

KPI 7 – Customer Services Standards						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Component 1 – Service Interruptions						
Number of interruptions in continuous service to consumers, where interruption for a single incident was greater than 24h	033	n	0	Internal Municipal Systems	2	No interruptions were longer than 24 hrs
Total number of service interruptions in the last financial year	034	n	1529	Internal Municipal Systems	2	Normal Hours: Burst Pipes and Leakages 991 After Hours: Burst Pipes and Leakages 538
Component 2 – CRM Systems						
Does the WSA have a customer service centre	035	Y/N	Y	Internal Municipal Systems	2	
Does the WSA have a customer charter	036	Y/N	Y	Customer Service Charter	2	Introduced to all rate-payers at the beginning of 2010
Does the incident tracking system escalate complaints if not responded to within a prescribed time?	037	Y/N	Y	Internal Municipal Systems	2	The Object ref, Date time reported, Reported by, Contact telephone, Location description, Incident Type, Captured by, Allocated to, Date and time attended and Status is recorded.
Is there a system to manage customer queries and log faults	038	Y/N	Y	Internal Municipal Systems	2	Calls are recorded by the Call centre, job cards are created and signed off when completed

KPI 8 – Institutional Effectiveness						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Component 1 – Institutional Effectiveness						
Completed WSDP is approved by Council for the last financial year? (none=0, draft=1, approved by council=2)	039	List of 3 options: ○ none ○ draft ○ approved by council	Approved by Council	WSDP was approved by Council on 11 June 2008.	3	The Municipality updated their WSDP for the 2008/2009 financial year and this WSDP is still applicable
Required policies are in place and approved by Council?	040	List of 3 options: ○ none ○ draft ○ approved by council	Approved by Council	Credit Control and Debt Collection Policy, Tariff Policy, Indigent Policy and Supply Chain Management Policy	3	Policies were approved by Council and are implemented
Required bylaws are in place and approved by Council?	041	List of 3 options: ○ none ○ draft ○ approved by council	Approved by Council	Credit Control and Debt Collection Bylaws Draft New Water Services Bylaws	3	Credit Control and Debt Collection by-laws are in place and were approved by Council New draft Water Services Bylaws are available, which will be promulgated once finalised. Old Water Services by-laws per town are still in place.
Contracts and service level agreements in place with all appropriate service delivery role-players (WSDPs, internal etc)	042	Y/N	Y	Service Level Agreement with the West Coast District Municipality w.r.t. bulk water provision	3	A formal Bulk Water Services Provider contract is in place with the West Coast District Municipality for the provision of bulk water to most of the towns in Swartland Municipality's Management Area.
The WSA monitors the KPIs defined by the contract or SLA?	043	Y/N	Y	Service Level Agreement with the West Coast District Municipality	3	KPIs for both the West Coast District Municipality and Swartland Municipality are included in the Service Level Agreement
Component 2 – Water Services Staff Effectiveness						
Total water services staff costs for the last financial year	045	R million	R9.394	Operational Budget Salaries and Wages (Actual Expenditure for 2010/2011)	2	Water R5 869 479-77 Sanitation R3 524 577-00

KPI 8 – Institutional Effectiveness						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Total cost of water and sanitation provision for the last financial year including interest and depreciation (expenditure)	046	R million	R37.837	Operational Budget (Actual Expenditure for 2010/2011)	2	Water R28 128 643-32 Sanitation R9 708 230-31
Total budgeted for water services staff according to the approved organogram for the last financial year	078	R million		Internal Systems	2	
Component 3 – Grant Funding Effectiveness						
Total grant funding allocation spent for the last financial year	047	R million	R42.143	Capital Budget (Actual Expenditure for 2010/2011)	2	Water R12 805 050-67 Sanitation R29 337 599-44
Total grant funding allocation received for the last financial year	048	R million	R42.143	Capital Budget (Actual Expenditure for 2010/2011)	2	Water R12 805 050-67 Sanitation R29 337 599-44
Component 4 – WSA Annual Report						
WSA annual report submitted to Minister	077	Y/N	Y	Water Services Audit Report for 2010/2011	2	Water Services Audit Report was submitted to the DWA
Component 5 - % Filled Posts on Organogram						
Total number of posts filled on the approved water services organogram in the last financial year	079	n		Organogram for Water Services	2	
Total number of posts on Council-approved organogram for the last financial year for water services staff	080	n		Organogram for Water Services	2	

KPI 9 – Financial Performance						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Component 1 – Financial Integrity						
Is WSA ring fenced? (Separate legal entity=3, Separate accounting entity=2, Partially ring fenced=1, Not ring-fenced at all=0)	049	List of 4 options: <input type="radio"/> separate legal <input type="radio"/> separate acc <input type="radio"/> partially ring-fenced <input type="radio"/> not ring fenced	Separate Accounting Entity	Internal Systems	2	Partially Ring Fenced
Audit report evaluation. (Unqualified=4, Qualified=3, Adverse=2, Disclaimer=1, No report=0)	050	List of 5 options: <input type="radio"/> unqualified <input type="radio"/> qualified <input type="radio"/> adverse <input type="radio"/> disclaimer <input type="radio"/> no report		Internal Systems	3	
Component 2 – Average Debtor Days						
Total outstanding customer / consumer debt for water and sanitation for the last financial year	051	R million				
Water services sales income for the last financial year (water / sanitation)	052	R million	R49.028	Operational Budget (Actual Income for 2010/2011)	2	Water R27 231 393-63 Sanitation R21 796 567-18
Component 3 – Revenue Collection Effectiveness						
Water services sales income for the last financial year (water / sanitation)	052	R million	R49.028	Operational Budget (Actual Income for 2010/2011)	2	Water R27 231 393-63 Sanitation R21 796 567-18
Water services billed income actually received from consumers for last	053	R million				

KPI 9 – Financial Performance						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
financial year						
Component 4 – Average Creditor Days						
Total bulk water accounts outstanding for the last financial year	054	R million	R0.000	Internal Municipal Systems	2	Accounts are paid in full every month
Total bulk water purchases for the last financial year	055	R million	R17.761	Operational Budget (Actual General Expenses: Bulk Purchases for 2010/2011)	2	
Component 5 – Financial Sustainability						
Total water and sanitation income for the last financial year	056	R million	R49.028	Operational Budget (Actual Income for 2010/2011)	2	Water R27 231 393-63 Sanitation R21 796 567-18
Component 6 – Financial Effectiveness						
Total outstanding customer / consumer debt (after provisions) for water and sanitation for the last financial year	051	R million				
Total provision for doubtful debt for water and sanitation for the last financial year	082	R million				

KPI 10 – Strategic Asset Management						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Component 1 – Asset Management Effectiveness						
Asset management plan status	057	List of 3 options: <input type="radio"/> none <input type="radio"/> draft <input type="radio"/> approved by council	None	Not yet in place	2	
Asset register status	058	List of 3 options: <input type="radio"/> none <input type="radio"/> in place, up to date <input type="radio"/> approved by council	Approved by Council	Asset Register is available at Municipality	3	Asset Register for all water and sanitation infrastructure is in place.
Asset management system is electronic	059	Y/N	Y	Asset Register is available at Municipality	3	Asset Register for all water and sanitation infrastructure is in place.
Component 2 – O&M Expenditure						
Total spent on O&M / Annual maintenance cost (water and sanitation) in the last financial year	060	R million	R37.837	Operational Budget (Actual Expenditure for 2010/2011)	2	Water R28 128 643-32 Sanitation R9 708 230-31
Replacement value of assets (water services infrastructure)	061	R million	R393.724	Asset Register is available at Municipality	3	CRC R275 825 092 Water (June 2009) CRC R117 899 186 Sanitation (June 2009)
Component 3 – Capital Spent on Rehabilitation and Replacement						
Total capital spent on refurbishment and replacement in the last financial year	062	R million	R42.143	Capital Budget (Actual Expenditure for 2010/2011)	2	Water R12 805 050-67 Sanitation R29 337 599-44
Total capital budget (water and sanitation) in the last financial year	063	R million	R40.825	2010/2011 Capital Budget	2	Water R12 599 219 Sanitation R28 226 194

KPI 10 – Strategic Asset Management						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Component 4 – Replacement Saving						
Contribution to asset replacement fund for the last financial year (Water and sanitation)	064	R million				
Depreciation value for the last financial year (water and sanitation infrastructure)	065	R million				
Component 5 – Asset Register Monitoring						
Asset register field monitored: Date acquired (Yes/No)	066	Y/N	Y	Asset Register of Municipality	3	Construction Year and Last Renewal Year is recorded in Asset Register
Asset register field monitored: Description of asset (Yes/No)	067	Y/N	Y		3	Name of asset is recorded in Asset Register
Asset register field monitored: Estimated remaining life of asset (Yes/No)	068	Y/N	Y		3	RUL of asset is recorded
Asset register field monitored: Purchase cost of asset (Yes/No)	069	Y/N	Y		3	
Asset register field monitored: Replacement value of asset (Yes/No)	070	Y/N	Y		3	CRC of asset is recorded

KPI 11 – Water Use Efficiency (New Version)						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
Total billed metered water consumption (volume) for the last financial year / Total billed metered water consumption (volume) for the last financial year	071 / 071	List of 3 options: ○ none ○ in place, up to date ○ approved by council	4.631	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	Up to date (End of June 2011) Water Balance Models for each distribution system Darling 651 406 m ³ Koringberg 46 594 m ³ Malmesbury 2 550 992 m ³ Moorreesburg 668 992m ³ PPC 40 963 m ³ Riebeek Kasteel 239 870 m ³ Riebeek Wes 161 779 m ³ Yzerfontein 270 159 m ³
Total volume of bulk treated water exported (i.e. to other WSAs)	073	Million kl/a	0.000	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	No treated water is supplied to any other WSA
Total billed unmetered water consumption (volume) for the last financial year / Total billed unmetered water consumption (volume) for the last financial year	074 / 074	Million kl/a	0.000	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	All treated water supplied to consumers is metered, no flat rates applicable
Total volume of treated water purchased (last financial year) / System input volume (external sources) for the last financial year	077 / 121	Million kl/a	5.393	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	Up to date (End of June 2011) Water Balance Models for each distribution system Darling 699 043 m ³ Koringberg 59 952 m ³ Malmesbury 3 009 520 m ³ Moorreesburg 762 024 m ³ PPC 64 439 m ³ Riebeek Kasteel 263 467 m ³ Riebeek West 214 216 m ³ Yzerfontein 320 386 m ³
Total volume of water treated in-house	078 / 122	Million kl/a	0.137	Water Balance Models separately available for each distribution system,	2	Up to date (End of June 2011) Water Balance Models for each distribution system

KPI 11 – Water Use Efficiency (New Version)						
Short Definition	Component ID	Units	WSA Value	Data Source (i.e. where did you get your data value from?)	Level of Confidence	Comments
(last financial year) / System input volume (own sources) for the last financial year				as included in the Water Services Audit Report		Malmesbury 136 585 m ³
Total unbilled metered water consumption (volume) for the last financial year (People who have meters but collection of revenue does not take place)	073	Million kl/a	0	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	All metered households are billed.
Total unbilled metered water consumption (volume) for the last financial year (Water used by WSAs for e.g. water of parks and fire fighting)	123	Million kl/a	0.006	Water Balance Models separately available for each distribution system, as included in the Water Services Audit Report	2	Up to date (End of June 2011) Water Balance Models for each distribution system. Estimated at 0.001 x Treated Water Input Darling 699 043 m ³ Koringberg 59 952 m ³ Malmesbury 3 146 105 m ³ Moorreesburg 762 024 m ³ PPC 64 439 m ³ Riebeek Kasteel 263 467 m ³ Riebeek West 214 216 m ³ Yzerfontein 320 386 m ³

Additional Components: Tariff Data 2011/12						
Short Definition	Component ID	Unit	WSA Value	Backup Documentation Required	Level of Confidence	Comments
Which of the listed elements are taken into account when you determine your tariff? Indicate from the list provided	201	List of options: Indicate Yes / No next to each element	Cost of water purchases Yes	Detailed Tariff Calculation	2	
			Overhead, operational & maintenance costs Yes		2	
			Capital (non-grant) Yes		2	
			Refurbishment & replacement costs Yes		2	
			Subsidies Yes		2	
			Other (Describe)			
Total amount of subsidies allocated to water for the next financial year	202	R millions				
Total projected cost of water provision for the next financial year	203	R million				
Does your tariff recognise the difference between levels of service (according to Regulation 4 under S10 of the Water Services Act)? If Yes, please indicate how in the comments column (far right) If No, please indicate why in the comments column (far right)	204	Y/N	Y	Detailed Tariff Calculation	3	Different tariffs for residential, business, Municipal use, Sport Clubs and Farms
Does your tariff recognise the difference between socio-economic status of customers (according to S10 of the Water Services Act)? If Yes, please indicate how in the comments column (far right)	205		Y	Detailed Tariff Calculation	3	Indigent households receive free basic water services, which is funded through the Equitable Share

Additional Components: Tariff Data 2011/12						
Short Definition	Component ID	Unit	WSA Value	Backup Documentation Required	Level of Confidence	Comments
If No, please indicate why in the comments column (far right)						
Do you charge a rising block tariff	206	Y/N	Y	Documented Tariff Structure	3	
How many blocks are in your tariff structure?	207	n	4	Documented Tariff Structure	3	
What is your approved standard tariff? (Basic levy)	208	Rands		Documented Tariff Structure		
What are the actual 2011/2012 tariffs for the following consumer categories?	209	Rands / kl	Residential: 0-6kl: free 7-30kl: R 7-28 31-60kl: R 10-02 > 60kl: R 15-51	Documented Tariff Structure	3	
			Commercial & Industrial: 1kl and above: R 8-75	Documented Tariff Structure	3	
			Public institutions (Schools, clinics & government departments): 1kl and above: R 8-75 Departmental (Mun) 1kl and above: R 7-28	Documented Tariff Structure	3	
			Churches: 1kl and above: R 8-75	Documented Tariff Structure	3	
			Sport Fields & Clubs: 1kl and above: R 8-75	Documented Tariff Structure	3	
			Special Agreements:	Emergency Tariffs for Droughts	3	5%, 10%, 15%, 20%, 25%, 30%

Additional Components: Tariff Data 2011/12						
Short Definition	Component ID	Unit	WSA Value	Backup Documentation Required	Level of Confidence	Comments
						and 35% increase
Do you reflect your tariff structure on your bill?	210			Copy of one of the Municipality's Bills		
What are the quantities of water supplied to the following consumer categories (annually)?	211	Million kl / annum	3.048474	Billing Records	2	Residential
			1.318902	Billing Records	2	Commercial & Industrial
			0.185193	Billing Records	2	Public institutions (Schools, clinics & government departments)
			0	Billing Records	2	Churches
			0	Billing Records	2	Sport Fields & Clubs
			0.078184	Billing Records	2	Special Agreements
What is the unit number of consumers served with water in each consumer category?	212	Number	18117	Billing Records	2	Residential
			979	Billing Records	2	Commercial & Industrial
			268	Billing Records	2	Public institutions (Schools, clinics & government departments)
			0	Billing Records	2	Churches – Included under Public institutions
			0	Billing Records	2	Sport Fields & Clubs – Included under Public institutions
			0	Billing Records	2	Special Agreements – Included under Public institutions
Do you have a seasonal tariff in your WSA? (Drought season tariff / special	213	Y/N	Y	Documented Tariff Structure	3	Drought Emergency Tariffs: 5%, 10%, 15%, 20%, 25%, 30% and

Additional Components: Tariff Data 2011/12						
Short Definition	Component ID	Unit	WSA Value	Backup Documentation Required	Level of Confidence	Comments
tariff)						35% increase
Does your tariff include a fixed charge?	214	Y/N		Documented Tariff Structure	3	
If a fixed charge is levied, do you subsidise the FBW?	215	Y/N	Y	Documented Tariff Structure	3	
What other sources of water services revenue (other than tariffs) does your WSA have? Indicate sources on the list provided	216	Y/N	Connection Fees Yes	Budgets and Financial Statements	3	
			Re-Connection Fees Yes	Budgets and Financial Statements	3	
			Authorizing illegal connections Yes	Budgets and Financial Statements	3	
			Penalties and fines Yes	Budgets and Financial Statements	3	
			Other (Describe) Yes	Budgets and Financial Statements	3	Irrigation Water (Treated Effluent), Testing of meter and Bulk Services Development Fees
Total annual water services surplus / deficit	217	R Millions	Surplus R11.191	Operational Budget 2010/2011 (Actual Expenditure and Income)	2	Deficit Water R897 249-69 Surplus Sanitation R12 088 336-87