



Dear Councillors

MEMORANDUM - ONLY FORMAL CHANNELS TO BE USED TO REPORT SERVICE FAULTS

During the Covid-19 pandemic, community WhatsApp/Facebook groups, and other forms of social media, had been used to communicate with – or give updates to – residents and City officials on service delivery matters, particularly fault reporting.

I now implore all councillors and their staff **to refrain from using informal communication methods** when logging, or assisting residents in logging their service requests; and encourage you to **only** use the following **official, formal** channels instead:

1. The [City's mobile app](#) is available for download in the [Apple App Store](#) and [Google Play Store](#) or visit www.capetown.gov.za, or specifically click on: [e-Services and municipal accounts \(capetown.gov.za\)](#)
 - a. To register for e-Billing;
 - b. To [apply for a rates rebate](#), get copies of your invoices and view or download your statements;
 - c. [Pay your municipal rates and services accounts](#);
 - d. [Register for e-billing](#) to receive your invoice via email;
 - e. Enter your [meter readings](#) and/or view your meter reading dates;
 - f. Subscribe to receive SMS notifications relating to your meter readings, or view your water, sewerage and electricity usage history;
 - g. View your [property valuation](#) and [object to your property valuation](#); and
 - h. To log service request(s).
2. [WhatsApp](#) - in this case **only** to **060 018 1505** for water and sanitation-related faults and service requests.
3. **SMS** to **31220** (electricity faults) or **SMS** to **31373** (water and sanitation faults)
4. **Email** to accounts@capetown.gov.za and water@capetown.gov.za

Please do not use WhatsApp channels and/other groups on social media for the abovementioned purposes, as they are not intended to be used for the formal logging or escalating of service requests.

Doing so puts immense pressure on City staff and officials, who then need to deal with an increased workload due to duplicate service requests.

This in turn, results in inadequate tracking, the underreporting of the service requests and unnecessary service delivery delays, and undermines the current Service Request Management Process.


The [service request application tool](#) for fault reporting was recently updated with numerous improvements and features:

- Improved location targeting for service requests from informal areas and public open spaces by replacing Google Maps with the City's GIS viewer;
- One can also now subscribe to status updates on existing service requests such as burst pipes, potholes, electricity outages;
- More search filters to help select the correct category for a complaint or service request;
- To reduce service delays (due to incorrectly categorised complaints) new descriptions for tricky categories have been added, to allow for more accurate service request logging.

The [service request application tool](#) now also features the option to dispute a closed service request. Disputes may be submitted where work has not been done, or is incomplete. Please ensure that dispute submissions contain attached evidence (such as photographs). The dispute submission will then be escalated to the City's response teams for investigation and/intervention.

Your full cooperation, and assistance in encouraging your respective communities to use only the abovementioned, formal channels to log service delivery matters and/ faults, is greatly appreciated.

Yours sincerely,



Date: 14 February 2024

**ALDERMAN FELICITY PURCHASE
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