

## OVERVIEW OF SILULUMANZI CUSTOMER SATISFACTION SURVEY 2020

The primary role of Silulumanzi is to provide water and wastewater utility services to the greater Mbombela area, South Nsikazi and Matsulu. The main purpose of the Concession is to expand basic services to previously disadvantaged areas, improve service levels and operate and maintain existing water and sanitation services. The scope of work includes amongst others "source to tap" water services, including capital investment, sewage collection, treatment and disposal.

As an environmental, quality and safety conscious service provider, it places emphasis on customer satisfaction through provision of quality services and avoidance of negative environmental impact.

Silulumanzi appointed a consulting company to conduct a customer satisfaction survey (CSS) for its external customers to determine customers' perception on the following:

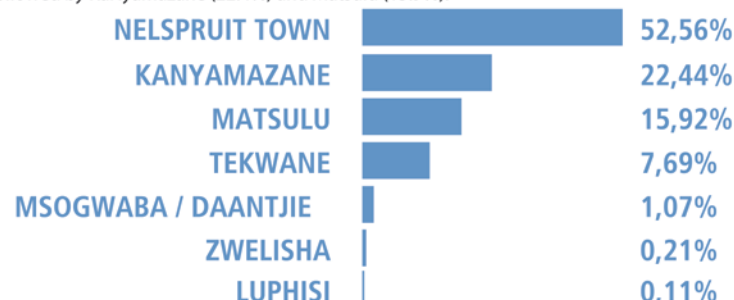
- Perception of the quality of water received;
- Perception of the quantity/reliability of water received by customers;
- Perception of the quality of customer services; and
- Perception of availability of sanitation services.

The external CSS was therefore a critical intervention aimed at identifying service delivery challenges as perceived by Silulumanzi's external customers. This intervention enabled Silulumanzi to identify service delivery gaps and subsequently develop remedial actions accordingly. The rollout was executed through two (2) channels; being electronic, through online survey platforms and manual. The manual rollout involved manual completion of hardcopy questionnaires with Silulumanzi customers where consultants were placed at four Silulumanzi office locations in Mbombela City, Mataffin, KaNyamazane (including Karino and Tekwane) and Matsulu.

A total of 1 876 survey forms were compiled for the Silulumanzi external customers within the Mbombela Concession area. Overall, a total of 1 273 surveys were completed on the cut-off date 14 of October 2020, representing a 67,85% response rate. The majority (93%) of respondents were residential customers, whilst only 7% were business customers.



The survey respondents were divided into seven (7) areas of residence within the Concession area, being Nelspruit Town, KaNyamazane, Tekwane, Matsulu, Msogwaba/ Daantjie, Zwelisha and Luphisi. The majority (52.6%) of the respondents were residing in the 24-hour full pressure water supply area of Nelspruit Town, followed by KaNyamazane (22.4%) and Matsulu (15.9%).



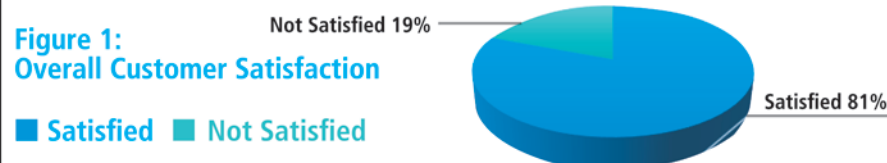
Overall, the results of this survey were very positive, with CSAT metrics rated favourably by the customers. There are however few areas that require improvement.

## Analysis of the customer satisfaction survey results revealed that overall:

- Eighty-one percent (81%) of the surveyed external customers were satisfied with the service delivery from Silulumanzi in the last 12 months.
- There was a five percent (5%) decrease in satisfaction with the availability of water services, as a result of Coronavirus (COVID-19) related service expectations, in the non-24-hour full pressure supply areas.
- Fifty-four percent (54%) of surveyed external customers were not satisfied with service interruption communication from Silulumanzi.

The overall CSAT outcome of 81% was significantly higher than the South African Customer Satisfaction Index's (SA-csi) 2020 Citizen Satisfaction Index for Municipalities of 55.7% 1 and the American Customer Satisfaction Index's (ACSI) Citizen's satisfaction of 68.1%2. CSAT for customers categorised as business was at 88%, 14% higher than those categorised as residential customers.

Figure 1:  
Overall Customer Satisfaction



Expectations with regards to the water services increased during the National Lockdown implemented by the Government as a result of the COVID-19 pandemic, as one of the most effective ways to slow down the transmission of COVID-19 was to wash or sanitize our hands. As a result, a decrease of 5%, from 95% to 90%, in satisfaction with the availability of water services in the non-24-hour full pressure supply areas. Areas most seriously affected were Matsulu and Msogwaba/ Daantjie.

- Analysis of the qualitative comments revealed that intermittent supply was a major source of dissatisfaction in relation to the availability of water services, as consumers who encountered problems with access to water were more likely to expect Silulumanzi to provide them with an uninterrupted supply. This was further exacerbated by the fact that 52% of the surveyed customers did not know nor understand the free basic water policy.

## The most critical concerns and inconveniences for customers were the following:

- Water availability having been restricted to the early mornings, at times when the majority of customers were asleep, resulting in the customers not being able to refill their water containers for use during the day.
- Unclean water, which cannot be utilised for cooking and drinking purposes.
- Intermittent water supply which was exacerbated by inadequate communication of service interruptions.
- Service interruption communication from Silulumanzi to customers was noted to have the lowest scoring, with 54% of surveyed customers indicating that customers did not receive communication from Silulumanzi for planned or unplanned service interruptions.
- A majority of paying consumers (71%) were satisfied with the accuracy of their accounts, however, a consistent message from the paying customers was that the bills for water and sanitation services were generally high. However, it is gathered that the overall satisfaction amongst the 24-hour full pressure supply customers was high at 89% and would translate to regular payment of accounts by this customer base.