

ANNEXURE B
TARIFF OF CHARGES



**ILEMBE DISTRICT MUNICIPALITY
WATER & SEWERAGE TARIFFS
(Including the Siza Water Concession Area)**

10% - INCREASE
0% - COST REFLECTION

2017/18 - DRAFT TARIFFS OF CHARGES

OVERALL INCREASE - 10%	2016/17 TARIFFS		2017/18 TARIFFS	
A. AVAILABILITY CHARGE	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
Availability charge on all vacant properties and properties not connected to a meter within the Ilembe District Municipality area that can reasonably be connected to a water reticulation system, with the exception of reticulated areas where infrastructure was funded by National or Provincial Government.	R 139,72 Per Month		R 153,69 Per Month	
B. WATER CONSUMPTION TARIFF	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	CONVENTIONAL - DOMESTIC		CONVENTIONAL - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	119.78	-	131.76
11-30 kl	17.23	-	18.96	-
> 30 kl	28.60	-	31.46	-
DOES APPLY TO THE 2017/18 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2016/17 >20kl tariff will be R21,80 (R19,90), and the number of units in the complex will NOT be taken into account when calculating the monthly water charge for the complex.				
B.1 WATER CONSUMPTION TARIFF (PREPAID)	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	PREPAID - DOMESTIC		PREPAID - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	11.98	0	13.18	0
11-30 kl	17.23	0	18.96	0
> 30 kl	28.60	0	31.46	0
DOES APPLY TO THE 2017/18 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2016/17 >20kl tariff will be R21,80 (R19,90), and the number of units in the complex will NOT be taken into account when calculating the monthly water charge for the complex.				
B.1 WATER CONSUMPTION TARIFF (PREPAID)	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
REGISTERED INDIGENT CONSUMERS ONLY	PREPAID - DOMESTIC		PREPAID - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl Free basic water	-	-	-	-
11-30 kl	17.23	-	18.96	-
> 30 kl	28.60	-	31.46	-
C. WATER CONSUMPTION TARIFF CONVENTIONAL	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	239.56	-	263.51
11-30 kl	23.71	-	26.08	-
> 30 kl	23.71	-	26.08	-
C.1 WATER CONSUMPTION TARIFF - PREPAID	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	239.56	-	263.51	-
11-30 kl	23.71	-	26.08	-



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OVERALL INCREASE - 10%	2016/17 TARIFFS		2017/18 TARIFFS	
> 30 kl	23.71	-	26.08	-
D. WATER CONSUMPTION TARIFF CONVENTIONAL	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl		126.62		139.29
11-30 kl	17.21	-	18.93	-
> 30 kl	17.21	-	18.93	-
D.1 WATER CONSUMPTION TARIFF PREPAID	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	126.62	-	139.29	-
11-30 kl	17.21	-	18.93	-
> 30 kl	17.21	-	18.93	-
E. WATER CONSUMPTION TARIFF CONVENTIONAL	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	VULNERABLE GROUPS		VULNERABLE GROUPS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	126.62	-	139.29
11-30 kl	17.21	-	18.93	-
> 30 kl	17.21	-	18.93	-
Vulnerable Groups – Non Governmental Organisations and/or Non-Profit Organisation caring for abandoned persons, sick, frail, no shelter, cannot take care of themselves and/or has no immediate family. Requirements – as per tariff policy				
E.1 WATER CONSUMPTION TARIFF PREPAID	2016/17 WATER TARIFF		2017/18 WATER TARIFF	
	VULNERABLE GROUPS - PREPAID		VULNERABLE GROUPS - PREPAID	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	126.62	-	139.29	-
11-30 kl	17.21	-	18.93	-
> 30 kl	17.21	-	18.93	-
Vulnerable Groups – Non Governmental Organisations and/or Non-Profit Organisation caring for abandoned persons, sick, frail, no shelter, cannot take care of themselves and/or has no immediate family. Requirements – as per tariff policy				
	2016/17		2017/18	
Bulk Water Sales to Ithala per kilolitre.	R 11.06		R 12.16	
Bulk Water Sales to AVON Peaking Power per kilolitre.	NEW (AS PER SIGNED SLA)		AS PER SIGNED SLA	
Water sales to all domestic properties registered in the name of Sappi Kraft (Mandeni) and being used by Sappi Kraft per kilolitre. – No free basic water allocation. Excluding accounts registered in private individuals' names.	R 3.39		R 3.73	
Water sales to all domestic properties registered in the name of ILLOVO and being used by ILLOVO per kilolitre. – No free basic water allocation. Excluding accounts registered in private individuals' names.	R 5.23		R 5.76	
F. WATER TANK DELIVERIES	Per Tank		Per Tank	



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OVERALL INCREASE - 10%	2016/17 TARIFFS	2017/18 TARIFFS
Delivery of water by municipal tankers to areas without access to boreholes, springs or reticulated water (restricted to 6kl per month per household) – Domestic	R 477.38	R 525.11
Delivery of water by municipal tankers to areas without access to boreholes, springs or reticulated water (restricted to 6kl per month per business/government institution) – Business and Government	R477,38 Per Tank plus R23,33 per kilometre,	R525,12 Per Tank plus R25,66 per kilometre,
Water sales to private tankers per kilolitre.	R 30.70	R 33.77
G. INSTALLATION OF METERED CONNECTION WITHIN ROAD RESERVE		
	2016/17	2017/18
i) 15mm – Registered Indigent Consumers	R 770.97	R 848.07
ii) 15mm – All Consumers	R 2,860.10	R 3,146.11
iii) 20 mm	R 3,636.72	R 4,000.39
iv) >20 mm	Cost + 10%	Cost + 10%
vi) Additional charge for road or pavement reinstatement	Cost + 10%	Cost + 10%
* Special Tariff for indigent:	Water Deposit of R86,58 subject to the consumer concerned providing the Municipality with an Indigent form supported by the Ward Councillor and checked with the Local Municipality's Indigent Register,	Water Deposit of R95,24 subject to the consumer concerned providing the Municipality with an Indigent form supported by the Ward Councillor and checked with the Local Municipality's Indigent Register,
H. RECONNECTION CHARGE		
	2016/17	2017/18
The charge for reconnection of any water supply installation which has been previously disconnected due to non payment:		
i) 15mm to 20mm – Residential	R 581.32	R 639.45
ii) Complexes/Business/Other	R 2,192.74	R 2,412.01
iii) > 20mm		
I. CUSTOMER COMPLAINTS CALL OUTS		
	2016/17	2017/18
Any customer call out which has been established to be the customer's liability.	Cost + 10%	Cost + 10%
J. SURCHARGE		
The Council may, by resolution, enforce a surcharge to cover the costs of unforeseen circumstances.		
K. ILLEGAL WATER CONNECTIONS		
	2016/17	2017/18
1st Disconnections of illegal water connections and tampering with meter installation, replace or insrt seal on meter.	R 6,685.20	R 7,353.73
2nd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.	R 10,027.81	R 11,030.59
3rd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.	R 20,055.60	R 22,061.16
RESTRICTIONS SHALL BE IN THE FORM OF A WATER FLOW LIMITER OR AN INTELLIGENT / PREPAID METER		
L. ADDITIONAL WORK FOR WATER & SEWER INSTALATIONS		
	2016/17	2017/18
1) Extra work for excavation in rocky material	Cost + 10%	Cost + 10%
2) Supply and installation of isolating valve on customer side of meter for water pipe up to 30mm in diameter.	R 502.25	R 552.48
3) Supply and installation of isolating valve on customer side of meter for water pipe up to 40mm in diameter.	R 651.09	R 716.20
4) Supply and installation of isolating valve on customer side of meter for water pipe more than 40mm in diameter	Cost + 10%	Cost + 10%
5) Supply and installation of valve box on customer side of water meter	R 476.70	R 524.37
6) Opening up and reinstatement of customer's paving	R 398,17 / m ²	R 437,99 / m ²
7) Cost of single cut in customer's paving	R 165,95 / m ²	R 182,55 / m ²



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8) Excavation and removal of old meter and pipe work, installation of new meter box with meter and isolating valve and reconnection.	Cost + 10%	Cost + 10%
9) Any other tariff not included	Cost + 10%	Cost + 10%
10) Meter Test Fee		
i) 15mm to 20mm	R 1,604.45	R 1,764.89
ii) 25mm to 80mm	R 2,536.86	R 2,900.54
iii) >100mm	R 4,038.98	R 4,442.87
M. Conservancy Removal (New)	2016/17	2017/18
Sewer Disposal (per load)	R 620.37	R 725.83
N. Developer's Water Contribution Per Unit	2016/17	2017/18
	Reticulation	Bulk
	R 18,985.77	R 10,028.87
	Reticulation	Bulk
	R 20,884.35	R 11,031.75

The following factors are to be utilised when calculating the above Developers Contribution:

Type of Development	Factor to be applied to Above Tariff	
	Water	Water
Dwelling Houses		
Social Housing or Sub-economic (250m ² -400m ²)	0.25	0.25
401 – 700 m ²	0.60	0.60
701 – 900m ²	0.80	0.80
901 – 2000m ²	1.00	1.00
Granny flat or outside building	0.80	0.80
Low Rise Buildings		
30 – 60m ²	0.60	0.60
61 – 200m ²	0.80	0.80
201 – 500m ²	1.00	1.00
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²	0.45	0.45
61 – 200m ²	0.60	0.60
201 – 500m ²	0.75	0.75
Offices and Shops per 100m ²	0.40	0.40
Industrial Development (excl office) per 100m ²	0.50	0.50
	NEW	
Type of Development	Water	Water
Clinic/Bed	0.25	0.25
Retirement village/Person		
Frail care/Person	0.25	0.25
Bedsitter/Person	0.25	0.25
Units/Unit	0.50	0.50
Hostels/Pupil	0.15	0.15
Creche/Pupil	0.02	0.02
Schools/Pupil	0.02	0.02
Hospital/Bed	0.25	0.25
Restaurant	0.09	0.09
Warehouse (Excl office) / 100 m2	0.20	0.20
Industrial (Excl office) / 100 m2	0.40	0.40
Caravan Park/Site	0.60	0.60
Conference Centre/Seat	0.09	0.09
Golf or Equestrian Estate / Hectare	5.00	5.00
Service Station/Workshop/100 m2	0.40	0.40
B&B/Guesthouse/Lodge/Lodge	0.60	0.60
Hotel/Room	0.60	0.60
Church/Religious Inst	1.00	1.00
Halls & Club houses	1.00	1.00
Police stations	0.50	0.50
Entertainment	0.60	0.60
Other	0.70	0.70
	NEW	
Type of Development	Water	Water



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Social Housing or Sub-economic					
(30m ² -60m ²)		0.20		0.20	
(60m ² -90m ²)		0.30		0.30	
(90m ² -120m ²)		0.40		0.40	
HS					
Dwelling for subsidy beneficiaries		0.25		0.25	
Dwelling for non-subsidy beneficiaries		0.40		0.40	
Dwelling for Financed beneficiaries		0.60		0.60	
Commercial and /or business		0.50		0.50	
SANITATION					
Sewer Tariff to be calculated based on valuation of the property method					
		2016/17		2017/18	
DOMESTIC					
Sewer basic charge		164.27		Valuation cost method	
Sewer unit charge - per kl consumption		12.06		Valuation cost method	
Sewer basic charge - INDIGENT		82.13		Valuation cost method	
Sewer unit charge - per kl consumption		12.06		Valuation cost method	
INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS					
Sewer basic charge		290.21		Valuation cost method	
Sewer unit charge - per kl consumption		16.59		Valuation cost method	
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS					
Sewer basic charge		171.11		Valuation cost method	
Sewer unit charge - per kl consumption		12.05		Valuation cost method	
VULNERABLE GROUPS					
Sewer basic charge		171.11		Valuation cost method	
Sewer unit charge - per kl consumption		12.05		Valuation cost method	
O. SEWER CONNECTION FEE (SADDLE ONLY)					
i) 110 mm diameter		R 3,183.30		R 3,501.63	
ii) 150 mm diameter		R 4,552.90		R 5,008.19	
iii) 225 mm diameter		R 10,119.55		R 11,131.50	
P. UNBLOCKING OF SEWERS (WITHIN CUSTOMER'S PREMISES)					
		2016/17		2017/18	
1. For the first 2 hours		R 187,41 per hour		R 206,15 per hour	
2. For each additional hour		R 150,02 per hour		R 165,02 per hour	
Q. CONSERVANCY REMOVAL					
		2016/17		2017/18	
Per Draw		Cost + 10%		Cost + 10%	
Plus additional charge exceeding 15km from Stanger or Mandeni Depot		Cost + 10%		Cost + 10%	
Disposal at Sewer Works by Private Contractor		R 267,43 / 10m ³ Load		R 294,17 / 10m ³ Load	
Any other tariff not included		Cost + 10%		Cost + 10%	
R. Ithala Sewer Charges					
		As per existing agreement		As per existing agreement	
S. Developer's Sewer Contribution Per Unit					
		2016/17		2017/18	
		Reticulation	Bulk	Reticulation	Bulk
		R 24,229.27	R 14,044.60	R 26,652.20	R 15,449.06
The following factors are to be utilised when calculating the above Developers Contribution:					
Type of Development		Factor to be applied to Above Tariff		Factor to be applied to Above Tariff	
		Sanitation		Sanitation	
Dwelling Houses					
Social Housing or Sub-economic (250m ² -400m ²)		0.20		0.20	
401 – 700 m ²		0.50		0.50	
701 – 900m ²		0.65		0.65	
901 – 2000m ²		0.85		0.85	
Granny flat or outside building		0.65		0.65	
Low Rise Buildings					
30 – 60m ²		0.50		0.50	
61 – 200m ²		0.65		0.65	



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OVERALL INCREASE - 10%	2016/17 TARIFFS	2017/18 TARIFFS
201 – 500m ²	0.85	0.85
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²	0.40	0.40
61 – 200m ²	0.50	0.50
201 – 500m ²	0.70	0.70
Offices and Shops per 100m ²	0.40	0.40
Industrial Development (excl office) per 100m ²	0.40	0.40
MISCELLANEOUS TARIFFS		
T. INTEREST ON OVERDUE ACCOUNTS	2016/17	2017/18
Any accounts in arrears in excess of 60 days will be charged interest on the outstanding amount in excess of 60 days at the annual interest rate of:	Prime interest rate as at 1 July 2016 + 5%	Prime interest rate as at 1 July 2017 + 5%
U. RD CHEQUES	2016/17	2017/18
Any cheque payments returned RD by the bank will be charged	R 403.47	R 443.82
V. ADMINISTRATION CHARGE ON INCORRECT PAYMENTS	2016/17	2017/18
Any payments made to Ilembe District Municipality in error will be charged a fee on request for a refund of the incorrect payment.	10% of the amount to be refunded up to a maximum of R 467,19	10% of the amount to be refunded up to a maximum of R 513,91
W. RATES CLEARANCE CERTIFICATES	2016/17	2017/18
Issuing of rates clearance certificates.	R 802.30	R 882.53
X. AUDITORIUM RENTAL	2016/17	2017/18
All Deposit amount	R 5,710.98	R 6,282.08
Entertainment for own profit		
* Evening per session	R 4,791.15	R 5,270.27
* Daytime per session	R 4,243.59	R 4,667.95
* One hour or less	R 1,505.79	R 1,656.37
Social Gatherings		
* Evening per session	R 2,854.16	R 3,139.57
* Daytime per session	R 2,443.49	R 2,687.84
* One hour or less	R 1,490.73	R 1,639.81
Cultural events and any other		
* Evening per session	R 1,779.57	R 1,957.53
* Daytime per session	R 1,505.79	R 1,656.37
* One hour or less	R 1,026.68	R 1,129.34
<p>The Municipal Manager or Director: Corporate Governance may at his/her discretion authorise the use of the auditorium free of charge for activities he/she considers of a deserving nature or in the interest of the community.</p> <p>Application for the hire of the auditorium must be made on a prescribed form obtainable from the District Municipal office and motivation for the exemption from payment must also be made on a prescribed form.</p>		
Z. USER INTERFACE UNIT	2016/17	2017/18
Replacement of UIU device	R 520.18	R 572.20
AA. GEOGRAPHIC INFORMATION SYSTEMS MAPPING CHARGES	2016/17	2017/18
	NEW	
A0 Plain Paper - Full Colour Map or Copy	R 225.00	R 247.50
A1 Plain Paper - Full Colour Map or Copy	R 185.00	R 203.50
A2 Plain Paper - Full Colour Map or Copy	R 155.00	R 170.50
A3 Plain Paper - Full Colour Map or Copy	R 75.00	R 82.50
A4 Plain Paper - Full Colour Map or Copy	R 45.00	R 49.50
A0 Plain Paper - Line Map or Copy	R 200.00	R 220.00
A1 Plain Paper - Line Map or Copy	R 160.00	R 176.00
A2 Plain Paper - Line Map or Copy	R 140.00	R 154.00
A3 Plain Paper - Line Map or Copy	R 60.00	R 66.00
A4 Plain Paper - Line Map or Copy	R 30.00	R 33.00



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OVERALL INCREASE - 10%	2016/17 TARIFFS	2017/18 TARIFFS
Digital Extraction of CAD / GIS Data		
0 – 999 KB or part thereof	R 75.00	R 82.50
1 MB - 5 MB = R150 per MB	R 150.00	R 165.00
More than 5 MB = R100 per MB	R 100.00	R 110.00
GIS Calculations & Miscellaneous Work - Per Hour		
	R 220.00	R 242.00
Media Costs for CD	R 8.00	R 8.80
Media Costs for DVD	R 25.00	R 27.50

Students to have a 50% discount on ALL tariffs on producing a valid student card
A maximum of 50% reduction may apply to registered NGO's, at the discretion of the Municipal Manager

AB. ATMOSPHERIC EMISSION LICENCE	2016/17 TARIFFS	2017/18 TARIFFS
Application for new atmospheric emission licence (per listed activity)	R 10,000.00	R 11,000.00
Application for atmospheric emission licence review (per listed activity under review)	R 10,000.00	R 11,000.00
Application for atmospheric emission licence renewal (per listed activity)	R 5,000.00	R 5,500.00
Application for atmospheric emission licence transfer	R 2,000.00	R 2,200.00

included in the Credit Control Policy

Note: All amounts above are excluding VAT

2016/2017 AND 2017/2018 SEWER TARIFFS

Sewer Tariff to be calculated on the market value of the property reflected in the KwaDukuza & Mandeni Municipality's valuation roll (excluding the Siza Water Concession Area) as follows:

2016/17	2017/18	Type of Property
0.0079 cents in the rand on the market value	0.0087 cents in the rand on the market value	In respect of agricultural properties.
0.0063 cents in the rand on the market value	0.0069 cents in the rand on the market value	In respect of residential properties including sectional title units.
0.0211 cents in the rand on the market value	0.0232 cents in the rand on the market value	In respect of industrial, business and commercial properties.
0.262 cents in the rand on the market value up to a maximum of R448,20 per month	0.288 cents in the rand on the market value up to a maximum of R493,02 per month	In respect of schools and properties used for worship or by welfare organisations.
0.2614 cents in the rand on the market value	0.288 cents in the rand on the market value	In respect of vacant properties.
0.0391 cents in the rand on the market value	0.0430 cents in the rand on the market value	In respect of state owned properties and public service infrastructure properties.
0.0391 cents in the rand on the market value	0.0430 cents in the rand on the market value	In respect of any other property not mentioned above.
Areas where there is no valuation roll	2016/17	2017/18
Sewered properties not included in the KwaDukuza or Mandeni valuation rolls.	50% of the water consumption and water charge levied on a monthly basis.	50% of the water consumption and water charge levied on a monthly basis.

Included in the Credit Control Policy

Note: All amounts above are excluding VAT

ANNEXURE C
SERVICE LEVEL
STANDARDS

Province: Municipality DC29 - Approved Schedule of Service Delivery Standards Table 2017-2018

Standard	Description	Service Level
Solid Waste Removal	Premise based removal (Residential) Frequency?	
Premise based removal (Business) Frequency?	Bulk Removal (Frequency)	
Removal Bags provided (Yes/No)	Garden refuse removal included (Yes/No)	
Street Cleaning Frequency in CBD	Street Cleaning Frequency in areas excluding CBD	
How soon are public areas cleaned after events (24hours/48hours/longer)	Cleaning of illegal dumping (24hours/48hours/longer)	
Recycling or environmentally friendly practices (Yes/No)	Licensed landfill site (Yes/No)	
Water Quality	Water Quality rating (Blue/Green/Brown/NO drop)	
Is fire water available to all? (Allergy to the indigent consumers)	Frequency of meter reading? (per month, per year)	Previously it was available to all but in 2014/15 financial year its only available to indigent consumers
Are estimated consumption calculated on actual consumption over (two months/three month/six month period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Per month 5 months period 4 months to 6 months maximum
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub-questions)	One service connection affected (number of hours)	2 hours
Up to 5 service connection affected (number of hours)	Up to 20 service connection affected (number of hours)	None
Feeder pipe larger than 80mm (number of hours)	What is the average minimum water flow in your municipality?	30 mega litres per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	How long does it take to replace faulty water meters? (days)	Yes
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Electricity Service	Yes, for new infrastructure
What is your electricity availability percentage on average per month?	Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated on actual consumption over (two months/three month/six month period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of outages (immediately/one day/two days/longer)	Are accounts normally calculated on actual readings? (Yes/No)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	How long does it take to replace faulty meters? (days)	
Do you have a plan in place to prevent illegal connections and prevention of electricity theft? (Yes/No)	How effective is the action plan in curbing the losses? (Satisfactory)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extent do you subsidize your indigent consumers?	How long does it take to restore sewerage breakages on average	Previously they were recuing rebate on sewer, as of 2014/15 they are not but are paying a rehabiled bill or a basic charge
Severe overflow? (hours)	Sewer blocked pipes: Large pipes? (Hours)	Average 2 hours
Sewer blocked pipes: Small pipes? (Hours)	Spillage clean-up? (hours)	4 hours
Replacement of manhole covers? (Hours)	Road Infrastructure Services	Average 2 hours
Time taken to repair a single pothole on a major road? (Hours)	Time taken to repair a single pothole on a minor road? (Hours)	2 hours
Time taken to repair a road following an open trench service crossing? (Hours)	Time taken to repair walkways? (Hours)	0.5 hour

Province: Municipality DC28 - Approved Schedule of Service Delivery Standards Table 2017-2018

Standard	Description	Service Level
Property valuations	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)		
Financial Management	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Decrease
Are there Council adopted business process (including the flow and management of documentation) leading to Total Balance?		No
How long does it take for an invoice to be paid from the date it has been received?	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Average 30 days Yes
Administration	Reaction time on enquiries and requests?	plus minus 21 days with a one month cycle before we bill
Time to respond to a verbal customer enquiry or request? (working days)	Time to respond to a written customer enquiry or request? (working days)	21 days but depending on enquiry
Time to resolve a customer enquiry or request? (working days)	What percentage of calls are not answered? (5%, 10% or more)	within five months cycle one month cycle less than 5%
How long does it take to respond to voice mails? (hours)	Does the municipality have control over locked enquiries? (Yes/No)	our phones does not follow voicemails Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Is there a reduction in the number of complaints or not? (Yes/No)	Yes on conventional system, and its since the implementation of prepaid makes an unfamiliar territory to consumers One day at the main office, and on satellites upon receiving the documents
How long does it take to open an account to a new customer? (1 day/2 days/ a week or longer)	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	There is a process timetable in place that is followed up by SCM every week
Community safety and licensing services	How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	
How long does it take to de-register a vehicle? (minutes)	How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire services to an incident? (minutes)	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Economic development	Enterprise Ilembe is currently implementing 7 projects which are (1) Agricultural Processing Turnkey, (2) HSIF Transportation, (3) Ilembe Vineyards and cooperative winery, (4) Ilembe Biobased Processing Facility, (5) Ilembe Processing Facility, (6) Ilembe Broadband, and (7) Open Fields.
How many economic development projects does the municipality drive?	How many economic development projects are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	All the projects listed above are located in the FSEP, IDP as growth and catalytic project in the following sector, Agriculture, Tourism, Manufacturing, Service, and Renewable Energy
What percentage of the projects have created sustainable job security?	Agriculture is considered to be one of the biggest employer in the District. However, projects such as the Agricultural tunnels, Vineyards, Open Field and processing facility have created the most jobs. Agricultural Processing Turnkey - 55 Individuals, HSIF Transportation - 40 Individuals, Ilembe Vineyards and cooperative winery - 51 Individuals, Ilembe Processing Facility - 8 Individuals, and Open Fields - 348 Individuals	Ilembe District Municipality has established a Development Agency mandated to drive Local Economic Development and promote trade and investment promotions within the District. This agency is called Enterprise Ilembe. The Agency offers support, project management, project facilitation from inception to project hand over, as well as issues that arise are transferred to the community members involved in the projects. Enterprise Ilembe also sources grant funding from funding institutions such as DDCOTA, EDTEA, IDC, DBSA on behalf of the communities in need of catalytic intervention. Moreover, Enterprise Ilembe puts up the cooperatives/labourers which are already working in the projects with skilled investors to ensure that the projects are sustainable in the long run.
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Other service delivery and communication	Yes
Is an information package handed to the new customer? (Yes/No)	Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humane manner? (Yes/No)		Yes, although there are complaints around customer care

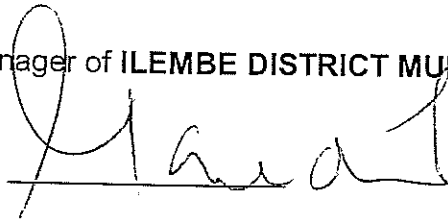
Quality certificate

I **P.N GAMEDE**, municipal manager of **ILEMBE DISTRICT MUNICIPALITY**, hereby certify that the annual budget and supporting documentation have been prepared in accordance with the Municipal Finance Management Act and the regulations made under the Act, and that the annual budget and supporting documents are consistent with the Integrated Development Plan of the municipality.

Name: **P.N GAMEDE**

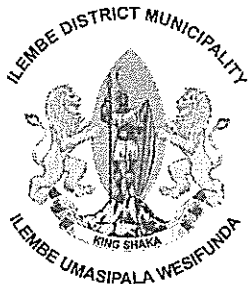
Municipal manager of **ILEMBE DISTRICT MUNICIPALITY**

Signature:



Date:

24/03/2017



**ILEMBE DISTRICT MUNICIPALITY
ILEMBE –UMASIPALA WESIFUNDA**

EXTRACT FROM THE MINUTES OF A SPECIAL COUNCIL OF ILEMBE DISTRICT MUNICIPALITY HELD IN THE BOARDROOM, EXECUTIVE COMMITTEE SUITE, ILEMBE HOUSE, MAHATMA GHANDI STREET, KWADUKUZA ON WEDNESDAY, 29 MARCH 2017, COMMENCING AT 10H00

- Present:** Councillors: LR Makhathini (Speaker) (Chairperson), SS Gumede (Mayor), MD Shandu (Deputy Mayor), AM Baardman, IP Dube, PS Goba, A Gopaul, MW Hubner, AM Baardman, MA Maphumulo, MV Mhlongo, ZM Mhlongo, MD Mpofu, MS Ntuli, SF Ntuli, S Oudhram, DM Sithole, R Singh, JG Van Wyhe, AM Gwala, CT Kumalo, S Zondi and GN Zungu, NB Hlongwa, MS Mhlongo, MS Singh, NC Nene, NH Ngcobo and ML Ngidi
- Absent:** Councillors: IN Vilakazi (with apology), ME Ngidi (with apology), A Gopaul (with a leave of absence), PS Goba (with apology), MV Shezi, TS Jali, Inkosi VT Ngcobo, Inkosi S Khumalo (with apology), Inkosi DZ Gumede and Inkosi NA Bhengu
- Officials:** Mrs NP Gamede (Municipal Manager), Mr NG Kumalo (Director: Corporate Services), Ms NY Mathonsi (Director: Corporate Governance), Mr K Mthonjeni (Director: Technical Services), Mr T Shezi (Manager: Expenditure), Mr LK Mncube (Manager: Planning and IDP), Mr E Ngcobo (Manager: Assets and Logistics), Mr J Ngcane (Manager: Technical Services), Mr A Horton (Manager: Legal Services), Mr S Ngubane (Manager: Disaster Risk Manager), Mr N Mkhize (Manager: PMU), Ms K Pillay (Manager: PMS), Ms A Gogo (Project Manager: MSCOA), Mrs T Mpetsheni (Manager: Enterprise Risk), Mr R Ganesh (Manager: Water Quality), Mr MD Gumede (Manager: Revenue), Ms Z Nqala (Manager: Communications), Mr E Bhengu (Manager: WSP), Ms NP Tshembeni (Principal Admin. Officer), Ms T Ngcobo (Acting CEO: Enterprise Ilembe), Ms P Sbiya (LED Officer), Ms MB Khumalo (Manager Support Services), Mr N Nzuza (Manager HR), and B Mgobhozi (Committee Officer)

Traditional Leaders: Inkosi MW Qwabe and Inkosi SA Hlongwa,

C316
APPROVAL OF THE ILEMBE DISTRICT MUNICIPALITY DRAFT INTERGRATED DEVELOPMENT PLAN 2017-2022: Report dated 17 March 2017 by the Manager Planning and IDP (Pages 10-13)

The Manager Planning and IDP took members through the report which its purpose was to submit for the consideration of Council, the Draft Ilembe Integrated Development Plan for the period 2017 to 2022.

He then reported that this report seeks to obtain the approval of the Council regarding the Draft IDP Plan for the period 2017-2022.

After the discussion it was then,

RESOLVED

1. That the draft 2017 to 2022 Integrated Development Plan for Ilembe District Municipality be approved
2. That the draft IDP be submitted to the KZN MEC: Cooperative Governance and Traditional Affairs for comments.
3. That the stakeholder consultation process shall commence, and thereafter once all inputs have been considered, the final IDP to be brought to Council for consideration.

CERTIFIED CORRECT

MRS PN GAMEDE
MUNICIPAL MANAGER

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