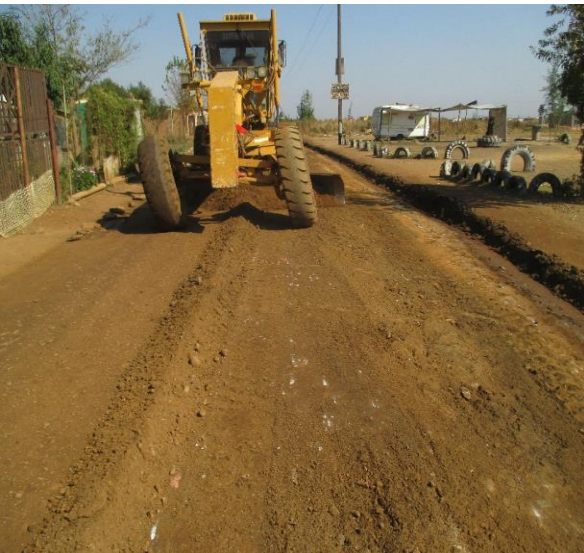


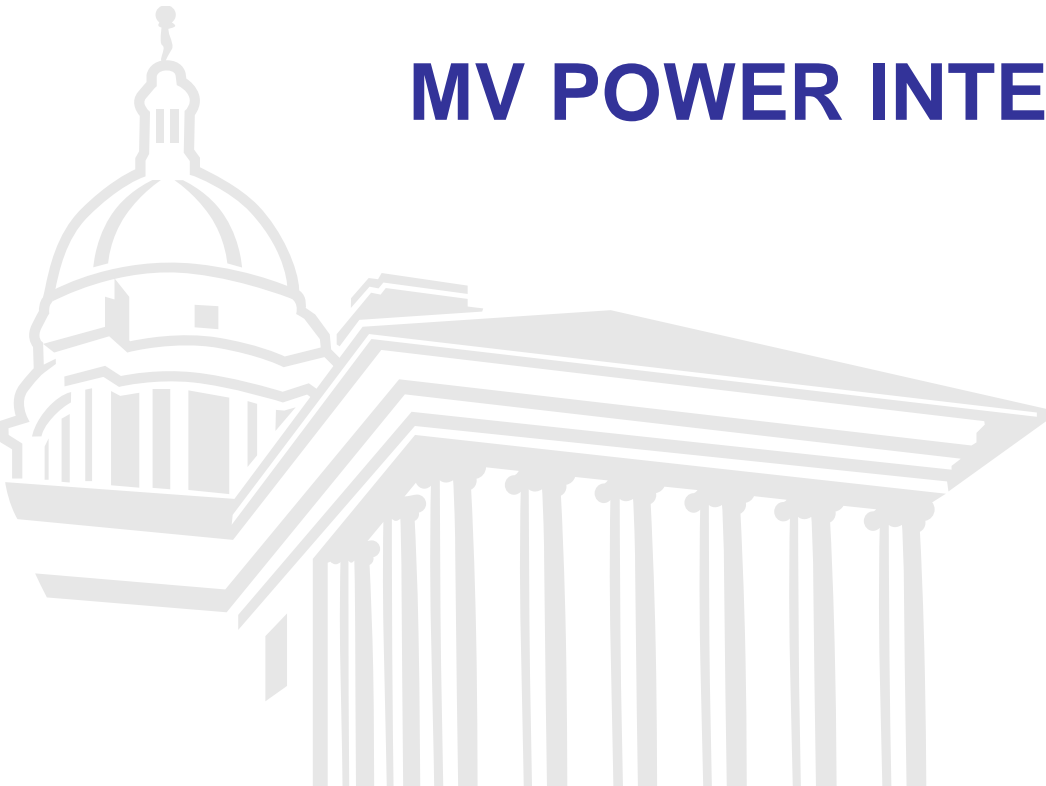
ROC SDWR PRESENTATION

30 JUNE 2021



ENERGY AND ELECTRICITY SERVICES

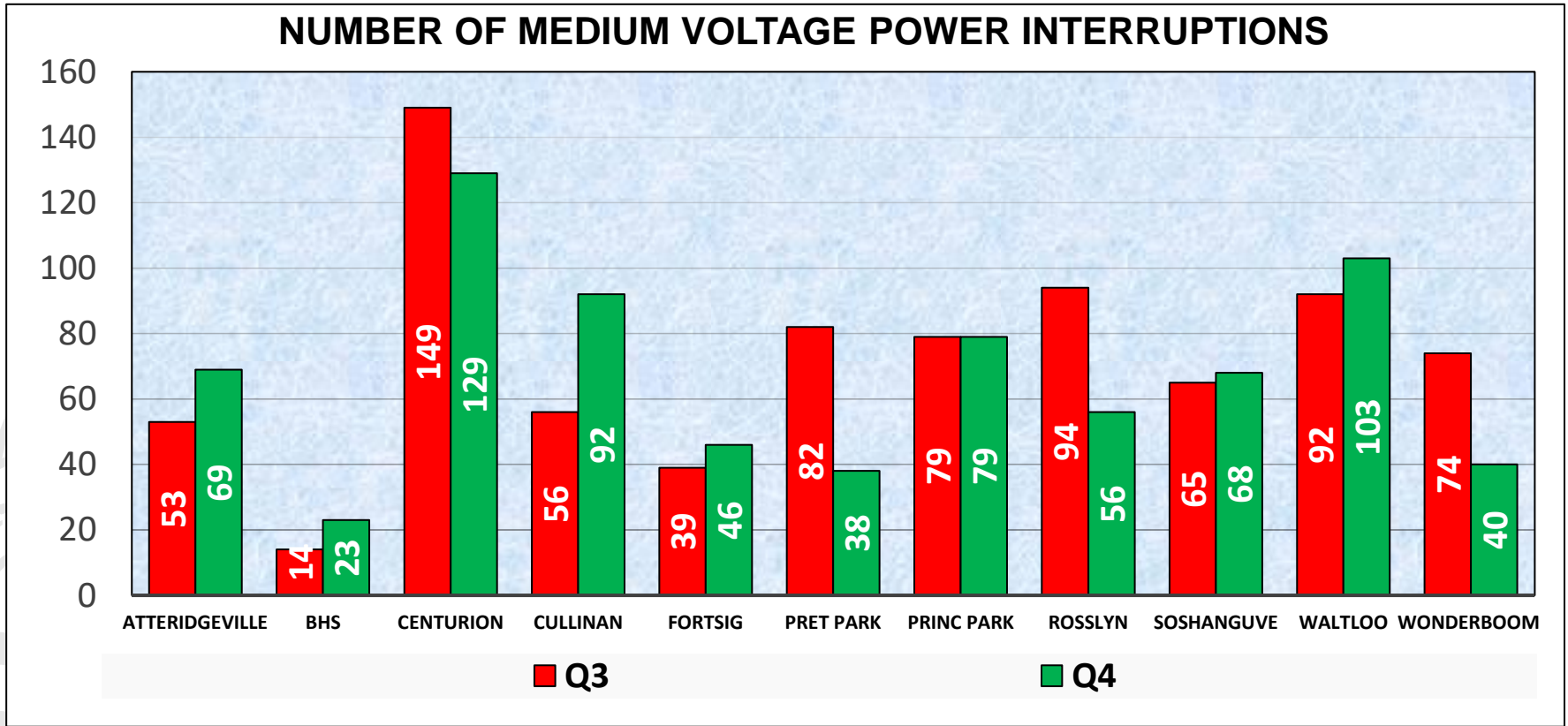
MV POWER INTERRUPTIONS



MV POWER OUTAGES



Q3 = 797 and Q4 = 743 - TOTAL = 1540



MAIN CAUSES OF POWER OUTAGES

Period: Q3 & Q4



REGION	Underground Cables	Theft and Vandalism	Overhead Lines	Switchgear Failures	Network Overloads	22kV & Above	Dx Transformers
Region 1	94	52	10	33	14	0	8
Region 2	35	14	30	3	0	1	1
Region 3	147	52	14	13	26	12	9
Region 4	112	56	12	17	8	3	4
Region 5	33	9	15	3	31	4	1
Region 6	142	21	22	14	20	12	4
Region 7	18	6	1	1	9	0	0
TOTAL	581	210	104	84	108	32	27

BREAKDOWN OF OVERLOAD RELATED CAUSES

Period: Q3 & Q4



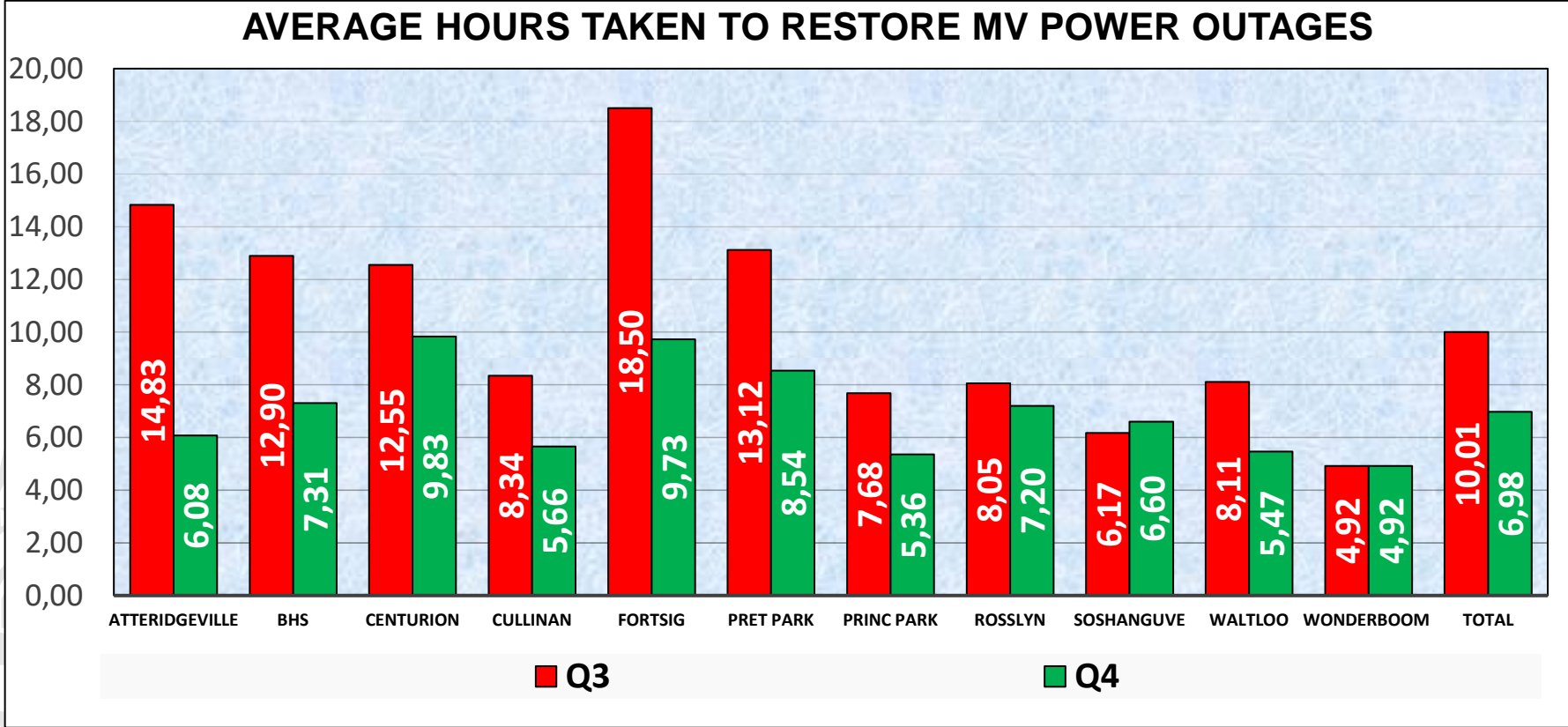
REGION	Network Overloads	DEPOT	Network Overloads	Cause of Overload	
				Illegals	Capacity
Region 1	14	Soshanguve	4	1	3
		Rosslyn	10	2	8
Region 2	0	Wonderboom	0	0	0
Region 3	26	Atteridgeville	26	24	2
		Fortsig	0	0	0
		Princess Park	0	0	0
Region 4	8	Centurion	8	2	6
Region 5	31	Cullinan	31	30	1
Region 6	20	Waltloo	15	7	8
		Pretorius Park	5	0	5
Region 7	9	Bronkhorstspruit	9	9	0
TOTAL	108	TOTAL	108	75	33

ILLEGAL CONNECTIONS-INVESTED AREAS



REGION	AREAS MAINLY AFFECTED BY ILLEGAL CONNECTIONS
REGION 1	Winterveldt and Mabopane (both Eskom), Soshanguve Blocks P, Y, W, T, V and SS
REGION 3	Phelindaba, Brazzaville, Saulsville, Lotus Gardens, Phomolong, Jeffsville and parts of Atteridgeville
REGION 4	Itireleng, Mooiplaats and Olievenhoutbosch
REGION 5	Refilwe Extensions 2, 3, 5, 7 and 10, Leeuwfontein Plots 120, 123, 124 and 125, Mahube Valley, Baviaanspoort Prison and WWTP
REGION 6	Mamelodi Extensions 6, 18 and 22, Mamelodi Phases 1 and 2 and Nellmapius supply zone.
REGION 7	Parts of Zithobeni

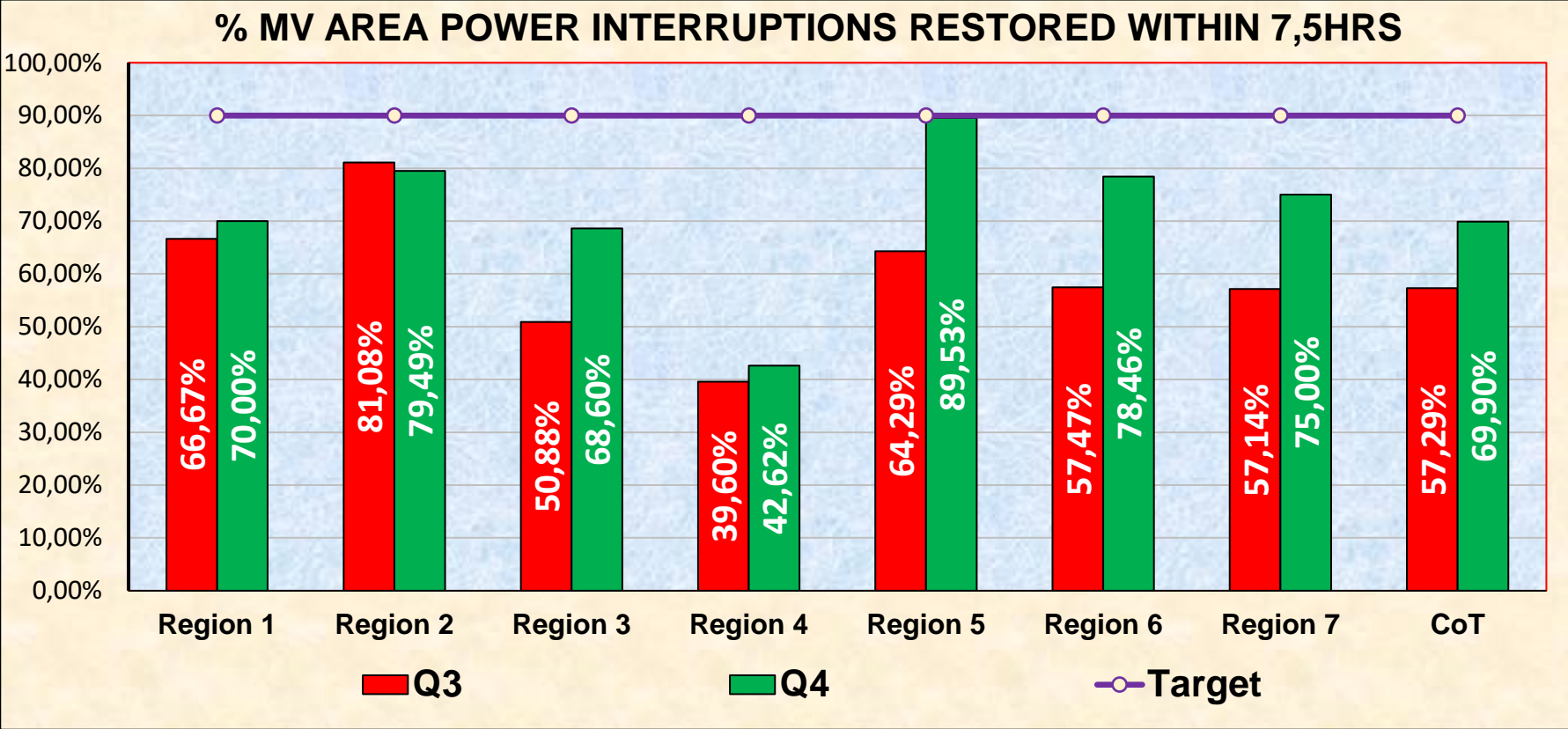
RESTORATIONS OF MV POWER OUTAGES



RESTORATIONS OF MV POWER OUTAGES



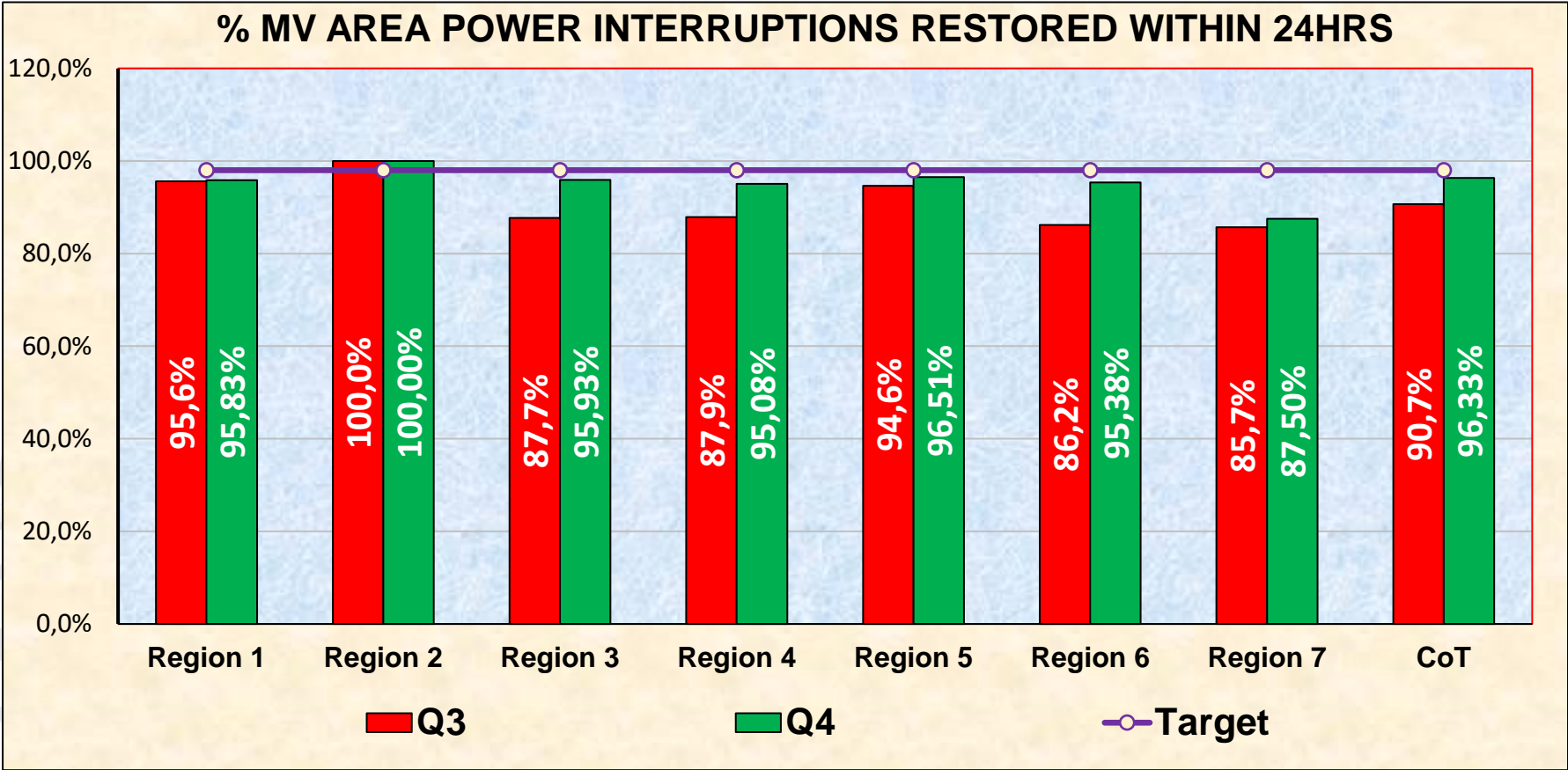
NRS047: Restored within 7.5hrs



RESTORATIONS OF MV POWER OUTAGES



NRS047: Restored within 24hrs



ENERGY AND ELECTRICITY SERVICES

PUBLIC LIGHTING MAINTENANCE



STREETLIGHTS MAINTENANCE



REGION	Number of Streetlights Restored			Illumination Level		
	Q3	Q4	TOTAL	TOTAL	ON	%
Region 1	9 370	4 972	14 342	45 000	32 513	72%
Region 2	7 342	5 231	12 573	30 000	28 462	95%
Region 3	25 545	17 896	43 441	61 456	44 412	72%
Region 4	14 305	12 206	26 511	44 000	41 500	94%
Region 5	7 127	7 074	14 201	7 779	7 018	90%
Region 6	15 942	11 916	27 858	55 209	47 630	86%
Region 7	3 302	2 480	5 782	3 434	3 332	97%
ROC Dept	82 933	61 775	144 708	246 878	204 867	83%

STREETLIGHTS MAINTENANCE

2020/2021 YEAR



AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS						STREETLIGHTS	
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	390	339	37	11	2	1	0
Region 2	45	40	5	0	0	0	0
Region 3	1057	834	202	12	8	1	0
Region 4	605	540	58	7	0	0	0
Region 5	24	19	5	0	0	0	0
Region 6	700	525	119	10	8	5	33
Region 7	1	0	1	0	0	0	0
No Region	15	14	1	0	0	0	0
TOTAL	2837	2311	428	40	18	7	33

HIGH MAST LIGHTS MAINTENANCE



REGION	HIGH MAST LIGHTS – ILLUMINATION LEVEL		
	TOTAL	ON	%
Region 1	686	612	89%
Region 2	538	499	93%
Region 3	144	110	76%
Region 4	37	23	62%
Region 5	75	61	81%
Region 6	109	83	76%
Region 7	169	158	93%
ROC Dept	1 758	1 546	88%

HIGH MAST LIGHTS MAINTENANCE

2020/2021 YEAR



AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS						HIGH MAST LIGHTS	
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	116	92	14	7	1	1	1
Region 2	31	19	12	0	0	0	0
Region 3	35	30	4	0	0	0	1
Region 4	12	10	2	0	0	0	0
Region 5	0	0	0	0	0	0	0
Region 6	12	9	3	0	0	0	0
Region 7	0	0	0	0	0	0	0
No Region	1	1	0	0	0	0	0
TOTAL	207	161	35	7	1	1	2

WATER DISTRIBUTION SERVICES

ROC



REPAIRS OF WATER Dx INFRASTRUCTURE

April to June 2021



NUMBER OF ALL SERVICE REQUESTS					QUARTER 4	
DIVISION	SERVICE REQUESTS		REPAIRED WITHIN SLA		OUTSTANDING SRs	
	Received	Repaired	Qty	%	Qty	Within SLA
Region 1	3 341	2 306	1 130	49%	1 035	688
Region 2	723	668	264	40%	55	40
Region 3	5 546	4 161	2 355	57%	1 385	942
Region 4	2 906	2 544	1 019	40%	362	270
Region 5	663	605	225	37%	58	36
Region 6	3 556	2 754	862	31%	802	567
Region 7	177	155	37	24%	22	16
No Region	6	2	2	100%	4	4
ROC Dept	16 918	13 195	5 894	45%	3 723	2 563

REPAIRS OF WATER Dx INFRASTRUCTURE



Main Service Requests (Summary)

NUMBER OF SERVICE REQUESTS					QUARTER 4	
DIVISION	Water Meters		Water Pipes		No Water/Pressure	
	Received	Repaired	Received	Repaired	Received	Repaired
Region 1	1 834	1096	758	623	500	470
Region 2	249	239	211	210	170	169
Region 3	1 541	917	1 877	1430	1 649	1576
Region 4	1 238	1123	414	382	925	837
Region 5	279	260	129	121	197	189
Region 6	1 511	1039	1 041	931	611	595
Region 7	110	103	30	27	15	15
No Region	0	0	2	1	0	0
ROC Dept	6 762	4 777	4 462	3 725	4 067	3 851

AGE ANALYSIS - OUTSTANDING WATER TASKS



All Water Distribution (Dx) Tasks

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				ALL TASKS			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	1193	826	347	14	4	0	2
Region 2	62	42	12	5	2	0	1
Region 3	1687	1131	508	37	11	0	0
Region 4	379	271	95	10	2	1	0
Region 5	74	48	23	2	1	0	0
Region 6	922	636	255	25	6	0	0
Region 7	28	20	6	0	1	0	1
No Region	5	5	0	0	0	0	0
TOTAL	4350	2979	1246	93	27	1	4

AGE ANALYSIS - OUTSTANDING WATER TASKS



Water Leaks due to Meters

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				WATER METERS			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	877	648	227	2	0	0	0
Region 2	11	10	1	0	0	0	0
Region 3	761	495	249	13	4	0	0
Region 4	120	97	22	0	0	1	0
Region 5	26	17	8	0	1	0	0
Region 6	533	369	159	4	1	0	0
Region 7	7	7	0	0	0	0	0
No Region	0	0	0	0	0	0	0
TOTAL	2335	1643	666	19	6	1	0

AGE ANALYSIS - OUTSTANDING WATER TASKS



Water Leaks due to Pipes

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				WATER PIPES			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	143	78	65	0	0	0	0
Region 2	2	1	0	1	0	0	0
Region 3	526	385	129	9	3	0	0
Region 4	34	25	9	0	0	0	0
Region 5	10	7	3	0	0	0	0
Region 6	117	84	33	0	0	0	0
Region 7	6	6	0	0	0	0	0
No Region	2	2	0	0	0	0	0
TOTAL	840	588	239	10	3	0	0

AGE ANALYSIS - OUTSTANDING WATER TASKS



Due to No Water/Pressure

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS						NO WATER / PRESSURE	
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	31	19	12	0	0	0	0
Region 2	2	0	2	0	0	0	0
Region 3	98	59	39	0	0	0	0
Region 4	92	48	44	0	0	0	0
Region 5	10	3	7	0	0	0	0
Region 6	21	14	7	0	0	0	0
Region 7	1	0	1	0	0	0	0
No Region	0	0	0	0	0	0	0
TOTAL	255	143	112	0	0	0	0

SANITATION SERVICES

ROC



REPAIRS OF BLOCKED SEWER

April to June 2021



NUMBER OF ALL SERVICE REQUESTS					QUARTER 4	
DIVISION	SERVICE REQUESTS		REPAIRED WITHIN SLA		OUTSTANDING SRs	
	Received	Repaired	Qty	%	Qty	Within SLA
Region 1	1 001	951	208	22%	50	1
Region 2	143	141	3	2%	2	0
Region 3	1 257	1 213	154	13%	44	2
Region 4	862	845	66	8%	17	1
Region 5	223	212	86	41%	11	0
Region 6	1 130	1 086	51	5%	44	2
Region 7	49	43	0	0%	6	0
No Region	4	2	1	50%	2	1
ROC Dept	4 669	4 493	569	13%	176	7

REPAIRS OF BLOCKED SEWER



Main Service Requests (Summary)

NUMBER OF SERVICE REQUESTS					QUARTER 4	
DIVISION	Sewer Blockage		Manhole Cover		Site Clearance	
	Received	Repaired	Received	Repaired	Received	Repaired
Region 1	986	937	10	9	5	5
Region 2	139	137	2	2	2	2
Region 3	1 220	1180	27	24	10	9
Region 4	841	824	15	15	6	6
Region 5	219	208	3	3	1	1
Region 6	1 103	1061	18	16	9	9
Region 7	49	43	0	0	0	0
No Region	4	2	0	0	0	0
ROC Dept	4 561	4 392	75	69	33	32

AGE ANALYSIS - OUTSTANDING SEWER TASKS



All Sewer Tasks

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				ALL TASKS			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	79	2	77	0	0	0	0
Region 2	8	0	8	0	0	0	0
Region 3	54	2	51	0	0	0	1
Region 4	22	1	21	0	0	0	0
Region 5	12	0	12	0	0	0	0
Region 6	50	2	48	0	0	0	0
Region 7	6	0	6	0	0	0	0
No Region	3	1	2	0	0	0	0
TOTAL	234	8	225	0	0	0	1

AGE ANALYSIS - OUTSTANDING SEWER TASKS



Due to Sewer Overflow/Blockage

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				SEWER BLOCKAGE			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	77	1	76	0	0	0	0
Region 2	8	0	8	0	0	0	0
Region 3	50	0	49	0	0	0	1
Region 4	22	1	21	0	0	0	0
Region 5	12	0	12	0	0	0	0
Region 6	48	0	48	0	0	0	0
Region 7	6	0	6	0	0	0	0
No Region	3	1	2	0	0	0	0
TOTAL	226	3	222	0	0	0	1

AGE ANALYSIS - OUTSTANDING SEWER TASKS



Due to Manhole Cover Theft/Missing/Broken

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS				MANHOLE COVER			
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	2	1	1	0	0	0	0
Region 2	0	0	0	0	0	0	0
Region 3	3	1	2	0	0	0	0
Region 4	0	0	0	0	0	0	0
Region 5	0	0	0	0	0	0	0
Region 6	2	2	0	0	0	0	0
Region 7	0	0	0	0	0	0	0
No Region	0	0	0	0	0	0	0
TOTAL	7	4	3	0	0	0	0

AGE ANALYSIS - OUTSTANDING SEWER TASKS



Due to pending Site Clearance

AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS						SITE CLEARANCE	
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	0	0	0	0	0	0	0
Region 2	0	0	0	0	0	0	0
Region 3	1	1	0	0	0	0	0
Region 4	0	0	0	0	0	0	0
Region 5	0	0	0	0	0	0	0
Region 6	0	0	0	0	0	0	0
Region 7	0	0	0	0	0	0	0
No Region	0	0	0	0	0	0	0
TOTAL	1	1	0	0	0	0	0

ROADS AND TRANSPORT SERVICES

ROADS MAINTENANCE

ROC



POTHOLES REPAIRS



Potholes = 32 552 & Hot Ashphalt = 5 398 ton

DIVISION	Potholes Repaired (QTY)		Hot Ashphalt (ton)		Outstanding ROADS TASKS
	Q3	Q4	Q3	Q4	
Region 1	3 449	4 077	641	1294	124
Region 2	2 745	1 906	377	952	5
Region 3	1 180	1 295	344	724	261
Region 4	1 115	3 386	96	206	251
Region 5	1 113	801	56	48	2
Region 6	4 634	5 124	185	304	31
Region 7	643	1 084	67	104	3
No Region	-	-	-	-	1
ROC Dept	14 879	17 673	1 766	3 632	678

POTHOLES REPAIRS



AGE ANALYSIS FOR OUTSTANDING SERVICE REQUESTS			ROADS MAINTENANCE				
REGION	TOTAL	OUTSTANDING WITHIN SLA	OUTSTANDING OUTSIDE SLA				
			<= 30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days
Region 1	124	101	22	1	0	0	0
Region 2	5	5	0	0	0	0	0
Region 3	261	212	48	1	0	0	0
Region 4	251	194	50	6	0	1	0
Region 5	2	2	0	0	0	0	0
Region 6	31	25	5	0	0	0	1
Region 7	3	1	2	0	0	0	0
No Region	1	1	0	0	0	0	0
TOTAL	678	541	127	8	0	1	1

COMMUNITY SERVICES

GRASS CUTTING

ROC



GRASS CUTTING

GRASS CUTTING LEVEL

REGION	Baseline m ²	Q3 Tot	Q4 Tot	Total Cut m ²	%Total Cut
Region 1	20 000 000	7 777 166	12 263 782	20 040 948	100%
Region 2	15 000 000	6 575 245	8 172 813	14 748 058	98%
Region 3	20 000 000	10 177 111	8 876 015	19 053 126	95%
Region 4	15 000 000	5 661 156	3 974 860	9 636 016	64%
Region 5	15 000 000	4 189 448	6 512 213	10 701 661	71%
Region 6	20 000 000	10 096 097	10 105 062	20 201 159	101%
Region 7	15 000 000	5 476 182	6 808 809	12 284 991	82%
TOTAL	120 000 000	49 952 405	56 713 554	106 665 959	89%

Thank You

