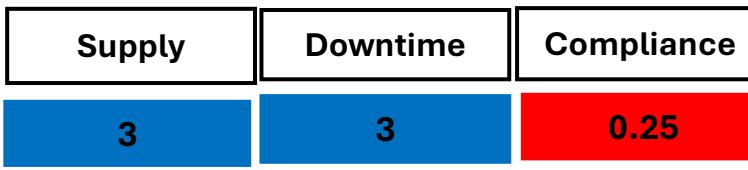
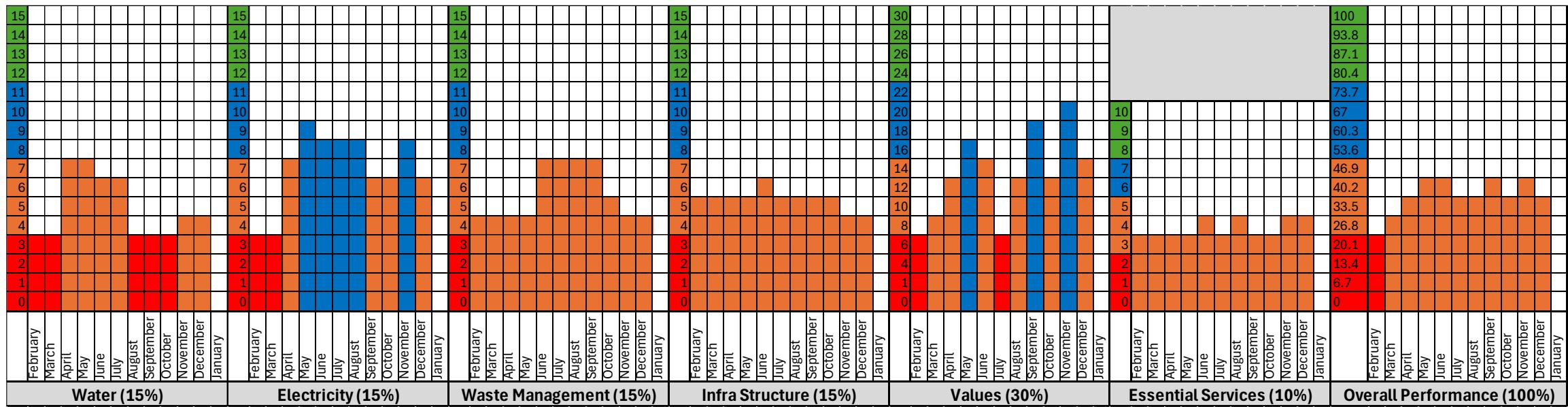


Services
Rated by Swartruggens Town Residents

Electricity Provision 15 %



Total 6.25/15 = 42 % Achieved



Situation on 5 of the 6 Values the past month

- There were promises and commitments made by Middle to Senior Managers of KLM where the Swartruggens Residents group/Team was involved, the Executive of the KLM included – Hardly any of those promises and or commitment were honored by the Middle to Senior Management (Some as serious as compliance and community safety issues) (We experience that most services, the artisans and workers , shows commitment to serve the Swartruggens Residents)
- It was agreed that the communication and reporting been revamped with certain principles – Acknowledgement of fault or breakdown reported by KLM representative – KLM personnel and selected positions included in the admin of the Water as well as the Electricity WhatsApp Groups – feedback should periodically be given that Residents can follow and understand what's going on, and when the task been finished that the municipality representative indicate the closure of the specific task – We agreed that Lenie cant be keeping doing this on behalf of the KLM team. – after October analysis of the WhatsApp's of the Water and Electricity groups there was an alarming non-compliance on the issues agreed upon – The Swartruggens Residents therefore have no choice other than to reflect this against the KLM Values and how it is perceived in application by the Swartruggens Town Residents
- We live up to our commitment to give as reasonable and real feedback to the residents as well as KLM. We allow for improvement and await the November actions..
- In the meantime, the board show the relevant perceived performance scores and the website do the same with added motivations to the reasoning of the scoring for improved understanding as well as learning opportunities.

02

Electricity Provision

Our electricity services deliver consistent power supply to households and businesses, promoting energy efficiency and supporting economic growth within the municipality.

New Measurement Criteria derived from KLM Vision Statement

Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

People-Centered

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

Performance-Driven Deliverer

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

Sustainable Services

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

Supply

2. Electricity Provision

Consistent supply throughout the town for the month of MAY

NB:

There is for sure an increase on power failures in the different areas

We like to bring the following achievement to the attention to the Swartruggens residents

Rainfall December 2024 = 123 mm / whole town without electricity 171 hours

Rainfall December 2025 = 178 mm / whole town without electricity 6 hours
but area bound – 1 area 76 hours and 6 other days area bound outages.

As you can see there was an enormous improvement compare with last December and we had even more rain and rainy days 2025 – well done electrical team

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2. Electricity Provision

Downtime

March 2025 = 95.5 hours No Electricity (41.2 % Improvement against 171 hours)

April 2025 = 28.5 hours No Electricity (83.33% Improvement against 171 hours)

May 2025 = 6 hours No Electricity (96.5 % Improvement against 171 hours)

June 2025 = 2 hours No Electricity (98.8 % Improvement against 171 hours)

July 2025 = 1.5 hours No Electricity 99 (% Improvement against 171 hours)

August 2025 = 1 hours No Electricity (% Improvement against 171 hours)

September 2025 = 3 hours No Electricity (% Improvement against 171 hours)

October 2025 = 3 hours No Electricity (% Improvement against 171 hours)

November 2025 = 1 hours No Electricity (% Improvement against 171 hours)

May 2025 = 6 hours No Electricity (96.5 % Improvement against 171 hours)

January 2026 = hours No Electricity (% Improvement against 171 hours)

February 2026 = hours No Electricity (% Improvement against 171 hours)

December 2024/January 2025/February 2025
Average Electricity downtime per month

171 hours

Baseline to measure improvement per month
(Performance board in effect from March 2025)

December 2024 = 182 hours No Electricity
January 2025 = 229 hours No Electricity
February 2025 = 102 hours No Electricity
22 out of 90 days No Electricity
This means on average every 4th day No Electricity

March 2025 = 95.5 hours without Electricity
April 2025 = 28.5 hours without Electricity
May 2025 = 6 hours without Electricity
June 2025 = 2 hours – whole town off
July 2025= 1.5 hours whole town off
August 2025 = 1-hour whole town off
September 2025 = 3 hours the whole town off
October 2025 = 3 hours the whole town off
November 2025 = 1 hour the whole town off
December 2025 = 6 hours the whole town 1 Area 72 hours of and 6 days area bound outages
January 2026 =
February 2026 =

02

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Performance-Driven Deliverer

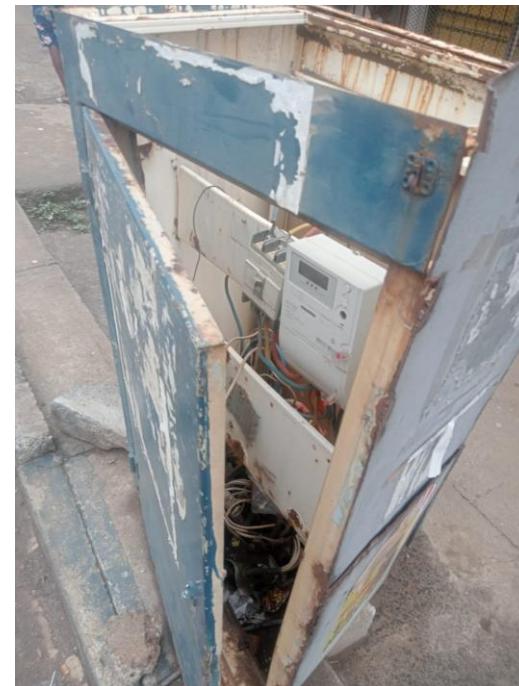
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2. Electricity Provision

Compliance



The Box in front of FNB been re-enforced and build bricks

KLM Management did not Kept their word – None of promises been honoured