



Service Level Agreement Points

Item	Description	KPA	Example
1	Report on the Water Infrastructure Maintenance	Provision of Potable water	Water pipe Breaks reported / how long did it take to repair / what was the cause / what type of pipe / pipe size / location
2	Report on the Potable water quality	Provision of Potable water	Monthly report on the readings taken by ODM on the quality of the potable
3	Report on the water consumption	Provision of Potable water	Monthly reports on the water quantity purified vs. the total water consumed / sold
4	Report on pump maintenance	Provision of Potable water	Monthly reports on the maintenance of pumps & equipment including backup systems (Spare pumps)
5	Report on the street light maintenance	Provision of Electricity	Street lights outage reported / how long to repair / reason for outage / what type of fault / what was done to prevent this from happening again
6	Non tarred (gravel) road maintenance	Road Maintenance	What is the monthly surface maintenance plan / location of road / road classification / surface type / last maintained / graded (surface treatment) / drainage maintenance / resurface work done
7	Storm water management	Storm Water	Maintenance plan / general work done / construction work done / additional & new channels / location of channel
8	Strom Water management Plan	Storm Water	Full layout plan of the storm management
9	Communication system	Communication	All general Information is timeously provided for dissemination by the ward com.members to constituency i.e. Leiwater / planned power outages /
10	Communication system	Communication	General & annual maintenance plans
11	Communication system	Communication	Capex plans
12	Reports Solid Waste	Solid Waste	Monthly reports on the quantity/loads of refuse removed and dumped. M ³ & truck loads & from which area
13	Reports Sewage	Sewage	Monthly report on the quantity/ sewage removed and from which area.
14	Scholtz River	Storm Water/safety	Allien vegetation clearing & removal of solid waste (papers, bags & general household rubbish)
15	Daily water level report	Provision of Potable water	Reservoir levels communicated.
16	Bush Clearing	Safety & Security	Alien vegetation around retirement village / Riemvasmaak / Boschmanskloof
17	Fire Breaks	Safety & Security	General plan & maintenance
18	Roaming Animals	Safety & Security	Animals removed / remedial plans / Fines
19	Fire Hydrant marked & mapped	Safety & Security	
20	Public Facilities	Amenities	Additional public toilet at the Market Square
21	Parking	Infrastructure	Additional parking CBD
22	Immovable Asset register	Assets	Quarterly report on the staus of immovable assets (infrastructure)