

PORTFOLIO COMMITTEE :

INFRASTRUCTURE SERVICES

Chairperson :

Cllr C Lerm

Committee Members :

**Ald R de Coning, Cllrs S Fourie,
M Sihlahla & V Bandeza**

**AGENDA of the
Portfolio Committee : Infrastructure Services
19 August 2025
(Also the agenda for the Mayoral Committee Meeting : 26 August 2025)**

APPLICATIONS FOR LEAVE OF ABSENCE

**STATEMENTS AND COMMUNICATIONS BROUGHT FORWARD BY THE
CHAIRPERSON**

INFRASTRUCTURE SERVICES PORTFOLIO COMMITTEE

19 August 2025

I N D E X

ITEM
NO

PAGE
NUMBER

APPLICATIONS FOR LEAVE OF ABSENCE

STATEMENTS AND COMMUNICATIONS BROUGHT FORWARD BY THE
CHAIRPERSON

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**AGENDA of the
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19 August 2025
(Also the agenda for the Mayoral Committee Meeting : 26 August 2025)**

**1.
OPERATIONAL REPORTS**

**S MULLER
14 July 2025**

Chief Engineer

(028) 3138019

1. Executive Summary

This report is to provide the Portfolio Committee with reports on the implementation and progress of the following services:

- * Municipal Infrastructure Grant (MIG).
- * Integrated National Electrification Programme (INEP).
- * Bulk Water Services Operation and Maintenance Contract.
- * High-level overview of Operational Activities.

2. Service Delivery and Budget Implementation Plan - IGNITE

Infrastructure Services
Chief Engineer

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
Provision and maintenance of municipal services
Creation and maintenance of a safe and healthy environment

4. Delegated Authority

Executive Mayor

5. Legal Requirements

None

6. Background/Discussion/Evaluation/Conclusion

Background

This report provides information on the following:

- * Municipal Infrastructure Grant (MIG).
- * Integrated National Electrification Programme (INEP).
- * Bulk Water Services Operation and Maintenance Contract.

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Discussion

6.1 Municipal Infrastructure Grant (MIG)

The Municipality annually receives a MIG from the Department of Local Government.

The purpose of the grant is the provision of infrastructure for basic services, roads and social infrastructure to poor households in non-metropolitan municipalities.

The MIG allocation to the Overstrand Municipality for the 2024/25 financial year was R25 132 000.

Project Description	Budget Rm	Expenditure at 30 June 2025				
		Actual Rm	Actual %	Committed Rm	Total Rm	Total %
Project Management Unit	0,200	0,200	100%		0.200	100%
	MIG PMU office expenditure					
Hawston Upgrade Sport Complex	8,931	8,931	100%		8,931	100%
	Construction of the Phase 1 of the Hawston stadium, which includes the concrete frame structure, precast concrete seats (500 seats), and masonry walls.					
Kleinmond Upgrade Sport Facilities	1,400	1,400	100%		1,400	100%
	Installation of new floodlights at Kleinmond Sport grounds (6 x 15m high masts, 24 LED floodlights)					
Proteadorp* Upgrade Stormwater Phase 2	6,601	6,601	100%		6,601	100%
	Installation of stormwater pipelines (Ø 375mm -1050mm), armorflex lined stormwater channels, associated stormwater structures and connections to the existing stormwater network.					
Proteadorp Replacement of Waterpipes	6,000	6,000	100%		6,000	100%
	Replacement of water pipes of various diameters by means of trenchless method through pipe bursting.					
Zwelihle Rehabilitate Roads	2,000	2,000	100%		2,000	100%
	Rehabilitation of existing Roads in Zwelihle (Mzathi, Zuma & Mamsukwini Str)					
Total (Rm)	25,132	25,132	100%		25,132	100%
Total (%)	100%	100%	100%		100%	100%

The following capital projects were funded by the MIG:

- * This was a multi-year project. In the 2023/24 financial year the contractor did not perform as required and the contract was terminated. An amount of R 3 685 167 was rolled over and used in the 2024/25 financial year to complete Phase 1 of the project.

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6.2 Integrated National Electrification Programme Grant (INEP)

The Municipality applies annually for INEP funding from the National Department of Electricity and Energy.

The purpose of the grant is to provide electricity to underserved communities.

The INEP allocation to the Overstrand Municipality for the 2024/25 financial year was R19 334 000.

The following capital projects were funded with the INEP grant:

Project Name	Electricity Connections	Budget (R'000)	Expenditure (R'000)	Expenditure (%)
Electrification of houses in Masakhane A3, Gansbaai	113	2 204	2 204	100%
Electrification of houses in Marikana Ph 1, Hermanus	635	12 384	12 384	100%
Electrification of houses in Stanford Ph 2	139	2 711	2 711	100%
Electrification of houses in Mount Pleasant, Pre-Engineering	N/A	135	135	100%
Bulk upgrading for Electrification of houses in Stanford	N/A	1 900	1 900	100%
Total	887	19 334	19 334	100%

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6.3 Bulk Water Services Operation and Maintenance Contract: Annual Report: 1 July 2024 to 30 June 2025

6.3.1 Overstrand Dam Levels

Dam	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Buffelsrivier (Rooi-Els, Pringle Bay, Betties Bay)	100%	100%	100%	100%	98%	95%	93%	91%	81%	71%	80%	100%
De Bos (Hermanus)	100%	100%	100%	100%	100%	94%	89%	79%	77%	73%	75%	100%
Pearly Beach	61%	82%	84%	85%	87%	87%	78%	64%	57%	62%	70%	77%
Koekemoer (Pearly Beach)	100%	100%	100%	100%	100%	100%	100%	98%	95%	75%	85%	100%
Kraaibosch (Gansbaai)	106%	100%	101%	105%	96%	87%	87%	79%	77%	83%	84%	100%

All dams except the Pearly Beach dam reached full capacity by June 2025, providing a much-needed buffer for the upcoming dry summer months.

6.3.2 EME/QSE and Social Responsibility Annual Expenditure

EME/QSE Target 2024/25	EME/QSE Actual Expenditure 2024/25	Social Responsibility Target 2024/25	Social Responsibility Actual Expenditure 2024/25
R 3 790 002	R 16 570 122	R 125 000	R 546 140

The service provider successfully implemented an EME development program. Five emerging local contractors were empowered through training in various subjects including marketing and business management. They also provided equipment to improve the efficiency and cost-effectiveness of the businesses.

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6.3.3 Contract Operational Budget & Expenditure

Year	Budget	Actual Expenditure	% Spent
2024/25	R 105 820 000	R 104 538 983	98.8 %
2023/24	R 104 431 000	R 104 217 778	99.8 %

Expenditure on the contract remained stable over the past 2 years.

An increase was budgeted for and can be expected for 2025/26 due to the high growth rate in water demand and wastewater flows because of the rapidly growing Overstrand population, as well as the addition of newly completed infrastructure to the operation and maintenance portfolio and amended process controller requirements due to new national legislation. An item to this effect will be submitted to Council in due course.

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6.3.4 Drinking Water Produced at the nine Water Treatment Plants

Treatment Plant	MONTHLY WATER OUTFLOWS (kl)												TOTAL 2024/25	TOTAL 2023/24
	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25		
Hermanus	347 900	368 740	383 570	424 350	442 400	515 651	514 851	454 879	471 051	423 240	384 279	356 169	5 114 080	4 580 230
Buffels River	54 715	46 464	56 279	55 441	60 001	82 209	83 913	64 020	73 155	67 728	64 676	57 483	766 084	770 347
Franskraal	83 685	86 260	91 315	102 570	101 930	121 445	118 850	110 725	119 445	112 135	102 445	90 335	1 241 140	1 147 500
Pearly Beach	8 661	9 410	11 601	11 918	13 142	20 206	18 174	14 081	15 518	15 396	12 874	10 864	161 845	153 327
De Kelders	22 517	23 378	28 442	28 963	27 223	35 127	33 285	29 245	27 817	24 423	26 595	27 678	334 693	340 608
Stanford	33 029	32 116	36 315	35 023	41 245	52 449	58 234	48 713	49 055	42 631	43 337	43 115	515 262	413 701
Baardskeerdersbos	1 269	1 379	1 189	1 707	1 711	2 189	2 107	2 071	1 757	1 544	1 376	1 208	19 507	19 810
Kleinmond	85 025	84 647	76 528	87 739	86 848	112 721	99 977	85 980	84 958	77 452	69 167	64 080	1 015 122	947 031
Buffeljagsbaai	654	654	649	577	591	756	732	754	663	728	657	605	8 020	7 037
Overstrand Total	664 455	653 048	685 888	748 288	775 091	942 753	930 123	810 468	843 419	765 277	705 406	651 537	9 175 753	8 379 591

Overstrand's total drinking water demand grew by 9.5% over the past year. It increased from an average of 23,3MI per day in 2023/24 to 25.1MI per day in 2024/25.

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The growth rate for the Greater Hermanus area alone was 11.7%. This is an alarming trend, implying that the first phase of the planned seawater desalination plant will be required soon. Council's support regarding land acquisition, funding mechanisms and possible tariff adjustments will be required.

Other towns with notably high water demand growth rates are Stanford (24.5%), Buffeljagsbaai (14%) and Kleinmond (7.2%).

6.3.5 Wastewater Inflows at the six Wastewater (Sewage) Treatment Plants

Treatment Plant	MONTHLY WASTEWATER INFLOWS (kl)												TOTAL 2024/25	TOTAL 2023/24
	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25		
Hawston	21 727	17 413	12 327	12 137	10 170	10 348	20 646	16 450	18 520	23 866	21 382	20 886	205 872	296 039
Hermanus	476 865	415 965	340 980	314 615	278 702	290 261	272 915	223 855	258 675	248 930	269 950	298 500	3 690 213	3 662 575
Stanford	36 715	34 915	29 022	29 022	29 779	30 902	35 305	39 338	33 351	29 581	33 234	32 413	393 577	308 789
Gansbaai	36 954	37 392	35 042	37 245	34 658	38 798	38 552	33 522	35 695	35 347	34 112	35 951	433 268	422 836
Kleinmond	80 022	85 761	63 319	53 271	49 783	55 202	48 970	41 273	41 650	35 806	42 001	51 173	648 232	650 381
Eluxolweni	4 079	3 057	2 905	3 306	3 850	5 018	5 578	5 254	5 493	6 722	5 177	4 240	54 679	39 168
Overstrand Total	656 362	594 503	483 595	449 596	406 942	430 529	421 966	359 692	393 384	380 252	405 856	443 163	5 425 840	5 379 788

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6.3.6 Drinking Water Quality

Treatment Plant	MONTHLY WATER QUALITY												Avg 24/25	Avg 23/24
	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25		
Buffelsrivier	100%	93.3%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%	98%
Kleinmond	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
Hermanus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
Stanford	100%	100%	100%	92.3%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%	88%
De Kelders	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
Franskraal	100%	93.8%	100%	93.8%	100%	91.7%	100%	100%	100%	100%	100%	100%	98.3%	97%
Pearly Beach	100%	100%	100%	85.7%	100%	100%	100%	100%	100%	100%	100%	100%	98.8%	94%
Baardskeerdersbos	100%	93.8%	93.8%	93.8%	100%	91.7%	93.8%	93.8%	100%	93.3%	100%	100%	96.2%	93%
Buffeljagsbaai	93.3%	93.3%	93.3%	93.3%	93.3%	90.9%	93.3%	86.7%	93.3%	93.3%	93.3%	93.3%	92.6%	96%

The National standard for Blue Water quality is 95%.

The drinking water quality in the Overstrand remained excellent, with further improvement at most of the plants from the previous year.

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6.3.7 Treated Wastewater Quality

Treatment Plant	MONTHLY WASTEWATER EFFLUENT QUALITY												Avg 24/25	Avg 23/24
	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25		
Kleinmond	63.6%	63.6%	72.7%	63.6%	72.7%	100%	81.8%	81.8%	81.8%	81.8%	63.6%	90.9%	76.5%	67%
Hawston	72.7%	72.7%	100%	81.8%	90.9%	66.7%	54.6%	54.6%	45.5%	90.9%	72.7%	81.8%	73.7%	73%
Hermanus	76.9%	84.6%	76.9%	76.9%	92.3%	100%	61.5%	92.3%	69.2%	76.9%	92.3%	46.2%	78.8%	90%
Stanford	83.3%	91.7%	91.7%	100%	91.7%	81.8%	91.7%	91.7%	91.7%	75.0%	91.7%	91.7%	89.5%	91%
Gansbaai	81.8%	72.7%	100%	63.6%	81.8%	80.0%	63.6%	90.9%	100%	63.6%	63.6%	54.6%	76.4%	86%
Pearly Beach	81.8%	81.8%	72.7%	90.9%	81.8%	80.0%	72.7%	63.6%	72.7%	81.8%	54.6%	63.6%	74.8%	70%

Treated Effluent quality improved at 3 of the 6 plants over the past year, but some WWTW's remained vulnerable because of heavy rainfall incidents since September 2023. The flooding of the Hermanus plant resulted in a large-scale carryover of sludge into the final pond systems. The process to improve the situation in Hermanus is ongoing.

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6.3.8 Maintenance July 2024 to June 2025

ITEM	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Total 2024/25	Total 2023/24
Planned Preventative Maintenance Tasks	93	111	106	78	115	82	121	95	94	95	81	121	1192	1066
Planned Maintenance Tasks Completed Water	29	38	48	30	49	41	51	35	44	39	28	44	476	437
Planned Maintenance Tasks Completed Wastewater	39	36	38	34	54	32	48	42	49	51	47	56	526	398
Total Planned Maintenance Tasks Completed	68	74	86	64	103	73	99	77	93	90	75	100	1002	835
% Planned Maintenance Tasks Completed	73%	67%	71%	81%	89%	89%	82%	81%	99%	95%	93%	83%	84%	78%
Corrective Maintenance Tasks Completed	124	82	88	86	136	118	135	63	54	114	51	26	1330	1420

Preventative maintenance increased from the previous year in terms of planning as well as execution, resulting in a decrease in corrective maintenance (breakdowns), which is positive for service delivery as well as infrastructure asset preservation.

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6.3.9 Human Resources July 2024 to June 2025

Terminations	0
Resignations	2
Retirements	3
Recruitments – All sections in Operator local structures	10
Training Expenditure for 2024/25	R 441 929 (Legal, O&M, Safety)

The operator's workforce remained stable.

Newly gazetted national Department of Water and Sanitation regulations will require the appointment of additional process controllers at some treatment plants to ensure regulatory compliance. This will be phased in over time.

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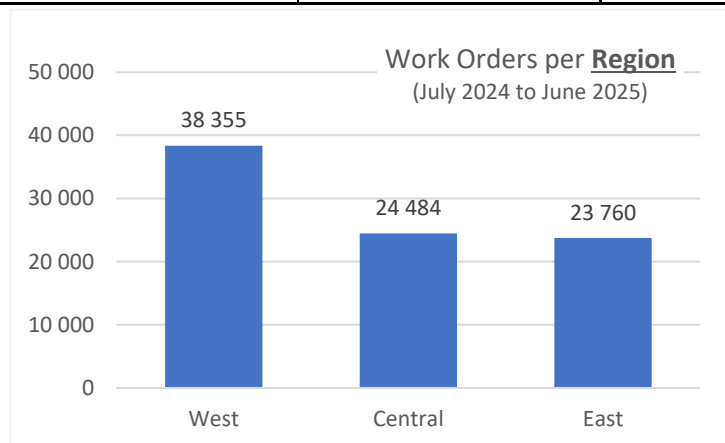
7. High-level overview of Operational Activities

The table below provides a high-level overview of services requests and work orders attended to by the Civil and Electrical Departments. A more detailed report is attached as Annexure A.

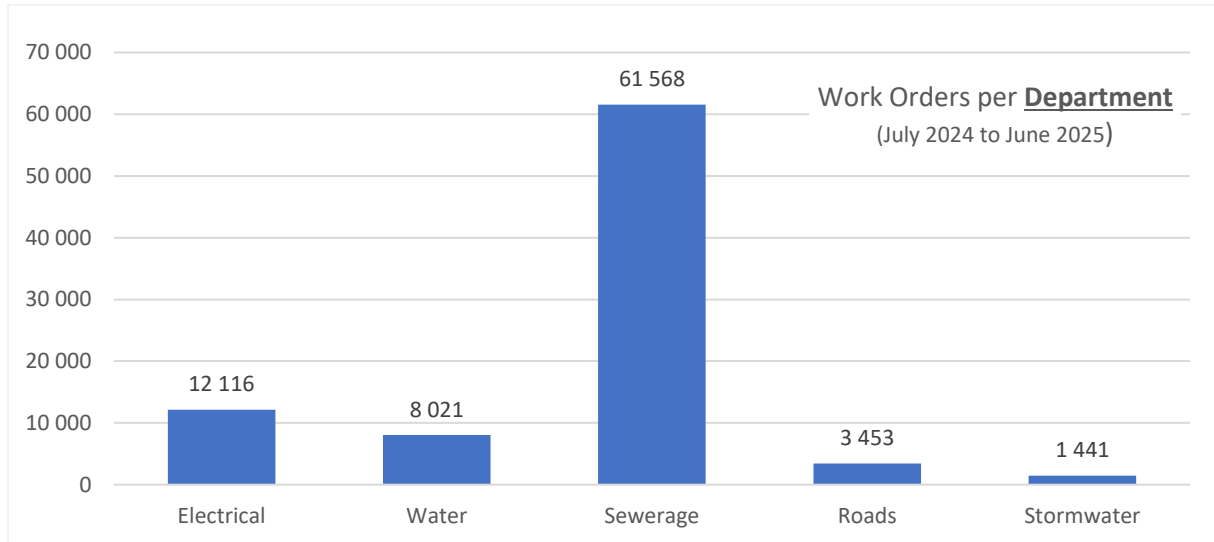
Service request for the period 1 July 2024 to 30 June 2025				
Department	Region and Towns			Total
	West	Central	East	
	Rooiels, Pringle Bay, Betty's Bay and Kleinmond	Greater Hermanus (Fisherhaven to Voëlklip)	Stanford, Greater Gansbaai, Pearly Beach, Buffeljagsbaai and Baardskeerdersbos	
Electrical	1 239	6 516	4 361	12 116
Water	1 947	2 646	3 428	8 021
Sewerage	33 808	13 306	14 454	61 568
Roads	952	1 280	1 221	3 453
Stormwater	409	736	296	1 441
Total	38 355	24 484	23 760	86 599

The total number of requests were 86 599, which equates to 346 requests per working day.

Most service requests (61 568, 71% of the total requests) related to the Sewerage Service, of which 57 667 (67% of all requests) were for the vacuum tanker service.



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8. Financial Implications

None

9. Staff Implications

None

10. Comments from other Departments, Divisions and Administrations

None

11. Annexure

Annexure A: Performance Report: Civil and Electrical Departments

RECOMMENDATION:

That the report **be noted**.

RESPONSIBLE OFFICIAL :

S MULLER

TARGET DATE FOR IMPLEMENTATION :

N/A

PERFORMANCE REPORT
01 July 2024 - 30 June 2025

' Dept: EL - ADMIN EL - DISTRIB NETWORK EL - METER & CONNECT EL - PREVENT MAINTEN EL - STREETLIGHTS SEWER STREETS SWATER TANKERS WATER Area: "ALL" District: "ALL" ' 1

DEPARTMENTS	Overstrand		Hermanus		Gansbaai		Kleinmond		Stanford	
	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp
EL - ADMIN										
ADMIN - ELECTRICAL	1,072	99%	566	99%	467	100%	39	100%	0	0%
CLEAN YARD	70	99%	47	98%	0	0%	23	100%	0	0%
COLLECT MATERIALS/QUOTATIONS	63	100%	17	100%	3	100%	40	100%	3	100%
COURSE/TRAINING	9	100%	1	100%	8	100%	0	0%	0	0%
GENERAL	4	100%	4	100%	0	0%	0	0%	0	0%
GENERAL WORKS	146	99%	40	98%	43	98%	54	100%	9	100%
INSPECTION ELEC	90	88%	90	88%	0	0%	0	0%	0	0%
MEETING	19	100%	7	100%	0	0%	11	100%	1	100%
VEHICLES/WORKSHOP	696	99%	562	99%	132	98%	2	100%	0	0%
TOTAL - EL - ADMIN	2,169	98%	1,334	98%	653	99%	169	100%	13	100%
EL - DISTRIB NETWORK										
CIVIL DEPARTMENT	20	100%	2	100%	9	100%	0	0%	9	100%
CUT BUSH/TREE	25	96%	12	92%	4	100%	8	100%	1	100%
FAULTY METER	1	100%	0	0%	1	100%	0	0%	0	0%
FAULTY STREETLIGHTS	1	100%	0	0%	1	100%	0	0%	0	0%
GENERAL WORKS	1	100%	0	0%	1	100%	0	0%	0	0%
GENERATOR.	19	100%	16	100%	1	100%	2	100%	0	0%
INSPECTION ELEC	1	100%	1	100%	0	0%	0	0%	0	0%
KIOSKS	189	97%	124	96%	53	100%	3	100%	9	100%
LOCATE ELEC SERVICES	410	99%	126	98%	91	100%	179	100%	14	100%
POWER OFF NETWORK	616	99%	310	98%	191	100%	71	100%	44	100%
THEFT/VANDALISM	22	100%	4	100%	16	100%	0	0%	2	100%
UNPLANNED INTERRUPTION	1	100%	0	0%	0	0%	1	100%	0	0%
TOTAL - EL - DISTRIB NETWORK	1,306	99%	595	98%	368	100%	264	100%	79	100%

**PERFORMANCE REPORT
01 July 2024 - 30 June 2025**

'Dept: EL - ADMIN EL - DISTRIB NETWORK EL - METER & CONNECT EL - PREVENT MAINTEN EL - STREETLIGHTS SEWER STREETS SWATER TANKERS WATER Area: "ALL" District: "ALL"'

DEPARTMENTS	Overstrand		Hermanus		Gansbaai		Kleinmond		Stanfrod	
	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp
EL - METER & CONNECT										
BULK METERS	35	100%	18	100%	16	100%	0	0%	1	100%
CHANGE AMPS	199	99%	7	86%	88	100%	19	100%	85	100%
CHANGE TO PREPAID	141	96%	64	92%	28	100%	46	100%	3	100%
CHANGE TO SSEG	10	100%	4	100%	6	100%	0	0%	0	0%
DISCONNECT/RECONNECT	194	99%	126	98%	49	100%	10	100%	9	100%
FAULTY METER	988	99%	431	98%	257	100%	243	100%	57	100%
FAULTY STREETLIGHTS	1	100%	1	100%	0	0%	0	0%	0	0%
GENERAL	8	100%	8	100%	0	0%	0	0%	0	0%
INSPECTION ELEC	274	99%	255	99%	12	100%	4	100%	3	100%
INVESTIGATE - METER EL	2,257	99%	1,188	99%	824	100%	65	100%	180	100%
INVESTIGATE ILLEGAL CONNECTION	140	100%	84	100%	40	100%	0	0%	16	100%
MEETING	1	100%	0	0%	0	0%	1	100%	0	0%
METER AUDIT	86	100%	4	100%	80	100%	2	100%	0	0%
NEW CONNECTION	1,362	100%	576	99%	261	100%	51	100%	474	100%
POWER OFF NETWORK	1	100%	0	0%	1	100%	0	0%	0	0%
REMOVE METER/CONNECTION	16	94%	13	92%	2	100%	0	0%	1	100%
REPOSITION METER	48	98%	43	98%	0	0%	5	100%	0	0%
TEST METER	5	100%	0	0%	5	100%	0	0%	0	0%
UPGRADE/DOWNGRADE	27	96%	18	94%	8	100%	0	0%	1	100%
TOTAL - EL - METER & CONNECT	5,793	99%	2,840	99%	1,677	100%	446	100%	830	100%
EL - PREVENT MAINTEN										
BATTERY MAINT SS	7	100%	0	0%	7	100%	0	0%	0	0%
DISTRIBUTION KIOSK	509	97%	73	99%	343	97%	41	100%	52	100%
GENERATOR	17	100%	1	100%	14	100%	2	100%	0	0%
KIOSKS	1	100%	1	100%	0	0%	0	0%	0	0%
LV NETWORK	177	99%	54	98%	6	100%	116	100%	1	100%
MINISUBSTATION	107	94%	34	91%	45	96%	23	100%	5	80%

PERFORMANCE REPORT
01 July 2024 - 30 June 2025

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'Dept: EL - ADMIN EL - DISTRIB NETWORK EL - METER & CONNECT EL - PREVENT MAINTEN EL - STREETLIGHTS SEWER STREETS SWATER TANKERS WATER Area: "ALL" District: "ALL"'

DEPARTMENTS	Overstrand		Hermanus		Gansbaai		Kleinmond		Stanford	
	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp
MV NETWORK	92	100%	40	100%	9	100%	43	100%	0	0%
PLANNED INTERRUPTIONS	13	100%	9	100%	3	100%	0	0%	1	100%
RING MAIN UNIT	7	100%	4	100%	3	100%	0	0%	0	0%
SUBSTATION	185	97%	55	91%	103	100%	13	100%	14	93%
SWITCHGEAR	3	100%	2	100%	1	100%	0	0%	0	0%
TRANSFORMER	5	100%	4	100%	1	100%	0	0%	0	0%
TOTAL - EL - PREVENT MAINTEN	1,123	98%	277	96%	535	97%	238	100%	73	97%
EL - STREETLIGHTS										
FAULTY STREETLIGHTS	1,463	99%	1,311	99%	44	100%	103	100%	5	100%
FESTIVE LIGHTS	33	100%	14	100%	7	100%	6	100%	6	100%
INSPECTION - STREETLIGHTS	67	97%	44	95%	15	100%	2	100%	6	100%
NEW STREETLIGHTS	48	96%	38	95%	1	100%	9	100%	0	0%
REMOVE STREETLIGHT POLE	12	100%	6	100%	5	100%	0	0%	1	100%
ROBOT MAINTENANCE	46	96%	45	96%	0	0%	1	100%	0	0%
STREETLIGHT MAINTENANCE	56	100%	12	100%	36	100%	1	100%	7	100%
TOTAL - EL - STREETLIGHTS	1,725	99%	1,470	99%	108	100%	122	100%	25	100%
SEWER										
BLOCKAGES	2,513	100%	1,925	100%	136	100%	369	99%	83	100%
FAULTY METER	1	100%	1	100%	0	0%	0	0%	0	0%
GENERAL	1,073	100%	475	100%	390	100%	110	99%	98	100%
MANHOLES - SEWER RETICULATION	6	100%	2	100%	2	100%	1	100%	1	100%
SEWERAGE CONNECTION	76	100%	70	100%	4	100%	1	100%	1	100%
SPILLAGE	232	100%	210	100%	3	100%	17	100%	2	100%
TOTAL - SEWER	3,901	100%	2,683	100%	535	100%	498	99%	185	100%
STREETS										
CLEAN STORM WATER CHANNELS	1	100%	0	0%	1	100%	0	0%	0	0%

PERFORMANCE REPORT
01 July 2024 - 30 June 2025

' Dept: EL - ADMIN EL - DISTRIB NETWORK EL - METER & CONNECT EL - PREVENT MAINTEN EL - STREETLIGHTS SEWER STREETS SWATER TANKERS WATER Area: "ALL" District: "ALL" ' 4

DEPARTMENTS	Overstrand		Hermanus		Gansbaai		Kleinmond		Stanford	
	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp
GENERAL	2,026	99%	670	98%	529	100%	689	98%	138	100%
GRAVEL ROADS	10	100%	4	100%	4	100%	1	100%	1	100%
INVESTIGATE - STREETS	34	97%	14	100%	4	100%	16	94%	0	0%
KERBS	138	98%	52	98%	45	100%	26	92%	15	100%
REPAIR POTHOLE	642	97%	288	94%	230	100%	81	93%	43	100%
SIGNS & ROAD PAINT	556	99%	248	99%	174	100%	101	99%	33	100%
SPEED BUMPS	45	96%	3	100%	2	100%	38	95%	2	100%
SPEED BUMPS/RUMBLE STRIPS	1	100%	1	100%	0	0%	0	0%	0	0%
TOTAL - STREETS	3,453	98%	1,280	98%	989	100%	952	97%	232	100%
SWATER										
BLOCKAGES	1	100%	1	100%	0	0%	0	0%	0	0%
BLOCKAGES - SWATER	469	98%	361	98%	21	100%	78	99%	9	100%
CLEAN STORM WATER CHANNELS	390	93%	116	94%	112	100%	132	83%	30	100%
GENERAL	377	97%	112	96%	61	100%	178	97%	26	100%
INVESTIGATE - STREETS	5	100%	1	100%	0	0%	3	100%	1	100%
MANHOLES - STORMWATER	199	99%	145	99%	17	100%	18	100%	19	100%
TOTAL - SWATER	1,441	96%	736	97%	211	100%	409	93%	85	100%
TANKERS										
BULK DRAIN PUMPED	6	100%	0	0%	6	100%	0	0%	0	0%
GENERAL	46	100%	8	100%	5	100%	32	100%	1	100%
PUMP NO CHARGE	145	100%	53	100%	35	100%	9	100%	48	100%
PDA TOILETS	3	100%	3	100%	0	0%	0	0%	0	0%
PUMP TANKS	57,467	100%	10,559	100%	13,189	100%	33,269	100%	450	100%
TOTAL - TANKERS	57,667	100%	10,623	100%	13,235	100%	33,310	100%	499	100%
WATER										
BURST WATER PIPE	333	99%	49	100%	36	100%	243	99%	5	100%

PERFORMANCE REPORT
01 July 2024 - 30 June 2025

5

'Dept: EL - ADMIN EL - DISTRIB NETWORK EL - METER & CONNECT EL - PREVENT MAINTEN EL - STREETLIGHTS SEWER STREETS SWATER TANKERS WATER Area: "ALL" District: "ALL"'

DEPARTMENTS	Overstrand		Hermanus		Gansbaai		Kleinmond		Stanford	
	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp	Received	% Comp
CLEAN / DIG OPEN METER / LIFT METER	68	100%	19	100%	48	100%	1	100%	0	0%
CLEAN PUMPSTATION SUMPS	2	100%	1	100%	1	100%	0	0%	0	0%
DISCONNECT	22	100%	2	100%	18	100%	1	100%	1	100%
DRIP SYSTEM	1	100%	0	0%	0	0%	0	0%	1	100%
FIRE HYDRANT	46	100%	6	100%	7	100%	28	100%	5	100%
GENERAL	4,157	100%	1,340	100%	1,306	100%	779	98%	732	100%
INSPECT - WATER CONNECTION	8	100%	2	100%	1	100%	3	100%	2	100%
LEAK	2,087	100%	782	100%	384	100%	506	98%	415	100%
MAINTENANCE - RETICULATION - WATER	85	100%	1	100%	21	100%	51	100%	12	100%
MOVE WATER METER	94	100%	35	100%	26	100%	30	100%	3	100%
NEW WATER CONNECTION	484	100%	108	100%	279	100%	90	99%	7	100%
NO WATER	420	100%	212	100%	53	100%	140	99%	15	100%
PRESSURE	214	100%	89	100%	36	100%	75	100%	14	100%
TOTAL - WATER	8,021	100%	2,646	100%	2,216	100%	1,947	99%	1,212	100%
TOTAL:	86,599	100%	24,484	100%	20,527	100%	38,355	99%	3,233	100%

A 515

**AGENDA of the
Portfolio Committee : Infrastructure Services
19 August 2025
(Also the agenda for the Mayoral Committee Meeting : 26 August 2025)**

**2.
TAMPERING WITH ELECTRICAL SERVICE CONNECTION**

S MULLER
14 July 2025

Chief Engineer

(028) 3138019

1. Executive Summary

This report is to inform Council of the procedure followed to deal with tampering with electrical meters.

2. Service Delivery and Budget Implementation Plan - IGNITE

Infrastructure Services
Chief Engineer

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
Provision and maintenance of municipal services
Creation and maintenance of a safe and healthy environment

4. Delegated Authority

Executive Mayor

5. Legal Requirements

Local Government: Municipal Systems Act (Act 32 of 2000)
Local Government: Municipal Finance Management Act (Act 56 of 2003)
Overstrand municipality: By-Law Relating to Electricity Supply (October 2016)

6. Background/Discussion/Evaluation/Conclusion

Background

The Overstrand Municipality's By-Law Relating to Electricity Supply requires that

"The Municipality shall, at the consumer's cost in the form of a direct charge or prescribed fee, provide, install and maintain appropriately rated metering equipment at the point of metering for measuring the electricity supplied". (Section 54 (1))

The purpose of the meter is to ensure a safe and reliable way to accurately measure the customer's consumption of energy.

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19 August 2025
(Also the agenda for the Mayoral Committee Meeting : 26 August 2025)**

Discussion

The correct functioning of the meters is of the utmost importance as it affects the amounts billed to customers and the revenue received by the Municipality from the sale of electricity. It is therefore important that meters are reliable, correctly installed, maintained, checked and audited regularly to ensure accurate billing for the customer and protection of the revenue for the Municipality.

6.1 Tampering

Meters can be tampered with by breaking the seals of the meter thereby gaining access to the internal wiring and bypassing the meter.

The Electricity Supply By-Law deals with this matter in Sections 25 and 26:

Section 25 Seals of the Municipality

The meter ... shall be sealed ... and no person ... shall in any manner or for any reason whatsoever remove, break, deface or tamper ... with such seals”.

Section 26 Tampering with electrical service connections

No person shall in any manner or for any reason whatsoever tamper or interfere with ... any meter ...”.

6.2 Inspections and Audits

It is important that meters are inspected and audited regularly.

Inspections are normally triggered by:

- Ad-hoc inspections when other work is being done in the area,
- Requests from consumers,
- Suspicious consumption patterns identified by the Finance Department, and
- Suspicious pre-paid electricity purchases.

Audits cover larger areas where all the meters in the area are audited. Areas selected for audits are normally the areas with the largest electricity losses. Other areas are also audited randomly on a less frequent basis. Audits are done annually in a structured manner.

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Inspections and audits are performed in accordance with *the Standard Operation Procedures for Meter Inspections and Audits* (Attached as Annexure A).

6.3 Remedial actions

When broken seals or tampers are identified through inspections and/or audits, the procedure prescribed in the *Standard Operation Procedures for Meter Inspections and Audits* are implemented. This includes the following:

6.3.1 Payment of charges

The The Electricity Supply By-Law (Sections 18) states the following:

Section 18 Payment of Charges

“The consumer shall be liable for all charges listed in the prescribed tariff for electricity service as approved by the Municipality. It is the Payment Condition of this Municipality that the consumer may also be required to pay all charges of other services supplied by the Municipality before the supply of electricity is restored.”

The charges payable in the case of broken seals and/or tampering, as included in the approved annually Tariff List of the Municipality, are:

Tariff E14: Tampering fee

- Tariff E14A1: 1st Offence
- Tariff E14A2: 2nd Offence
- Tariff E14A3: 3rd Offence

Tariff E10: Sundry Charges

- Tariff E10A1,2,3: Call out fee
- Tariff E10A9: Disconnection
- Tariff E10A10: Reconnection
- Tariff E10A16,16A,17,18 and 19: Damage to meter
- Tariff E10A21,22,23 and 24: Damage to cable

The applicable charges will be reflected on the Remedial Action Fee Notice issued to the consumer (attached as Annexure B). Charges may vary from case to case based on the unique circumstances of the situation.

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6.3.2 Disconnect the electricity supply.

6.3.3 Seal the meter.

6.3.4 Restore electricity once the charges are paid.

The following pertinent conditions apply to disconnecting of electricity supply:

- No disconnections to be done after 14h00 to allow customers an opportunity to pay the fees and penalty and have the supply restored on the same day.
- No disconnections to be done on Fridays or on days before a public holiday to minimize the time the consumer will be disconnected from the grid and without power.

7. Financial Implications

None

8. Staff Implications

None

9. Comments from other Departments, Divisions and Administrations

None

10. Annexures

Annexure A: Standard Operation Procedures for Meter Inspections and Audits
Annexure B: Remedial Action Notice

RECOMMENDATION:

that the report **be noted**.

RESPONSIBLE OFFICIAL :

S MULLER

TARGET DATE FOR IMPLEMENTATION :

TO BE NOTED



Document No	E - 2	Revision 3
Compiled	G Lotter	
Approved	S. Muller	
Date	2025/06/10	Page 1 of 2

TITLE: Standard Operating Procedures for electrical meter inspections and audits.

RESPONSIBILITY: All Electrical- and Financial Departments staff.

LEGAL REQUIREMENT: Overstrand Municipality: By-Law Relating to Electricity Supply.

BACKGROUND

Electrical meters measure the electricity used by the Municipality's customers. The correct functioning of the meters affects the revenue of the Municipality, and it is important that the meters are inspected and audited regularly.

Audits and inspections should be:

- done regularly and on a continuous basis,
- non-discriminatory,
- audits must be executed in a structured manner.

SERVICE PROVIDER ACTING ON BEHALF OF THE MUNICIPALITY

The Municipality may procure meter auditing services from a 3rd party service provider through the official Supply Chain Management processes.

SAFETY CONSIDERATIONS

- The Municipality must introduce the audit team to the community to assist with access.
- A risk assessment of each area should be done before starting with the audits.
- A risk assessment of each house should be done before entering the premises.

IDENTIFICATION OF METER AUDIT AREAS

- The Financial Department will generate reports from the vending system to identify low/zero consumption/vending and provide the information to the Electrical Department for investigation.
- The Financial Department will verify that water is being consumed on the properties selected for investigation before supplying it to the Electrical Department.
- Meter readers must report any abnormalities related to any meter they encounter.

AUDIT PROCEDURE

This procedure may only be carried out by an authorized official of Overstrand Municipality or a contractor authorized to do so.

1. Identify yourself to the customer and present your ID card if requested to do so.
2. Inform the customer of the purpose for your visit to their premises.
3. Request access to the house and meter. Do not enter any property by force or without the approval of the customer.
4. No building may be entered unattended.

VISUAL INSPECTION

- Identify the meter number.
- Take a photo of the entire meter, make sure the meter number, number of units on the meter and the seal numbers are visible.
- Check whether the power is on and if there are any units on the meter.
- Check if the seals are in good condition (not broken or damaged) and record the seal numbers on the works order or audit sheet.
- Check the general condition of the meter and confirm that the meter security clip is intact.
- Determine if any SSEG or back-up systems are present.
- Take photographs of any findings.

TRIP TEST

- Use the codes supplied to trip the meter and observe if everything in the house are switched off.
- If the trip test does not work, then:
 - open the meter to check for any irregular connection on the base,
 - test the load connection points of the base to determine if there are invisible connections to bypass the meter.
 - Check the back of the meter on the connection prongs for damages.
- Take photos of any findings.
- When all tests are completed and irregularities are found then:

ISSUE OF REMEDIAL ACTION FEE NOTICE

- Ensure that all the offences and damages are recorded on the notice.
- Complete all the relevant information (erf number, address, meter number, etc.) on the notice and ask the customer sign the notice.
- Provide a copy of the notice to the customer.

DISCONNECT SUPPLY

- No disconnections must be done after 14h00 to allow customers to pay the fees and restore supply on the same day.
- No disconnections must be done on Fridays or the day before public holidays to minimize the time the customer is disconnected from the grid and without power.
- Switch off the supply and use red seals on meter and mark the circuit breaker at the pole/kiosk.
- Submit all the documentation and supporting photographs with the works order or audit sheet to the clerks at the Electrical Department.
- The clerks must send a copy of the tamper fee, works order and supporting documents to the Financial Department for calculation of the lost revenue. (cc Manager: Revenue on email)
- The Financial Department must record the tamper on SAMRAS and the Vending system.



Kleinmond Administration
Private Bag X3
KLEINMOND
7195
Tel:(028) 271 3005

Hermanus Administration
PO Box 20
HERMANUS
7200
Tel:(028) 316 5600

Gansbaai Administration
PO Box 26
GANSBAAI
7220
Tel:(028) 384 8300

6451

ONBEHOORLIKE GEBRUIK VAN ELEKTRISITEIT

Kennisgewing ingevolge die bepaling van die standaard verordeninge insake elektrisiteitsvoorsiening soos afgekondig per PK 7692/2016 gedateer 21 Oktober 2016

IMPROPER USE OF ELECTRICITY

Notice in terms of the regulation of the standard provision regarding supply of electricity as announced in the PK 7692/2016 dated 21 October 2016

Erf no / Plot No	
Naam en Van / Name and Surname	
Adres / Address	
Area	

ACD Eenheid / Unit	Voorafbetaalde meter / Prepaid	1 phase	3 phase	Konvensionele meter / Conventional meter	1 phase	3 phase
--------------------	--------------------------------	---------	---------	--	---------	---------

Meternommer / Meter number.....Seëlnommer / Seal number.....

Lesing / Reading.....Krediet op meter / Credit on meter.....kWH

Tydens 'n inspeksie by bogenoemde perseel op...../...../.....is die volgende waargeneem.

During an inspection at the above-mentioned site on...../...../.....the following was observed.

Die ACD/meter se seël is gebreek The seal of the ACD/meter is broken	ACD/meter gepeuter / beskadig ACD/meter is tampered / damaged	Onwettige/Onveilige verspreiding van elektrisiteit Illegal/Unsafe supply of electricity
Onwettige aansluiting is gedoen / illegal connection is made	Onwettige/Onveilige kleinskaalse ingebodde kragopwekking illegal / unsafe SSEG Connection	Onwettige/Onveilige verspreiding van elektrisiteit The supply is illegally connected

Die oortreding soos hierbo aangedui word in 'n ernstige lig beskou. Die elektriese toevoer na u perseel sal weer aangeskakel word sodra die situasie soos hierbo vermeld bevredigend herstel is en u bewys kan lewer van betaling van die remediërende aksiefooi wat gedurende normale kantoorure inbetaal moet word by die munisipale kantore te Hermanus, Gansbaai, Stanford en Kleinmond.

The offence as mentioned above will be considered as a very serious offence. The electricity to your site will be connected as soon as the situation as mentioned above is remedied and you show proof of payment of the remedial action-fee which is payable during normal office hours at the municipal office in Hermanus, Stanford, Gansbaai or Kleinmond.

Die heersende goedgekeurde remediërende aksiefooi is soos volg:

The prevailing approved remedial action-fee is as follows:

- | | |
|--|--|
| 1 Oortreding/Offence (E1 4A1) | R5168.00 (Skakel toevoer af en seël / Disconnects supply and seal off) |
| 2 Oortreding/Offence (E1 4A2) | R10335.00 (Verwyder meter, skakel toevoer af en seël/Remove meter & disconnect supply) |
| 3 Oortreding/Offence (E1 4A3)
and re-occurrence | R20670.00 (Afsluiting van diens en Remediërende aksiefooi = dubbeld vorige oortredingsfooi / Disconnection of service and remedial action fee = double previous offence fee.) *based on current tariffs. |
| 4 Onwettige/Onveilige verspreiding van elektrisiteit. Illegal/Unsafe supply of electricity. (per besoek/visit) (E14A4) | R2315.00 (Af en aanskakeling koste / Disconnection and reconnection fee) |

KOMMENTAAR/COMMENTS

INSPEKTEUR (NAAM)

INSPECTOR (NAME)

HANDTEKENING

SIGNATURE

Hiermee erken ek as eienaar / okkupeerder ontvangs van die oorspronklike kennisgewing wat aan my oorhandig is.
I hereby wish as owner / occupant to acknowledge receipt of the original notice that is served to me.

NAAM / NAME

HANDTEKENING / SIGNATURE

DATUM/DATE

TYD/TIME