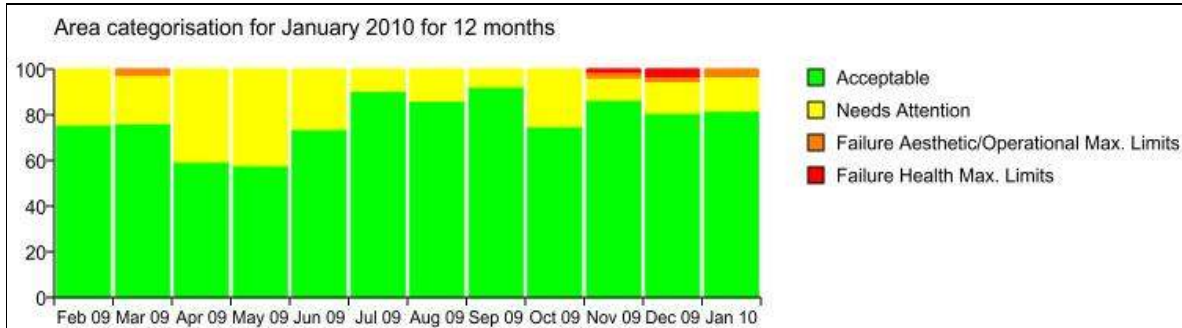
- To know your customers (complete customer database)
- To develop proper mechanisms for effective two way communication with customers
- To provide affordable, high quality services that are accessible to all
- To empower your consumers through education
- To develop a customer focused organisation
- To develop a customer charter and honour the agreement with the customer
- To accelerate the implementation of appropriate service provision structures

### 8.1 Quality of service

The majority of the urban households are served with full pressure house connections or yard taps. More than half of the consumers within the rural areas are currently served, mostly through communal standpipes. In all cases where surface water is abstracted to supply communities there exists some form of treatment process that ensures that an acceptable quality of service is being provided. Many communities that are not served with formal water supply schemes are served through the ZDM rudimentary water supply programme utilising groundwater resources (i.e. boreholes with hand pumps or protected springs. The water being supplied through the rudimentary water supply programme is tested beforehand to ensure compliance with SABS standards and if need be disinfection is added where biological contamination exists. Groundwater sources that do not comply with the minimum water quality standards are not equipped for domestic use.

Water quality is monitored by the WSA on an ongoing basis and it is expected of the water service providers to report on the water quality status of each scheme at least once a month. This reporting is part of the MANZI reporting system and the information is linked to specific schemes. Monthly reporting is also being done to DWAF and captured on the eWQMS system. Indicated below in Table 8.1 (a) is a 12-month water quality report that was produced through the eWQMS system. Also indicated in Table 8.1 (b) is a monthly water quality report that was produced through the system.

**Table 8.1 (a): Water quality report produced through the MANZI system**



## 8.2 Consumer complaints

ZDM has developed a system for the capturing and tracking of customer complaints, from the point where the complaint is recorded by the Customer Care centre, referred to specific individuals to deal with and closed out when finally dealt with. The system is called SIZA and records the time from when the complaint was lodged until the issue has been successfully completed. Response time to consumer complaints and the time it takes to deal with issues are therefore measured and can be reported on. Table 8.2 (a) herewith indicates the municipality's performance with respect to the provision of water services, as per the 2007/08 Performance Management scoring.

## 8.3 Health and hygiene awareness education

ZDM realises the importance of health and hygiene awareness education and strong emphasis is being placed on this with the roll-out of the sanitation programme in the district. The education is being done in collaboration with Department of Health and the ZDM social facilitators work closely with the health field officers to ensure an effective impact at community level. Department of Health officers also regularly follow up on this initial training after the sanitation programme has been concluded to ensure ongoing sustainability of health and hygiene practises.

The above mentioned is also one of the reasons why ZDM decided to implement sanitation simultaneously with the water roll out programme. This ensures a coordinated social effort with communities and the health and hygiene education has more of an impact if clean water is already available at the households.

Table 8.1 (b): Monthly water quality report (January 2010)

SchemeID	Plant Name	Month	Year	No of Tests	Class	Colour	Description
2	Bloemveld	1	2010	22	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
13	Coronation	1	2010	11	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
14	Hlobane	1	2010	11	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
15	eDumbe Paulpietersburg	1	2010	19	I	Green	Good water quality - suitable for use, rare instances of negative effects
21	Louwsberg	1	2010	11	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
37	Mpungamhlope	1	2010	19	I	Green	Good water quality - suitable for use, rare instances of negative effects
38	Makhosini WTW	1	2010	10	I	Green	Good water quality - suitable for use, rare instances of negative effects
40	Babanango	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
45	Golela New	1	2010	17	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
47	Mandlakazi	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
50	Enyokeni Royal Palace	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
51	Kombuzi	1	2010	10	I	Green	Good water quality - suitable for use, rare instances of negative effects
57	Imbile (Nongoma) WTW	1	2010	38	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
97	Ophuzane	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
99	Tholakale	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
104	Frischgewaagd	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
106	eMondlo	1	2010	11	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
116	Msibi	1	2010	10	I	Green	Good water quality - suitable for use, rare instances of negative effects
118	Nkosentsha	1	2010	10	IV	Purple	Dangerous water quality - totally unsuitable for use. Acute effects may occur
119	Belgrade	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
120	Khiphunyawo	1	2010	10	IV	Purple	Dangerous water quality - totally unsuitable for use. Acute effects may occur
122	Khambi WTW	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
125	Mountain View	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
128	Osingisingini	1	2010	10	I	Green	Good water quality - suitable for use, rare instances of negative effects
139	Ceza (Ezembeni Community)	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
140	Sidinsi	1	2010	10	IV	Purple	Dangerous water quality - totally unsuitable for use. Acute effects may occur
147	Ulundi	1	2010	19	I	Green	Good water quality - suitable for use, rare instances of negative effects
161	Pongola Town / Pongola Simdlangentsha	1	2010	19	I	Green	Good water quality - suitable for use, rare instances of negative effects
163	Spekboom	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
164	Khangela Royal palace	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
165	Mvuzini WTW	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
195	Nkonjeni Hospital	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
334	Itshelejuba Hospital	1	2010	19	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
341	Thulasizwe Hospital	1	2010	19	I	Green	Good water quality - suitable for use, rare instances of negative effects
350	Masokaneni WTW	1	2010	19	III	Red	Poor water quality - unsuitable for use without treatment. Chronic effects may occur
351	WTW Rud Purim	1	2010	10	II	Yellow	Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups

Table 8.2 (a): 2009/110 Performance Management KPI's for the provision of water services

Strategic Focus Area	Focus Area	Objective	KPI	Unacceptable performance (1)	Performance not fully effective (2)	Fully effective (3)	performance significantly above expectations (4)	Outstanding Performance (5)	Score
Service Delivery	Water & Sanitation	To provide free basic water	Sec 43 (Reg 10 (a)) : Percentage of households with access to basic level of water	52.20%	57.70%	58.10%	58.40%	58.80%	59.10%
		To provide free basic sanitation services	Sec 43(Reg 10 (a)): Percentage of households with access to basic level of sanitation	41.90%	45.30%	45.70%	46.00%	46.40%	46.70%
			% of passed samples that are within the the specified control limits for Flouride results	440	495	550	605	660	
		To reduce water loss	Water loss operational plan completed by specified date		30/08/2010	30/07/2010	30/06/2010	31/05/2010	30/04/2010
		To improve water supply reliability	Cumulative water supply interruption time per plant less than specified target		25	20	15	10	5
			Average time to rectify breakage in service per plant, per breakage category		>72hrs	<72hrs	48hrs	24hrs	12hrs
		To provide cost effective water services	Average annual percentage increase in water services tariff		CPI +5%	CPI + 3%	CPI +1%	CPI	CPI -1%
		To improve access to free water	Sec 43(Reg 10 (b)): Percentage of households earning less than R1100 pm with access to free water (Note: Rudimentary LOS included)	52.80%	60.40%	60.90%	61.40%	61.90%	62.40%
		To improve access to free sanitation	Sec 43(Reg 10 (b)): Percentage of households earning less than R1100 pm with access to free sanitation		24.20%	24.60%	24.70%	25.20%	25.60%
		To implement operational plan	% progress of planned activities				80%		

Strategic Focus Area	Focus Area	Objective	KPI	Unacceptable performance (1)	Performance not fully effective (2)	Fully effective (3)	performance significantly above expectations (4)	Outstanding Performance (5)	Score
		To implement effective Customer Care	Average feedback time to customer query or complaint	24 hrs	4 hrs	12 hrs	24 hrs	48 hrs	72 hrs
			Average time of notification to the community on unplanned interruptions, after incident being reported between 4am & 10pm		6 hrs	4 hrs	2 hrs	1.5 hrs	1 hr
			Average time to resolve related complaint/query		3 days	2 days	24 hrs	2 hrs	30 min
		To improve revenue collection	Sec 43 (Reg 10 (g(ii))): Outstanding Service Debtors to Revenue		0.48	0.32	0.25	0.23	0.2
			Debt amount handed over for collection						
			% Disconnections effected for accounts older than 60 days						
			Bad Debt Written off						
			Average debt collection days		150	120	90	60	30
		To effectively utilise MIG allocation	MIG grant funds spent on approved projects by the prescribed date		Later that 15 Apr 2010	By 15 Apr 2010	By 31 Mar 2010	By 15 Mar 2010	By 28 Feb 2010
		To ensure that legislated water policies are reviewed and updated	Water policies and bylaws reviewed by target date	30/06/2009	30/06/2010	30/07/2010	30/06/2010	31/05/2010	30/04/2010
		To effectively monitor WSP's	WSP average performance within specified quality limits	12	4	6	8	12	18
		To effectively monitor WSP's	Average water quality within acceptable limits						
To effectively monitor WSP's	% of sample tests that have passed								