

## COMPLAINT TYPES AND RESPONSE TIME

	Response Time	Priority
<b>JOHANNESBURG ROADS AGENCY</b>		
INFORMATION		
Information request	Immediately	
ROAD SIGNS & MARKING		
Missing Traffic signs/ damage boards	5 days	
Street name misspelled on pole	5 days	
ROADS & FOOTWAYS		
Armco barriers / Guard rails	New – 30 – 60 days only for investigations, damaged rails based on stock available	
Bollards required	14 days after exception of quote	
Bridges structural deterioration	3 days	
Claims	2 days after received from our Legal department	
Dislodged / Broken K I Slab	3 working days	
Encroachments	Warning letter will be sent within a week giving 21 days notice	
Existing road closure / Access control	Depending on activity	
Footway Trenches / Excavations	7 days after receiving the order	
Gravel roads / Grading	On annual programme	
High level vehicle entrance	14 days	
Loose / silt gravel	7 days (week)	
Manhole covers missing	2 days	
Missing / damaged kerb or gutters	14 days	
New footway or kerb line required	Capex, pending on funds from the City	
New vehicle entrance	10 days after exception of quote	
Pothole in road or footway	3 days	
Required: cross pavement pipe	Up to 30 days	
Road closures / Access control	30 – 60 days for investigation	
Road collapse / subsiding	Immediate to make safe	
Road marking faded / missing / paint	3 days	
Road widening	Capex, pending on funds from the City	
Spills in road	Immediate	
Spoil and rubble	7 days	
Traffic control requests / calming	30 – 60 days	
Trench Across Road / Reinstatement	7 days after receiving order	
Weeds / grass on pavement	On Level 1 programme	
Work in progress, no proper barricading	Immediate	
STORMWATER & EROSION		
Blocked kerb inlet	3 days	
Flash floods	Immediate, after hours by standby team	
New storm water system	Capex, pending on funds from the City	

	<b>Response Time</b>	<b>Priority</b>
Riverbank erosion	Investigated by Engineers	
<b>TRAFFIC SIGNALS</b>		
All out – All Lamps / Phase	1 day	
All out breakdown	1 day	
All out vandalism theft	3 days	
Flashing – vandalism theft	1 day	
Level 1 or Repairs	1 day	
Repairs – Pole over	3 days	
Traffic signal – False Emergency	1 day	
Traffic signal – Synchronization	3 days	
Traffic signal – Telkom line down	3 days	
Traffic signal – Timing	3 days	
Traffic signal All out – Pole over	3 days	
Traffic signal All out – Power failure	1 day	
Traffic signal – Flashing	1 day	
Traffic signal stuck – vandalism / Theft	1 day	
Traffic signal stuck / Erratic	1 day	
Traffic signal vandalism / Theft	1 day	
Traffic signals not synchronized	3 days	
<b>CITY POWER</b>		
<b>POWER : STREETLIGHTS</b>		
Complaint: Pole on ground	7 days	High
Damaged high mast pole	7 days depend on availability of opex	
General	7 days	
High mast section on	1 day	Medium
High mast section out	7 days	High
Individual light on	7 days	Medium
Pole damaged	7 days	Medium
Repair streetlight pole	7 days	High
Section out	7 days	High
<b>POWER COMPLAINTS</b>		
Illegal connection	5 days	
Meter box not installed	21 days	
Meter not read	72 hours	
Quality of supply	4 hours (LV)	Medium
Remove rubble	Immediately	
Size of supply	21 days	
Supply not switched on	4 hours (LV)	
Water in chamber	Immediately	High
<b>POWER REQUESTS</b>		
A Bulk or commercial development	21 days	
Amend application	Immediately	
Change of particulars	Immediately	
General		
Information request	Immediately	
New connection 1 phase	21 days	

	<b>Response Time</b>	<b>Priority</b>
New connection 3 phase	21 days	
Remove application		
Special meter reading	72 hours	
Special reading	72 hours	
<b>POWER METER GENERAL</b>		
General		
Meter not turning	5 days	
Meter too fast	5 days	
Meter too slow	5 days	
<b>POWER: HOUSELIGHTS</b>		
Burnt out meter	5 days	
Cut offs	21 days after due date	
Faulty meter	5 days	
Fire on pole	Immediately	High
Leakage problem	Customer's responsibility	
Move meter box	21 days	Low
No power	4 hours	Medium
One phase out	4 hours	Medium
Shock from taps	Immediately	High
Trees flashing overhead lines	Immediately	High
Information request	Immediately	
<b>JOHANNESBURG WATER</b>		
<b>J W CLAIMS</b>		
Admin public Injury	10 days	
J W Admin Insurance claim	15 days	
<b>J W DISCONNECTIONS / RECONNECTIONS</b>		
High pressure	2 days	
Intermittent supply	1 day	
Lack of pressure	2 days	
No water – Area outage	1 day	
No water – individual	1 day	
<b>J W SEWERAGE GENERAL</b>		
Request for desludging – informal Housing	4 days	
Sewer: Blockage private / unpaid	1 day	
Sewer: Blockage private / charge payable	1 day	
Sewer: locate Manhole	5 days	
Sewer: Main Blockage	1 day	
Sewer: Manhole / cover / repair / lower	2 days	
Sewer: Repair broken connection	1 day	
Sewer: Request vacuum service T Desludging	4 days	
Sewer: Request for vacuum service COD	4 days	
Sewer: Sewerage odour	3 days	
<b>J W TECHNICAL GENERAL QUERIES</b>		
Locate fire hydrant	1 day	
Manhole cover complaints	2 days	

	<b>Response Time</b>	<b>Priority</b>
Water: customer investigation		
J W WATER LEAK		
Fire hydrant cover missing	7 days	
Fire hydrant leak / maintenance	2 days	
Leaking connection	4 days	
Leaking main	2 days	
Major burst flooding	2 days	
Minor burst no flooding	2 days	
J W WATER METERS TECHNICAL		
Bees in meter box	3 days	
Pre Paid Awareness	1 day	
Pre Paid communication error	1 day	
Pre Paid consortium leaking plumbing fix	1 day	
Pre Paid consortium open trenches	1 day	
Pre Paid consortium re-instatement	7 days	
Pre Paid consortium retrofitting quality	1 day	
Pre Paid consortium underground leak	7 days	
Pre Paid faulty tag / card	1 day	
Pre Paid geyser investigations	3 days	
Pre Paid ISD community facilitator visit	1 day	
Pre Paid ISD tariffs Education	2 days	
Pre Paid cut offs	2 days	
Pre Paid late signage	7 days	
Pre Paid low pressure	1 day	
Pre Paid meter blocks	1 day	
Pre Paid meter leaking	1 day	
Pre Paid meter tamper	1 day	
Pre Paid meter valve malfunction	1 day	
Pre Paid missing / damaged tag / card	1 day	
Pre Paid no free basic water	1 day	
Pre Paid no signage agreement	2 days	
Pre Paid no tag / card	1 day	
Pre Paid no water	1 day	
Pre Paid tariff investigation	2 days	
Pre Paid wrong tag / card	1 day	
Request to move meter to new position	30 days	
Water: change meter	4 days	
Water: clean meter box	4 days	
Water: leaking meter	1 day	
Water: locate valve	1 day	
Water: meter / v-box / cover missing	21 days	
Water: meter faulty / dial spinning	4 days	
Water: meter stolen	7 days	
Water: meter damaged / vandalized	4 days	
Water: stopcock broken / damaged	4 days	
Water meter covered / unable to locate	30 days	
Water meter missing please investigate	14 days	
Water meter dial dirty / not clear	4 days	
Water meter needs to be moved	4 days	
Water meter running continuously	2 days	

	<b>Response Time</b>	<b>Priority</b>
Water meter stopped registering / stuck	4 days	
Water meter to be raised / lowered	4 days	
Water meter turning backwards	4 days	
<b>J W WATER QUALITY</b>		
Water: Animals in water	1 day	
Water: Bits in water	1 day	
Water: Colour of water	1 day	
Water: Dirty / Cloudy / Muddy	1 day	
Water: Illness complaint	1 day	
Water: Odour	1 day	
Water: Stained washing	1 day	
Water: Taste	1 day	
Water: Water quality	1 day	
Water: Water sample test	7 days	
Water: White water (Aerated)	1 day	
<b>J W WATER RE-INSTATEMENTS / EXCAVATIONS / CLEAN UP</b>		
Sewer: Debris / Rubble Barricade / Backfill	5 days	
Sewer: Re-instatement Contractor / Agency		
Water: Debris / Rubble Barricade / Backfill	5 days	
Water: Re-instatement Contractor / Agency		
<b>PIKITUP</b>		
<b>COMMERCIAL BILLING</b>		
Change of billing details	48 hours	
Incorrect number of bins	48 hours	
Incorrect tariff	48 hours	
No Refuse charge	48 hours	
Payment not reflected	48 hours	
Refund Account	168 hours	
<b>COMMERCIAL SERVICE</b>		
240/ Bin New	72 hours	
Bin Damage	72 hours	
Bin Stolen	72 Hours (if stock available)	
Cancellation of service	72 hours	
Commercial Additional 240/ bin	72 hours	
Compost	72 hours	
Increase / Reduction in service	48 hours/ 720 hours	
Permanent containers	72 Hours (3 full working days)	
Safe disposal	48 hours	
Temporary containers	72 Hours (3 full working days)	
Wet waste	8 hours	
<b>COMPLAINT</b>		
Christmas box complaint	120 hours	
Collections not picked up	8 hours	
Complaint on Pikitup staff	120 hours	
Damage to property	2160 hours	

	<b>Response Time</b>	<b>Priority</b>
Dead animals	24 hours	
Garden sites	48 hours	
Illegal dumping	168 hours	
Landfill sites	72 hours	
Street cleaning	120 hours	
<b>DOMESTIC BILLING</b>		
Domestic incorrect No of bins	48 hours	
Domestic Incorrect tariff	48 hours	
Domestic No refuse charge	48 hours	
Domestic Payment not reflected	48 hours	
Domestic Refund on Account	168 hours	
Domestic change of billing details	48 hours	
<b>DOMESTIC SERVICE</b>		
Additional 240/ Bin	72 hours (if stock available)	
Bin damaged	72 hours (if stock available)	
Bin stolen	72 hours (if stock available)	
Compost	72 hours	
New 240/ Bin (domestic)	72 hours (if stock available)	
Permanent Container	72 hours	
Safe disposal	48 hours	
Temporary container	72 hours	
<b>REQUEST FOR INFO</b>		
240/ Bin or Bulk containers	72 hours	
Balance on Account	72 hours	
Clean up campaigns	72 hours	
Collection	8 hours	
Garden waste	48 hours	
Recycling	72 hours	
Tariffs	72 hours	
<b>CITY PARKS</b>		
<b>CEMETRIES</b>		
Cemetery maintenance	4 weeks	
Development & Upgrading	Capex	
Information request	Immediately	
<b>NATURE RESERVE / RT / CON</b>		
Information request	Immediately	
Nature reserve & river trail maintenance	4 weeks	
<b>OPEN SPACES / GRASS</b>		
Grass cutting	4 weeks	
<b>PARK / BOTANICAL GARDENS</b>		
Development upgrading	Capex	
Information request	Immediately	
Parks maintenance	4 weeks	

	<b>Response Time</b>	<b>Priority</b>
TREES		
Collection of branches	1 day (7 days – 30 days if the is a backlog)	
Fallen trees of branches	Emergency – 2 hours	
Planting of trees	15 – 20 days (upon written request)	
Pruning of trees	30 days	
Removal of trees	30 days	
Tree root problem	30 days	