

Definitions, notes and abbreviations

1. Employees

Employees are those people who work for an organisation or employer for pay, profit or family gain.

2. Full-time employees

Full-time employees are those employees (permanent, temporary or casual) who normally work the agreed hours for a full-time employee in a specific occupation. If agreed hours do not apply, employees are regarded as full-time employees if they normally work 35 hours or more per week.

3. Part-time employees

Part-time employees are those employees (permanent, temporary or casual) who are not full-time employees as defined above or who normally work less than 35 hours per week.

4. Managerial positions

For the purpose of this survey, managerial positions refer to Section 57 managers, according to the Local Government Municipal System Act, 2000 (Act 32 of 20 November 2000) and other managers according to the municipal organogram.

5. Household

A group of persons who live together, and provide themselves jointly with food or other essentials for living, or a single person who lives alone.

When estimating the number of households receiving any service, or level of service, please try and account for multiple households served by the same billing unit or delivery point as follows:

- In the case of a block of flats, include the total number of individual flats or units whether they have one meter for the whole block or individual meters.
- In the case of separate stands, where there are known to be additional households either in the main dwelling or in 'granny flats', backyard rooms or backyard shacks, estimate the total number of households serviced as far as you are able.

6. Formal dwelling

A structure built according to approved architectural plans and intended for human habitation. This includes a house on a separate stand, a flat or apartment in a block of flats, a townhouse/duplex/simplex, and a house, room or flatlet in a backyard or on a shared property.

7. Informal dwelling

A makeshift structure not erected according to approved architectural plans. This includes shacks or shanties in informal settlements or in backyards.

8. Traditional dwelling

Dwelling made of clay, mud, reeds or other locally available materials. This is a general term that includes huts, rondavels, etc. Such dwellings can be found as single units or in clusters.

9. Broad-based approach

Approaches whereby everyone receives free basic services on the current billing system of the municipality.

10. Targeted approach

Target approach means a system whereby only indigent households receive the benefits of the free basic services programme as mutually determined by the Service Provider and Service Authority;

“**Service Provider**” means an agent (person or institution or any combination of persons and institutions), which provides municipal service(s) on behalf of the Service Authority;

“**Service Authority**” means the authority of a municipality to regulate the provision of municipal service(s) by a service provider.

11. Infrastructure

Physical structures used for the delivery of services (e.g. power lines, pipes, roads, assets such as trucks and equipment to unblock sewerage, pay point offices and computers).

12. Free basic services

Free basic services refers to a basket of four services namely, water, electricity, sewerage and sanitation and solid waste management, a basic amount of which government has committed itself to provide free to all poor households.

13. IDP

Integrated Development Planning is a process by which municipalities prepare five-year strategic plans that are reviewed annually in consultation with communities and stakeholders.

14. DWAF

Department of Water Affairs and Forestry.

Part 1 – Total number of employees in the municipality as at 30 June 2004

Note: Superscript numbers refer to the items in the definitions, notes and abbreviations.
(refer to page 1-2)

Employees¹

	Number of persons employed		Vacant posts	Total
	Full-time ²	Part-time ³		
1.1 All Managerial positions⁴				
1.2 Rates and General Services (excluding managerial positions)				
Health				
Ambulance				
Fire protection services				
Solid waste management				
Roads and streets				
Traffic, safety and security				
Sewerage and sanitation				
Parks and recreations.....				
General administration				
Other positions.....				
Total				
1.3 Housing and Trading Services (excluding managerial positions)				
Electricity				
Water				
Other positions.				
Total				

**Part 3 – Particulars related to service provision by the municipality as at
30 June 2004**

3.1 Does the municipality provide the following services?

	Yes	No
Water.	<input type="checkbox"/>	<input type="checkbox"/>
Electricity.	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage and sanitation	<input type="checkbox"/>	<input type="checkbox"/>
Solid waste management.	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify).	<input type="checkbox"/>	<input type="checkbox"/>

3.2 If answer is No, in 3.1, please provide the name of service provider

Water.	<input type="text"/>
Electricity.	<input type="text"/>
Sewerage and sanitation	<input type="text"/>
Solid waste management.	<input type="text"/>
Other (specify).	<input type="text"/>

3.3 Does the municipality have infrastructure¹¹ to provide the following services?

	Yes	No
Water	<input type="checkbox"/>	<input type="checkbox"/>
Electricity.	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage and sanitation	<input type="checkbox"/>	<input type="checkbox"/>
Solid waste management.	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify).	<input type="checkbox"/>	<input type="checkbox"/>

3.4 Number of households to which services are provided by the municipality

*Water.	<input type="text"/>
Electricity.	<input type="text"/>
**Sewerage and sanitation	<input type="text"/>
Solid waste management	<input type="text"/>

***(Number of households receiving water must correspond with the answer to Question 4.2 (total served through a delivery point))**

**** (Number of households receiving sewerage and sanitation must correspond with the answer to Question 4.3)**

3.5 Does the municipality have a policy in place relating to free basic services¹²?

	Yes	No
Water	<input type="text"/>	<input type="text"/>
Electricity.	<input type="text"/>	<input type="text"/>
Sewerage and sanitation	<input type="text"/>	<input type="text"/>
Solid waste management	<input type="text"/>	<input type="text"/>

3.6 If yes, has the policy been implemented?

	Yes	No
Water	<input type="text"/>	<input type="text"/>
Electricity	<input type="text"/>	<input type="text"/>
Sewerage and sanitation	<input type="text"/>	<input type="text"/>
Solid waste management	<input type="text"/>	<input type="text"/>

3.7 Number of households with access to free basic services

Water	<input type="text"/>
Electricity.	<input type="text"/>
Sewerage and sanitation	<input type="text"/>
Solid waste management	<input type="text"/>

3.8 Does the municipality have an indigent support policy in place?

	Yes	No*
Water	<input type="checkbox"/>	<input type="checkbox"/>
Electricity.	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage and sanitation	<input type="checkbox"/>	<input type="checkbox"/>
Solid waste management	<input type="checkbox"/>	<input type="checkbox"/>

***If No, go to Question 3.11**

3.9 If Yes, has the policy been implemented?

	Yes	No
Water	<input type="checkbox"/>	<input type="checkbox"/>
Electricity.	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage and sanitation	<input type="checkbox"/>	<input type="checkbox"/>
Solid waste management	<input type="checkbox"/>	<input type="checkbox"/>

3.10 Number of households which benefit from the indigent support

Water	<input type="text"/>
Electricity.	<input type="text"/>
Sewerage and sanitation	<input type="text"/>
Solid waste management.	<input type="text"/>

	Yes	No
3.11 Has the municipality submitted an IDP¹³?....	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
3.12 Has the municipality submitted a Water Services Development Plan to the relevant department for comment?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
3.13 Is there a monitoring system in place for drinking water quality?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
3.14 Is there a monitoring system in place for effluent discharges?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	
3.15 Has the municipality signed a funding agreement with Eskom?	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes	No	
3.16 Does the municipality has an HIV/AIDS policy?	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes	No	
3.17 Has the municipality acquired any of the previously DWAF ¹⁴ run water schemes?.....	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes	No	
3.17.1 If Yes, have the personnel from these schemes been transferred to the municipality?	<input type="checkbox"/>	<input type="checkbox"/>	
 3.18 Have any of these services been privatised/ commercialised or outsourced?			
	Yes	No	Partly
Water.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage and sanitation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solid waste management.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 4 – Particulars of services provided between 01 July 2003 and 30 June 2004

4.1 Electricity

Units bought ('000 kWh) per annum

Cost per unit bought (R).....

Units sold (excluding free electricity distributed) ('000 kWh) per annum

Cost per unit sold* (R).

*Total expenditure of providing electricity divided by the total electricity sold

Units lost in distribution ('000 kWh) per annum

Units distributed as a free basic service ('000 kWh) per annum

Number of pre-paid meters installed.

4.2 Water

Water supplied in kl per annum by:

Own Sources.....

Water Board.....

Other Water Services Provider

Cost per kl bought (R).....

Kl distributed for own use (e.g. parks and recreation).....

Units lost in distribution kl per annum.....

Units sold (excluding free water distributed) kl per annum.....

Cost per kl sold* (R).....

*Total expenditure of providing water divided by the volume of water sold

Units distributed as a free basic service kl per annum

Number of households served through a delivery point:

Inside the yard

At a distance **less** than 200m from yard.

At a distance **more** than 200m from yard.

Total number of households served through a delivery point
(total must correspond with the answer to the water section of Question 3.4)

Does the municipality have a help desk which can receive complaints about the interruptions in water supply?.....

Yes

No

If Yes, does the municipality have a way of responding to these interruptions?

Yes

No

If Yes, how soon does the municipality respond? (Tick one)

Same day.....

Within two days.....

Within a week.....

Longer than a week

4.3 Sewerage and sanitation

Number of households serviced through:

Flushing toilet connected to a public sewerage system

Flushing toilet connected to a septic tank

Bucket system

Ventilated improved pit latrine toilet.....

Basic unventilated pit latrine toilet.....

Chemical toilet

Number of households without toilet facility.....

4.4 Percentage payments level for

Rates and General Services

Housing and Trading Services.....

4.5 Percentage of the budget spent on capital infrastructure.....

4.6 Percentage of the budget spent on water infrastructure.....

4.7 Percentage of the budget spent on sewerage and sanitation infrastructure.....

4.8 Percentage of the budget spent on maintenance of water infrastructure.....

4.9 Percentage of the budget spent on maintenance of sewerage and sanitation infrastructure.....

4.10 Percentage of the budget actually spent on skills development plan...

**Part 5 – Information and services for schools, community facilities
and health institutions as at 30 June 2004**

5.1 How many schools are located in this municipality?.....

5.2 How many of these schools receive water from the municipality?.....

5.3 How many of these schools receive sewerage and sanitation services
from the municipality?.....

5.4 How many of these schools receive both water and sewerage and
sanitation services from the municipality?.....

5.5 How many government health facilities are located in the
municipality (including hospitals and clinics)?.....

5.6 How many of these health facilities receive water from
municipality?.....

5.7 How many of these health facilities receive sewerage and sanitation
services from municipality?.....

5.8 How many of these health facilities receive both water and sewerage
and sanitation services from municipality?.....

5.9 Has there been an outbreak of Diarrhoea (Runny tummy)
in the municipal area in the last year
(01 July 2003-30 June 2004)?

Yes

No

Part 6 – Details of informal traders as at 30 June 2004

- 6.1** How many informal traders do you estimate are operating in public open spaces/ areas (e.g. kerbside, taxi ranks, train stations, etc)..... **Number**
-
- 6.2** What percentage of those informal traders (to the nearest 10%) do you estimate to be provided with the following services by the municipality?
- Percentage (%)**
- Water.....
- Electricity.
- Refuse collection.....
- Shelter.....
- Storage facilities.....
- Ablution facilities (toilets).....
- Other (specify).....

Part 7 - Comments

7.1 To minimise queries from Stats SA regarding the data provided, please give comments on:

- Any information you have supplied in this questionnaire that you are doubtful of.
- Any unusual circumstances affecting the data provided.
- Any other difficulties with the completion of the questionnaire.
- Questions where only estimates could be provided.

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7.2 Please state your preferred way of communicating with Stats SA in future.

Mail

Fax Fax number.

Email Email address.

Other (specify)

Please retain a copy for your records.

Please ensure front of questionnaire is completed.

Thank you for completing this questionnaire.

Office use only		
Status	Name	Date
Received		
Checked		
Captured		
Edited		