

City Power	
Core Service	Service Level Standard
1. Average repair time for logged electricity supply failures to Traffic Signal	<24 hours
2. Average time taken to repair logged streetlight queries (Motorways and Main Arterials)	<6 Days
3. Average time taken to repair logged streetlight queries (Secondary Roads and Area lighting)	<10 Days
4. Repair work on damaged electricity meters	Within 72 hours of logged call
5. Restoration of power supply after forced interruption	30% within 1.5 hours
	60% within 3.5 hours
	90% within 7.5 hours
	98% within 24 hours
	100% within 7 days
6. Restoration of power supply after planned interruption	Within 8 hours
7. Investigation of illegal connections	Investigation of illegal connections reported for a single property concluded within 24 hours of logged call
	Investigation of illegal connections reported for multiple properties concluded within 21 days of logged call
8. Read all meters as per CoJ download file ¹ and accurately read meters for billing by CoJ	98% accurate automated meter reading for LPU ²
	95% accurate manual meter reading for domestic
9. Prepaid meter conversion from Smart Meter	Within 3 days of receipt of complete application and payment
10. Communication of service interruption	Planned: 7 days before interruption
	Unplanned: Immediately
11. Response time for walk in queries	All queries acknowledged within 1 hour

¹ City Power receives a file with meters to be read for billing purposes which is called a Download file. Upon receiving this file, City Power sends it to the meter reading contractors to physically read meters in the field for conventional meters. The readings for the automated meters are extracted from the Meter Data Management (MDM) system and sent to CoJ for billing purposes.

² Large Power User (commercial buildings, large hotels, factories etc.)

Johannesburg Water	
Core Service	Service Level Standard
1. Planned water supply interruptions	95% of water supply interruptions concluded within 12 hours
2. Repair of fire hydrants	95% of fire hydrants repaired within 48 hours of notification
3. Replace stolen meters	95% of stolen meters replaced within 24 hours of notification
4. Repair defective water meters	95% of defective meters repaired within 3 days of notification
5. Repair water pipe bursts	95% of water pipe bursts repaired within 48 hours of notification
6. Repair leaking valves on main lines	95% of leaking valves on main lines repaired within 48 hours of notification
7. Sewerage blockages cleared	95% of sewer blockages cleared within 24 hours of notification
8. Replacement of missing manhole covers	95% of missing manhole covers replaced within 24 hours of notification
9. Water Meter readings	95% of accounts billed on actual readings monthly
10. New Water connections	95% of new water connection completed within 15 days of receiving request from customer
11. Communication of service interruption	95% of planned service interruption communiqués sent within 7 days
	95% of unplanned interruption communiqués sent immediately

PIKITUP	
Core Service	Service Level Standard
1. Collection of domestic waste	Within 7 days
2. Collection of general business waste	Within 7 days
3. Collection of putrescible waste (wet waste, dailies)	Daily and 6 times per week
4. Collecting refuse bags on the kerbside	Within 48 hours
5. Cleaning of illegal dumping spot	Within 10 days
6. Delivery of new skip bins ordered by customer	Within 7 days
7. Delivery of new or replacement wheelie bins (240l) ordered by customer	Within 7 days
8. Households in informal settlements including backyard shacks (bag/bin/skip) /hostels (skips) receiving refuse removal services (RCR) ³	Within 7 days
9. Removal of animal carcasses	Within 48 hours
10. Bulky waste collection (on call)	Once a month
11. Resolution of complaints	Acknowledge and respond within 72 hours of complaint being logged
	Resolution within 5 working days of logged call

³ Round Collected Refuse

Johannesburg Roads Agency	
Core Service	Service Level Standard
1. Reinstatements of road excavations	80% of reinstatements of road excavations carried out within 14 days ⁴
2. Repair of damaged / missing road barriers or guardrails	80% of damaged / missing road barriers or guardrails repaired within 14 days of the logged call
3. Blocked Storm water repairs	80% of blocked Storm water kerb inlets (Ki's) repaired within 10 days of the logged call
4. Replacement of manhole covers	80% of missing JRA manhole covers made safe within 48 hours of a logged call
	80% of missing / damaged JRA manhole covers replaced within 10 days of the logged call
5. Regulatory Road Traffic Signs repaired	80% of reported damaged / missing regulatory Road Traffic Signs from all sources replaced / repaired within 10 days
6. Pothole repair	80% of reported potholes ⁵ repaired within 14 days from time of recording of a genuine pothole by the JRA from all sources ⁶
7. Traffic Signal maintenance	90% of reported faulty traffic signals repaired within 24 working hours from the time of genuine fault recorded by the JRA from any source including the Call Centre, RMS, technicians, emails, find and fix etc. ⁷
8. Repair of damaged traffic light poles ⁸	80% of reported damaged traffic signal poles repaired / replaced within 14 days of the logged call

⁴ Carried out within 14 days from completion of the excavation by the wayleave holder to the required standards and upon receipt of official work order

⁵ Genuine potholes i.e. excluding out of scope potholes (example: not JRA jurisdiction, completed etc.)

⁶ Sources include Call Centre, inspectors, emails, Find & Fix app etc.

⁷ Excluding major repairs such as cable faults, pole repairs, power outages, vandalism and theft

⁸ Excluding damaged poles as a result of localized civil construction activities (i.e. active wayleave application or geometric improvement).

Additional Notes:

Remaining 20% of reported road excavations, damaged / missing road barriers, blocked Storm water drains, missing damaged manhole covers, damaged / missing regulatory road signs, potholes and damaged traffic signal poles to be repaired within 30 days.

Remaining 10% of reported faulty Traffic signals to be repaired within 72 hours

Johannesburg City Parks & Zoo	
Core Service	Service Level Standard
1. Maintenance of designated green public open spaces ⁹	80% of maintenance conducted
2. Response to calls logged for removal of fallen trees	80% of calls attended to
3. Response to calls logged for damaged park infrastructure	80% of calls attended to
4. Compliance to the PAAZA (Pan-African Association of Zoos and Aquaria) standards	100% compliance

⁹ Flagship facilities, developed parks, undeveloped parks, landscaped islands and town entrances, active cemeteries, passive cemeteries and the Zoo