



KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

CAPE AGULHAS MUNICIPALITY

WATER DISTRIBUTION SYSTEM - PIPE REPLACEMENT STUDY (DRAFT)

July 2020





KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

WATER DISTRIBUTION SYSTEM - PIPE REPLACEMENT STUDY

July 2020

TABLE OF CONTENTS

	<i>Pp</i>
1. INTRODUCTION	1
1.1 BRIEF	1
1.2 SCOPE OF THE REPORT	1
1.3 DISCLAIMER	1
2. METHODOLOGY	2
2.1 INTRODUCTION	2
2.2 FACTORS CONTRIBUTING TO LIKELIHOOD OF FAILURE	4
2.2.1 <i>Nominal diameter</i>	4
2.2.2 <i>Reserve water pressure ratio</i>	4
2.2.3 <i>Catalogue remaining useful life</i>	5
2.2.4 <i>Master plan item</i>	6
2.2.5 <i>Assessed condition</i>	7
2.2.6 <i>Failure frequency</i>	7
2.2.7 <i>Leakage volume</i>	9
2.2.8 <i>Undesired material</i>	9
2.2.9 <i>Geology</i>	10
2.3 FACTORS CONTRIBUTING TO CONSEQUENCE OF FAILURE	10
2.3.1 <i>High cost to consumer due to high water pressure</i>	10
2.3.2 <i>High cost to consumer due to flow</i>	11
2.3.3 <i>High repair cost</i>	11
2.3.4 <i>Flooding due to geography</i>	12
2.3.5 <i>Strategic location</i>	12
2.3.6 <i>Network redundancy</i>	13
2.3.7 <i>Pavement management system (PMS)</i>	13
2.4 SOFTWARE MODEL	14
3. DISCUSSION OF RESULTS	16
4. RECOMMENDATION	17
5. CONCLUSION.....	18
APPENDIX – FIGURES AND TABLES	19

LIST OF FIGURES

Pp

Figure 1:	Graphical result where PRP is also influenced by slope analysis	14
Figure 2:	Graphical result – detail view	14
Figure CAW 1(a):	Pipe replacement potential for Suiderstrand, L'Agulhas, Struisbaai and Elim	22
Figure CAW 1(b):	Pipe replacement potential for Bredasdorp and Waenhuiskrans.....	23
Figure CAW 1(c):	Pipe replacement potential for Klipdale, Napier and Protem	24
Figure CAW 2:	Pipe length weighted average PRP per town (Percentage).....	25

LIST OF TABLES

	<i>Pp</i>
Table 1:	Annual pipe burst incidents for Cape Agulhas Municipality 8
Table CAW 1:	Top 200 pipes in Cape Agulhas to be replaced based on PRP 20
Table CAW 2:	Processed pipe failure record Error! Bookmark not defined.

LIST OF ABBREVIATIONS & ACRONYMS

AC/FC	-	Fibre reinforced cement
CBD	-	Central business district
CF	-	Consequence of failure
CI	-	Cast iron
CO	-	Copper
DI	-	Ductile iron
FF	-	Failure frequency
GIS	-	Geographic information system
GLS	-	GLS consulting engineers
GRP	-	Glass reinforced plastic
HDPE	-	High density polyethylene
kL	-	Kilolitre
kL/d	-	Kilolitre/day
km	-	Kilometre
kW	-	Kilowatt
kWh	-	Kilowatt-hour
L	-	Litre
L/day/UE	-	Litre/day/unit erf
L/h/connection	-	Litre/hour/connection
L/min	-	Litre/minute
L/s	-	Litre/second
LDPE	-	Low density polyethylene
LF	-	Likelihood of failure
m	-	Metre
ML	-	Megalitre
mm	-	Millimetre
MP	-	Master plan
mPVC	-	Modified polyvinyl chloride
PMS	-	Pavement management system
POS	-	Public open space
PRP	-	Pipe replacement potential
PVC	-	Polyvinyl chloride
RUL	-	Remaining useful life
uPVC	-	Unplasticized polyvinyl chloride
WADISO	-	Water distribution system optimization program (software)

1. INTRODUCTION

1.1 BRIEF

GLS Consulting Engineers (GLS) was appointed to perform a pipe replacement prioritisation study for the entire water distribution system of the Cape Agulhas Municipality.

The project entails the verification of system data, compilation of a computer model for the pipe replacement network, calibration of the computer model, work shopping of the relevant factors and weights applied in the analysis with Cape Agulhas Municipality and performing the analysis.

1.2 SCOPE OF THE REPORT

This report addresses the prioritisation of replacing water pipes within the Cape Agulhas Municipality, comprising the towns of Bredasdorp, Elim, Klipdale, L`Agulhas, Napier, Protem, Spanjaardskloof, Struisbaai, Suiderstrand and Waenhuiskrans.

1.3 DISCLAIMER

The investigation has been performed and this report has been compiled based on the information made available to GLS. All efforts, within budget constraints, have been made during the gathering of information to ensure the highest degree of data integrity. The information supplied to GLS by the Cape Agulhas Municipality and other consultants at the outset of this pipe replacement plan is assumed to be the most accurate representation of the existing system up to date hereof.

All recommendations pertaining to identifying pipes for replacement should be regarded as an initial best assumption, but the knowledge which the field staff may have regarding the condition of the various pipes should also be taken into account by the client in order to verify the pipe replacement priority before commencing any upgrading projects.

Subsequent to the completion of the data capturing the layout plans, including the relevant attributes, were handed back to the Municipality so that the information could be verified by the client. GLS can therefore not be held accountable for inaccurate information received pertaining to the components of the existing system.

2. METHODOLOGY

2.1 INTRODUCTION

The pipe replacement potential (PRP) for any one pipe in the water distribution model is assessed by combining two critical indices – the likelihood of failure (LF) and consequence of failure (CF). Various independent factors contribute to each of these indices.

For the LF the following independent factors have been identified pertaining to each pipe which will be discussed in more detail in paragraph 2.2 below.

1. Nominal diameter.
2. Reserve water pressure ratio.
3. Catalogue remaining useful life.
4. Master plan item.
5. Assessed condition.
6. Failure frequency.
7. Leakage volume.
8. Undesired material.
9. Geology.

For the CF the following independent factors have been identified pertaining to each pipe which will be discussed in more detail in paragraph 2.3 below.

1. High cost to consumer due to high water pressure.
2. High cost to consumer due to flow.
3. High repair cost.
4. Flooding due to geography.
5. Strategic location.
6. Network redundancy.
7. Pavement management system alignment.

The various contributing factors are assessed for each pipe by allocating a rating value (0 to 5) to each factor. The contributing factors are then totalled using various respective weights and normalized to give a total LF or CF index in the range of 1 to 5 respectively. A LF % and CF % is also calculated with the ranked LF and CF values respectively.

An initial weight distribution for LF was adopted for Cape Agulhas Municipality, but it was refined during workshop sessions with officials of the Municipality and amended as follows:

Likelihood of Failure Property	Score out of 10	Weight (%)
Nominal diameter (mm)	8	13.1
Reserve water pressure ratio	7	11.5
Catalogue remaining useful life (yr)	6	9.8
Master plan item	6	9.8
Assessed condition	10	16.4
Failure frequency (breaks/km/yr)	11	18.0
Leakage volume (L/min/km)	5	8.2
Undesired material	8	13.1
Geology *	0	0.0
TOTAL		100.0

* Data not available for or relevant to Cape Agulhas Municipality

Likewise an initial weight distribution for CF was adopted for Cape Agulhas Municipality, which was also refined during the workshop session and amended as follows:

Consequence of failure Property	Score out of 10	Weight (%)
High cost to consumer due to high water pressure	4	9.5
High cost to consumer due to flow	5	11.9
High repair cost *	0	0.0
Flooding due to geography	8	19.0
Strategic location	8	19.0
Network redundancy	7	16.7
Pavement management system	10	23.8
TOTAL		100.0

* Data not available for or relevant to Cape Agulhas Municipality

The source data could have a granularity larger than that of one pipe (e.g. Geology could be defined for a whole area covering a selection of pipes). In this case contributing factors are assessed by spreading the overall value onto the entities of smallest granularity, i.e. over the individual modelled pipes.

The total PRP is then calculated for each pipe as an index

$$\text{PRP} = \text{LF} \times \text{CF} \text{ (in the range of 1 to 25)}$$

By calculating the product of the two indices the compound risk is assessed. Only if a pipe has a high index for likelihood of failure and a high risk for consequence of failure will a high potential for replacement result. In addition the expected replacement cost for every pipe is calculated. The table of pipes in the model can then be sorted in order of decreasing PRP and a ranking PRP% from 100% to 0% is also displayed. The pipes with the highest replacement potential can then be visualized graphically and the associated total replacement cost determined.

The PRP can then be aggregated in various ways to provide a weighted average, maximum or minimum for various collections, such as per

- Region (Township, suburb or neighbourhood)
- System (Reservoir zone or other subsystem)

2.2 FACTORS CONTRIBUTING TO LIKELIHOOD OF FAILURE

The procedure followed to determine each of the factors contributing to the LF is outlined below:

2.2.1 Nominal diameter

The Wadiso model contains a user definable field which contains the nominal pipe diameter. The basic assumption here is the larger the pipe diameter the less likely pipe failures will result. This is a primary factor which should ideally only be used when better information on the likelihood of failure is not available. The following classification index was adopted to rate this factor:

Property	Criteria (\leq)	Rating (0..5)
Nominal diameter (mm)	50	5
Nominal diameter (mm)	75	4
Nominal diameter (mm)	110	3
Nominal diameter (mm)	160	2
Nominal diameter (mm)	250	1
Nominal diameter (mm)	400	0.5
Nominal diameter (mm)	>400	0.1

It can be seen that very small diameters are severely penalized (high rating). Diameters above 400 mm are regarded as less likely to fail and are not penalized. A value of 0.1 is adopted here instead of 0 to ensure fewer pipes end up with identical PRP values and corresponding equal PRP%.

2.2.2 Reserve water pressure ratio

The concept of a reserve pressure ratio is introduced. Every pipe in the model can have the property [Pressure rating (kPa)] which expresses the maximum allowable service pressure of the pipe. This value is converted to units of metre (m) water pressure.

The highest pressures in a pipe network are usually experienced during static (low flow or night time) conditions. The result of the static analysis is presented at the nodes of the model. Every pipe has an upstream and a downstream node for which the static pressure is available from the Wadiso result variables. The [Pipe average static pressure (m)] is then determined by averaging the nodal static pressures, i.e. $[(US\ SHead + DS\ SHead)/2]$. Should this value be negative, a zero value is assumed.

The reserve pressure ratio is then defined as

$$[\text{Pipe average static pressure (m)}] / [\text{Pressure rating (m)}]$$

Should the pressure rating be zero for some reason (invalid data) then a zero reserve pressure ratio is assumed. A reserve pressure rating of 1.0 indicates that the pipe has no reserve capacity with regards to pressure and a rating of bigger than 1.0 indicates over stressing the pipe risking severe pipe rupture.

Should the pressure rating not be available for the pipes in the model, a suitable default value should be entered, such as 90 m (or for example 899 kPa to flag the value as unknown). This will have the side effect of only evaluating the model based on average static pressure. The following classification index was adopted to rate this factor:

Property	Criteria (\leq)	Rating (0..5)
Reserve pressure ratio	0	0.1
Reserve pressure ratio	0.25	1
Reserve pressure ratio	0.50	2
Reserve pressure ratio	0.75	3
Reserve pressure ratio	1	4
Reserve pressure ratio	>1	5

It can be seen that the rating increases as the reserve pressure increases to unity.

2.2.3 Catalogue remaining useful life

For every pipe in the model the remaining useful life (RUL) can be determined. The Wadiso model should contain the material for every pipe in the model. For every material a standard life is assumed for a pipe of that material, as outlined typically in the table below:

Property	Criteria	Life (yr)
Pipe material life	Fibre reinforced cement (FC or AC)	40
Pipe material life	(undefined)	50
Pipe material life	Modified polyvinyl chloride (mPVC)*	50
Pipe material life	Glass reinforced plastic (GRP)	60
Pipe material life	Unplasticized polyvinyl chloride (uPVC)	60
Pipe material life	High density polyethylene (HDPE)	80
Pipe material life	Low density polyethylene (LDPE)	80
Pipe material life	"Polycop" plastic piping (POLYCOP)*	80
Pipe material life	Copper (CO)*	60
Pipe material life	Steel (STEEL)	80
Pipe material life	Cast iron (CI)*	100
Pipe material life	Ductile iron (DI)	100

* Data not available for or relevant to Cape Agulhas Municipality

For pipes of unknown material (i.e. blank) an average life of 50 years is assumed.

For every pipe in the Wadiso model, the year of installation of the pipe [AM*_year] should be available. This can often be obtained from asset register databases. The RUL for any pipe is then calculated as:

$$[\text{Standard life expectancy based on material}] - ([\text{Current year}] - [\text{AM year}])$$

Should the year of installation be unknown, the average age is calculated from the known adjacent water network installations dates.

The following classification index was adopted to rate this factor:

Property	Criteria (< =)	Rating (0..5)
Remaining useful life (yr)	0	5
Remaining useful life (yr)	10	4
Remaining useful life (yr)	20	3
Remaining useful life (yr)	30	2
Remaining useful life (yr)	50	1
Remaining useful life (yr)	>50	0.1

It can be seen that the rating decreases as the RUL increases.

2.2.4 Master plan item

As part of the master plan (MP) of a water distribution network, pipes in the present model are identified, which should be upgraded by either replacement or parallel reinforcement. This provides an independent assessment by an engineer of those pipes that should be replaced in the water network based on the hydraulic capacity of the pipe.

The rationale of the MP item concept is that if a pipe has to be replaced due to insufficient hydraulic capacity, the replacement of this pipe can be brought forward if the other criteria indicate an increased likelihood of failure.

Usually only the future model (which includes schematic pipes for future extensions to the model) is provided to the client, with all the MP items identified. By spatially mapping the pipes identified with the MP prefix in the [MP type] field to pipes existing in the present model, the present model is augmented with the required information.

The following classification index was adopted to rate this factor:

Property	Criteria	Rating (0..5)
MP item type	(undefined)	3
MP item type	MP	5

2.2.5 Assessed condition

Pipes of poor quality or those known likely to fail can be identified. Care must however be taken not to base the assessed condition on another factor already considered such as pipe age or RUL. Data regarding the condition of a few pipes in a bad state of repair was available from Cape Agulhas Municipality and this factor was included. The following classification index where a two character string was used (with meaning in brackets) was adopted to rate this factor:

Property	Criteria	Rating (0..5)
AM condition	VG (Very good)	1
AM condition	G (Good)	2
AM condition	(undefined)	3
AM condition	F (Fair)	3
AM condition	P (Poor)	4
AM condition	VP (Very poor)	5

2.2.6 Failure frequency

Logged pipe failure is an important source of information to identify where pipe failures are likely to occur in future. Although a pipe section of the failed pipe would have been replaced by a new pipe, the underlying reason for failure might not have been resolved and future failures are likely to occur again in adjacent sections until a pipe replacement of the total street block or area of pipes has been done.

Typically a report containing information on the location, closest stand number (in some cases), street address (in some cases) and dates of pipe burst recording and repair is available. For Cape Agulhas Municipality 3 437 incidents were captured for the period November 2010 to July 2019. This information was made available by Cape Agulhas Municipality in spreadsheet format.

A process of geo-coding was then followed to assign a latitude & longitude coordinate to the location of every incident as accurately as possible. This included using a cadastral CAD layer with stand numbers, a CAD drawing containing street names and the use of the latest street mapping software to geo-reference street number addresses. A total of 3 080 of the 3 437 pipe burst incidents (89%) could be successfully geo-referenced and linked to a pipe number.

The total number of geo-referenced pipe failures for Cape Agulhas Municipality from November 2010 to July 2019 is 3 080 incidents, as shown in Table 1 below.

The data was then converted from spreadsheet to point shape geographical information system (GIS) files with the incident address, repair completion date and completion year as attributes. Typically where the street number (or stand number) was not available, but only the road name, a location closest to middle of the street length was identified. For streets of short distance this is acceptable but for long streets this does introduce an approximation to the exact failure location.

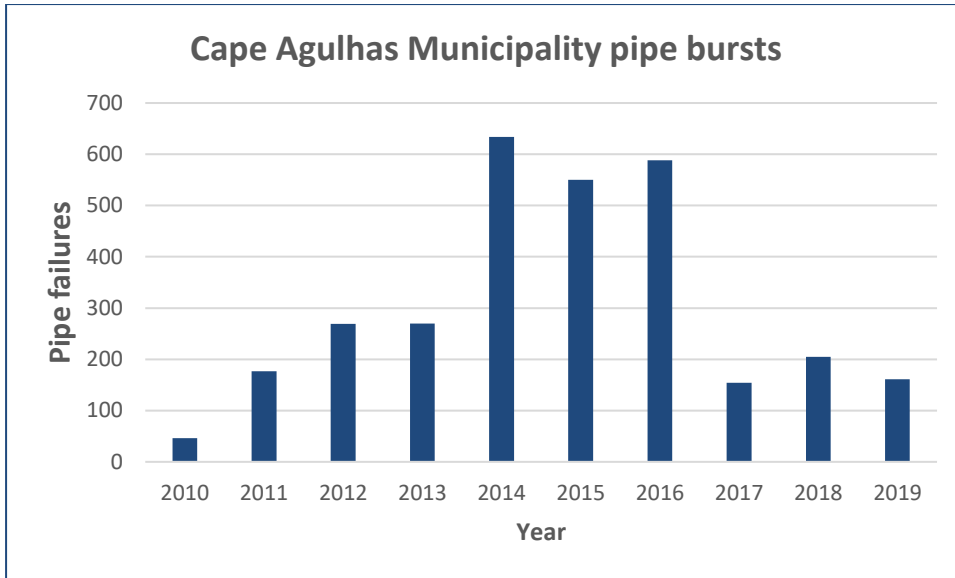


Table 1: Annual pipe burst incidents for Cape Agulhas Municipality

For this study 3 080 geo-referenced pipe burst incidents were available to use as an independent factor to determine the LF factor for each pipe. The entire set of geo-referenced pipe burst incidents available from November 2010 to July 2019 was used for this study. The remaining (relatively low percentage) pipe burst incidents that could not be successfully geo-referenced is due to the lack of addresses or coordinates in the original set of data.

See Table CAW 2 in Appendix for the final dataset used.

The pipe data model was then extended with fields to store the number of pipe failures per year for the surveyed years (2010 - 2019, but considering that the failure record is not the same for all areas) as well as the average annual number of pipe failures per length of modelled pipe. Results vary from a maximum of 31.4 incidents per year per km of modelled pipe to zero incidents per pipe.

By doing a spatial correlation between point shape file and the closest modelled pipe (using a custom function written to count the number of failures allotted to a pipe for each year up to a distance of 100 m away from any pipe and then divide the sum by the total length of the modelled pipe in km), the above fields in the pipe data model were updated. Typically the modelled pipe comprises many pipe sections and thus the adjacent sections more likely to fail than the replaced one, will also be identified.

It was decided to exclude failure counts where the spatially correlated pipe was replaced within the same year or after the failure was recorded. This assumes that the reason for the failure was related to the old pipe and that future failures are now unlikely to occur at that pipe. This resulted that 107 pipe failure incidents could be omitted from the dataset as the incidents occur before the new pipe was installed. A total of 733 pipes were allocated with a non-zero failure frequency for the analysis.

The following classification index was adopted after doing a frequency distribution on the data, to rate this factor. A value of 5 failures per year per km of modelled pipe was taken as approximately the 90 percentile and limit for the last open category.

Property	Criteria (\leq) (Failures/yr/km)	Rating (0..5)
----------	---	------------------

Failure frequency	0	0.1
Failure frequency	1	0.5
Failure frequency	2	1
Failure frequency	3	2
Failure frequency	4	3
Failure frequency	5	4
Failure frequency	>5	5

2.2.7 Leakage volume

The historic bulk delivery of water into a zone can be measured by a zone meter. The end-user consumption of the water provided to the zone can be obtained from treasury water sales records. Provided zone meters are installed covering a number of smaller zones a water balance analysis can be performed for the smaller zones. Then by performing a zone to modelled pipe spatial correlation the pipe data model can be extended to include a [Leakage volume] field.

The following classification index was developed to rate this factor.

Property	Criteria (L/min/km) (\leq)	Rating (0..5)
Leakage Volume	0	3
Leakage Volume	5	3.5
Leakage Volume	10	4
Leakage Volume	20	4.5
Leakage Volume	>20	5

2.2.8 Undesired material

Pipe material plays a large role in pipe replacement prioritisation. With technology development, improved and cheaper materials are discovered which expose older materials unwanted characteristics. These unwanted materials need to be replaced.

The Wadiso model should contain the material for every pipe in the model. Each material is outlined in the table below:

Property	Criteria	Rating (0..5)
Undesired material	Ductile Iron (DI)	1
Undesired material	HDPE	1
Undesired material	STEEL	1
Undesired material	LDPE *	2
Undesired material	uPVC	2
Undesired material	(undefined)	3
Undesired material	CI *	3
Undesired material	POLYCOP *	4
Undesired material	AC	5
Undesired material	COPPER *	5

** Data not available for or relevant to Cape Agulhas Municipality*

2.2.9 Geology

The geology in the area surrounding installed pipes can play a role in pipe replacement prioritisation. Where pipes have been installed in clay or dolomite areas a higher replacement likelihood is predicted especially in combination with non-flexible type pipe materials. In the case of Cape Agulhas Municipality no information on expansive clays were initially available and to our knowledge no dolomite is present in this area and therefore this factor was also ignored in the analysis.

The following classification index can be used to rate this factor where two degrees of dolomite are supported.

Property	Criteria	Rating (0..5)
Geology	NO DOLOMITE or CLAY*	0.1
Geology	(undefined)*	2.5
Geology	EXP. CLAY*	3
Geology	DOLOMITE 1*	4
Geology	DOLOMITE 2*	5

** Data not available for or relevant to Cape Agulhas Municipality*

2.3 FACTORS CONTRIBUTING TO CONSEQUENCE OF FAILURE

The procedure followed to determine each of the factors contributing to the CF is outlined below:

2.3.1 High cost to consumer due to high water pressure

The Wadiso model data contains the balanced results after a steady-state analysis for the present operational average day demand scenario. This scenario models the situation in the pipe network expected on the average day of the year. During a pipe failure damage due to flooding can occur. The higher the water pressure in the pipe network the higher the potential for high damage cost to the consumer.

The field [AvgHead (m)] is available in the pipe data model to assess this factor. The following classification index was adopted to rate this factor:

Property	Criteria (\leq)	Rating (0..5)
Consumer loss head (m)	0	0.1
Consumer loss head (m)	25	1
Consumer loss head (m)	50	2
Consumer loss head (m)	75	3
Consumer loss head (m)	100	4
Consumer loss head (m)	>100	5

2.3.2 High cost to consumer due to flow

The Wadiso model data contains the balanced results after a steady-state analysis for the present operational average day demand scenario. This scenario models the situation in the pipe network expected on the average day of the year. During a pipe failure damage due to flooding can occur. The higher the flow in the pipe network the higher the potential for high damage cost to the consumer. This can be unrelated to the pressure in the network at the point.

If a pipe is delivering water to consumers, i.e. not only feeding storage facilities such as reservoirs, then the flow in the pipe is directly proportional to the demand of the connected consumer(s). The potential cost of claims to the water service provider from the consumer due to the non-supply of water as a result of a pipe failure is again directly proportional to the amount of flow in the pipe.

The field [Flow (m)] is available in the pipe data model to assess this factor. The following classification index was adopted to rate this factor:

Property	Criteria (\leq)	Rating (0..5)
Consumer loss flow (L/s)	0	0.1
Consumer loss flow (L/s)	5	1
Consumer loss flow (L/s)	10	2
Consumer loss flow (L/s)	20	3
Consumer loss flow (L/s)	50	4
Consumer loss flow (L/s)	>50	5

2.3.3 High repair cost

The Wadiso model data contains data that classifies the type of pipe in the present model with respect to the excavation type in case of repair. The field [Cost_FN] mainly identifies where pipes are located in a road reserve (default) or under a road. Alternatively pipes located in a public open space (POS) can also be identified. Should this information not be available initially all pipes crossing or under roads can be identified graphically by overlaying the model on the cadastral and/or aerial imagery. Due to the uncertainty re the exact position of pipes this has not been performed for the Cape Agulhas Municipality.

The following classification index was adopted to rate this factor:

Property	Criteria	Rating (0..5)
Repair cost	Public open space *	1.0
Repair cost	Road reserve/undefined *	3
Repair cost	Under road *	5

* Data not available for or relevant to Cape Agulhas Municipality

2.3.4 Flooding due to geography

In order to quantify the likelihood of flooding due to the geography with emphasis on the cross slope of roads, a graphical interactive slope analysis is performed to establish whether a pipe is installed on the higher or lower side of a road. Should a pipe be located in a road reserve clearly on the higher side of a road, it is expected that should the pipe fail, water will collect mostly in the stormwater system of the road and thus not flood the properties on the lower side of the road. However, should the pipe be located in a road reserve on the lower side of the road, flooding of the properties on the lower side is imminent.

In order to identify the pipes which run parallel to height contours, only those pipes are highlighted initially which do not have a steep absolute slope over their length. Then with the contours overlaid, only the subset of pipes which are located in areas of steeper contours (typically with more than 10% fall over the width of the road) have been identified.

Then only the pipes on the lower side of the road (more critical) have been identified and the undefined value adopted for all other pipes. Due to the uncertainty re the exact position of pipes this has not been performed for the Cape Agulhas Municipality.

The following classification index was adopted to rate this factor:

Property	Criteria	Rating (0..5)
Side of road	(undefined)	3
Side of road	Lower	5

2.3.5 Strategic location

In order to accommodate the effect of strategic location with emphasis on high density industrial areas, hospitals or central business district (CBD) areas, a classification index is adopted for this factor:

Property	Criteria	Rating (0..5)
Strategic location	(undefined)	3
Strategic location	Industrial	4
Strategic location	Hospital	5
Strategic location	CBD	5
Strategic location	Education (EDU)	5

2.3.6 Network redundancy

Pipe redundancy plays a significant role in pipe replacement prioritisation. Pipe redundancy is calculated as follows:

The system is first balanced at the typical present operational average day demand scenario. Then a special routine evaluates the effect of the failure of every pipe individually. If the effect is that part of the network will not be supplied with water then the actual flow of the pipe is stored as criteria for the redundancy parameter. If the effect is that no part of the network will be isolated of water supply, then a value of zero is stored.

This analysis has been performed for Cape Agulhas Municipality.

The following classification index was developed to rate this factor and shows the amount of flow that could not be delivered by the pipe if there is no redundancy.

Property	Criteria	Rating (0..5)
Redundancy (L/s)	0	0.1
Redundancy (L/s)	5	1
Redundancy (L/s)	10	2
Redundancy (L/s)	20	3
Redundancy (L/s)	50	4
Redundancy (L/s)	>50	5

2.3.7 Pavement management system (PMS)

As part of the PMS, roads are identified which should be upgraded by either resurfacing or reconstruction. This provides an independent assessment by an engineer of those roads that should be upgraded in the road network based on the assessment made for the PMS.

The rationale of the PMS item concept is that if a pipe has to be replaced due to likelihood of failure results, the replacement of this pipe can be brought forward if the PMS suggests future upgrading of the road within which the pipe falls.

The following classification index was adopted to rate this factor:

Consequence of failure property	Criteria (<=)	Rating (0..5)
Pavement management system	(undefined)	1
Pavement management system	Very good (VG)	1
Pavement management system	Good (G)	2
Pavement management system	Fair (F)	3
Pavement management system	Poor (P)	4
Pavement management system	Very poor (VP)	5

2.4 SOFTWARE MODEL

The *Wadiso® (GLS Software)* software has been extended to perform the required analysis. Results are then reported in the embedded GIS system per pipe and can be inspected in table or graphical format. Figure 1 shows on an aerial background image how the PRP score (as categorized in the legend) is also influenced by the slope analysis. Figure 2 shows a detailed graphical view of the same area.

It can for example be seen how the pipe highlighted in red has a number of LF and CF factors (including the location on the lower side of the road and high dynamic pressure) contributing to a relative high PRP score of 0.27. The short pipe shown in magenta has a PRP score of 0.30 mainly contributed also by its high FF and location under the tarred road.



Figure 1: Graphical result where PRP is also influenced by slope analysis (on aerial image)

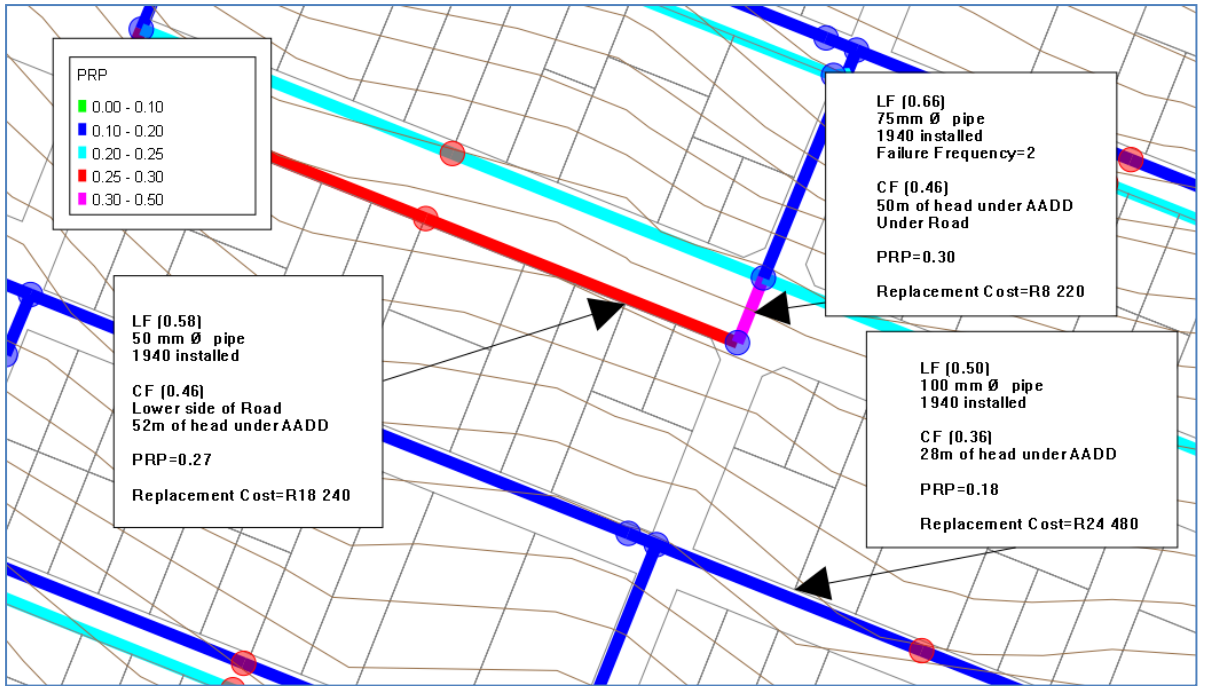


Figure 2: Graphical result – detail view

3. DISCUSSION OF RESULTS

The complete analysis has been performed for Cape Agulhas Municipality. Results are available in the format of a GIS data set. The following is a discussion of results obtained and as presented in the included figures.

Figures CAW 1(a) to (c) show the total pipe replacement potential (PRP%) for each pipe in the model categorised as low (<60%), average (60%-80%), high (80%-90%) and very high (>90%). The higher the value, the higher the potential for replacement. Where a failure location is related to a pipe that has been replaced since the failure date, the location has been excluded from the map and deemed outdated.

The PRP per pipe was also rolled up per region (township/suburb/reservoir supply zone). Various options were investigated, such as a pipe length weighted average PRP per region. This identifies the areas where high PRP values are dominant and is shown in Figure CAW 2.

Table CAW 1 shows a list of pipes representing the top 200 pipes in Cape Agulhas Municipality to be investigated for replacement, sorted in decreasing order of PRP. Table CAW 1. Of these 200 pipes 152 were identified as priority pipes where the PRP% of the pipe is > 90% and 3 or more incidents of pipe bursts were recorded on the pipe. These 152 priority pipes are also shown on Figures CAW 1(a) - CAW 1 (c) in blue together with their corresponding ranking. The remaining 48 pipes were listed based on highest PRP%.

The replacement values for the top 200 pipes to be replaced in Cape Agulhas is R15 360 990.

Table CAW 2 shows the total pipe failure record.

4. RECOMMENDATION

It was found that a number of pipe failures recorded by the field staff were not possible to be located. In these cases no address or only a street name without a street number was available. This should be brought to the attention of the field staff.

The location of pipe failures should in future be recorded preferably with accurate GPS coordinates. This would improve the integrity of the output of this pipe failure model. If a longer and more comprehensive pipe failure record could be established, the integrity of the output could be further enhanced.

Very few failure records exist for the towns of Elim, Klipdale, Suiderstrand, Protem and Waenhuiskrans. It is recommended that the pipe failures are documented and added to this study when it is updated in the future.

It is recommended that pipe replacement in Cape Agulhas Municipality is performed in accordance with the PRP values calculated in this study. Pipes with the highest PRP values should be considered to be replaced first. It should be noted that the priority pipes for replacement have been ranked only according to the criteria adopted for this study. The decision to replace a particular pipe or section of pipes should still however be taken on an engineering judgement basis using the results of this study as a guideline.

5. CONCLUSION

This new calibrated and tested pipe failure model identifies with a single geographical view where pipe failures are most likely to occur. It is foreseen that this model will greatly assist the pipe replacement prioritisation process as it is completely based on a scientific approach. By allocating funds to replacing those pipes most likely to fail in future, a limited budget can be spent effectively.

APPENDIX – FIGURES AND TABLES

Table CAW1: Top 200 pipes in Cape Agulhas to be replaced based on PRP

PRP Rank	Model Nr	Link TYP	SYS	SYSTEM	REGION	Diam (mm)	Length (m)	Flow (l/s)	S.Head (m)	Cost FN	Mat.	P.Rate (kPa)	Year	Area	ResPrat	RUL (years)	PRFailTot	Fail Frq (/a/km)	Fail Frq Count	Pipe Conditn	Stratigic location	Redund (l/s)	LF/5 Diam	LF/5 ResP	LF/5 CRUL	LF/5 MPIT	LF/5 kVol	LF/5 FailF	LF/5 Mat	LF/5 Cond	CF/5 Head	CF/5 Flow	CF/5 RepC	CF/5 Rsd	CF/5 StrL	CF/5 Red	CF/5 C_PMS	Final LF	Final LF%	Final CF	Final CF%	Final PRP	Final PRP%	Repl Cost (R)	Cum Repl Cost (R)	
1	21485	RET	Napier - Napier Reservoir	Napier	50	199.9	0.1	86.8	1	AC	0	1970	0		0.91	-10	5	2.501	1	0	IND	0.1	5	4	5	3	3	5	5	5	4	1	3	5	5	1.0	1.0	3.69	99.30	2.87	98.75	10.59	100.00	86 977	86 977	
2	11675	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	50	106.9	0.7	56.6	1	AC	0	1970	0		0.57	-10	5	4.677	1	0	IND	0.7	5	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.67	99.10	2.81	98.32	10.31	99.96	46 500	133 476	
3	11676	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	50	49.1	0.2	57.2	1	AC	0	1970	0		0.57	-10	5	10.174	1	0	IND	0.2	5	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.67	99.10	2.81	98.32	10.31	99.96	21 379	154 855	
4	11660	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	75	57.2	0.0	60.9	1	AC	0	1970	0		0.62	-10	9	15.721	1	0	IND	0.0	4	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.58	93.46	2.81	98.32	10.06	99.81	31 715	186 570	
5	11670	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	75	106.4	0.2	56.6	1	AC	0	1970	0		0.59	-10	12	11.276	1	0	IND	0.2	4	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.58	93.46	2.81	98.32	10.06	99.81	58 956	245 526	
6	11431	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	75	94.1	1.2	53.1	1	AC	0	1970	0		0.55	-10	3	3.188	0	0	IND	1.2	4	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.58	93.46	2.81	98.32	10.06	99.81	52 139	297 665	
7	11435	RET	Bredasdorp - Bredasdorp Upper PRV	Bredasdorp	75	32.1	1.4	52.3	1	AC	0	1970	0		0.52	-10	4	12.443	0	0	IND	1.4	4	3	5	3	3	5	5	5	3	1	3	5	5	1.0	1.0	3.58	93.46	2.81	98.32	10.06	99.81	17 810	315 475	
8	13395	RET	Bredasdorp - Bredasdorp Upper	Bredasdorp	75	107.9	0.1	121.8	1	AC	0	1970	0		1.23	-10	6	5.56	1	0	0.0	0.1	4	5	5	3	3	5	5	5	5	1	1	3	5	3	1.0	1.0	3.74	98.45	2.68	95.52	10.02	99.61	59 782	375 257
9	11510	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	375.7	0.6	73.5	1	AC	0	1970	0		0.76	-10	16	4.258	2	0	CBD	0.0	5	4	5	5	3	5	5	5	3	1	3	5	4	0.1	1.0	3.88	99.96	2.58	87.26	10.01	99.57	163 441	538 698	
10	10090	RET	Bredasdorp - Bredasdorp Upper	Bredasdorp	50	47.2	0.1	107.4	1	AC	0	1970	0		1.03	-10	3	6.351	0	0	0.0	0.1	5	5	5	3	3	5	5	5	4	1	3	5	3	1.0	1.0	3.82	99.92	2.62	89.40	10.01	99.53	20 549	559 247	
11	21350	RET	Napier - Napier Reservoir	Napier	50	338.2	0.6	73.1	1	AC	0	1970	0		0.80	-10	10	2.957	1	0	IND	0.0	5	4	5	3	3	5	5	5	3	1	3	5	5	0.1	1.0	3.69	99.30	2.71	96.61	9.98	99.49	147 104	706 351	
12	10430	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	118.4	0.9	68.8	1	AC	0	1970	0		0.69	-10	8	6.756	1	0	IND	0.0	5	3	5	3	3	5	5	5	3	1	3	5	5	0.1	1.0	3.67	99.10	2.71	96.61	9.94	99.45	51 507	757 858	
13	10450	RET	Bredasdorp - Bredasdorp Upper	Bredasdorp	75	103.9	0.4	113.2	1	AC	0	1970	0		1.19	-10	3	2.887	0	0	0.0	0.4	4	5	5	3	3	5	5	5	5	1	1	3	5	3	1.0	1.0	3.68	99.18	2.68	95.52	9.85	99.38	57 573	815 431
14	20625	RET	Napier - Napier Reservoir	Napier	50	115.3	0.1	58.9	1	AC	0	1970	0		0.61	-10	6	5.205	1	0	CBD	0.0	5	3	5	5	3	5	5	5	3	1	3	5	4	0.1	1.0	3.80	99.88	2.58	87.26	9.81	99.34	50 147	865 578	
15	10565	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	143.5	1.8	63.7	1	AC	0	1970	0		0.65	-10	4	2.788	0	0	IND	0.0	5	3	5	3	3	5	5	5	3	1	3	5	5	0.1	1.0	3.61	95.44	2.71	96.61	9.78	99.18	62 416	927 994	
16	21195	RET	Napier - Napier Reservoir	Napier	50	275.1	0.2	66.8	1	AC	0	1970	0		0.70	-10	7	2.545	1	0	IND	0.0	5	3	5	3	3	5	5	5	3	1	3	5	5	0.1	1.0	3.61	95.44	2.71	96.61	9.78	99.18	119 670	1 047 664	
17	11015	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	95.9	1.8	65.9	1	AC	0	1970	0		0.66	-10	5	5.215	1	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.67	99.10	2.64	93.30	9.70	99.03	41 704	1 089 368	
18	11010	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	362.5	0.8	46.7	1	AC	0	1970	0		0.56	-10	18	4.965	2	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.67	99.10	2.64	93.30	9.70	99.03	157 691	1 247 060	
19	52690	RET	Struisbaai - Struisbaai Reservoir	Struisbaai	50	146.3	0.5	56.9	1	AC	0	1970	0		0.57	-10	8	5.47	1	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.67	99.10	2.64	93.30	9.70	99.03	63 619	1 310 679	
20	60840	RET	L'Agulhas - L'Agulhas Upper	L'Agulhas	50	134.2	0.0	86.4	1	AC	0	1970	0		0.90	-10	4	2.98	0	0	0.0	0.0	5	4	5	3	3	5	5	5	4	1	3	5	3	1.0	1.0	3.69	99.30	2.62	89.40	9.65	98.83	58 382	1 369 060	
21	10350	RET	Bredasdorp - Bredasdorp Upper	Bredasdorp	75	106.4	1.5	95.8	1	AC	0	1970	0		1.05	-10	5	4.699	1	0	0.0	0.0	4	5	5	3	3	5	5	5	5	1	1	3	5	3	0.1	1.0	3.74	99.45	2.58	87.26	9.64	98.79	58 948	1 428 008
22	11966	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	165.4	0.0	72.4	1	AC	0	1970	0		0.72	-10	8	4.838	1	0	CBD	0.0	5	3	5	3	3	5	5	5	2	1	3	5	4	0.1	1.0	3.67	99.10	2.62	89.40	9.60	98.68	71 932	1 499 940	
23	11450	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	150	106.9	31.8	46.7	1	AC	0	1970	0		0.48	-10	5	4.676	1	0	IND	0.0	2	2	5	3	3	5	5	5	2	4	3	5	5	0.1	1.0	3.33	76.24	2.88	99.18	9.60	98.64	94 954	1 594 894	
24	21590	RET	Napier - Napier Reservoir	Napier	50	142.8	1.1	87.4	1	AC	0	1970	0		0.87	-10	5	3.502	1	0	0.0	1.1	5	4	5	3	3	5	5	5	3	1	3	5	3	1.0	1.0	3.75	99.73	2.55	83.48	9.57	98.52	62 101	1 656 995	
25	11025	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	150	144.9	12.6	67.1	1	AC	0	1970	0		0.68	-10	7	4.832	1	0	IND	0.0	2	3	5	3	3	5	5	5	2	3	3	5	5	0.1	1.0	3.41	81.77	2.80	97.90	9.55	98.48	128 643	1 785 638	
26	52385	RET	Struisbaai - Struisbaai Reservoir	Struisbaai	50	152.0	0.9	56.4	1	AC	0	1970	0		0.57	-10	4	2.632	0	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.61	95.44	2.64	93.30	9.54	98.44	66 106	1 851 745	
27	11401	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	206.9	0.5	73.2	1	AC	0	1970	0		0.70	-10	6	2.9	1	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.61	95.44	2.64	93.30	9.54	98.44	89 989	1 941 733	
28	10640	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	185.5	1.1	61.6	1	AC	0	1970	0		0.64	-10	5	2.696	1	0	IND	0.0	5	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.61	95.44	2.64	93.30	9.54	98.44	80 675	2 022 408	
29	11880	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	50	138.4	1.0	41.0	1	AC	0	1970	0		0.44	-10	13	9.396	1	0	IND	0.0	5	2	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.59	94.08	2.64	93.30	9.50	98.29	60 187	2 082 595	
30	21340	RET	Napier - Napier Reservoir	Napier	50	342.9	0.4	72.4	1	AC	0	1970	0		0.79	-10	5	1.458	1	0	IND	0.0	5	4	5	3	3	5	5	5	3	1	3	5	5	0.1	1.0	3.51	89.21	2.71	96.61	9.49	98.25	149 152	2 231 747	
31	10175	RET	Bredasdorp - Bredasdorp Upper	Bredasdorp	75	158.4	0.3	98.6	1	AC	0	1970	0		1.09	-10	4	2.526	0	0	0.0	0.0	4	5	5	3	3	5	5	5	5	1	1	3	5	3	0.1	1.0	3.68	99.18	2.58	87.26	9.48	98.21	87 730	2 319 477
32	13070	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	75	333.6	1.9	74.4	1	AC	0	0	0		0.73	-20	33	8.991	3	0	IND	0.0	4	3	5	3	3	5	5	5	2	1	3	5	5	0.1	1.0	3.58	93.46	2.64	93.30	9.47	98.17	184 833	2 504 310	
33	11335	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	75	73.4	0.2	80.2	1	AC	0	1970	0		0.81	-10	4	5.452	0	0	CBD	0.0	4	4	5	3	3	5	5	5	3	1	3	5	4	0.1	1.0	3.66	97.08	2.58	87.26	9.44	97.97	40 644	2 544 954	
34	11736	RET	Bredasdorp - Bredasdorp Lower	Bredasdorp	75	69.4	0.4	78.5	1	AC	0																																			

Table CAW1: Top 200 pipes in Cape Agulhas to be replaced based on PRP

PRP Rank	Model Nr	Link TYP	SYS	SYSTEM	REGION	Diam (mm)	Length (m)	Flow (l/s)	S.Head (m)	Cost FN	Mat.	P.Rate (kPa)	Year	Area	ResPrat	RUL (years)	PRFailTot	Fail Frq (/a/km)	Fail Frq Count	Pipe Conditn	Stratigic location	Redund (l/s)	LF/5 Diam	LF/5 ResP	LF/5 CRUL	LF/5 MPIT	LF/5 kVol	LF/5 FailF	LF/5 Mat	LF/5 Cond	CF/5 Head	CF/5 Flow	CF/5 RepC	CF/5 Rsd	CF/5 StrL	CF/5 Red	CF/5 C_PMS	Final LF	Final LF%	Final CF	Final CF%	Final PRP	Final PRP%	Repl Cost (R)	Cum Repl Cost (R)
101	21370	RET	Napier	Napier Reservoir	Napier	75	60.6	0.3	85.3	1	AC	0	1970	0	0.82	-10	5	8.244	1	0	0.0	0.0	4	4	5	3	3	5	5	5	3	1	3	5	3	0.1	1.0	3.66	97.08	2.45	63.34	8.97	94.16	33 599	9 026 806
102	21390	RET	Napier	Napier Reservoir	Napier	75	155.0	0.4	87.2	1	AC	0	1970	0	0.86	-10	7	4.517	1	0	0.0	0.0	4	4	5	3	3	5	5	5	3	1	3	5	3	0.1	1.0	3.66	97.08	2.45	63.34	8.97	94.16	85 853	9 112 659
103	21135	RET	Napier	Napier Reservoir	Napier	75	131.4	-2.0	76.8	1	AC	0	1970	0	0.79	-10	5	3.805	1	0	0.0	0.0	4	4	5	3	3	5	5	5	3	1	3	5	3	0.1	1.0	3.66	97.08	2.45	63.34	8.97	94.16	72 792	9 185 452
104	11875	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	75	101.5	-0.1	76.7	1	AC	0	1970	0	0.76	-10	4	3.939	0	0	CBD	0.0	4	4	5	3	3	5	5	2	0	3	5	4	0.1	1.0	3.66	97.08	2.44	54.27	8.95	93.84	56 257	9 241 709	
105	60480	RET	L'Agulhas	L'Agulhas Lower	L'Agulhas	50	22.4	0.0	47.3	1	AC	0	1970	0	0.47	-10	3	12	0	0	0.0	0.0	5	2	5	3	3	5	5	2	1	3	5	3	1.0	1.0	3.59	94.08	2.49	75.07	8.95	93.81	9 751	9 251 459	
106	40250	RET	Waenhuiskrans	Waenhuiskrans Reservoir	Waenhuiskrans	50	65.0	0.0	39.7	1	AC	0	1970	0	0.40	-10	4	6.154	0	0	0.0	0.0	5	2	5	3	3	5	5	2	1	3	5	3	1.0	1.0	3.59	94.08	2.49	75.07	8.95	93.81	28 275	9 279 734	
107	51545	RET	Struisbaai	Struisbaai Reservoir	Struisbaai	50	112.4	0.2	57.9	1	AC	0	1970	0	0.59	-10	3	2.668	0	0	0.0	0.0	5	3	5	5	3	5	5	2	1	3	5	3	0.1	1.0	3.74	99.49	2.39	49.94	8.94	93.69	48 905	9 328 640	
108	11971	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	50	164.3	0.9	72.4	1	AC	0	1970	0	0.73	-10	4	2.435	0	0	CBD	0.0	5	3	5	3	3	5	4	2	1	3	5	4	0.1	1.0	3.55	91.20	2.52	79.20	8.93	93.65	71 471	9 400 111	
109	50025	RET	L'Agulhas	L'Agulhas Upper	Struisbaai	110	83.0	0.2	68.7	1	AC	0	1970	0	0.67	-10	12	14.45	1	0	0.0	0.2	3	3	5	3	3	5	5	3	1	3	5	3	1.0	1.0	3.49	88.47	2.55	83.48	8.92	93.53	54 227	9 454 338	
110	13394	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	75	12.4	0.0	68.1	2	AC	0	1970	0	0.68	-10	45	180	5	0	0.0	0.0	4	3	5	3	3	5	5	2	1	3	5	3	1.0	1.0	3.58	93.46	2.49	75.07	8.92	93.38	7 360	9 461 698	
111	11160	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	50	555.5	1.0	53.0	1	AC	0	1970	0	0.63	-10	4	0.72	0	0	IND	0.0	5	3	5	3	3	5	3	2	1	3	5	5	0.1	1.0	3.37	80.37	2.64	93.30	8.91	93.30	241 634	9 703 332	
112	12925	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	75	338.1	0.6	76.9	1	AC	0	1970	0	0.75	-10	3	0.887	0	0	IND	0.0	4	4	5	3	3	5	3	2	1	3	5	5	0.1	1.0	3.36	78.69	2.64	93.30	8.88	93.03	187 316	9 890 648	
113	16190	RET	L'Agulhas	L'Agulhas Lower	L'Agulhas	50	93.6	0.0	54.5	1	AC	0	1970	0	0.55	-10	6	6.409	1	0	0.0	0.0	5	3	5	3	3	5	5	2	0	3	5	3	1.0	1.0	3.67	99.10	2.42	52.16	8.87	92.87	40 723	9 931 371	
114	10431	RET	Bredasdorp	Bredasdorp Upper	Bredasdorp	100	282.6	3.1	91.1	1	AC	0	1970	0	0.99	-10	5	1.77	1	0	0.0	0.0	3	4	5	5	3	5	4	4	1	3	5	3	0.1	1.0	3.52	89.52	2.52	79.20	8.86	92.75	184 514	10 115 885	
115	21015	RET	Napier	Napier Reservoir	Napier	100	140.8	6.2	62.0	1	AC	0	1970	0	0.64	-10	17	12.074	2	0	0.0	0.0	3	3	5	3	3	5	5	3	2	3	5	3	0.1	1.0	3.49	88.47	2.53	79.55	8.85	92.64	91 939	10 207 824	
116	12995	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	100	117.0	4.9	77.3	1	AC	0	1970	0	0.78	-10	4	3.418	0	0	0.0	0.0	3	4	5	5	3	5	5	2	1	3	5	3	0.1	1.0	3.70	99.38	2.39	49.94	8.85	92.60	76 425	10 284 249	
117	54090	RET	Struisbaai	Struisbaai Reservoir	Struisbaai	50	143.8	0.1	61.2	1	AC	0	1970	0	0.61	-10	3	2.086	0	0	0.0	0.1	5	3	5	3	3	5	4	4	2	1	3	5	3	1.0	1.0	3.55	91.20	2.49	75.07	8.84	92.56	62 572	10 346 821
118	10750	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	75	270.9	4.2	42.5	1	AC	0	1970	0	0.51	-10	4	1.477	0	0	IND	0.0	4	3	5	3	3	5	3	2	1	3	5	5	0.1	1.0	3.34	77.44	2.64	93.30	8.83	92.52	150 082	10 496 903	
119	21361	RET	Napier	Napier Reservoir	Napier	75	345.9	0.1	79.5	1	AC	0	1970	0	0.80	-10	9	2.602	1	0	0.0	0.0	4	4	5	3	3	5	5	3	1	3	5	5	0.1	1.0	3.60	94.55	2.45	63.34	8.83	92.33	191 617	10 688 520	
120	11795	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	100	84.1	2.1	73.7	1	AC	0	1970	0	0.74	-10	3	3.569	0	0	CBD	0.0	3	3	5	3	3	5	5	2	1	3	5	4	0.1	1.0	3.49	88.47	2.52	79.20	8.79	92.25	54 888	10 743 407	
121	11951	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	100	76.4	2.1	73.4	1	AC	0	1970	0	0.73	-10	3	3.927	0	0	CBD	0.0	3	3	5	3	3	5	5	2	1	3	5	4	0.1	1.0	3.49	88.47	2.52	79.20	8.79	92.25	49 879	10 793 287	
122	20897	RET	Napier	Napier Reservoir	Napier	75	165.1	1.2	55.2	1	AC	0	1970	0	0.62	-10	13	7.876	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	91 445	10 884 731	
123	11191	RET	Bredasdorp	Bredasdorp Upper PRV	Bredasdorp	75	225.1	0.0	46.4	1	AC	0	1970	0	0.53	-10	12	5.33	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	124 731	11 009 462	
124	12595	RET	Bredasdorp	Bredasdorp Upper PRV	Bredasdorp	75	134.3	0.2	47.3	1	AC	0	1970	0	0.54	-10	5	3.723	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	74 404	11 083 866	
125	12550	RET	Bredasdorp	Bredasdorp Upper PRV	Bredasdorp	75	239.8	0.6	50.9	1	AC	0	1970	0	0.59	-10	9	3.753	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	132 859	11 216 726	
126	21141	RET	Napier	Napier Reservoir	Napier	75	153.9	0.3	69.6	1	AC	0	1970	0	0.71	-10	12	7.798	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	85 247	11 301 973	
127	12781	RET	Bredasdorp	Bredasdorp Upper PRV	Bredasdorp	75	82.0	1.5	56.6	1	AC	0	1970	0	0.57	-10	4	4.881	0	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	45 403	11 347 376	
128	61125	RET	L'Agulhas	L'Agulhas Upper	L'Agulhas	75	97.6	0.2	68.0	1	AC	0	1970	0	0.68	-10	3	3.074	0	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	54 073	11 401 449	
129	21140	RET	Napier	Napier Reservoir	Napier	75	295.4	0.4	76.8	1	AC	0	1970	0	0.75	-10	34	11.509	3	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	163 669	11 565 118	
130	11985	RET	Bredasdorp	Bredasdorp Upper	Bredasdorp	75	250.1	0.9	63.7	1	AC	0	1970	0	0.67	-10	9	3.599	1	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	138 533	11 703 652	
131	20917	RET	Napier	Napier Reservoir	Napier	75	511.8	2.0	55.0	1	AC	0	1970	0	0.65	-10	17	3.322	2	0	0.0	0.0	4	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	283 511	11 987 163	
132	61345	RET	L'Agulhas	L'Agulhas Upper	L'Agulhas	75	67.1	0.1	75.0	1	AC	0	1970	0	0.75	-10	5	7.452	1	0	0.0	0.0	5	3	5	3	3	5	5	3	1	3	5	3	0.1	1.0	3.58	93.46	2.45	63.34	8.79	92.17	37 172	12 024 335	
133	12080	RET	Bredasdorp	Bredasdorp Lower	Bredasdorp	50	551.6	0.7	65.3	1	AC	0	1970	0	0.69	-10	9	1.632	1	0	CBD	0.0	5	3	5	3	3	5	4	2	1	3	5	4	0.1	1.0	3.49	87.53	2.52	79.20	8.78	91.66	239 928	12 264 264	
134	53245	RET	Struisbaai	Struisbaai Reservoir	Struisbaai	50	107.5	0.4	58.6	1	AC	0	1970	0	0.59	-10	4	3.721	0	0	0.0	0.0	5	3	5																				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_History	Response time	Result
201607/23333	2016/07/04 10:46	Leah Regina Ward	A Marias	785297968	Hibusculaan 11	Water (Shane Roach)	High	Pyp gebars (01/07/2016 - 6h07)	Closed	Bredasdorp	2	04:13:24	2016/07/05 10:46	2016/07/05 15:00	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201607/23336	2016/07/04 10:50	Leah Regina Ward	Olive	n/a	Hibusculaan 9	Water (Shane Roach)	High	Pyp gebars (02/07/2016 - 11h10)	Closed	Bredasdorp	2	00:00:165048	2016/07/05 10:50	2016/07/02 13:00	-Die pyp is herstel. (Action performed on: 02-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201607/23473	2016/07/12 08:55	Leah Regina Ward	J Texeira	284241469	Hugostraat 37	Water (Shane Roach)	High	Pyp gebars (04/07/2016 - 20h55)	Closed	Bredasdorp	4	00:00:072307	2016/07/13 08:55	2016/07/04 00:00	-Die pyp is herstel. (Action performed on: 04-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201607/23475	2016/07/12 09:10	Leah Regina Ward	Wessels	284251527	Republiekstraat 22	Water (Shane Roach)	High	Waterpyp gebars (04/07/2016 - 02h30)	Closed	Bredasdorp	4	00:00:0695455	2016/07/13 09:10	2016/07/04 08:00	-Die pyp is herstel. (Action performed on: 04-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201607/23480	2016/07/12 10:05	Leah Regina Ward	Kleynhans	827885266	Hotagterklip; Hoofweg	Water (Shane Roach)	High	Waterpyp het gebars (09/07/2016 - 8h5)	Closed	Struisbaai	5	00:00:0243828	2016/07/13 10:05	2016/07/09 14:22	-Die pyp is herstel. (Action performed on: 09-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201607/23484	2016/07/12 10:13	Leah Regina Ward	D Wasserman	n/a	Dorpsstraat	Water (Shane Roach)	High	Waterpyp gebars (09/07/2016 - 14h30)	Closed	Bredasdorp	4	00:00:0225151	2016/07/13 10:13	2016/07/09 19:41	-Die pyp is herstel. (Action performed on: 09-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201607/23517	2016/07/14 11:15	Leah Regina Ward	M Pick	719077425	Jobstraat 1139	Water (Shane Roach)	High	Pyp gebars.	Closed	Napier	1	21:40:31	2016/07/15 11:15	2016/07/15 08:56	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201607/23604	2016/07/25 15:54	Leonardus Klause	Sophia Lewis	284 241 244	Independentsstraat; Museum	Water (Shane Roach)	High	pyp wat gebars het in agtelplas	Closed	Bredasdorp	4	18:23:31	2016/07/26 15:54	2016/08/02 09:22	-Voltoot (Updated by Leonardus Klause on behalf of Deon Wasserman on 02-A	O	Completed After Deadline	
201607/23615	2016/07/25 15:54	Caroline Pontac	Bakkas	784709436	Pattersonstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Freek 24/07/2016 6h20)	Closed	Bredasdorp	4	23:05:27	2016/07/26 15:54	2016/07/26 15:00	-Die pyp is herstel. (Bystand Freek 24/07/2016 6h20 - 10h00) (Updated by Ca	B	Completed Before Deadline Date	
201608/23721	2016/08/01 10:43	Leah Regina Ward	F October	710805740	Adamstraat 63	Water (Shane Roach)	High	Pyp gebars by meter (17/07 - 13h22)	Closed	Napier	1	00:00:01276089	2016/08/02 10:43	2016/07/01 16:15	-Die waterpyp is herstel. (Action performed on: 17-Jul-2016; Updated by Leah	B	Completed Before Deadline Date	
201608/23725	2016/08/01 11:17	Leah Regina Ward	Nina	n/a	Ou Meuleweg	Water (Shane Roach)	High	Waterpyp gebars (26/07 - 16h30)	Closed	Bredasdorp	2	00:00:02708266	2016/08/02 11:17	2016/07/01 03:00	-Die pyp is herstel. (Action performed on: 01-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23737	2016/08/01 12:13	Leah Regina Ward	Rld D Jantjies	n/a	Tolbosstraat	Water (Shane Roach)	High	Pyp gebars (30/07 - 14h07)	Closed	Napier	1	00:00:02661191	2016/08/02 12:13	2016/07/01 17:00	-Die pyp is herstel. (Action performed on: 01-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23738	2016/08/01 12:14	Leah Regina Ward	Deon Wasserman	N/A	Independentsstraat; Museum	Water (Shane Roach)	High	Pyp gebars (31/07 - 10h15)	Closed	Bredasdorp	4	00:00:02661191	2016/08/02 12:14	2016/07/31 11:30	-Die pyp is herstel. (Action performed on: 31-Jul-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23783	2016/08/10 08:39	Leah Regina Ward	Cloete	793927812	Roukstraat 18	Water (Shane Roach)	High	Water pyp gebars (02/08/2016 - 7h35)	Closed	Bredasdorp	4	00:00:0693582	2016/08/11 08:39	2016/08/02 08:00	-Die pyp is herstel. (Action performed on: 02-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23793	2016/08/10 09:02	Leah Regina Ward	Fransie	729670249	Parkstraat 93; Parkstraat Sportgronde	Water (Shane Roach)	High	Pyp gebars (06/08/2016 - 11h15)	Closed	Bredasdorp	2	00:00:0333754	2016/08/11 09:02	2016/08/06 12:20	-Die pyp is herstel. (Action performed on: 06-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23841	2016/08/12 08:09	Leonardus Klause	Angeline Olivier	785 503 348	Adamstraat 18	Water (Shane Roach)	High	Pyp wat gebars het.	Closed	Napier	1	00:00:01	2016/08/13 08:09	2016/08/12 08:09	-Afgeshandel (pyp is herstel) (Updated by Leonardus Klause on behalf of Deon	B	Completed Before Deadline Date	
201608/23870	2016/08/15 10:43	Leah Regina Ward	Wiese	827710331	Tradstraat	Water (Shane Roach)	High	Pyp gebars (14/08/2016 - 6h53)	Closed	Napier	1	00:00:078197	2016/08/16 10:43	2016/08/14 13:00	-Die pyp is herstel. (Action performed on: 14-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23927	2016/08/19 11:52	Wilma van Eck	A van Belting	N/A	Geelestraat 35; Napier	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	2 days 20:34:48	2016/08/20 11:52	2016/08/22 08:27	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201608/23966	2016/08/22 10:51	Leah Regina Ward	Mev Eksteen	284242216	H/V Fletcherstraat & Buitekonstraat	Water (Shane Roach)	High	Pyp gebars (21/08/2016 - 11h48)	Closed	Bredasdorp	4	00:00:05062	2016/08/23 10:51	2016/08/21 14:00	-Die pyp is herstel. (Action performed on: 21-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23967	2016/08/22 10:57	Leah Regina Ward	Kosie Lourens	824720582	Staweg 12	Water (Shane Roach)	High	Pyp gebars (21/08/2016 - 11h58)	Closed	Napier	1	00:00:066646	2016/08/23 10:57	2016/08/21 16:30	-Die pyp is herstel. (Action performed on: 21-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/23987	2016/08/23 14:19	Leah Regina Ward	Mev Eksteen	284242216	Fletcherstraat 25	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	00:43:31	2016/08/24 14:19	2016/08/23 15:03	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201608/24067	2016/08/29 10:23	Leah Regina Ward	Naudie	284253004	Plantasiestraat 18	Water (Shane Roach)	High	Waterpyp gebars (24/08/2016 - 20h45)	Closed	Bredasdorp	4	00:00:049512	2016/08/30 10:23	2016/08/24 02:45	-Die pyp is herstel. (Action performed on: 24-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/24069	2016/08/29 10:47	Leah Regina Ward	SAPD	284255400	Bankstraat	Water (Shane Roach)	High	Waterpyp gebars (24/08/2016 - 23h30)	Closed	Bredasdorp	4	00:00:0469050	2016/08/30 10:47	2016/08/24 02:45	-Die pyp is herstel. (Action performed on: 24-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/24070	2016/08/29 10:50	Leah Regina Ward	Mike	284251119	H/V Fletcher & Golfstraat	Water (Shane Roach)	High	Waterpyp gebars (24/08/2016 - 06h50)	Closed	Bredasdorp	4	00:00:035831	2016/08/30 10:50	2016/08/25 08:00	-Die pyp is herstel. (Action performed on: 25-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/24086	2016/08/29 13:38	Leah Regina Ward	SAPD	284255400	Langstraat	Water (Shane Roach)	High	Pyp gebars (28/08/2016 - 06h00)	Closed	Bredasdorp	4	00:00:088729	2016/08/30 13:38	2016/08/28 13:00	-Die pyp is herstel. (Action performed on: 28-Aug-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201608/24114	2016/08/30 12:14	Wilma van Eck	F Platjies	N/A	Octoberlaan 972; Napier	Water (Shane Roach)	Normal	Waterpyp gebars.	Closed	Napier	1	20:17:56	2016/08/31 12:14	2016/08/31 08:32	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201609/24214	2016/09/05 11:52	Leah Regina Ward	Nelnesia	795178838	Bloekomlaan 4	Water (Shane Roach)	High	Pyp gebars (03/09/2016 - 11h15)	Closed	Bredasdorp	2	03:07:48	2016/09/06 11:52	2016/09/05 11:52	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201609/24296	2016/09/09 15:50	Wilma van Eck	G Fischer	N/A	Adamstraat 86; Napier	Water (Shane Roach)	Normal	Waterpyp in Adamstraat gebars	Closed	Napier	1	3 days 20:41:48	2016/09/10 15:50	2016/09/13 12:32	-Die waterpyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wa	O	Completed After Deadline	
201609/24318	2016/09/12 14:56	Caroline Pontac	Peter	832911207	Adamstraat 33	Water (Shane Roach)	High	Pyp gebars (Bystand AP Coetzee 10/09/2016 10h10)	Closed	Napier	1	00:00:0152469	2016/09/13 14:56	2016/09/13 14:56	-Die pyp is herstel. (Action performed on: 10-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24320	2016/09/12 15:00	Caroline Pontac	Queeny	729082568	Brandstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 10/09/2016 22h45)	Closed	Bredasdorp	2	00:00:0127848	2016/09/13 15:00	2016/09/11 09:00	-Die pyp is herstel. (Action performed on: 11-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24322	2016/09/12 15:04	Caroline Pontac	Emil	723481141	Parkstraat 59	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 10/09/2016 05h20)	Closed	Bredasdorp	2	00:00:0108244	2016/09/13 15:04	2016/09/11 09:00	-Die pyp is herstel. (Action performed on: 11-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24326	2016/09/12 15:20	Caroline Pontac	Suidpunt Sek	N/A	Kerkstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 12/09/2016 00h30)	Closed	Bredasdorp	4	00:00:035406	2016/09/13 15:20	2016/09/12 05:30	-Die pyp is herstel. (Action performed on: 12-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24400	2016/09/19 09:22	Leah Regina Ward	John	791130801	B10 - Plakkerskamp	Water (Shane Roach)	High	Pyp gebars. (16/09/216 - 21h36)	Closed	Napier	1	00:00:0211645	2016/09/20 09:22	2016/09/16 22:25	-Die pyp is herstel. (Action performed on: 16-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24403	2016/09/19 09:27	Leah Regina Ward	Esther	834455186	Roostraat 102	Water (Shane Roach)	High	Pyp gebars (17/09/2016 - 15h28)	Closed	Napier	1	00:00:0143884	2016/09/20 09:27	2016/09/17 17:30	-Die pyp is herstel. (Action performed on: 17-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24410	2016/09/19 09:34	Leah Regina Ward	Konst Holtzhausen	284255400	Langstraat	Water (Shane Roach)	High	Pyp gebars (18/09/2016 - 20h27)	Closed	Bredasdorp	4	00:00:0108252	2016/09/20 09:34	2016/09/18 03:30	-Die pyp is herstel. (Action performed on: 18-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201609/24597	2016/09/29 10:32	Wilma van Eck	D Dawe	N/A	Esomstraat 39; Napier	Water (Shane Roach)	Normal	Waterpyp gebars in pad	Closed	Napier	1	22:04:42	2016/09/30 10:32	2016/09/30 08:32	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201609/24599	2016/09/29 10:33	Wilma van Eck	Hendricks	N/A	Roostraat 16; Napier	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	22:08:17	2016/09/30 10:33	2016/09/30 08:32	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201610/24682	2016/10/03 10:23	Leah Regina Ward	Melvin Swart	797768374	Rivierstraat 5	Water (Shane Roach)	High	Pyp gebars (29/09/2016 - 6h15)	Closed	Bredasdorp	2	00:00:0440585	2016/10/04 10:23	2016/09/28 08:00	-Die pyp is herstel. (Action performed on: 28-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201610/24683	2016/10/03 10:24	Leah Regina Ward	Slater	783414900	H/V Independent & Selbystraat	Water (Shane Roach)	High	Pyp gebars (29/09/2016 - 17h06)	Closed	Bredasdorp	4	00:00:0303874	2016/10/04 10:24	2016/09/29 22:00	-Die pyp is herstel. (Action performed on: 29-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201610/24684	2016/10/03 10:26	Leah Regina Ward	Mnr Meyer	834113566	H/V Hopley & Van der Bylstraat	Water (Shane Roach)	High	Pyp gebars (29/09/2016 - 21h55)	Closed	Bredasdorp	4	00:00:0368780	2016/10/04 10:26	2016/09/29 04:00	-Die pyp is herstel. (Action performed on: 29-Sep-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201610/24869	2016/10/11 09:55	Caroline Pontac	Jones	284242540	Stasiehuus	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 07/10/2016 17h354)	Closed	Bredasdorp	4	00:00:0312955	2016/10/12 09:55	2016/10/12 09:55	-Die pyp is herstel. (Action performed on: 07-Oct-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201610/24907	2016/10/14 12:16	Leonardus Klause	Dirk Jantjies	829 055 064	Hibusculaan 10	Water (Shane Roach)	High	Pyp wat gebars het.	Closed	Bredasdorp	2	3 days 02:08:18	2016/10/15 12:16	2016/10/17 14:25	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201610/24923	2016/10/17 09:25	Caroline Pontac	Ollie	N/A	Hoofweg	Water (Shane Roach)	High	Hoof water pyp gebars (Bystand Christie 10/10/2016 19h30)	Closed	L'Agulhas	5	00:00:0635110	2016/10/18 09:25	2016/10/10 01:00	-Die pyp is herstel. (Action performed on: 10-Oct-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201610/25092	2016/10/31 09:23	Caroline Pontac	Wilma	828701134	Hoogstraat 26	Water (Shane Roach)	High	Pyp gebars (Bystand Johnny 24/10/2016 19h35)	Closed	Napier	1	00:00:0635019	2016/11/01 09:23	2016/10/24 01:00	-Die pyp is herstel. (Action performed on: 24-Oct-2016; Updated by Leah	B	Completed Before Deadline Date	
201611/25190	2016/11/07 12:24	Leah Regina Ward	Wnk Kamp	n/a	Bikini Beach; Hoofweg	Water (Shane Roach)	High	Waterpyp het gebars die Hotel. (05/11/2016 - 15h35)	Closed	Waenhuiskrans	6	00:00:0157487	2016/11/08 12:24	2016/11/05 16:40	-Die pyp is herstel. (Action performed on: 05-Nov-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201611/25191	2016/11/07 12:26	Leah Regina Ward	Ricardo Fields	733656197	Sesde Laan - Struisbaai - Noord	Water (Shane Roach)	High	Pyp het gebars in die pad. (05/11/2016 - 16h55)	Closed	Struisbaai	6	00:00:0149187	2016					

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Teleph	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Response_time	Result
201705/28496	2017/05/19 08:18	Leonardus Klase	Nora	284 241 777	Rekreasie straat, Westhook	Water (Shane Roach)	High	Pyp wat gebars het.	Closed	Bredasdorp	4	05:08:50	2017/05/20 08:18	2017/05/19 13:27	-Afgeshandel - Hooflyn wat gebars het. (Updated by Leonardus Klase on behalf of Deon Wasserm	B	Completed Before Deadline Date
201705/28509	2017/05/22 10:45	Leah Regina Ward	Tony Europa	603509480	Gonnabosstraat 9	Water (Shane Roach)	High	Waterpyp gebars.	Closed	Bredasdorp	3	22:06:57	2017/05/23 10:45	2017/05/23 08:52	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date
201705/28511	2017/05/22 10:55	Caroline Pontac	J. Wyngaard	284242012	Rekreasiestraat; West Hook	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 19/05/2017 02h00)	Closed	Bredasdorp	4	00:00-287759	2017/05/23 10:55	2017/05/23 03:00	-Die krane is toegedraai. (Action performed on: 19-May-2017; Updated by Lea	B	Completed Before Deadline Date
201705/28512	2017/05/22 10:59	Caroline Pontac	W. Wiese	824441363	Tradedstraat 4	Water (Shane Roach)	High	Pyp gebars (Bystand AP Coetzee 20/05/2017 08h45)	Closed	Napier	1	00:00-143976	2017/05/23 10:59	2017/05/20 19:00	-Die pyp is herstel. (Action performed on: 20-May-2017; Updated by Leah Reg	B	Completed Before Deadline Date
201705/28516	2017/05/22 11:08	Caroline Pontac	R. Ahrends	730809448	Publieke Toilette	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 20/05/2017 18h10)	Closed	Protém	4	00:00-139095	2017/05/23 11:08	2017/05/20 13:00	-Die lekasje is herstel. (Action performed on: 20-May-2017; Updated by Leah f	B	Completed Before Deadline Date
201705/28521	2017/05/22 11:40	Caroline Pontac	W. Meve	788476385	Charlotte Maekestraat 9	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 21/05/2017 15h00)	Closed	Bredasdorp	3	00:00-69039	2017/05/23 11:40	2017/05/21 16:30	-Die pyp is herstel. (Action performed on: 21-May-2017; Updated by Leah Reg	B	Completed Before Deadline Date
201705/28566	2017/05/23 12:29	Wilma van Eck	J October	N/A	Smythestraat 8	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	8 days 23:08:32	2017/05/24 16:29	2017/06/01 15:38	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline
201705/28629	2017/05/29 10:45	Leah Regina Ward	Thomas	284251181	Kloofstraat 25	Water (Shane Roach)	High	Pyp gebars (26/05/2017 - 22h12)	Closed	Bredasdorp	4	00:00-290728	2017/05/30 10:45	2017/05/26 02:00	-Die pyp is toegemaak. (Action performed on: 26-May-2017; Updated by Leah Reg	B	Completed Before Deadline Date
201705/28644	2017/05/29 12:16	Leah Regina Ward	Sers Taljaard	284238000	Melkbos St, Vaardigheidskool 609	Water (Shane Roach)	High	Pyp gebars (27/05/2017 - 18h06)	Closed	L'Agulhas	1	00:00-145861	2017/05/30 12:16	2017/05/27 19:45	-Die valve is toegemaak. (Action performed on: 27-May-2017; Updated by Lea	B	Completed Before Deadline Date
201705/28645	2017/05/29 12:17	Leah Regina Ward	Rdl October	n/a	Dunelaan	Water (Shane Roach)	High	Pyp gebars (28/05/2017 - 8h00)	Closed	Bredasdorp	2	00:00-80229	2017/05/30 12:17	2017/05/28 14:00	-Die pyp is herstel. (Action performed on: 28-May-2017; Updated by Leah Reg	B	Completed Before Deadline Date
201706/28763	2017/06/05 10:09	Caroline Pontac	Julian	835859228	Meyerstraat 35	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 01/06/2017 17h05)	Closed	Bredasdorp	6	04:24:49	2017/06/06 10:09	2017/06/05 14:34	-Herstel gebarste pyp (Bystand Sias 01/06/2017 17h05) (Updated by Caroline f	B	Completed Before Deadline Date
201706/28768	2017/06/05 10:28	Caroline Pontac	Van Lill	825989199	Re-Umristraat	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 03/06/2017 06h18)	Closed	Bredasdorp	4	03:52:50	2017/06/06 10:28	2017/06/05 14:21	-Herstel gebarste pyp (Bystand Sias 03/06/2017 06h18 - 13h30) (Updated by C	B	Completed Before Deadline Date
201706/28774	2017/06/05 10:47	Caroline Pontac	Europa	603657688	Denneklaan 10	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 03/06/2017 15h30)	Closed	Bredasdorp	2	00:00-145861	2017/06/06 10:47	2017/06/05 14:16	-Herstel gebarste pyp (Bystand Sias 03/06/2017 15h30) (Updated by Caroline f	B	Completed Before Deadline Date
201706/28777	2017/06/05 10:53	Caroline Pontac	Willie-John	N/A	Hoofweg	Water (Shane Roach)	High	Pyp gebars (Bystand Willie-John 04/06/2017 12h00)	Closed	Waenhuiskrans	6	03:17:39	2017/06/06 10:53	2017/06/05 14:11	-Herstel gebarste pyp (Bystand Willie-John 04/06/2017 12h00 - 14h00) (Updat	B	Completed Before Deadline Date
201706/28853	2017/06/12 11:58	Caroline Pontac	Dorothy	735522710	Rivierstraat 116	Water (Shane Roach)	High	Pyp gebars (Bystand Alex 06/06/2017 16h53)	Closed	Bredasdorp	2	03:39:59	2017/06/13 11:58	2017/06/12 15:38	-Herstel pyp (Bystand Alex 06/06/2017 16h53 - 18h30) (Updated by Caroline P	B	Completed Before Deadline Date
201706/28855	2017/06/12 12:00	Caroline Pontac	SAPD Bredasdorp	284255400	Golfstraat; Windmeul	Water (Shane Roach)	High	Pyp gebars (Bystand Alex 06/06/2017 23h25)	Closed	Bredasdorp	2	03:36:54	2017/06/13 12:00	2017/06/12 15:37	-Toedraai van valve (Bystand Alex 06/06/2017 23h30 - 24h00) (Updated by Ca	B	Completed Before Deadline Date
201706/28860	2017/06/12 12:27	Caroline Pontac	Neethling	284241683	H/V Hoffman and Golfstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Alex 10/06/2017 07h36)	Closed	Bredasdorp	4	02:57:38	2017/06/13 12:27	2017/06/12 15:37	-Herstel gebarste pyp (Bystand Alex 10/06/2017 07h36 - 12h00) (Updated by Carolin	B	Completed Before Deadline Date
201706/28863	2017/06/12 12:40	Caroline Pontac	Alexander Brown	832502770	Viljoenstraat 55	Water (Shane Roach)	High	Pyp gebars (Bystand Alex 10/06/2017 11h47)	Closed	Bredasdorp	4	02:37:45	2017/06/13 12:40	2017/06/12 15:18	-Herstel pyp (Bystand Alex 10/06/2017 11h50 - 15h00) (Updated by Caroline P	B	Completed Before Deadline Date
201706/28866	2017/06/12 13:06	Caroline Pontac	Mev da Silva	284253388	Clarendonstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Alex 11/06/2017 10h25)	Closed	Bredasdorp	4	02:10:56	2017/06/13 13:06	2017/06/12 15:17	-Herstel pyp (Bystand Alex 11/06/2017 10h25 - 12h00) (Updated by Caroline P	B	Completed Before Deadline Date
201706/28896	2017/06/13 12:19	Wilma van Eck	W Cooksen	N/A	Tolbosstraat 1216	Water (Shane Roach)	Normal	Waterpyp bars in Tolbosstraat - 8/6/17	Closed	Napier	1	13 days 20:54:48	2017/06/14 12:19	2017/06/27 09:14	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline
201706/28942	2017/06/19 09:05	Caroline Pontac	Oliver (SAPD)	284255400	H/V Ou Meule & Goodshedstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 14/06/2017 01h40)	Closed	Bredasdorp	4	02:54:25	2017/06/20 09:05	2017/06/19 12:00	-Draai valve toe 01h40 - 02h15. (Bystand Matewis 14/06/2017) (Updated by p	B	Completed Before Deadline Date
201706/28946	2017/06/19 09:25	Caroline Pontac	W. Swart	725401556	Golfstraat 41	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 16/06/2017 01h53)	Closed	Bredasdorp	2	02:29:51	2017/06/20 09:25	2017/06/19 11:45	-Draai valve toe 01h55 - 02h30. Herstel pyp breek (Bystand Matewis 16/06/20	B	Completed Before Deadline Date
201706/28954	2017/06/19 09:55	Caroline Pontac	Rdl October	843735556	Langstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 17/06/2017 12h20)	Closed	Bredasdorp	4	01:45:11	2017/06/20 09:55	2017/06/19 11:41	-Herstel pyp breek (Bystand Matewis 17/06/2017 12h30 - 16h30) (Updated by	B	Completed Before Deadline Date
201706/28962	2017/06/19 10:09	Caroline Pontac	Kst du Toit	284255400	goodshedstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 18/06/2017 03h40)	Closed	Bredasdorp	4	01:25:11	2017/06/20 10:09	2017/06/19 11:35	-Draai valves toe Bystand Matewis 18/06/2017 03h40 - 04h30) Herstel pyp bre	B	Completed Before Deadline Date
201706/29076	2017/06/26 12:28	Clina de Wet	J Europa	734510161	Brandstraat 57 (aan oorkant van straat)	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	2	1 day 23:57:26	2017/06/27 12:28	2017/06/28 12:26	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline
201706/29108	2017/06/26 13:26	Caroline Pontac	Henry Behr	N/A	Newmanstraat 38/40	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	1 day 22:59:22	2017/06/27 13:26	2017/06/28 12:26	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline
201706/29119	2017/06/27 10:20	Leah Regina Ward	H Behr	N/A	Newmanstraat 26	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	22:55:07	2017/06/28 10:20	2017/06/28 09:16	-Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wass	B	Completed Before Deadline Date
201707/29192	2017/07/03 09:28	Leah Regina Ward	Willey-Jon	N/A	Vierdelaan	Water (Shane Roach)	High	Pyp gebars (18/06/2017 - 18h50)	Closed	Waenhuiskrans	6	00:00-383291	2017/07/04 09:28	2017/06/28 23:00	-Die pyp is herstel. (Action performed on: 28-Jun-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201707/29198	2017/07/03 10:47	Leah Regina Ward	P Etienne	726208505	Fischermans' Place; Langezand	Water (Shane Roach)	High	Pyp gebars (01/07/2017 - 10h53)	Closed	Struisbaal	5	02:12:11	2017/07/04 10:47	2017/07/03 13:00	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date
201707/29202	2017/07/03 11:46	Leah Regina Ward	Annis - SAPD BD	n/a	Golfstraat	Water (Shane Roach)	High	Pyp gebars (02/07/2017 - 4h57)	Closed	Bredasdorp	2	00:00-90961	2017/07/04 11:46	2017/07/02 10:30	-Die pyp is herstel. (Action performed on: 02-Jul-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201707/29220	2017/07/04 12:28	Leah Regina Ward	Felicia	780333930	Mandelstraat 48	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	3 days 01:40:21	2017/07/05 12:28	2017/07/07 14:09	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline
201707/29315	2017/07/12 13:09	Leonardus Klase	Sias Daniels	723 688 731	Brandstraat; (oorkant Suzuki garage).	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	20:04:35	2017/07/13 13:09	2017/07/13 09:00	-Afgeshandel - Herstel van pyp. (Updated by Leonardus Klase on behalf of De	B	Completed Before Deadline Date
201707/29317	2017/07/12 14:10	Leah Regina Ward	Patty	N/A	Zwellitsha	Water (Shane Roach)	High	Daar het 'n pyp gebars in Zwellitsha.	Closed	Bredasdorp	3	18:35:46	2017/07/13 14:10	2017/07/13 08:46	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date
201707/29385	2017/07/17 09:24	Caroline Pontac	Sapd Napier	284238000	Eskomstraat 43	Water (Shane Roach)	High	Pyp gebars (Bystand AP Coetzee 11/07/2017 23h30)	Closed	Napier	1	00:00-945054	2017/07/18 09:24	2017/07/11 02:00	-Die pyp is herstel. (Action performed on: 11-Jul-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201707/29390	2017/07/17 09:34	Caroline Pontac	Mnr Mulder	761775393	Kerkstraat; Bellevue Lounge	Water (Shane Roach)	High	Pyp gebars (Bystand Matewis 15/07/2017 09h55)	Closed	Bredasdorp	4	00:00-169754	2017/07/18 09:34	2017/07/15 10:25	-Privaat brekasje. (Action performed on: 15-Jul-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201707/29513	2017/07/25 14:35	Leah Regina Ward	B Mamfengu	N/A	Sophia de Bruynstraat	Water (Shane Roach)	High	Water pyp het gebars. (22/07/2017 - 07h43)	Closed	Bredasdorp	3	00:00-272108	2017/07/26 14:35	2017/07/22 11:30	-Die lekasje is toegedraai. (Action performed on: 22-Jul-2017; Updated by Lea	B	Completed Before Deadline Date
201707/29588	2017/07/31 15:46	Leah Regina Ward	M Walbrugh	730219160	De Hilde Primus; Rekreasiestraat	Water (Shane Roach)	High	Pypgebars - stopkraan moet toegedraai word. (30/07/2017 - 1	Closed	Bredasdorp	2	00:00-98164	2017/08/01 15:46	2017/07/30 12:00	-Die stopkraan is toegedraai. (Action performed on: 30-Jul-2017; Updated by	B	Completed Before Deadline Date
201708/29731	2017/08/14 14:47	Leah Regina Ward	Deon	284241117	Fabrieksweg 3; Betonmeesters	Water (Shane Roach)	High	Pyp gebars. (08/08/2017 - 16h57)	Closed	Bredasdorp	4	00:00-506841	2017/08/15 14:47	2017/08/08 18:00	-Die pyp is herstel. (Action performed on: 08-Aug-2017; Updated by Leah Reg	B	Completed Before Deadline Date
201708/29789	2017/08/17 11:37	Leah Regina Ward	C Syver	284252387	Kanonstraat 08	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	21:35:45	2017/08/18 11:37	2017/08/18 09:13	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date
201708/29836	2017/08/21 10:54	Leah Regina Ward	Jean	n/a	Adamstraat	Water (Shane Roach)	High	Pyp gebars (19/08/2017 - 15h48)	Closed	Napier	1	00:00-147881	2017/08/22 10:54	2017/08/19 17:50	-die pyp is herstel. (Action performed on: 19-Aug-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201708/29903	2017/08/28 10:18	Leah Regina Ward	Jean	n/a	Oesterstraat 1136	Water (Shane Roach)	High	Pyp gebars (24/08/2017 - 6h30)	Closed	Napier	1	00:00-353935	2017/08/29 10:18	2017/08/24 08:00	-Die pyp is herstel. (Action performed on: 24-Aug-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201708/29964	2017/08/31 10:46	Wilma van Eck	B Neale	N/A	Industriële pad	Water (Shane Roach)	Normal	Pyp gebars in Industriële pad (29/8/27)	Closed	Napier	1	22:31:52	2017/09/01 10:46	2017/08/31 09:18	-Die krane is afgesteek en die pyp is afgelok. (Updated by Leah Regina Ward	B	Completed Before Deadline Date
201709/30022	2017/09/05 10:26	Leah Regina Ward	W Stydrom	824685638	Dorpstraat	Water (Shane Roach)	High	Pyp gebars (31/08/2017 - 20h43)	Closed	Bredasdorp	4	00:00-302163	2017/09/06 10:26	2017/08/31 21:30	-Die pyp is herstel. (Action performed on: 31-Aug-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201709/30028	2017/09/05 11:58	Leah Regina Ward	A Arends	633921615	Hoffmeyerstraat C3 Zwellitsha	Water (Shane Roach)	High	Pyp gebars (03/09/2017 - 8h31)	Closed	Zwellitsha	3	00:00-178109	2017/09/06 11:58	2017/09/03 10:30	-Die pyp is herstel. (Action performed on: 03-Sep-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201709/30033	2017/09/05 12:11	Leah Regina Ward	William	763602792	Oliehouthoulaan 42	Water (Shane Roach)	High	Pyp gebars (04/09/2017 - 7h24)	Closed	Bredasdorp	3	00:00-101463	2017/09/06 12:11	2017/09/04 08:00	-Die pyp is herstel. (Action performed on: 04-Sep-2017; Updated by Leah Regi	B	Completed Before Deadline Date
201709/30088	2017/09/11 08:26	Caroline Pontac	Domin														

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telephor	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_Attachm	Response_time	Result
201712/31460	2017/12/06 15:01		Esmarie Gabriella Coetzee	P Arendse	722630662	CampHillstr 38	baal, L'Agulhas, Suiders	High	LAB17	L'Agulhas	5	00:00:0-86440	2017/12/07 15:01	2017/12/05 15:01	- Herstel lek met 22mm las.na Afgehandeln05/12mSareln (Action performed on 05-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31477	2017/12/11 10:30		Leah Regina Ward	Mnr J Siegelaar	787737316	Gonnabosstraat	Water (Shane Roach)	High		Bredasdorp	3	00:00:0-570357	2017/12/12 10:30	2017/12/04 20:05	- Die lekasje is herstel. (Action performed on: 04-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31479	2017/12/11 10:33		Leah Regina Ward	SAPD Bredasdorp	N/A	OU Meuleweg & Rivierstraat	Water (Shane Roach)	High		Bredasdorp	2	00:00:0-534811	2017/12/12 10:30	2017/12/05 06:00	- Die pyp is die volgende dag herstel. (Action performed on: 05-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31480	2017/12/11 10:40		Leah Regina Ward	Mnr John October	284233581	Smythestraat 8	Water (Shane Roach)	High		Napier	1	00:00:0-398455	2017/12/12 10:40	2017/12/06 20:00	- Die pyp is herstel. (Action performed on: 06-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31481	2017/12/11 10:42		Leah Regina Ward	Mnr G Windvogel	721442437	Sophia de Bruynstraat 21	Water (Shane Roach)	High		Bredasdorp	3	00:00:0-357026	2017/12/12 10:42	2017/12/07 07:32	- Die pyp is herstel. (Action performed on: 07-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31488	2017/12/11 11:09		Leah Regina Ward	J Van der Watt	N/A	Heideelaan	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-165554	2017/12/12 10:59	2017/12/09 13:00	- Die pyp is herstel. (Action performed on: 09-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31496	2017/12/11 11:59		Leah Regina Ward	Mev L Smith	810493210	Thusing Centre; Ou Meuleweg	Water (Shane Roach)	High		Bredasdorp	2	00:00:0-492016	2017/12/12 11:09	2017/12/05 18:29	- Die pyp is herstel. (Action performed on: 05-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31499	2017/12/11 11:28		Leah Regina Ward	P Scholtz	N/A	Kloofstraat 20	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-152922	2017/12/12 11:28	2017/12/09 17:00	- Die pyp is herstel. (Action performed on: 09-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31515	2017/12/11 14:35		Leah Regina Ward	Seconds	N/A	Helén Josephsstraat 5/7	Water (Shane Roach)	High		Bredasdorp	3	3 days 19:26:13	2017/12/12 14:35	2017/12/15 10:02	- Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201712/31521	2017/12/11 14:55		Leah Regina Ward	C Gabriels	N/A	Fisanstraat; Struisbaal Noord	Water (Shane Roach)	High		Struisbaal	5	00:00:0-89749	2017/12/12 14:55	2017/12/10 14:00	- Die lekasje is herstel. (Action performed on: 10-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31607	2017/12/19 15:14		Wilma van Eck	ARMODORP	N/A	ROOSSTRAAT 100	Water (Shane Roach)	Normal		Water PYP BARS	5	21 days 20:07:44	2017/12/20 15:14	2018/01/10 11:22	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201712/31608	2017/12/19 15:15		Wilma van Eck	DJ SCHOEMAN	N/A	VOLHOUTSTRAAT	Water (Shane Roach)	Normal		Water PYPBARS IN PAD 15/12/2017	5	18:44:41	2017/12/20 15:15	2017/12/20 10:00	- Reeds herstel. (Action performed on: 20-Dec-2017; Updated by Deon Wasserr)	B	Completed Before Deadline Date	
201712/31609	2017/12/19 15:16		Wilma van Eck	NEL	N/A	TOLBOSSTRAAT 1245	Water (Shane Roach)	Normal		Water PYP BARS 18/12/2017	5	21 days 20:06:21	2017/12/20 15:16	2018/01/10 11:23	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201712/31611	2017/12/19 15:21		Wilma van Eck	NORA SIMONS	N/A	JOSEPHSTRAAT	Water (Shane Roach)	Normal		Water PYP BARS IN PAD	5	21 days 19:56:13	2017/12/20 15:21	2018/01/10 11:18	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201712/31633	2017/12/20 08:35		Leah Regina Ward	Acashia	829226733	Lourensstraat 11	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-255302	2017/12/21 08:35	2017/12/17 09:40	- Die pyp is herstel. (Action performed on: 17-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31635	2017/12/20 08:37		Leah Regina Ward	Sampe	761649676	Josephstraat 4	Water (Shane Roach)	High		Napier	1	00:00:0-239842	2017/12/21 08:37	2017/12/17 14:00	- Die pyp is herstel. (Action performed on: 17-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201712/31651	2017/12/20 16:04		Wilma van Eck	fuller	N/A	escomstr	Water (Shane Roach)	Normal		Napier	1	20 days 19:31:32	2017/12/21 16:04	2018/01/10 11:38	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201712/31665	2017/12/21 12:34		Caroline Pontac	Elize	606399487	Dunelaan 22	Water (Shane Roach)	High		Bredasdorp	2	19:49:33	2017/12/22 12:34	2017/12/22 08:24	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201712/31673	2017/12/21 14:41		Wilma van Eck	FRASERBURG	N/A	JOSEPHSTRAAT 71	Water (Shane Roach)	Normal		Water PYP BARS IN PAD	2	19 days 20:56:20	2017/12/22 14:41	2018/01/10 11:38	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201801/31686	2018/01/03 14:46		Leah Regina Ward	B King	N/A	Roman Beach; Hoofgebou	Water (Shane Roach)	High		Waenhuiskrans	6	2 days 00:21:08	2018/01/04 14:46	2018/01/05 15:08	- Afgehandeld (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201801/31687	2018/01/03 14:49		Leah Regina Ward	Olivier	836790835	Gentoostraat	Water (Shane Roach)	High		Struisbaal	5	00:00:0-1189146	2018/01/04 14:49	2018/01/20 20:30	- Die lekasje is reeds afgehandeld. Herstelwerk is gedoen. (Updated by Gerhard O)	B	Completed Before Deadline Date	
201801/31698	2018/01/03 15:49		Leah Regina Ward	Renny	799073508	Geelstraat 13	Water (Shane Roach)	High		Napier	1	00:00:0-987558	2018/01/04 15:49	2017/12/23 05:30	- Die pyp is herstel. (Action performed on: 23-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31733	2018/01/04 11:49		Caroline Pontac	Steve Harman	823794809	Stasieweg 6	Water (Shane Roach)	High		Napier	1	00:00:0-609542	2018/01/05 11:49	2017/12/28 13:00	- Die pyp is herstel. (Action performed on: 28-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31734	2018/01/04 11:51		Caroline Pontac	James	829828055	Smythestraat 23	Water (Shane Roach)	High		Napier	1	00:00:0-600715	2018/01/05 11:51	2017/12/28 13:00	- Die pyp is herstel. (Action performed on: 28-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31735	2018/01/04 12:43		Caroline Pontac	Christiaan	638660514	Dahliastraat 9	Water (Shane Roach)	High		Napier	1	00:00:0-600801	2018/01/05 12:43	2017/12/30 11:00	- Die pyp is herstel. (Action performed on: 28-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31747	2018/01/04 12:42		Caroline Pontac	Mnr Bieding	730114838	h/v Smit & Van Riebeeckstraat	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-448940	2018/01/05 12:42	2017/12/30 08:00	- Die pyp is herstel. (Action performed on: 30-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31748	2018/01/04 12:43		Caroline Pontac	Denver	N/A	Dirkie Uysstraat; Hoofgebou	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-438219	2018/01/05 12:43	2017/12/30 11:00	- Die pyp is herstel. (Action performed on: 30-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31750	2018/01/04 12:47		Caroline Pontac	Sylvia Visser	719596671	Vouhostraat 50	Water (Shane Roach)	High		Napier	1	00:00:0-438460	2018/01/05 12:47	2017/12/30 11:00	- Die pyp is herstel. (Action performed on: 30-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31757	2018/01/04 13:03		Caroline Pontac	M Moelich	829029285	Whk pad; Henk Aggenbach se plas	Water (Shane Roach)	High		Waenhuiskrans	6	00:00:0-338625	2018/01/05 13:03	2017/12/31 15:00	- Die pyp is herstel. (Action performed on: 31-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31762	2018/01/04 13:15		Caroline Pontac	Mev Davids	284233058	Engellaan 12	Water (Shane Roach)	High		Napier	1	00:00:0-182703	2018/01/05 13:15	2018/01/02 10:30	- Die pyp is herstel. (Action performed on: 02-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31763	2018/01/04 13:16		Caroline Pontac	Bakkas	784799846	Diepkloof	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-157588	2018/01/05 13:16	2018/01/02 17:30	- Die pyp is herstel. (Action performed on: 02-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31768	2018/01/04 13:30		Caroline Pontac	Chris van Schalkwyk	845867336	Kloofstraat 25	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-221442	2018/01/05 13:30	2018/01/02 00:00	- Die pyp is herstel. (Action performed on: 02-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31794	2018/01/05 08:20		Leah Regina Ward	E Cupido	769970776	Wesselsstraat; Erf 227	Water (Shane Roach)	High		L'Agulhas	5	00:00:0-263288	2018/01/06 08:20	2017/12/05 21:00	- Die pyp is herstel. (Action performed on: 05-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31803	2018/01/05 08:46		Leah Regina Ward	Chrissill	N/A	Plakkerskamp; Struisbaal Noord	Water (Shane Roach)	High		Struisbaal	5	00:00:0-857773	2018/01/06 08:46	2017/12/26 10:30	- Die pyp is herstel. (Action performed on: 26-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31804	2018/01/05 08:47		Leah Regina Ward	Davids	284233058	Engellaan 12	Water (Shane Roach)	High		Napier	1	00:00:0-856045	2018/01/06 08:47	2017/12/26 11:00	- Die pyp is herstel. (Action performed on: 26-Dec-2017; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31821	2018/01/05 09:29		Leah Regina Ward	Chrystel Snyders	N/A	Wilgerlaan 04	Water (Shane Roach)	High		Bredasdorp	2	3 days 00:00:02	2018/01/06 09:29	2018/01/08 14:00	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201801/31896	2018/01/10 08:57		Leah Regina Ward	Mnr J Olivier	89134879	Wolterstraat 68	Water (Shane Roach)	High		Napier	1	00:00:0-327434	2018/01/11 08:57	2018/01/06 14:00	- Die pyp is herstel. (Action performed on: 06-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31925	2018/01/10 15:00		Wilma van Eck	Smit	N/A	Escomstraat 5	Water (Shane Roach)	Normal		Waterpyp bars (5/1/18)	1	11 days 19:00:31	2018/01/11 15:00	2018/01/02 21:00	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	O	Completed After Deadline	
201801/31971	2018/01/15 11:10		Leah Regina Ward	Conradie	662192550	Steenbrasloot 2494	Water (Shane Roach)	High		Struisbaal	5	00:00:0-216657	2018/01/16 11:10	2018/01/12 23:00	- Die pyp is herstel. (Action performed on: 12-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31978	2018/01/15 11:33		Leah Regina Ward	Dyers	N/A	Newmarkstraat	Water (Shane Roach)	High		Napier	1	00:00:0-167629	2018/01/16 11:33	2018/01/13 13:00	- Die pyp is herstel. (Action performed on: 13-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/31982	2018/01/15 11:49		Leah Regina Ward	P Stuart	N/A	Parfstraat	Water (Shane Roach)	High		Bredasdorp	2	00:00:0-137624	2018/01/16 11:49	2018/01/15 08:00	- Die pyp is herstel. (Action performed on: 15-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/32112	2018/01/22 09:47		Leah Regina Ward	J August	N/A	Golfstraat	Water (Shane Roach)	High		Bredasdorp	2	05:45:32	2018/01/23 09:47	2018/01/23 15:33	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201801/32117	2018/01/22 11:21		Leah Regina Ward	M Moelich	N/A	Rioolpyp; Waenhuiskranspad	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-530465	2018/01/23 11:21	2018/01/16 08:00	- Die pyp is herstel. (Action performed on: 16-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/32140	2018/01/23 14:34		Leah Regina Ward	Sias Daniels	N/A	Kloofstraat	Water (Shane Roach)	High		Bredasdorp	4	00:00:0-89376	2018/01/23 14:34	2018/01/21 13:45	- Die pyp is herstel. (Action performed on: 21-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201801/32164	2018/01/23 09:45		Caroline Pontac	Tyrel	N/A	Parfstraat 35	Water (Shane Roach)	High		Bredasdorp	2	23:34:59	2018/01/24 09:45	2018/01/24 09:20	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201801/32256	2018/01/29 09:43		Leah Regina Ward	Sampe	784221958	Josephstraat 35	Water (Shane Roach)	High		Napier	1	00:00:0-139409	2018/01/30 09:43	2018/01/27 19:00	- Die pyp is herstel. (Action performed on: 27-Jan-2018; Updated by Leah Regi)	B	Completed Before Deadline Date	
201802/32312	2018/02/01 16:04		Caroline Pontac	Christel	284251717	Langstraat 48; Sealystraat; House of Carpets	Water (Shane Roach)	High		Bredasdorp	4	16:58:00	2018/02/02 16:04	2018/02/02 09:02	- Die las is aangebring by die aansluiting. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201802/32338	2018/02/05 09:00		Leah Regina Ward	C Januarie	799524227	Ou Meuleweg 3	Water (Shane Roach)	High		Bredasdorp	2	00:00:0-151218	2018/02/06 09:00	2018/02/03 15:00	- Die pyp is aangebring by die aansluiting. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201802/32341	2018/02/05 09:04		Leah Regina Ward	Mnr D Josephs	722704209	Roostrapad	Water (Shane Roach)	High		Napier	1	00:00:0-135253	2018/02/06 09:04	2018/02/03 19:00	- Die pyp is aangebring by die aansluiting. (Updated by Leah Regina Ward on behalf of Deon Wasserr)	B	Completed Before Deadline Date	
201802/32379	2018/02/06 09:32		Wilma van Eck	G Schoeman	N/A</													

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Update	Response time	Result
201806/34768	2018/06/29 13:40	Amanda Balintulo	Viljoen van A.H m	792870526	Oceanview 146	baal, Lagulhas, Suidelstra	High	waterpyp gebars aan elenaer se kant Mnr Viljoen het stopkraan is	Closed	Struisbaai	5	00:35:45	2018/06/30 13:40	2018/06/29 14:16	- Afgehandel WernernWerner gaan seker maak is elenaer se kant stopkraan is	B	Completed Before Deadline Date	
201807/34782	2018/07/02 14:56	Leah Regina Ward	Mnr Silberman	284233300	Sarel Cilliersstraat 28	Water (Shane Roach)	High	Water loop in pad. (29/06/2018 - 6h40)	Closed	Struisbaai	5	00:00:284190	2018/07/03 14:56	2018/06/29 08:00	- Die pyp is herstel. (Action performed on: 29-Jun-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34784	2018/07/02 14:58	Leah Regina Ward	Marriekie	N/A	Dirkie Uysstraat; Hoofgebou	Water (Shane Roach)	High	Pyp gebars. (30/06/2018 - 7h47)	Closed	Bredasdorp	4	00:00:184737	2018/07/03 14:58	2018/06/30 11:40	- Die pyp is herstel. (Action performed on: 30-Jun-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34786	2018/07/02 15:06	Leah Regina Ward	Roseline	785985199	Josephstraat 1182	Water (Shane Roach)	High	Water lekkasie. (30/06/2018 - 12h09)	Closed	Napier	1	00:00:0175842	2018/07/03 15:06	2018/06/30 14:16	- Die pyp is herstel. (Action performed on: 30-Jun-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34794	2018/07/02 15:28	Leah Regina Ward	Binneman	284253068	Suidstraat 6	Water (Shane Roach)	High	Geen water. (02/07/2018 - 5h57)	Closed	Bredasdorp	6	00:00:026890	2018/07/03 15:28	2018/07/02 08:00	- Die pyp is herstel. (Action performed on: 02-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34882	2018/07/09 13:36	Leah Regina Ward	Mnr Louw	724452464	Stasieweg	Water (Shane Roach)	High	Geen water. (03/07/2018 - 16h42)	Closed	Napier	1	02:28:57	2018/07/10 13:36	2018/07/09 16:05	- Pypbreek is herstel. (Updated by Deon Wasserman on 09-Jul-2018 16:05.)	B	Completed Before Deadline Date	
201807/34888	2018/07/09 13:48	Leah Regina Ward	Mnr B October	N/A	Kerkstraat	Water (Shane Roach)	High	Water lekkasie in die pad. (06/07/2018 - 04h47)	Closed	Bredasdorp	4	00:00:0283696	2018/07/10 13:48	2018/07/06 07:00	- Die pyp is herstel. (Action performed on: 06-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34889	2018/07/09 13:49	Leah Regina Ward	Me J Mert	732695912	Adamstraat 12	Water (Shane Roach)	High	Water lekkasie. (06/07/2018 - 16h09)	Closed	Napier	1	00:00:0244175	2018/07/10 13:49	2018/07/06 18:00	- die pyp is herstel. (Action performed on: 06-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/34895	2018/07/09 14:04	Leah Regina Ward	Publiek	843661410	Jubileumstraat 20	Water (Shane Roach)	High	Gebars waterpyp. (07/07/2018 - 16h49)	Closed	Napier	1	00:00:03553	2018/07/10 14:04	2018/07/09 14:08	- Pypbreek is herstel. (Updated by Deon Wasserman on 09-Jul-2018 16:08.)	B	Completed Before Deadline Date	
201807/34903	2018/07/09 14:54	Leah Regina Ward	J Van Der Merwe	284233001	B-Dorpstraat 5	Water (Shane Roach)	High	Geen water. (08/08/2018 - 08h07)	Closed	Napier	1	00:00:02705	2018/07/10 14:54	2018/07/09 14:09	- Pypbreek is herstel in Jubileumstraat. (Updated by Deon Wasserman on 09-Jul-2018 14:09)	B	Completed Before Deadline Date	
201807/34910	2018/07/09 15:25	Leah Regina Ward	ACVV	N/A	Smithstraat	Water (Shane Roach)	High	Waterlek in pad. (09/07/2018 - 01h35)	Closed	Bredasdorp	4	00:00:026710	2018/07/10 15:25	2018/07/09 08:00	- Die pypbreek is die volgende dag herstel. (Action performed on: 09-Jul-2018 08:00)	B	Completed Before Deadline Date	
201807/34919	2018/07/10 10:40	Wilma van Eck	Verskeie klagtes	N/A	Bodorp / Tamatiekraal	Water (Shane Roach)	Normal	9/7/18 - Geen water of baie swak waterdruk na pypbreek in Jubileumstraat	Closed	Napier	1	23:50:41	2018/07/11 10:40	2018/07/13 10:31	- Die pypbreek is herstel en die water is aan. (Updated by Leah Regina Ward on 11-Jul-2018 10:31)	O	Completed After Deadline	
201807/34935	2018/07/11 10:38	Leah Regina Ward	Marina	284241080	Suidstraat 4 & Van Der Bylstraat	Water (Shane Roach)	High	Pyp gebars - waterprobleem.	Closed	Bredasdorp	4	00:48:17	2018/07/12 10:38	2018/07/11 11:27	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 11-Jul-2018 11:27)	B	Completed Before Deadline Date	
201807/34938	2018/07/11 10:44	Leah Regina Ward	Publiek	N/A	A125 Phola Park; (By Winkel) Zwellitsha	Water (Shane Roach)	High	Pyp afgetrap.	Closed	Zwellitsha	3	00:47:39	2018/07/12 10:44	2018/07/11 11:32	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 11-Jul-2018 11:32)	B	Completed Before Deadline Date	
201807/34995	2018/07/13 11:52	Leah Regina Ward	Publiek	N/A	Rouxstraat 26	Water (Shane Roach)	High	Waterpyp gebreek.	Closed	Bredasdorp	4	2 days 20:40:51	2018/07/14 11:52	2018/07/16 08:33	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 16-Jul-2018 08:33)	O	Completed After Deadline	
201807/35011	2018/07/16 09:03	Leah Regina Ward	Mev Wessels	284251099	H/V Cecil & Pleinstraat	Water (Shane Roach)	High	Water loop. (09/07/2018 - 16h43)	Closed	Napier	1	00:00:0570855	2018/07/17 09:03	2018/07/09 18:29	- Besig om die pypbreek te herstel. (Action performed on: 09-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/35012	2018/07/16 09:06	Leah Regina Ward	Mrs Hodgson	823408675	Jubileumstraat 41	Water (Shane Roach)	High	Waterlek in die pad. (09/07/2018 - 18h40)	Closed	Napier	1	00:00:0567328	2018/07/17 09:06	2018/07/17 09:06	- Die lekkasie in die pad is herstel. (Action performed on: 09-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/35013	2018/07/16 09:10	Leah Regina Ward	Monique	820509875	H/V Hoeplystraat 4 & Van Der Bylstraat	Water (Shane Roach)	High	Pyp gebars. (10/07/2018 - 6h35)	Closed	Bredasdorp	4	00:00:0524401	2018/07/17 09:10	2018/07/10 07:00	- Die pypbreek is herstel. (Action performed on: 10-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/35030	2018/07/16 10:10	Leah Regina Ward	Mariekie	N/A	Glaskasteel; Waenhuiskranspad	Water (Shane Roach)	High	Waterspuit in pad. (16/07/2018 - 7h35)	Closed	Bredasdorp	4	00:00:07843	2018/07/17 10:10	2018/07/16 08:00	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 16-Jul-2018 08:00)	B	Completed Before Deadline Date	
201807/35066	2018/07/17 14:08	Leah Regina Ward	Freek Baardman	744997355	Blobosstraat15; Kleinberg	Water (Shane Roach)	High	Lekplek in pad.pypbars	Closed	Bredasdorp	3	20:51:57	2018/07/18 14:08	2018/07/18 11:00	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 18-Jul-2018 11:00)	B	Completed Before Deadline Date	
201807/35106	2018/07/19 08:55	Caroline Pontac	C Jantjies	796862765	Miriam Name 21	Water (Shane Roach)	High	Pyp gebars (Bystand Jonathan 19/07/2018 00h06)	Closed	Bredasdorp	3	16:11:21	2018/07/20 08:55	2018/07/20 01:07	- Die pyp is herstel. (Action performed on: 20-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/35124	2018/07/20 08:42	Delphine Louise Hopley	Percival Jones	824258016	Rekreasiestraat	Water (Shane Roach)	High	Water borrel uit by vibracate muur by die Muurbalklub op die	Closed	Bredasdorp	1	5 days 02:37:11	2018/07/21 08:42	2018/07/25 11:20	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jul-2018 11:20)	O	Completed After Deadline	
201807/35129	2018/07/20 09:48	Leah Regina Ward	Wilma van Eck	N/A	escomstraat 32; Napier	Water (Shane Roach)	Normal	waterlek in pad	Closed	Napier	1	7 days 01:51:49	2018/07/21 09:48	2018/07/27 11:40	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 27-Jul-2018 11:40)	O	Completed After Deadline	
201807/35148	2018/07/23 11:41	Leah Regina Ward	Connelly	836621560	H/V Breesstraat & Uitsiglaan	Water (Shane Roach)	High	Pyp gebars. (20/07/2018 - 7h29)	Closed	Bredasdorp	4	00:00:0254496	2018/07/24 11:41	2018/07/20 13:00	- Pypbreek is herstel. (Action performed on: 20-Jul-2018; Updated by Deon Wasserman on 20-Jul-2018 13:00)	B	Completed Before Deadline Date	
201807/35164	2018/07/23 15:25	Leah Regina Ward	James	739316816	Golfstraat ; James - Take Aways	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	2	1 day 18:35:04	2018/07/24 15:25	2018/07/25 10:11	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jul-2018 10:11)	O	Completed After Deadline	
201807/35169	2018/07/24 09:25	Leah Regina Ward	Gregory Pieterse	835912706	Bontebok4	Water (Shane Roach)	High	Water pyp breek	Closed	Bredasdorp	2	1 day 00:45:26	2018/07/25 09:25	2018/07/25 10:11	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jul-2018 10:11)	O	Completed After Deadline	
201807/35173	2018/07/24 11:44	Leah Regina Ward	Frank Wynaard	79433370	Klipdale 7	Water (Shane Roach)	High	Water pyp breek	Closed	Klipdale	2	22:17:16	2018/07/25 11:44	2018/07/25 10:12	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jul-2018 10:12)	B	Completed Before Deadline Date	
201807/35186	2018/07/24 15:34	Wilma van Eck	J Vermeulen	N/A	Escomstraat	Water (Shane Roach)	Normal	Waterlek in pad voor Escomstraat 7 - S Jajaard	Closed	Napier	1	6 days 00:12:18	2018/07/25 15:34	2018/07/30 15:47	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 30-Jul-2018 15:47)	O	Completed After Deadline	
201807/35193	2018/07/24 15:54	Wilma van Eck	Fourie	N/A	Tolbosstraat 1241	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	5 days 20:53:28	2018/07/25 15:54	2018/07/30 15:48	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 30-Jul-2018 15:48)	O	Completed After Deadline	
201807/35197	2018/07/25 11:37	Leah Regina Ward	Mnr S Pieterse	606437835	Kamferbosstraat 7	Water (Shane Roach)	High	Waterpyp lekkasie. (24/07/2018 - 17h40)	Closed	Bredasdorp	3	00:00:060742	2018/07/26 11:37	2018/07/24 18:45	- Die lekkasie is herstel. (Action performed on: 24-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201807/35212	2018/07/26 10:50	Leah Regina Ward	Frans	633210826	Brandstraat	Water (Shane Roach)	High	Pyp raak gekap.	Closed	Bredasdorp	2	22:45:47	2018/07/27 10:50	2018/07/27 10:50	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 27-Jul-2018 10:50)	B	Completed Before Deadline Date	
201807/35213	2018/07/26 10:58	Leah Regina Ward	Mentoor	795469667	Malhanna January 6	Water (Shane Roach)	High	Water loop in pad af.	Closed	Bredasdorp	3	22:38:02	2018/07/27 10:58	2018/07/27 09:37	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 27-Jul-2018 09:37)	B	Completed Before Deadline Date	
201807/35224	2018/07/27 13:59	Leah Regina Ward	Sibong	N/A	Mailbongwadiwe	Water (Shane Roach)	High	Water loop in pad.	Closed	Bredasdorp	3	9 days 18:38:59	2018/07/28 13:59	2018/08/06 08:38	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 06-Aug-2018 08:38)	O	Completed After Deadline	
201807/35233	2018/07/30 10:49	Leah Regina Ward	Mev Groenewald	824719193	Suidstraat	Water (Shane Roach)	High	Waterpyp gebars op die sypaadjie. (29/07/2018 - 8h21)	Closed	Bredasdorp	4	00:00:078586	2018/07/31 10:49	2018/07/29 13:00	- Pypbreek is herstel. (Action performed on: 29-Jul-2018; Updated by Deon Wasserman on 29-Jul-2018 13:00)	B	Completed Before Deadline Date	
201807/35241	2018/07/30 14:33	Leah Regina Ward	Viviane	N/A	Helen Josephstraat	Water (Shane Roach)	High	Water loop in pad.	Closed	Bredasdorp	3	01:28:19	2018/07/31 14:33	2018/07/30 16:02	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 30-Jul-2018 16:02)	B	Completed Before Deadline Date	
201807/35244	2018/07/30 14:45	Leah Regina Ward	Deffrany Stuurman	761067119	Rahim Moosa 15	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	00:42:48	2018/07/31 14:45	2018/07/30 15:28	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 30-Jul-2018 15:28)	B	Completed Before Deadline Date	
201807/35253	2018/07/31 11:20	Caroline Pontac	Mnr Dieters	280590391	Bokant Kalkoende by oop stuk	Water (Shane Roach)	High	Water loop erg. pyp af.	Closed	Bredasdorp	3	3 days 04:28:34	2018/08/01 11:20	2018/08/03 15:48	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:48)	O	Completed After Deadline	
201807/35255	2018/07/31 11:24	Caroline Pontac	Mnr Neethling	765093634	H.V. Ali Sainstraat /Bondstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	3 days 04:18:51	2018/08/01 11:24	2018/08/03 15:43	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:43)	O	Completed After Deadline	
201807/35266	2018/07/31 13:45	Caroline Pontac	James Esua	719232016	Baadjiestraat	Water (Shane Roach)	High	Pypbars	Closed	Bredasdorp	6	3 days 01:57:27	2018/08/01 13:45	2018/08/03 15:43	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:43)	O	Completed After Deadline	
201808/35275	2018/08/01 08:50	Clina de Wet	Rdl Tonis	N/A	Eerste pad van Phollapark Zwellitsha	Water (Shane Roach)	High	Waterpyp gebars	Closed	Zwellitsha	3	2 days 06:51:53	2018/08/02 08:50	2018/08/03 15:42	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:42)	O	Completed After Deadline	
201808/35285	2018/08/02 08:14	Caroline Pontac	Rdl Z Tonis	N/A	Pad v. Phollapark Zwellitsha	Water (Shane Roach)	High	Waterpyp gebars	Closed	Zwellitsha	3	1 day 07:37:44	2018/08/03 08:14	2018/08/03 15:52	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:52)	O	Completed After Deadline	
201808/35293	2018/08/02 12:28	Caroline Pontac	Sheldon Seconds	842301187	Re - Uniestraat	Water (Shane Roach)	High	Pypgebars	Closed	Bredasdorp	4	1 day 03:14:10	2018/08/03 12:28	2018/08/03 15:43	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-Aug-2018 15:43)	O	Completed After Deadline	
201808/35315	2018/08/06 10:08	Leah Regina Ward	Kobus	832343844	Gentoostraat	Water (Shane Roach)	High	Water loop in die straat. (30/07/2018 - 16h59)	Closed	Struisbaai	5	00:00:0576400	2018/08/07 10:08	2018/07/30 18:00	- Die lekkasie is herstel. (Action performed on: 30-Jul-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201808/35323	2018/08/06 12:14	Leah Regina Ward	Gilomee	832584105	Kerkstraat 34	Water (Shane Roach)	High	Water loop in die straat.	Closed	Bredasdorp	4	00:00:0159922	2018/08/07 12:14	2018/08/04 16:00	- Die lekkasie is herstel. (Action performed on: 04-Aug-2018; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201808/35336	2018/08/07 11:04	Wilma van Eck	J Josephs	N/A	Adamstraat 18	Water (Shane Roach)	Normal	Waterpyp in straat gebars	Closed	Napier	1	1 day 03:15:25	2018/08/08 11:04	2018/08/08 14:20	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 08-Aug-2018 14:20)	O	Completed After Deadline	
201808/35386	2018/																	

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephon	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Jdate_Attachm	Response_time	Result
201811/36829	2018/11/15 08:06	Wilma van Eck	A Adams	N/A	Josephstraat 33	Water (Shane Roach)	Normal	Waterpyp gebars op spaadje	Closed	Napier	1	25 days 03:14:24	2018/11/16 08:06	2018/12/10 11:21	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/36841	2018/11/16 08:43	Angeron Duplessis	MR. HENDRIKS	734421033	AFRICA STR; BREDASDORP 33	Water (Shane Roach)	High	WATER PYPBREEK	Closed	Bredasdorp		5 days 03:36:37	2018/11/17 08:43	2018/11/21 12:20	- 100% COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/36852	2018/11/16 10:50	Wilma van Eck	R Platjies	N/A	Josephstraat 28	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	24 days 00:31:38	2018/11/17 10:50	2018/12/10 11:22	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/36887	2018/11/19 12:26	Leah Regina Ward	C Gabriels	n/a	Edgarlaan; Struisbaai Noord	Water (Shane Roach)	High	Water borrel uit in pad - hooflyn (16/11/2018 - 16h20)	Closed	Struisbaai	5	00:00:0-275206	2018/11/20 12:26	2018/11/16 08:00	- Die lekassie is herstel. (Action performed on: 16-Nov-2018; Updated by Leah Regina Ward on 16/11/2018 12:26)		B	Completed Before Deadline Date
201811/36928	2018/11/20 13:64	Clna de Wet	Mev Du Plessis	721247341	Christna Woonstel No 26D	Water (Shane Roach)	High	Geen water.	Closed	Bredasdorp	4	22:42:51	2018/11/21 13:26	2018/11/21 12:29	- 100% COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201811/36930	2018/11/20 14:24	Wilma van Eck	I Vos	N/A	Napier Farm Stall; Sarel Cilliersstraat 106	Water (Shane Roach)	Normal	Waterlek op hooflyn agter farm stall	Closed	Napier	1	19 days 20:59:07	2018/11/21 14:24	2018/12/10 11:24	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/36933	2018/11/20 14:27	Wilma van Eck	R Jacobs	N/A	Octoberlaan 39	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	19 days 21:02:24	2018/11/21 14:27	2018/12/10 11:30	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/36988	2018/11/23 09:00	Leah Regina Ward	Annellez	633921615	Hoffmeyerstraat C3	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	3	3 days 01:17:48	2018/11/24 09:00	2018/11/26 10:18	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/37013	2018/11/26 11:21	Leah Regina Ward	Sherriz	284242925	H/V All Saints & Dirkie Uysstraat	Water (Shane Roach)	High	Pyp is gebars. (22/11/2018 - 7h16)	Closed	Bredasdorp	4	00:00:0-577099	2018/11/27 11:21	2018/11/27 11:21	- Die pyp is herstel. (Action performed on: 22-Nov-2018; Updated by Leah Regina Ward on 22/11/2018 11:21)		B	Completed Before Deadline Date
201811/37020	2018/11/26 13:50	Leah Regina Ward	Shereez	284242925	H/V All Saints & Dirkie Uysstraat	Water (Shane Roach)	High	Pyp is stukkend. (22/11/2018 - 7h18)	Closed	Bredasdorp	4	01:33:52	2018/11/27 13:50	2018/11/26 15:24	- 2 x op die stelsel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201811/37023	2018/11/26 13:59	Leah Regina Ward	Annellez	633921615	Hoffmeyerstraat C3	Water (Shane Roach)	High	Pyp gebars. (23/11/2018 - 7h09)	Closed	Bredasdorp	3	01:26:20	2018/11/27 13:59	2018/11/26 15:26	- 2x op die stelsel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201811/37025	2018/11/26 14:05	Leah Regina Ward	Van Breda	826605334	Bloekomlaan 17	Water (Shane Roach)	High	water pyp is stukkend. (24/1/2018 - 8h19)	Closed	Bredasdorp	2	00:00:0-189491	2018/11/27 14:05	2018/11/24 09:27	- Die pyp is herstel. (Action performed on: 24-Nov-2018; Updated by Leah Regina Ward on 24/11/2018 14:05)		B	Completed Before Deadline Date
201811/37026	2018/11/26 14:07	Leah Regina Ward	MNr Erenst	782600251	Kalkoonde	Water (Shane Roach)	High	Pyp is stukkend. (24/11/2018 - 8h29)	Closed	Zwelitsha	3	00:00:0-186463	2018/11/27 14:07	2018/11/24 10:20	- Die pyp is herstel. (Action performed on: 24-Nov-2018; Updated by Leah Regina Ward on 24/11/2018 14:07)		B	Completed Before Deadline Date
201811/37028	2018/11/26 14:11	Leah Regina Ward	M Mentoor	739378099	Johanna January 6	Water (Shane Roach)	High	Pyp is stukkend (25/11/2018 - 05h08)	Closed	Bredasdorp	3	00:00:0-112290	2018/11/27 14:11	2018/11/25 07:00	- Die pyp is herstel. (Action performed on: 25-Nov-2018; Updated by Leah Regina Ward on 25/11/2018 14:11)		B	Completed Before Deadline Date
201811/37030	2018/11/26 14:16	Leah Regina Ward	Jones	N/A	Parkstraat Sportgronde; Parkstraat	Water (Shane Roach)	High	Pyp is gebars. (25/11/2018 - 9h45)	Closed	Bredasdorp	2	00:00:0-100834	2018/11/27 14:16	2018/11/25 10:16	- Die water is toegedraai om Maandag te herstel. (Action performed on: 25-Nov-2018; Updated by Leah Regina Ward on 25/11/2018 14:16)		B	Completed Before Deadline Date
201811/37031	2018/11/26 14:23	Leah Regina Ward	Slyater	727424811	H/V Kanon & Parkstraat	Water (Shane Roach)	High	Lekassie in die pad.	Closed	Bredasdorp	4	3 days 23:19:44	2018/11/27 14:23	2018/11/30 13:43	- Die lekassie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/37060	2018/11/29 10:44	Wilma van Eck	R Brooks	N/A	Escomstraat 43	Water (Shane Roach)	Normal	Waterlek op spaadje	Closed	Napier	1	11 days 00:48:39	2018/11/30 10:44	2018/12/10 11:33	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/37061	2018/11/29 10:45	Wilma van Eck	ME Strauss	N/A	Stasiepad	Water (Shane Roach)	Normal	Waterlek langs Ficks Body Works	Closed	Napier	1	11 days 00:47:39	2018/11/30 10:45	2018/12/10 11:33	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/37067	2018/11/29 10:51	Wilma van Eck	H Finkelstein	N/A	Hoogstraat 16	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	22 days 04:10:55	2018/11/30 10:51	2018/12/11 15:02	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201811/37073	2018/11/29 10:57	Wilma van Eck	WJ Swart	N/A	Sarel Cilliersstraat 14	Water (Shane Roach)	Normal	Waterlek by die Akker	Closed	Napier	1	22 days 04:04:50	2018/11/30 10:57	2018/12/11 15:02	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201812/37107	2018/12/04 08:06	Caroline Pontac	Rdl Tonisi	835290055	Randstraat 45	Water (Shane Roach)	High	Water lekassie (Bystand Alex 28/11/2018 17h55)	Closed	Bredasdorp	3	00:00:0-479691	2018/12/05 08:06	2018/11/28 08:52	- Herstel waterlekassie (Bystand Alex 28/11/2018 17h55 - 19h00) (Action performed on 28/11/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201812/37108	2018/12/04 08:09	Caroline Pontac	Ettienné	N/A	Natuuriu	Water (Shane Roach)	High	Water lekassie (Bystand Alex 29/11/2018 7h00)	Closed	Bredasdorp	4	00:00:0-436546	2018/12/05 08:09	2018/11/29 06:54	- Herstel water lekassie (Bystand Alex 29/11/2018 7h00 - 8h00) (Action performed on 29/11/2018 7h00 - 8h00)		B	Completed Before Deadline Date
201812/37109	2018/12/04 08:15	Caroline Pontac	Deon Wasserman	837074670	Van Brakestraat 20	Water (Shane Roach)	High	Waterlekassie op spaadje/paving (Bystand Alex 29/11/2018 18h40)	Closed	Bredasdorp	4	00:00:0-393610	2018/12/05 08:15	2018/11/29 06:54	- Herstel waterlekassie (Bystand Alex 29/11/2018 18h40 - 19h00) (Action performed on 29/11/2018 18h40 - 19h00)		B	Completed Before Deadline Date
201812/37118	2018/12/04 08:43	Caroline Pontac	Mnr P van den Heev	825917330	Mentorstraat	Water (Shane Roach)	High	Waterlek by lee erf (Bystand Melvin 1/12/2018 14h35)	Closed	L'Agulhas	5	00:00:0-233498	2018/12/05 08:43	2018/12/01 15:52	- Herstel water lek (Bystand Melvin 1/12/2018 14h35 - 16h00) (Action performed on 1/12/2018 14h35 - 16h00)		B	Completed Before Deadline Date
201812/37120	2018/12/04 08:45	Caroline Pontac	E Greyling	834613260	Moirstraat 41	Water (Shane Roach)	High	Pyp gebars (Bystand Melvin 2/12/2018 8h00)	Closed	Struisbaai	5	00:00:0-154309	2018/12/05 08:45	2018/12/02 13:54	- Herstel pyp bars (Bystand Melvin 2/12/2018 8h00 - 13h00) (Action performed on 2/12/2018 8h00 - 13h00)		B	Completed Before Deadline Date
201812/37123	2018/12/04 08:50	Caroline Pontac	Mnr L Mfani	718070872	Simunye Luthandostraat 6	Water (Shane Roach)	High	Water lekassie (Bystand Alex 2/12/2018 10h55)	Closed	Simunye	4	00:00:0-164174	2018/12/05 08:50	2018/12/02 11:59	- Herstel lekassie (Bystand Alex 2/12/2018 10h55 - 12h00) (Action performed on 2/12/2018 10h55 - 12h00)		B	Completed Before Deadline Date
201812/37137	2018/12/04 10:54	Angeron Duplessis	IZABETH ADRIANA	284241233	Randstraat 100	Water (Shane Roach)	High	WATER PYP GEBREEK	Closed	Bredasdorp		01:52:10	2018/12/05 10:54	2018/12/04 12:47	- PRIVAAT (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201812/37157	2018/12/06 10:24	Angeron Duplessis	Rentia	780887206	Kiewit str 29; BREDASDORP	Water (Shane Roach)	High	PYP LEK	Closed	Bredasdorp		03:44:09	2018/12/07 10:24	2018/12/06 14:09	- HERSTEL (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201812/37161	2018/12/06 10:43	Angeron Duplessis	AIDIE	N/A	WILGERLAAN 27; BREDASDORP	Water (Shane Roach)	High	WATER LEK	Closed	Bredasdorp		03:26:37	2018/12/07 10:43	2018/12/06 14:09	- HERSTEL (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		B	Completed Before Deadline Date
201812/37176	2018/12/06 15:07	Wilma van Eck	ME Stols	N/A	Reservoirstraat 11	Water (Shane Roach)	Normal	Waterlek op die hoek van Westgate en Reservoirstraat	Closed	Napier	1	14 days 23:56:11	2018/12/07 15:07	2018/12/11 15:06	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201812/37177	2018/12/06 15:08	Wilma van Eck	S Haack	N/A	Grobbeblaarstraat 14	Water (Shane Roach)	Normal	Waterpyp gebars	Closed	Napier	1	14 days 23:57:39	2018/12/07 15:08	2018/12/11 15:06	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201812/37179	2018/12/06 15:11	Wilma van Eck	T Lubbe	N/A	Sarel Cilliersstraat	Water (Shane Roach)	Normal	Waterlek op hoek van Baker en Cilliersstraat	Closed	Napier	1	14 days 23:54:58	2018/12/07 15:11	2018/12/11 15:06	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201812/37207	2018/12/10 13:28	Caroline Pontac	Shawn	719110680	Kamferbosstraat 43	Water (Shane Roach)	High	Sterk stroom water in pad (Bystand Jonathan 04/12/2018 6h15)	Closed	Bredasdorp	3	00:00:0-540887	2018/12/11 13:28	2018/12/04 07:14	- Herstel lekassie (Bystand Jonathan 04/12/2018 6h15 - 7h30) (Action performed on 04/12/2018 6h15 - 7h30)		B	Completed Before Deadline Date
201812/37208	2018/12/11 09:18	Caroline Pontac	L Waka	781676662	Luzukostraat 23	Water (Shane Roach)	High	Water running (Standby Jonathan 05/12/2018 18h40)	Closed	Bredasdorp	4	00:00:0-479242	2018/12/12 09:18	2018/12/05 20:10	- Fix the leakage (Standby Jonathan 05/12/2018 18h40 - 20h00) (Action performed on 05/12/2018 18h40 - 20h00)		B	Completed Before Deadline Date
201812/37223	2018/12/11 09:24	Caroline Pontac	Les	717120379	Sabatstraat 73	Water (Shane Roach)	High	Water lek (Bystand Jonathan 07/12/2018 19h15)	Closed	Bredasdorp	3	00:00:0-307152	2018/12/12 09:24	2018/12/07 20:05	- Herstel lekassie (Bystand Jonathan 07/12/2018 19h15 - 20h30) (Action performed on 07/12/2018 19h15 - 20h30)		B	Completed Before Deadline Date
201812/37257	2018/12/12 14:32	Angeron Duplessis	STEM WYKS KOMI	N/A	PROTEM PLAKKERSKAMP; PROTEM	Water (Shane Roach)	High	WATERPYP BREEK	Closed	Protem		9 days 00:37:48	2018/12/13 14:32	2018/12/11 15:10	- COMPLETE (Updated by Angeron Duplessis on behalf of Deon Wasserman on 04/12/2018 17h55 - 19h00) (Action performed on 04/12/2018 17h55 - 19h00)		0	Completed After Deadline
201812/37295	2018/12/18 08:51	Caroline Pontac	Lizzie Smythe	284233225	VOLHOUTRAAT; VG Ker	Water (Shane Roach)	High	Pyp stukkend (Bystand AP Coetzee 14/12/2018 20h55)	Closed	Napier	1	00:00:0-296037	2018/12/19 08:51	2018/12/14 22:38	- Herstel pyp (Bystand AP Coetzee 14/12/2018 20h55 - 22h50) (Action performed on 14/12/2018 20h55 - 22h50)		B	Completed Before Deadline Date
201812/37296	2018/12/18 08:54	Caroline Pontac	P Joutant	833374014	Margiellastraat; Argonautapark	Water (Shane Roach)	High	Pyp gebars (Bystand Werner 15/12/2018 9h20)	Closed	Struisbaai	5	00:00:0-244753	2018/12/19 08:54	2018/12/15 12:55	- Herstel waterlek (Bystand Werner 15/12/2018 9h20 - 12h00) (Action performed on 15/12/2018 9h20 - 12h00)		B	Completed Before Deadline Date
201812/37301	2018/12/18 09:06	Caroline Pontac	Gareth August	615967656	Kamferbosstraat 9	Water (Shane Roach)	High	Pyp gebars (bystand Sias 16/12/2018 6h20)	Closed	Bredasdorp	3	00:00:0-169067	2018/12/19 09:06	2018/12/16 10:05	- Herstel pyp bars (Bystand Sias 16/12/2018 6h20 - 10h00) (Action performed on 16/12/2018 6h20 - 10h00)		B	Completed Before Deadline Date
201812/37302	2018/12/18 09:08	Caroline Pontac	Jean	781733012	Josephstraat 50	Water (Shane Roach)	High	Pyp stukkend (Bystand AP Coetzee 16/12/2018										

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_Attachm	Response_time	Result
2019/02/37903	2019/02/11 13:51	Leah Regina Ward	D Wasserman	n/a	Pattersonstraat	Water (Shane Roach)	High	Pyp gebars (06/02/2019 - 6h12)	Closed	Bredasdorp	4	1 day 19:03:45	2019/02/12 13:51	2019/02/13 08:55	- Die kleppe is toegedraai en die pyp is die volgende dag herstel. (Updated by Leah Regina Ward on 02/12/2019 13:51)		0	Completed After Deadline
2019/02/37906	2019/02/11 13:56	Leah Regina Ward	Piet Swanepoel	N/A	Hertzogstraat 9	Water (Shane Roach)	High	Lekkasje in die pad (07/02/2019 - 7h29)	Closed	Napier	1	00:00-0-366969	2019/02/12 13:56	2019/02/07 08:00	- Die lekkasje is herstel. (Action performed on: 07-Feb-2019; Updated by Leah Regina Ward on 02/12/2019 13:56)		B	Completed Before Deadline Date
2019/02/37909	2019/02/11 14:04	Leah Regina Ward	Julian	284253548	Hibusculaan 7 & 3	Water (Shane Roach)	High	Pyp gebars (09/02/2019 - 5h39)	Closed	Bredasdorp	2	00:00-0-194665	2019/02/12 14:04	2019/02/09 08:00	- Die pyp is herstel. (Action performed on: 09-Feb-2019; Updated by Leah Regina Ward on 02/12/2019 14:04)		B	Completed Before Deadline Date
2019/02/37910	2019/02/11 14:12	Leah Regina Ward	Piet Swanepoel	714899237	Hertzogstraat 2	Water (Shane Roach)	High	Pyp stukkend (09/02/2019 - 7h30)	Closed	Napier	1	00:00-0-195165	2019/02/12 14:12	2019/02/09 08:00	- Die pyp is herstel. (Action performed on: 09-Feb-2019; Updated by Leah Regina Ward on 02/12/2019 14:12)		B	Completed Before Deadline Date
2019/02/37915	2019/02/11 14:22	Leah Regina Ward	Mareise	n/a	Struisbaai Noord Kamp	Water (Shane Roach)	High	Water lek by plot (09/02/2019 - 14h35)	Closed	Struisbaai	5	00:00-0-168450	2019/02/12 14:22	2019/02/09 15:35	- Die pyp is herstel. (Action performed on: 09-Feb-2019; Updated by Leah Regina Ward on 02/12/2019 14:22)		B	Completed Before Deadline Date
2019/02/37918	2019/02/11 14:30	Leah Regina Ward	Mev Pieters	793139485	Agter-Langstraat 5	Water (Shane Roach)	High	Pyp lekkasje (10/02/2019 - 10h39)	Closed	Bredasdorp	2	1 day 18:53:30	2019/02/12 14:30	2019/02/13 09:24	- Privaat probleem - eienaar moet herstel. (Updated by Leah Regina Ward on 02/12/2019 14:30)		O	Completed After Deadline
2019/02/37923	2019/02/12 12:11	Wilma van Eck	K Stuart	N/A	Roostraat 52	Water (Shane Roach)	Normal	Groot waterlek in pad	Closed	Napier	1	1 day 23:13:35	2019/02/13 12:11	2019/02/14 11:25	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/12/2019 12:11)		O	Completed After Deadline
2019/02/37925	2019/02/12 12:14	Wilma van Eck	A Raubenheimer	N/A	Sarel Cilliersstraat 102	Water (Shane Roach)	Normal	Groot waterlek op hoofflyn voor huis	Closed	Napier	1	1 day 23:10:43	2019/02/13 12:14	2019/02/14 11:25	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/12/2019 12:14)		O	Completed After Deadline
2019/02/37929	2019/02/12 14:20	Leah Regina Ward	Dolene Newman	617502580	Phollapark hok b; Plakkerskamp Zwellitsha	Water (Shane Roach)	High	Waterpyp af.	Closed	Zwellitsha	1	20:39:44	2019/02/13 14:20	2019/02/13 11:00	- Die kraan moet vervang word. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/12/2019 14:20)		B	Completed Before Deadline Date
2019/02/37930	2019/02/12 14:23	Leah Regina Ward	Freddie	814229987	Swelldendamweg 16	Water (Shane Roach)	High	Pypbars.	Closed	Bredasdorp	1	1 day 05:58:00	2019/02/13 14:23	2019/02/13 15:21	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/12/2019 14:23)		O	Completed After Deadline
2019/02/37933	2019/02/12 14:32	Leah Regina Ward	Elsie Page	73089448	Skemshuis 17; Proteem	Water (Shane Roach)	High	Pypgebars.	Closed	Protem	1	1 day 05:52:23	2019/02/13 14:32	2019/02/13 15:21	- Die pyp is gelas. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/12/2019 14:32)		O	Completed After Deadline
2019/02/37992	2019/02/15 13:38	Wilma van Eck	A Visagie	N/A	Adamstraat 67	Water (Shane Roach)	Normal	Waterlek op sypaadjie	Closed	Napier	1	11 days 18:56:33	2019/02/16 13:38	2019/02/27 08:35	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/15/2019 13:38)		O	Completed After Deadline
2019/02/38045	2019/02/19 14:17	Wilma van Eck	A Fourie	N/A	Sarel Cilliersstraat 67	Water (Shane Roach)	Normal	Waterlek in Montsantopad by uitdraai na vulligsate	Closed	Napier	1	7 days 18:21:01	2019/02/20 14:17	2019/02/27 08:39	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/19/2019 14:17)		O	Completed After Deadline
2019/02/38124	2019/02/22 12:27	Caroline Pontac	Mev Jende	832407540	Mandelstraat 6	Water (Shane Roach)	High	Water lekkasje (Bystand Hein 17/02/2019 9h15)	Closed	Zwellitsha	3	00:00-0-430623	2019/02/23 12:27	2019/02/17 12:50	- Herstel lekkasje (Bystand Hein 17/02/2019 9h15) (Action performed on: 17-Feb-2019; Updated by Leah Regina Ward on 02/22/2019 12:27)		B	Completed Before Deadline Date
2019/02/38125	2019/02/22 12:28	Caroline Pontac	Ettiene	284255500	Watersuiwering; Boorgat 7	Water (Shane Roach)	High	Pyp gebreek (Bystand Hein 17/02/2019 11h45)	Closed	Bredasdorp	4	12 days 21:05:07	2019/02/23 12:28	2019/03/07 09:34	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/22/2019 12:28)		O	Completed After Deadline
2019/02/38126	2019/02/22 13:31	Wilma van Eck	J Vermeulen	N/A	Escomstraat 41	Water (Shane Roach)	Normal	Waterlek in Pad by Escomstraat43	Closed	Napier	1	11 days 19:34:41	2019/02/23 13:31	2019/03/06 09:06	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/22/2019 13:31)		O	Completed After Deadline
2019/02/38147	2019/02/25 10:04	Leah Regina Ward	Mev Steyn	828757923	Meikboschstraat 46	Water (Shane Roach)	High	Pyp gebars (19/02/2019 - 17h37)	Closed	L'Agulhas	5	00:00-0-476648	2019/02/26 10:04	2019/02/19 21:40	- Die pyp is herstel. (Action performed on: 19-Feb-2019; Updated by Leah Regina Ward on 02/25/2019 10:04)		B	Completed Before Deadline Date
2019/02/38148	2019/02/25 10:05	Leah Regina Ward	Sers Coert	284255400	Helen Josephstraat 7	Water (Shane Roach)	High	Klomp water wat in die pad loop. (20/02/2019 - 00h40)	Closed	Bredasdorp	1	2 days 01:27:20	2019/02/26 10:05	2019/02/27 11:33	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/25/2019 10:05)		O	Completed After Deadline
2019/02/38149	2019/02/25 10:09	Leah Regina Ward	Mev S Daws	284233167	Escomstraat 43	Water (Shane Roach)	High	Water borrel onder grond uit. (20/02/2019 - 7h24)	Closed	Napier	1	2 days 01:23:15	2019/02/26 10:09	2019/02/27 11:33	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/25/2019 10:09)		O	Completed After Deadline
2019/02/38154	2019/02/25 10:30	Leah Regina Ward	Sers Lotz	284255400	All Sainstraat	Water (Shane Roach)	High	Pyp gebars by Pep Stores. (21/02/2019 - 4h00)	Closed	Bredasdorp	4	00:00-0-354608	2019/02/26 10:30	2019/02/21 08:00	- Die pyp is herstel. (Action performed on: 21-Feb-2019; Updated by Leah Regina Ward on 02/25/2019 10:30)		B	Completed Before Deadline Date
2019/02/38157	2019/02/25 10:34	Leah Regina Ward	Boosye	838730019	H/V Sealystr & Dirkie Uysstraat	Water (Shane Roach)	High	Pyp gebars. (21/02/2019 - 21h00)	Closed	Bredasdorp	4	00:00-0-308091	2019/02/26 10:34	2019/02/21 21:00	- Pyp is herstel. (Action performed on: 21-Feb-2019; Updated by Leah Regina Ward on 02/25/2019 10:34)		B	Completed Before Deadline Date
2019/02/38180	2019/02/25 14:32	Leah Regina Ward	Sers Davids	284238000	Kleinberg	Water (Shane Roach)	High	Pyp gebars (24/02/2019 - 17h00)	Closed	Napier	1	00:00-0-70366	2019/02/26 14:32	2019/02/24 19:10	- Die pyp is herstel. (Action performed on: 24-Feb-2019; Updated by Leah Regina Ward on 02/25/2019 14:32)		B	Completed Before Deadline Date
2019/02/38185	2019/02/25 14:58	Leah Regina Ward	Jacoba	766726252	Hibusculaan 3	Water (Shane Roach)	High	Pyp gebars (24/02/2019 - 21h15)	Closed	Bredasdorp	2	00:00-0-60323	2019/02/26 14:58	2019/02/24 22:50	- Die pypbars is herstel. (Action performed on: 24-Feb-2019; Updated by Leah Regina Ward on 02/25/2019 14:58)		B	Completed Before Deadline Date
2019/02/38189	2019/02/25 15:02	Leah Regina Ward	Rdl Z Tonisi	n/a	D62; Pholla Park Zwellitsha	Water (Shane Roach)	High	Pyp gebars.	Closed	Zwellitsha	3	1 day 17:52:07	2019/02/26 15:02	2019/02/27 08:55	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/25/2019 15:02)		O	Completed After Deadline
2019/02/38190	2019/02/25 15:04	Leah Regina Ward	Shaunene	n/a	Langstraat 174	Water (Shane Roach)	High	Stopkraan stukkend.	Closed	Bredasdorp	2	1 day 17:51:03	2019/02/26 15:04	2019/02/27 08:55	- Die stopkraan is uitgewys. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/25/2019 15:04)		O	Completed After Deadline
2019/02/38191	2019/02/25 15:08	Leah Regina Ward	Caroline	827828429	Waenhuiskrans pad - Dorpslände; (Beeste kamp)	Water (Shane Roach)	High	By die beestekampies is daar 'n pyp stukkend.	Closed	Bredasdorp	4	1 day 17:47:27	2019/02/26 15:08	2019/02/27 08:56	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/25/2019 15:08)		O	Completed After Deadline
2019/02/38231	2019/02/28 08:45	Leah Regina Ward	Freddie	n/a	Swelldendamweg 16	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	3 days 23:37:36	2019/03/01 08:45	2019/03/04 08:23	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 08:45)		O	Completed After Deadline
2019/02/38255	2019/02/28 12:46	Wilma van Eck	D Dawe	N/A	Escomstreet 39	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	6 days 23:29:34	2019/03/01 12:46	2019/03/07 12:16	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 12:46)		O	Completed After Deadline
2019/02/38258	2019/02/28 12:48	Wilma van Eck	F Rademeyer	N/A	Bloobokkiesfontein	Water (Shane Roach)	Normal	Waterlek op pyp in Elim pad	Closed	Napier	1	6 days 23:28:58	2019/03/01 12:48	2019/03/07 12:17	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 12:48)		O	Completed After Deadline
2019/02/38259	2019/02/28 12:49	Wilma van Eck	Roberts	N/A	Negenstraat	Water (Shane Roach)	Normal	Waterlek in Reservoiirstaat op hoofflyn	Closed	Napier	1	13 days 21:13:45	2019/03/01 12:49	2019/03/14 10:17	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 12:49)		O	Completed After Deadline
2019/02/38260	2019/02/28 12:49	Wilma van Eck	Ms Hair	N/A	Kragstraat 58	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	6 days 23:27:04	2019/03/01 12:49	2019/03/07 12:17	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 12:49)		O	Completed After Deadline
2019/02/38262	2019/02/28 12:51	Wilma van Eck	S Ahrends	N/A	Roostraat 63	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	6 days 23:26:45	2019/03/01 12:51	2019/03/07 12:18	- Die lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 02/28/2019 12:51)		O	Completed After Deadline
2019/03/38284	2019/03/04 09:07	Leah Regina Ward	Mnr P Swart	n/a	Rekreasiestraat ; (Engen Garage)	Water (Shane Roach)	High	Pyp gebars (25/02/2019 - 4h40)	Closed	Bredasdorp	4	00:00-0-619653	2019/03/05 09:07	2019/03/02 25:00	- Die valves is toegedraai en die pyp is in gewone werksure herstel. (Action performed on: 25-Feb-2019; Updated by Leah Regina Ward on 03/04/2019 09:07)		B	Completed Before Deadline Date
2019/03/38291	2019/03/04 09:23	Leah Regina Ward	Mev Q Makatwana	782161534	Mailbongwe Drive A27	Water (Shane Roach)	High	Waterpyp gebars.	Closed	Bredasdorp	3	00:00-0-476580	2019/03/05 09:23	2019/02/26 21:00	- Die pyp is herstel. (Action performed on: 26-Feb-2019; Updated by Leah Regina Ward on 03/04/2019 09:23)		B	Completed Before Deadline Date
2019/03/38292	2019/03/04 09:24	Leah Regina Ward	Questa Jenda	n/a	Tarentaalstraat 9	Water (Shane Roach)	High	Waterpyp gebars. (27/02/2019 - 17h27)	Closed	Bredasdorp	6	00:00-0-401053	2019/03/05 09:24	2019/02/27 18:00	- Die pyp is herstel. (Action performed on: 27-Feb-2019; Updated by Leah Regina Ward on 03/04/2019 09:24)		B	Completed Before Deadline Date
2019/03/38297	2019/03/04 09:38	Leah Regina Ward	Me J Payne	726596097	Moresonstraat 14	Water (Shane Roach)	High	Geen water. (02/03/2019 - 13h13)	Closed	Bredasdorp	4	00:00-0-194844	2019/03/05 09:38	2019/03/02 13:20	- Die pyp is herstel. (Action performed on: 02-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 09:38)		B	Completed Before Deadline Date
2019/03/38304	2019/03/04 09:59	Leah Regina Ward	Mnr J Snyders	n/a	Josephstraat	Water (Shane Roach)	High	Waterlek op sypaadjie. (03/03/2019-9h17)	Closed	Napier	1	00:00-0-81558	2019/03/05 09:59	2019/03/03 11:50	- Die lekkasje is herstel. (Action performed on: 03-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 09:59)		B	Completed Before Deadline Date
2019/03/38305	2019/03/04 10:06	Leah Regina Ward	mnr M Ali	835097401	Adamstraat 26	Water (Shane Roach)	High	Water weer af. (03/03/2019 - 11h19)	Closed	Napier	1	00:00-0-43868	2019/03/05 10:06	2019/03/03 21:50	- Die pyp is herstel. (Action performed on: 03-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 10:06)		B	Completed Before Deadline Date
2019/03/38306	2019/03/04 10:07	Leah Regina Ward	Mev M Schreuder	824950844	Sarel Cilliersstraat Kluis Hlipdrift	Water (Shane Roach)	High	Water lekkasje aan die buitekant. (03/03/2019 - 12h21)	Closed	Napier	1	00:00-0-74879	2019/03/05 10:07	2019/03/03 13:25	- Die pyp is herstel. (Action performed on: 03-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 10:07)		B	Completed Before Deadline Date
2019/03/38307	2019/03/04 10:11	Leah Regina Ward	Me C Pretorius	737265339	Josephstraat	Water (Shane Roach)	High	Waterlek op die sypaadjie. (03/03/2019 - 14h36)	Closed	Napier	1	00:00-0-67341	2019/03/05 10:11	2019/03/03 15:29	- Die lekkasje is herstel. (Action performed on: 03-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 10:11)		B	Completed Before Deadline Date
2019/03/38308	2019/03/04 10:24	Leah Regina Ward	Viviane	n/a	Hoffmeyerstraat D11	Water (Shane Roach)	High	Water lek in pad. (03/03/2019 - 14h39)	Closed	Bredasdorp	3	00:00-0-68062	2019/03/05 10:24	2019/03/03 15:30	- Die lekkasje is herstel. (Action performed on: 03-Mar-2019; Updated by Leah Regina Ward on 03/04/2019 10:24)		B	Completed Before Deadline Date
2019/03/38317	2019/03/04 11:29	Leah Regina Ward	L Hodgson	824680857	Monsanto Road 1	Water (Shane Roach)	High	Die pyp is stukkend.	Closed	Napier	1	1 day 21:25:49	2019/03/05 11:29	2019/03/06 08:55	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy on 03/04/2019 11:29)		O	Completed After Deadline
2019/03/38336	2019/03/05 11:33	Leah Regina Ward	Leana Abrahams	823080262	Langstraat 114	Water (Shane Roach)	High	Pyplekkasje.	Closed	Bredasdorp	2	20:44:46	2019/03/06 11:33	2019/03/06 08:				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telepho	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_Attachment	Response_time	Result
201906/39504	2019/06/03 14:07	Leah Regina Ward	Amanda	n/a	Eerstealaan ; Struisbaai Noord	Water (Shane Roach)	High	Pyp is stukkend (01/06/2019 - 13h05)	Closed	Struisbaai	5	00:00-172635	2019/06/04 14:07	2019/06/04 14:10	- Die pyp is herstel. (Action performed on: 01-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201906/39619	2019/06/13 09:54	Wilma van Eck	Godfrey	N/A	Sarel Cilliersstraat 18	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	13 days 01:29:43	2019/06/14 09:54	2019/06/26 11:24	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	O	Completed After Deadline	
201906/39620	2019/06/13 09:54	Wilma van Eck	G Laing	N/A	Lellestraat 11	Water (Shane Roach)	Normal	Waterlek voor deur	Closed	Napier	1	13 days 01:22:10	2019/06/14 09:54	2019/06/26 11:17	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	O	Completed After Deadline	
201906/39621	2019/06/13 09:55	Wilma van Eck	Overberg Agri	N/A	Sarel Cilliersstraat	Water (Shane Roach)	Normal	Waterlek vanaf hooflyn	Closed	Napier	1	13 days 01:22:39	2019/06/14 09:55	2019/06/26 11:18	- Dit is water wat uit die erf loop in die pad. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	O	Completed After Deadline	
201906/39649	2019/06/14 10:06	Leah Regina Ward	L LeRoux	829621308	Sarel Cilliersstraat 2	Water (Shane Roach)	High	Pyp is stukkend.	Closed	Napier	1	04:07:07	2019/06/14 10:06	2019/06/14 14:14	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	B	Completed Before Deadline Date	
201906/39653	2019/06/14 11:06	Wilma van Eck	J October	N/A	Adamsstraat 21	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	12 days 00:16:31	2019/06/15 11:06	2019/06/26 11:23	- Die pad is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	O	Completed After Deadline	
201906/39695	2019/06/19 14:26	Leah Regina Ward	Mev Pratt	829231282	Minisipale Parkering	Water (Shane Roach)	High	Lekkasje op perseel (17/06/2019 - 9h28)	Closed	Bredasdorp	4	00:00-179205	2019/06/20 14:16	2019/06/17 13:40	- Die lekkasie is herstel. (Action performed on: 17-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201906/39697	2019/06/19 14:26	Leah Regina Ward	Alexander Brown	n/a	H/V Unie & Lourenstraat	Water (Shane Roach)	High	Pyp is gebars.	Closed	Bredasdorp	4	00:00-165305	2019/06/20 14:16	2019/06/17 16:31	- Die pyp is herstel. (Action performed on: 17-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201906/39702	2019/06/20 10:05	Leah Regina Ward	Anta	n/a	Melon Construction; Parkstraat	Water (Shane Roach)	High	Water lekkasie.	Closed	Bredasdorp	2	23:26:14	2019/06/21 10:05	2019/06/21 09:32	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	B	Completed Before Deadline Date	
201906/39792	2019/06/27 15:27	Wilma van Eck	L September	N/A	Josephstraat 48	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	5 days 23:53:23	2019/06/28 15:27	2019/07/03 15:21	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Sheldon Elroy)	O	Completed After Deadline	
201907/39804	2019/07/01 12:01	Leah Regina Ward	Peter	284357650	L'Agulhas Country Lodge; Hooftweg	Water (Shane Roach)	High	Geen water. (27/06/2019 - 8h40)	Closed	Struisbaai	5	00:00-345676	2019/07/02 12:01	2019/06/27 12:00	- Die lekkasie is herstel. (Action performed on: 27-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201907/39806	2019/07/01 12:04	Leah Regina Ward	Florida	n/a	Industrieweg	Water (Shane Roach)	High	Pyp gebars. (27/06/2019 - 12h25)	Closed	Struisbaai	5	00:00-342292	2019/07/02 12:04	2019/06/27 13:00	- Die pyp is herstel. (Action performed on: 27-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201907/39808	2019/07/01 12:07	Leah Regina Ward	Daniel Swart	n/a	Plakkerskamp	Water (Shane Roach)	High	Water loop in die pad. (27/06/2019 - 13h15)	Closed	Bredasdorp	1	00:00-158797	2019/07/02 12:07	2019/06/29 16:01	- Die pyp is herstel. (Action performed on: 29-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201907/39811	2019/07/01 12:21	Leah Regina Ward	Christolene	823197810	Wesselstraat	Water (Shane Roach)	High	Water spuit (28/06/2019 - 17h49)	Closed	L'Agulhas	5	00:00-260488	2019/07/02 12:21	2019/06/28 12:00	- Die pyp is herstel. (Action performed on: 28-Jun-2019; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201403/13814	2014/03/17 14:19	Leah Regina Ward	Maatje	284242879	Oude Arena; Langstraat	Water (Shane Roach)	Normal	Pyp is stukkend.	Closed	Bredasdorp	4	00:00:28	2014/03/18 14:19	2014/03/17 14:20	- 2X oppdie stelsel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13815	2014/03/17 14:19	Leah Regina Ward	Maatje	284242879	Oude Arena; Langstraat	Water (Shane Roach)	Normal	Pyp is stukkend.	Closed	Bredasdorp	4	01:48:17	2014/03/18 14:19	2014/03/17 16:08	- Die stopkraan is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201110/4681	2011/10/18 10:43	Leah Regina Ward	K Fourie	N/A	Overberg Agri; Swellendamweg	Water (Shane Roach)	High	Water spuit (Bystand:13-10-2011 / 16h47)	Closed	Bredasdorp	4	03:06:04	2011/10/19 10:43	2011/10/18 14:20	- Die stopkraan is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201312/12780	2013/12/27 14:57	Leah Regina Ward	Dirk (Blits) Odendaal	N/A	Ou quarry pad	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	00:14:00	2013/12/28 14:57	2013/12/27 15:11	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201202/5910	2012/02/23 14:08	Leah Regina Ward	Clina	N/A	H.V. Ou Meuleweg; Golfbaan pad	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	00:24:53	2012/02/24 14:08	2012/02/23 14:08	- Die lekkasie was aan die Golfbaan se kant. Eienaar sal self herstel. (Updated by Leah Regina Ward)	O	Completed After Deadline	
201301/9409	2013/01/28 12:02	Leah Regina Ward	Phillip	823636037	Parkie - Pila; Oorkant Du Preezstraat 6	Water (Shane Roach)	High	Water spuit uit 'n swart pyp	Closed	Bredasdorp	4	21:21:04	2013/01/29 12:02	2013/01/29 09:24	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 29-Jun-2013)	B	Completed Before Deadline Date	
201012/1562	2010/12/15 14:16	Leah Regina Ward	Petrus	284251256	Parkstr.	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	00:31:07	2010/12/15 14:16	2010/12/15 14:16	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201111/4854	2011/11/07 15:14	Leah Regina Ward	Matthee	826752885	Parkstr. 31 A	Water (Shane Roach)	High	Pyp raakgesteek.	Closed	Bredasdorp	4	00:06:47	2011/11/08 15:14	2011/11/07 15:11	- Privaat (Updated by Leah Regina Ward on behalf of Deon Wasserman on 07-Nov-2011)	B	Completed Before Deadline Date	
201203/5986	2012/03/02 11:30	Esmarie Gabriella Coetzee	Duran (meterleser)	788699245	Pandokstraat 6 erf 300; L'Agulhas	Water (Shane Roach)	High	Water lek - erf 300 LA	Closed	L'Agulhas	5	00:00-17	2012/03/03 11:30	2012/03/02 11:20	- 01.03.2012 Melvin Williams rnrnAFGEHANDEL (Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201405/14310	2014/05/02 10:19	Esmarie Gabriella Coetzee	F Duran	788 699 245	Pandokstraat 18	Water (Shane Roach)	High	Waterlek by erf 299	Closed	L'Agulhas	5	00:00-172535	2014/05/03 10:19	2014/04/30 10:24	- Herstel stopkraan rnrn rnrn Ahrendse (Action performed on: 30-Apr-2014; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201310/12062	2013/10/23 15:53	Leah Regina Ward	Gert Adams	N/A	Ou Meuleweg	Water (Shane Roach)	High	Pyp raak gebars.	Closed	Bredasdorp	3	19:09:16	2013/10/24 15:53	2013/10/24 11:03	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201203/6063	2012/03/12 11:11	Leah Regina Ward	D. Gilomee	N/A	Ou Meuleweg	Water (Shane Roach)	High	Water loop straat af	Closed	Bredasdorp	4	03:47:44	2012/03/13 11:11	2012/03/12 14:59	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201212/8968	2012/12/19 10:06	Leah Regina Ward	Hop In	284242060	Ou Meuleweg	Water (Shane Roach)	High	Water stroom pad (Bystand Sias)	Closed	Bredasdorp	3	8 days 23:07:28	2012/12/20 10:06	2012/12/28 09:14	- Die pyprekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201208/7600	2012/08/08 12:15	Leah Regina Ward	Skabelbord	284255500	Ou Meulestraat; Floraland	Water (Shane Roach)	High	Pygebars	Closed	Bredasdorp	4	5 days 23:30:48	2012/08/09 12:15	2012/08/14 11:46	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 14-Aug-2012)	O	Completed After Deadline	
201310/12028	2013/10/21 10:37	Leah Regina Ward	D. Newman	737139333	Ou Meuleweg 4	Water (Shane Roach)	High	Pyp gebars (Bystand Sias)	Closed	Bredasdorp	4	00:45:15	2013/10/22 10:37	2013/10/21 11:23	- herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 14-Aug-2013)	B	Completed Before Deadline Date	
201212/8812	2012/12/03 12:35	Leah Regina Ward	Linda	284253407	Ou Meuleweg ; Asla - B- Kamp	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	1 day 23:10:14	2012/12/04 12:35	2012/12/05 11:46	- Die pyp is herstel. (24h03) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201210/8285	2012/10/15 11:34	Leah Regina Ward	Walter Linnert	720478248	Welverdiend Biblioteek; Ou Meuleweg; Windmeul	Water (Shane Roach)	Normal	Pyp gebars (John August)	Closed	Bredasdorp	2	03:49:51	2012/10/16 11:34	2012/10/15 15:24	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201401/12925	2014/01/09 12:56	Leah Regina Ward	Bakkas	784709436	Ou Meuleweg	Water (Shane Roach)	High	Pyp raakgekap	Closed	Bredasdorp	2	22:05:29	2014/01/10 12:56	2014/01/10 11:02	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14343	2014/05/05 14:40	Leah Regina Ward	Hop Inn	n/a	Ou Meuleweg	Water (Shane Roach)	High	Pygebars (03/05/2014 - 20h30)	Closed	Bredasdorp	2	00:00-149734	2014/05/06 14:40	2014/05/03 21:05	- Die pyp is herstel. (Action performed on: 03-May-2014; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201309/11685	2013/09/16 14:36	Leah Regina Ward	Cindy	N/A	Parkstraat Sportgronde; Parkstraat	Water (Shane Roach)	High	Water spuit (Bystand: 10/09/2013- 18h18)	Closed	Bredasdorp	2	8 days 21:47:05	2013/09/17 14:36	2013/09/25 12:54	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201201/5360	2012/01/04 08:23	Leah Regina Ward	Pat Olivier	N/A	Parkstraat Sportgronde; Parkstraat	Water (Shane Roach)	High	Water spuit (29/12 - 20h04)	Closed	Bredasdorp	2	02:29:46	2012/01/05 08:23	2012/01/04 10:43	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201211/8623	2012/11/14 10:01	Leah Regina Ward	D. Jantjes	829055064	Parkstraat; Agter Hop In	Water (Shane Roach)	High	Pyp gebars (Bystand M. Kloppers)	Closed	Bredasdorp	2	01:31:37	2012/11/15 10:01	2012/11/14 11:33	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201203/6175	2012/03/23 09:38	Leah Regina Ward	Pat Olivier	N/A	Parkstraat Sportgronde; Parkstraat	Water (Shane Roach)	High	Pyp is afgekap agter meter kan dit herstel.	Closed	Bredasdorp	2	5 days 23:46:00	2012/03/24 09:38	2012/03/29 09:24	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201406/14817	2014/06/19 11:50	Leah Regina Ward	Pat Olivier	284255500	Parkstraat Sportgronde	Water (Shane Roach)	High	Water toevoer pyp is af	Closed	Bredasdorp	2	5 days 22:45:38	2014/06/20 11:50	2014/06/25 10:36	- Die meter is vervang. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201404/14142	2014/04/14 13:31	Esmarie Gabriella Coetzee	F Duran	788 699 245	Patrysweg 3	Water (Shane Roach)	High	Waterlek by erf 141	Closed	Struisbaai	5	00:00-344438	2014/04/15 13:31	2014/04/10 13:51	- Nuwe Meter kry rnrn rnrn (Action performed on: 10-Apr-2014; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201402/13524	2014/02/24 11:01	Leah Regina Ward	P. Newman	765306021	Pattersonstraat	Water (Shane Roach)	High	Water loop (Bystand Sias 23/02/2014 19h53)	Closed	Bredasdorp	4	00:00:58	2014/02/25 11:01	2014/02/24 11:02	- Herstel lekkasie (Bystand Sias 23/02/2014) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201105/3061	2011/05/03 11:33	Leah Regina Ward	I Stevens	284251157	Pattersonstraat- Kapula	Water (Shane Roach)	High	Pyp gebars. (Bystand:01/05 - 14h38)	Closed	Bredasdorp	1	1 day 03:36:55	2011/05/04 11:33	2011/05/04 15:10	- Lekkasje is herstel in Pattersonstr (13h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201404/14143	2014/04/14 13:34	Esmarie Gabriella Coetzee	F Duran	788 699 245	Patrysweg	Water (Shane Roach)	High	Waterlek erf 153	Closed	Struisbaai	5	00:00-344493	2014/04/15 13:34	2014/04/10 13:50	- Vervang stopkraan en las rnrn rnrn (Action performed on: 10-Apr-2014; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201309/11724	2013/09/18 16:19	Esmarie Gabriella Coetzee	Werner Stanley	028-4356538	Patrysweg	Water (Shane Roach)	High	Water lekkasie	Closed	Struisbaai	5	00:01:30	2013/09/19 16:19	2013/09/18 16:21	- Vervang stopkraan en las rnrn rnrn (Action performed on: 10-Apr-2014; Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201103/2592	2011/03/14 12:40	Leah Regina Ward	Norwood Kotze	284255500	Parkstraat 45	Water (Shane Roach)	High	Waterpyp is stukkend	Closed	Bredasdorp	2	00:20:23	2011/03/15 12:40	2011/03/15 08:41	- Pyp is herstel en 'n gasket is vervang. Afgehandel (Updated by Leah Regina Ward)	B	Completed Before Deadline Date	
201305/10443	2013/05/13 14:33	Leah Regina Ward	Konstabel Engel	284255400	Parkstraat 61	Water (Shane Roach)	High	Water stroom in die pad af.	Closed	Bredasdorp	2	1 day 00:47:53	2013/05/14 14:33	2013/05/14 15:21	- Pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201212/8833	2012/12/04 15:14	Leah Regina Ward	Pietersen	284 242 702	Parkstraat 79	Water (Shane Roach)	High	Pyp uitgeruk	Closed	Bredasdorp	2	22:34:14	2012/12/05 15:14	2012/12/05 13:49	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201106/3391	2011/06/13 10:18	Leah Regina Ward	Mnr Matthee	284251256	Parkstraat 31	Water (Shane Roach)	High	Water lekkasie	Closed	Bredasdorp	2	02:30:03	2011/06/14 10:18	2011/06/13 12:49	- Pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201108/3915	2011/08/03 09:45	Leah Regina Ward	David's (Skabelbord)	N/A	Parkstraat 26	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	05:23:40	2011/08/04 09:45	2011/08/03 15:09	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Update Date	Response time	Result
201311/12386	2013/11/25 11:40	Leah Regina Ward	Karelse	284521747	Protom 18 & 17	Water (Shane Roach)	High	Water syfel deur	Closed	Protom	4	44 days 00:00:46	2013/11/26 11:40	2013/11/26 11:40	- Is sigwater wat uitvloei en daar is nie stormwaterstelsels op Protom nie. (U	0	Completed After Deadline	
201306/10761	2013/06/13 08:35	Leah Regina Ward	Johan Nieuwoudt	N/A	Protom Skemahuis	Water (Shane Roach)	High	Waterpyp is af	Closed	Protom	4	1 day 06:06:01	2013/06/14 08:35	2013/06/14 14:42	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201303/9812	2013/03/06 10:30	Esmarie Gabriella Coetzee	Bobby De Groot	N/A	Proteaeweg 37; Struisbaai	Water (Shane Roach)	High	Waterlekasie	Closed	Struisbaai	5	00:00:09:1249	2013/03/07 10:30	2013/02/26 10:30	- Herstel Waterpyp en sit las in rnrnW Stanley (Action performed on: 26-Feb-2	0	Completed Before Deadline Date	
201107/3847	2011/07/27 14:56	Esmarie Gabriella Coetzee	hou Adonis - Meterf	763 309 804	Proteaeweg 24; Struisbaai	Water (Shane Roach)	High	waterlekasie	Closed	Struisbaai	5	19:14:29	2011/07/28 14:56	2011/07/28 10:11	- Geen lekkasie sigbaar nie.rnrnAfgehandelnrnrnWerner Stanleyrn18.07.2011 (U	0	Completed Before Deadline Date	
201405/14333	2014/05/05 13:51	Leah Regina Ward	W Opperman	n/a	Rekreasiestraat 50	Water (Shane Roach)	High	Water loop. (01/05/2014 - 09h54)	Closed	Bredasdorp	2	19:32:19	2014/05/06 13:51	2014/05/06 09:24	- Die pyp is herstel. (16h00) (Updated by Leah Regina Ward on behalf of Deon W	0	Completed Before Deadline Date	
201404/14043	2014/04/07 14:09	Leah Regina Ward	Pat Olivier	n/a	Rekreasiestraat; Parkstraat - Sportgronde	Water (Shane Roach)	High	Water loop by die valve	Closed	Bredasdorp	2	1 day 01:41:44	2014/04/08 14:09	2014/04/08 15:51	- Die kraan is toegeedraai. (Updated by Leah Regina Ward on behalf of Deon Wa	0	Completed After Deadline	
201208/7588	2012/08/08 11:01	Leah Regina Ward	Viljoen	284255400	Rekreasiestraat; SAPD	Water (Shane Roach)	High	Pyp bars (Bystand M. Kloppers)	Closed	Bredasdorp	4	00:22:33	2012/08/09 11:01	2012/08/08 11:57	- Maak hoofkranetoe (Bystand M. Kloppers 06h34 - 08h00) (Updated by Leah	0	Completed Before Deadline Date	
201402/13465	2014/02/17 11:35	Leah Regina Ward	De Heide Primer	N/A	Rekreasiestraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	04:13:21	2014/02/18 11:35	2014/02/17 15:49	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed Before Deadline Date	
201403/13934	2014/03/31 09:02	Leah Regina Ward	Pat Olivier	N/A	Rekreasiestraat	Water (Shane Roach)	High	Pypgebars. (27-03-06:25)	Closed	Bredasdorp	4	06:08:10	2014/04/01 09:02	2014/03/31 15:11	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed Before Deadline Date	
201307/11032	2013/07/09 10:03	Leah Regina Ward	AP Coetzee	284233257	Reservoirstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	06:01:38	2013/07/10 10:03	2013/07/09 16:05	- Die verstopping is ooggemaak. (Updated by Leah Regina Ward on behalf of D	0	Completed Before Deadline Date	
201107/3704	2011/07/12 12:08	Leah Regina Ward	Me J Clames	829794967	Reservoirstraat 17	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	00:28:12	2011/07/13 12:08	2011/07/12 12:37	- Herstel gebaste pyp - Bystand (AP Coetzee)rn09h05 (Updated by Leah Regina	0	Completed Before Deadline Date	
201404/14137	2014/04/14 13:24	Esmarie Gabriella Coetzee	F Duran	078 699 245	Ritastraat	Water (Shane Roach)	High	Waterlek by erf 3309	Closed	Struisbaai	5	00:00:00:123214	2014/04/15 13:24	2014/04/01 13:24	- Stopkraan aan eenaar se kant wat lek.rnrnM Williams (Action performed on:	0	Completed Before Deadline Date	
201201/5649	2012/01/30 10:52	Leah Regina Ward	Yvonne	N/A	Republiekstraat; Grace Haven	Water (Shane Roach)	High	Water loop (bystand - Piet)	Closed	Bredasdorp	1	23:39:55	2012/01/31 10:52	2012/01/31 10:32		0	Completed Before Deadline Date	
201406/14762	2014/06/11 16:00	Leah Regina Ward	inda v d Westhuize	284251756	Republiekstraat 1	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	1	5 days 20:12:54	2014/06/12 16:00	2014/06/17 12:13	- Die pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon	0	Completed After Deadline	
201103/2710	2011/03/22 14:52	Leah Regina Ward	Mnr Valer	284242182	Re-Uniestraat 10	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	1	1 day 18:09:25	2011/03/23 14:52	2011/03/24 09:02	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201212/8817	2012/12/04 09:18	Leah Regina Ward	Mev Bosman	826996188	Re-Uniestraat 9	Water (Shane Roach)	High	Sterk water stroom pad af.	Closed	Bredasdorp	4	1 day 02:29:49	2012/12/05 09:18	2012/12/05 11:48	- Die pypbrekasie is herstel. (05h30) (Updated by Leah Regina Ward on behal	0	Completed After Deadline	
201012/1515	2010/12/13 14:36	Leah Regina Ward	Sapd	284255400	Rekreasiestr.	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	19:28:10	2010/12/14 14:36	2010/12/14 10:05	- Privaat aangeleentheid. Hulle het self 'n loodgieter gekry. (Updated by Leah R	0	Completed Before Deadline Date	
201312/12808	2013/12/30 14:14	Leah Regina Ward	N. Kotze	824572317	Re-Uniestraat	Water (Shane Roach)	High	Pyp gebars (Bystand John August)	Closed	Bredasdorp	4	00:24:57	2013/12/31 14:14	2013/12/30 14:39	- Herstel pyp brekasie (Bystand John August) (Updated by Leah Regina Ward on	0	Completed Before Deadline Date	
201112/5122	2011/12/06 10:34	Esmarie Gabriella Coetzee	F Duran	788 699 245	Ratcliffstraat 1; L'Agulhas	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:00:08	2011/12/07 10:34	2011/12/06 10:35	- Waterlekasie herstelrnnrnW Stanleyrn05/12/2011 (Updated by Esmarie Gabr	0	Completed Before Deadline Date	
201403/13935	2014/03/31 09:05	Leah Regina Ward	Manie Hendricks	N/A	Rekreasiestraat	Water (Shane Roach)	High	Water loop. (27-03-16:33)	Closed	Bredasdorp	4	06:06:32	2014/04/01 09:05	2014/03/31 15:12	- Aseglvo van pypbrekasie, is toegemaak. (Updated by Leah Regina Ward on b	0	Completed Before Deadline Date	
201403/13906	2014/03/27 09:39	Leah Regina Ward	Pricilla	N/A	Rekreasiestraat	Water (Shane Roach)	High	Waterpyp het gebars.	Closed	Bredasdorp	2	05:46:32	2014/03/28 09:39	2014/03/27 15:26	- Die waterpyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wa	0	Completed Before Deadline Date	
201103/2708	2011/03/22 14:49	Leah Regina Ward	WVR Swart	284255500	Rekreasiestraat	Water (Shane Roach)	High	Waterpyp gebars.	Closed	Bredasdorp	1	1 day 18:09:34	2011/03/23 14:49	2011/03/24 08:59	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201202/5829	2012/02/15 08:45	Leah Regina Ward	Wyngaard	284242012	Rekreasiestraat	Water (Shane Roach)	High	Pyp gebars (07/02 - 17h24)	Closed	Bredasdorp	2	00:58:14	2012/02/16 08:45	2012/02/15 09:44	- Herstel die pyp die volgende dag. (Updated by Leah Regina Ward on behalf of	0	Completed Before Deadline Date	
201311/12291	2013/11/18 14:03	Leah Regina Ward	Wiseman	N/A	Plot 37 Zwellitsha	Water (Shane Roach)	High	Water loop	Closed	Zwellitsha	3	30 days 19:20:27	2013/11/19 14:03	2013/12/19 09:24		0	Completed After Deadline	
201311/12419	2013/11/28 09:16	Leah Regina Ward	Vivianne	N/A	Plot 37 Zwellitsha	Water (Shane Roach)	High	Water loop in die strate.	Closed	Zwellitsha	3	03:08:07	2013/11/29 09:16	2013/11/28 12:25		0	Completed Before Deadline Date	
201207/7293	2012/07/10 14:06	Leah Regina Ward	Nomsa - Jenda	N/A	Plot 48 Zwellitsha	Water (Shane Roach)	High	Pyp gebreek	Closed	Zwellitsha	3	2 days 00:25:21	2012/07/11 14:06	2012/07/12 14:32	- Stopkraan vervang (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201402/13390	2014/02/10 09:22	Leah Regina Ward	Zaa	N/A	Plot 16 A Zwellitsha	Water (Shane Roach)	High	Pyp is stukkend (06/02/2014 - 17h28)	Closed	Zwellitsha	3	1 day 01:15:31	2014/02/11 09:22	2014/02/11 09:22	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201301/9317	2013/01/21 13:47	Leah Regina Ward	Mnr Crafford	83477634	H.V. Pleinstraat; Langstraat	Water (Shane Roach)	High	Pyp stukkend vanaf meter pad se kant toe.	Closed	Bredasdorp	4	01:59:13	2013/01/22 13:47	2013/01/21 15:47	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 21-	0	Completed Before Deadline Date	
201404/14254	2014/04/25 14:42	Leah Regina Ward	David	739643125	Plot 5456; Bastiaanstraat	Water (Shane Roach)	High	Pyp lekasie	Closed	Bredasdorp	3	4 days 19:09:11	2014/04/26 14:42	2014/04/30 09:47	- Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wass	0	Completed After Deadline	
201405/14557	2014/05/23 14:05	Leah Regina Ward	David Bam	n/a	Zwellitsha Plot 5456	Water (Shane Roach)	High	Pyp lekasie.	Closed	Zwellitsha	3	02:54:02	2014/05/24 14:05	2014/05/23 17:00	- Repaired. (Action performed on: 23-May-2014; Updated by Deon Wasserman	0	Completed Before Deadline Date	
201311/12269	2013/11/13 12:41	Leah Regina Ward	Nona Swartbooi	N/A	Zwellitsha Plot 5442	Water (Shane Roach)	High	Water lekasie (10/11/2013)	Closed	Zwellitsha	3	20:34:30	2013/11/14 12:41	2013/11/14 09:16	- Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wass	0	Completed Before Deadline Date	
201311/12349	2013/11/20 15:13	Leah Regina Ward	Michael Mavu	284255500	Plot 5441	Water (Shane Roach)	High	Waterpyp stukkend	Closed	Bredasdorp	3	5 days 00:50:12	2013/11/21 15:13	2013/11/25 16:04	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed After Deadline	
201402/13395	2014/02/10 11:15	Leah Regina Ward	Neethling	765093634	Perdekampies	Water (Shane Roach)	High	Geen water (08/02 - 9h57)	Closed	Bredasdorp	4	23:25:51	2014/02/11 11:15	2014/02/11 10:41	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed Before Deadline Date	
201401/13102	2014/01/23 12:10	Leah Regina Ward	Rdl Mokotwana	284255500	Plankerskamp	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	4 days 02:30:47	2014/01/24 12:10	2014/01/23 14:10	- Herstel gebaste pyp (Updated by Leah Regina Ward on behalf of Deon Wass	0	Completed After Deadline	
201205/6745	2012/05/21 10:50	Leah Regina Ward	Mnr Otto	284241245	Plantsiestraat 1	Water (Shane Roach)	High	Water loop pad af (20/05 - 10h08)	Closed	Bredasdorp	1	04:27:04	2012/05/22 10:50	2012/05/21 15:18	- Daar was 'n pypbrekasie maar dit is herstel. (15h05) (Updated by Leah Regina	0	Completed Before Deadline Date	
201402/13387	2014/02/10 09:10	Leah Regina Ward	Dorenthia	N/A	Perdekampies	Water (Shane Roach)	High	Geen water (Bystand: 06/02/2014 - 16h40)	Closed	Bredasdorp	4	1 day 01:27:37	2014/02/11 09:10	2014/02/11 08:38	- Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wass	0	Completed After Deadline	
201208/7691	2012/08/15 09:38	Leah Regina Ward	Mattewis	795460583	Perdekamp 10 & 11	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	22:33:04	2012/08/16 09:38	2012/08/16 08:12	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	0	Completed Before Deadline Date	
201301/9312	2013/01/21 13:42	Leah Regina Ward	Mev. Gordon	284241416	Pleinstraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	00:19:21	2013/01/22 13:42	2013/01/21 14:02	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 21-	0	Completed Before Deadline Date	
201209/7992	2012/09/17 16:17	Leah Regina Ward	William Benson	N/A	Pleinstraat	Water (Shane Roach)	High	Pypgebars (19h00 - 13/09-2012)	Closed	Bredasdorp	2	22:22:26	2012/09/18 16:17	2012/09/18 14:40	- Herstel pyp bars - aansluiting (Bystand John August 17h07-19h00) (Updated	0	Completed Before Deadline Date	
201209/7991	2012/09/17 16:14	Leah Regina Ward	William Benson	N/A	Pleinstraat	Water (Shane Roach)	High	Pyp gebars. (06h18 - Bystand)	Closed	Bredasdorp	1	17:43:43	2012/09/18 16:14	2012/09/18 09:58	- Die pyp is herstel. (21h00 - 1 August) (Updated by Leah Regina Ward on behal	0	Completed Before Deadline Date	
201100/4547	2011/00/06 12:29	Leah Regina Ward	Lottnet	826317064	Plantsiestraat 5	Water (Shane Roach)	High	Pyp is afgesny met grasmaasjen	Closed	Bredasdorp	5	5 days 03:51:20	2011/00/07 12:29	2011/00/10 16:21	- Pyp is herstel. (Updated by Deon Wasserman on 11-Oct-2011 16:22.)	0	Completed After Deadline	
201405/14307	2014/05/02 10:15	Esmarie Gabriella Coetzee	F Duran	788692945	Pondokkiestraat 29	Water (Shane Roach)	High	Waterlek erf 13	Closed	Suidstrand	5	00:00:03:72487	2014/05/03 10:15	2014/04/30 10:21	- Eenaar se stopkraan wat lek.rnrnM Ahrensde (Action performed on: 30-Apr-2	0	Completed Before Deadline Date	
201101/1891	2011/01/18 11:40	Esmarie Gabriella Coetzee	F Du Toit	023-6151904	Poelstrat; L'Agulhas	Water (Shane Roach)	High	Water lek by meter aan raad se kant.	Closed	L'Agulhas	5	00:00:16	2011/01/19 11:40	2011/01/18 11:40		0	Completed Before Deadline Date	
201012/1498	2010/12/13 09:54	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Poelstraat 12 Erf547; L'Agulhas	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:00:22	2010/12/14 09:54	2010/12/13 09:54	- HerstelrnnrnChristopher GabrielsrnAfgehandeln08/12/2010 (Updated by Esm	0	Completed Before Deadline Date	
201112/5324	2011/12/29 11:53	Leah Regina Ward	Felicja	N/A	Phollapark Zwellitsha	Water (Shane Roach)	High	Water loop by publieke tiolet (27/12 - 10h12)	Closed	Zwellitsha	3	02:06:43	2011/12/30 11:53	2011/12/29 14:00		0	Completed Before Deadline Date	
201211/8679	2012/11/19 10:44	Leah Regina Ward	David Williams	N/A	Phollapark; Kallie se Plas Zwellitsha	Water (Shane Roach)	High	Pyp gebars	Closed	Zwellitsha	3	01:34:21	2012/11/20 10:44	2012/11/19 12:10	- Herstel gebaste pyp (Updated by Leah Regina Ward on behalf of Deon Wass	0	Completed Before Deadline Date	
201011/1266	2010/11/24 11:57	Leah Regina Ward	J Nefat	N/A	Presidentstraat	Water (Shane Roach)	High	Water loop in straat.	Closed	Bredasdorp	1	00:49:26	2010/11/25 11:57	2010/11/24 12:17	- Pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wa	0	Completed Before Deadline Date	
201406/14793	2014/06/17 15:14	Leah Regina Ward	Mnr Seegmuller	284242115	Phollapark; Presidentstraat 6	Water (Shane Roach)	High	Water loop weer (11/06/2014 - 6h37)	Closed	Bredasdorp	4	19:38:27	2014/06/18 15:14	2014/06/18 10:53	- Pyp weer ooggemaak, herstel (Bystand Sias11/06/2014) (Updated by Leah R	0	Completed Before Deadline Date	
201306/10922	2013/06/24 09:42	Leah Regina Ward	Priscilla Diedericks	N/A	Prinsstraat 14	Water (Shane Roach)	High	Pyp gebars (23/06/2013 - 7h38)	Closed									

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Update Attachm	Response time	Result
201308/11433	2013/08/19 13:54	Leah Regina Ward	Shanette	N/A	Kloofstraat 22	Water (Shane Roach)	High	Water loop (Bystand John August)	Closed	Bredasdorp	4	00:25:31	2013/08/20 13:54	2013/08/19 14:20	- Herstel pyplekasje (Bystand John August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13799	2014/03/17 12:00	Leah Regina Ward	MNr Van Papendorp	721738797	Kloofstraat 23	Water (Shane Roach)	High	Water lekasje (13/03/2014)	Closed	Bredasdorp	4	00:00:344854	2014/03/18 12:00	2014/03/17 12:00	- Die pyp is herstel (Action performed on: 13-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201311/12439	2013/11/29 14:22	Leah Regina Ward	L Koen	N/A	Kloofstraat 14	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	4	2 days 17:51:19	2013/11/30 14:22	2013/12/02 18:13	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201208/7822	2012/08/30 10:37	Leah Regina Ward	astehuis- Kloofstraat	N/A	Kloofstraat	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	1 day 04:03:10	2012/08/31 10:37	2012/08/31 10:41	- Die pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201302/9597	2013/02/12 12:22	Leah Regina Ward	Human	284252724	Kloofstraat 9	Water (Shane Roach)	High	Pyp gebars(05/02/2013-05h31)	Closed	Bredasdorp	4	1 day 21:40:37	2013/02/13 12:22	2013/02/14 10:43	- Die pyp is herstel. (01h15) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201211/8696	2012/11/19 11:22	Leah Regina Ward	Mev. Wessels	N/A	Kloofstraat 7	Water (Shane Roach)	High	Water stroom (Bystand Sias)	Closed	Bredasdorp	4	00:05:48	2012/11/20 11:22	2012/11/19 11:28	- Herstel pypbars (Bystand Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201011/1130	2010/11/09 13:50	Leah Regina Ward	JL Venter	836807324	Kloofstraat 7	Water (Shane Roach)	Normal	Water lekasje by perseel	Closed	Bredasdorp	4	00:04:37	2010/11/09 13:50	2010/11/09 13:58	- Die lekasje oopgemaak en herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201012/1405	2010/12/06 09:50	Leah Regina Ward	Mnr Vlok	284212755	Kloofstraat 5	Water (Shane Roach)	High	Pyp is stukkend. Stopkraan moet toegedraai word.	Closed	Bredasdorp	4	04:39:27	2010/12/07 09:50	2010/12/06 14:30	- Ons het stopkraan toegedraai eienaar sal self die pyp herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201107/3628	2011/07/08 09:23	Leah Regina Ward	Mn Kramer	284241679	Langfonteinweg	Water (Shane Roach)	High	Waterpyp stukkend	Closed	Bredasdorp	5	4 days 01:50:58	2011/07/09 09:23	2011/07/12 11:14	- Herstel stopkraan (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201309/11701	2013/09/16 15:50	Leah Regina Ward	George Claassen	N/A	Langezand	Water (Shane Roach)	High	Water loop (16/09/2013- 07h17)	Closed	Struisbaal	5	9 days 22:37:13	2013/09/17 15:50	2013/09/26 14:28	- Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201311/12391	2013/11/25 14:24	Leah Regina Ward	George	845145545	Langezand	Water (Shane Roach)	High	Water spuit by pyp uit (Bystand E. Jephtha)	Closed	Struisbaal	5	01:46:01	2013/11/26 14:24	2013/11/25 16:11	- Draai koppie aan rnrnW Stanley (Action performed on: 10-Jan-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201303/9999	2013/03/18 15:50	Leah Regina Ward	Januarie	762083405	Lakeystraat 19	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	22:35:10	2013/03/19 15:50	2013/03/19 14:26	- Die brekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201011/1060	2010/11/03 11:10	Leah Regina Ward	Annalisa Van Wyk	N/A	Lagoonweg 14; Erf 154	Water (Shane Roach)	High	Dit lyk na 'n lekkasje	Closed	Suidstrand	3	6 days 04:13:53	2010/11/04 11:10	2010/11/09 15:24	- Lekkasje by meter herstel. (Updated by Wasserman on 09-Nov-2010 15:00)	B	Completed Before Deadline Date	
201012/1537	2010/12/13 15:40	Leah Regina Ward	D. Wasserman	N/A	Langstr.	Water (Shane Roach)	High	Water lek by klep	Closed	Bredasdorp	4	1 day 22:43:44	2010/12/14 15:40	2010/12/15 14:24	-	B	Completed Before Deadline Date	
201206/6966	2012/06/07 12:31	Leah Regina Ward	Sias Daniels	N/A	Langstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 01:53:08	2012/06/08 12:31	2012/06/08 14:25	- Die pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201206/7000	2012/06/11 11:50	Leah Regina Ward	nstabel Viljoen - SA	284255400	Langstraat	Water (Shane Roach)	High	Pyp gebars (09/06-01h33)	Closed	Bredasdorp	4	00:52:54	2012/06/12 11:50	2012/06/11 12:43	- Herstel Pypbars (Bystand M. Kloppers 01h35 - 08h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201201/5582	2012/01/23 12:07	Leah Regina Ward	Bakkas	284255500	Langstr.	Water (Shane Roach)	High	Water borrel onder grond uit	Closed	Bredasdorp	4	1 day 03:31:27	2012/01/24 12:07	2012/01/24 15:39	- Water kom uit stormwater mangat op h/v Lang. en Al Sainstraat (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201012/1517	2010/12/13 14:49	Leah Regina Ward	Van Zyl	845492917	Langstr.	Water (Shane Roach)	High	Pypbrekasje	Closed	Bredasdorp	4	1 day 23:32:06	2010/12/14 14:49	2010/12/15 14:22	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 15-Dec-2010)	B	Completed Before Deadline Date	
201403/13705	2014/03/10 13:56	Esmarie Gabriella Coetzee	F Duran	N/A	Kusweg 31	Water (Shane Roach)	High	Lekkasje by erf 579	Closed	Struisbaal	5	00:00:431991	2014/03/11 13:56	2014/03/05 10:43	- Draai koppie aan rnrnW Stanley (Action performed on: 05-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13706	2014/03/10 13:57	Esmarie Gabriella Coetzee	F Duran	N/A	Kusweg Noord 19	Water (Shane Roach)	High	Water lekasje by erf 440	Closed	Struisbaal	5	00:00:431991	2014/03/11 13:57	2014/03/05 10:43	- Draai koppie aan rnrnW Stanley (Action performed on: 05-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201401/13207	2014/01/19 24:03	Esmarie Gabriella Coetzee	M Visagie Meterleser	796 000 045	Kusweg Oos 39	Water (Shane Roach)	High	Lek by erf 583	Closed	Struisbaal	5	00:00:0-1641622	2014/01/30 14:03	2014/01/10 14:03	- Vervang stopkraan rnrnW Stanley (Action performed on: 10-Jan-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201302/9496	2013/02/05 10:01	Leah Regina Ward	J Hersche	N/A	Kusweg Oos 39	Water (Shane Roach)	High	Pyp gebreek. (02/02 -10h25)	Closed	Struisbaal	5	02:13:26	2013/02/06 10:01	2013/02/05 12:15	- Die pyp is herstel (12h05) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201011/1259	2010/11/24 10:55	Leah Regina Ward	s (Suidpunt sekurite	284356044	Croniastraat; Langezand	Water (Shane Roach)	High	Pyp gebars	Closed	Struisbaal	5	00:39:39	2010/11/24 10:55	2010/11/24 11:35	- Pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201204/6377	2012/04/16 15:29	Leah Regina Ward	Elvin	836845845	Laerskool Koshuis	Water (Shane Roach)	High	Pyp raak gekap (bystand Matthews)	Closed	Bredasdorp	4	00:31:11	2012/04/17 15:29	2012/04/16 16:01	- Herstel (bystand Matthews) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13603	2014/03/03 09:33	Leah Regina Ward	Susan Barnard	n/a	L'Agulhas Oord	Water (Shane Roach)	High	Pyp gebars by die groot geriewe blok.	Closed	L'Agulhas	5	23:37:18	2014/03/04 09:33	2014/03/04 09:10	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201012/1640	2010/12/28 10:04	Leah Regina Ward	Me Barand	284356015	L'Agulhas Karavanpark; L'Agulhas	Water (Shane Roach)	High	Waterpyp stukkend	Closed	L'Agulhas	5	04:05:35	2010/12/29 10:04	2010/12/28 10:41	- Pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201201/5596	2012/01/23 14:26	Leah Regina Ward	Florida	284356015	L'Agulhas Kamp	Water (Shane Roach)	High	Pyp stukkend op plot (bystand - Matthews)	Closed	L'Agulhas	5	19:14:11	2012/01/24 14:26	2012/01/24 09:41	- Herstel pyp (bystand - Sandy) 17h54 - 19h30 (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14577	2014/05/26 10:48	Leah Regina Ward	Freek Diedericks	n/a	Middelstraat; Kleinbegin	Water (Shane Roach)	High	Pygebars (24/05/2014 - 06h07)	Closed	Bredasdorp	3	00:00:0-168503	2014/05/27 10:48	2014/05/24 16:00	- Pipe sterf repaired. (Action performed on: 24-May-2014; Updated by Deon Wasserman)	B	Completed Before Deadline Date	
201311/12400	2013/11/25 14:50	Leah Regina Ward	Mnr Steyn	284356281	Minnetokkastraat	Water (Shane Roach)	High	Water lek (Bystand E. Jephtha)	Closed	Struisbaal	5	01:27:26	2013/11/26 14:50	2013/11/25 12:18	- Lekkasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201402/13586	2014/02/28 15:21	Esmarie Gabriella Coetzee	Johan Oosthuizen	N/A	Minnetokkastraat 6	Water (Shane Roach)	High	Waterlek by huis.	Closed	Struisbaal	5	00:00:0-259212	2014/03/01 15:21	2014/02/25 15:21	-	B	Completed Before Deadline Date	
201210/8167	2012/10/05 11:19	Leah Regina Ward	S Uttlander	721380756	Meyerstrat 9	Water (Shane Roach)	High	Pyp is raak gekap.	Closed	Bredasdorp	3	3 days 00:55:38	2012/10/06 11:19	2012/10/08 12:15	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201401/12845	2014/01/06 11:42	Leah Regina Ward	Bianca Dowry	N/A	Meyerstrat 7	Water (Shane Roach)	High	Water loop (31/12/2013 - 19h41)	Closed	Bredasdorp	3	1 day 01:02:18	2014/01/07 11:42	2014/01/07 12:45	- Die pyp is herstel. (21h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14392	2014/05/12 12:16	Leah Regina Ward	Andome	872719785	Miriam Mtamestraat 4	Water (Shane Roach)	High	Pyp raak gekap. (12/05/2014 - 15h31)	Closed	Bredasdorp	3	00:00:0-155780	2014/05/13 12:16	2014/05/10 17:00	- Die pyp is herstel. (Action performed on: 10-May-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201203/6204	2012/03/29 09:15	Leah Regina Ward	Mnr Cloete	284356671	Montgomerystraat	Water (Shane Roach)	High	Pyp gebars (26/03 - 7h45)	Closed	Bredasdorp	3	01:10:16	2012/03/30 09:15	2012/03/29 10:26	- Pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14313	2014/05/02 10:21	Esmarie Gabriella Coetzee	F Duran	788 699 245	Montgomerystraat 20	Water (Shane Roach)	High	Waterlek by erf 482	Closed	L'Agulhas	5	00:00:0-172779	2014/05/03 10:21	2014/05/03 10:22	- Herstel Meter glasie rnrnC Ahrendse (Action performed on: 30-Apr-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14388	2014/05/12 11:53	Leah Regina Ward	Sindisele	736191340	Miriam Makebastraat 4	Water (Shane Roach)	High	Pyp raak gekap (10/05/2014 - 12h14)	Closed	Bredasdorp	3	00:00:0-163406	2014/05/13 11:53	2014/05/10 14:30	- Die pyp is herstel (Action performed on: 10-May-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201406/14848	2014/06/25 12:25	Leah Regina Ward	Kruger	284357691	Moriastraat 43; Ocean View Heights	Water (Shane Roach)	High	Geen water (21/06/2014 - 8h31)	Closed	Struisbaal	5	22:30:17	2014/06/26 12:25	2014/06/26 11:55	- Die lekasje is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201404/14106	2014/04/14 12:01	Leah Regina Ward	Rodney	784283072	Melkhuisingel	Water (Shane Roach)	High	Pyp gebars (07/04/2014)	Closed	Bredasdorp	4	00:00:0-578793	2014/04/15 12:01	2014/04/07 19:15	- Die pyp is herstel. (Action performed on: 07-Apr-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201406/14850	2014/06/25 12:29	Leah Regina Ward	AP Coetzee	n/a	Melkstraat	Water (Shane Roach)	High	Pyp is stukkend (21/06/2014 - 11h40)	Closed	Napier	1	22:33:50	2014/06/26 12:29	2014/06/26 11:03	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201312/12455	2013/12/02 13:47	Leah Regina Ward	William	N/A	Meyerstraat	Water (Shane Roach)	High	Water loop (Bystand Freek)	Closed	Bredasdorp	2	19:48:25	2013/12/03 13:47	2013/12/03 09:36	- Herstel lekkasje (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201111/4853	2011/11/07 15:12	Leah Regina Ward	Grenewoudt	284241446	Melkhuisingel	Water (Shane Roach)	Normal	Water loop	Closed	Bredasdorp	2	18:29:53	2011/11/08 15:12	2011/11/08 09:42	-	B	Completed Before Deadline Date	
201101/2039	2011/01/31 10:08	Leah Regina Ward	Mev. Grenewoudt	284241446	Melkhuisingel	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	3	1 day 01:18:17	2011/02/01 10:08	2011/02/01 11:27	-	B	Completed Before Deadline Date	
201208/7753	2012/08/22 11:30	Leah Regina Ward	W Hendricks	284241727	Meyerstraat 36	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	22:04:03	2012/08/23 11:30	2012/08/23 09:35	- Die pyp is herstel. (L August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201301/9321	2013/01/21 13:57	Leah Regina Ward	Thomas	284241870	Meyerstraat 37	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	8 days 05:40:13	2013/01/22 13:57	2013/01/29 14:39	- Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14347	2014/05/05 15:03	Leah Regina Ward	Stephene	843962855	Meyerstraat 52	Water (Shane Roach)	High	Pyp het by die stopkraan gebars.	Closed	Bredasdorp	2	18:41:58	2014/05/06 15:03	2014/05/06 09:45	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201201/5413	2012/01/09 14:52	Leah Regina Ward	Me A Penne	N/A	Meyerstraat 33	Water (Shane Roach)	High	Pyp lekasje (08/01 - 07h38)	Closed	Bredasdorp	3	18:02:32	2012/01/10 14:52	2012/01/10 08:55	- Lekkasje is herstel (10h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201208/7726	2012/08/20 12:03	Leah Regina Ward	Basil Papier	284252779	Meyerstraat 22	Water (Shane Roach)	High	Pyp lekasje (19/08- 15h40)	Closed	Bredasdorp	3	22:37:44	2012/08/21 12:03	2012/08/21 10:41	- Die lekasje is herstel. (17h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201312/12745	2013/12/24 10:17	Leah Regina Ward	Me Brink	N/A	All Sainstraat; Natuurreservaat	Water (Shane Roach)	High	Water loop.	Closed	Bredasdorp	4	2 days 21:57:56	2013/12/25 10:17	2013/12/27 08:15				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_Attachm	Response_time	Result
201405/14485	2014/05/21 12:03	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vasco Da Gamastraat	Water (Shane Roach)	High	Waterlek by erf 1859	Closed	Struisbaai	5	00:00-1293966	2014/05/22 12:03	2014/05/06 12:37	- Sit nuwe rubber by die glasië in want dit lek.rnmH Downie (Action performed on: 06-M	B	Completed Before Deadline Date	
201405/14483	2014/05/21 12:01	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vasco Da Gamastraat 15	Water (Shane Roach)	High	Waterlek by erf 1233	Closed	Struisbaai	5	00:00-1293960	2014/05/22 12:01	2014/05/06 12:35	- Meter glasië lek sit nuwe rubber in.rnmH Downie (Action performed on: 06-M	B	Completed Before Deadline Date	
201405/14484	2014/05/21 12:02	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vasco Da Gamastraat 29	Water (Shane Roach)	High	Waterlek by erf 1130	Closed	Struisbaai	5	00:00-1294029	2014/05/22 12:02	2014/05/06 12:35	- Vervang stopkraan. Lig meter gelyk met grond.rnmH Downie (Action performed on: 06-M	B	Completed Before Deadline Date	
201208/7734	2012/08/20 14:12	Leah Regina Ward	Nico Eksteen	N/A	Van Zijlstraat 2	Water (Shane Roach)	High	Pyp lek (14/08-20h20)	Closed	Bredasdorp	4	1 day 21:27:05	2012/08/21 14:12	2012/08/22 11:40	- Pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201401/13006	2014/01/14 12:00	Leah Regina Ward	Mev Rossouw	284241675	Van Riebeeckstraat 6	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	1 day 20:26:30	2014/01/15 12:00	2014/01/15 12:00	- Daar was 'n pypbrek in Hopleystraat agy daarvas is die water af die pyp is l	O	Completed After Deadline	
201208/7576	2012/08/08 09:34	Leah Regina Ward	Robert du Preez	284241516	Van der Bylstraat 14	Water (Shane Roach)	High	Pyp bars - "Close" bord walg weg	Closed	Bredasdorp	4	6 days 02:20:56	2012/08/09 09:34	2012/08/14 11:55	- Vervwyder bord (Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201405/14457	2014/05/19 11:18	Leah Regina Ward	Mnr Human	284252403	Van Der Bylstraat 2	Water (Shane Roach)	High	Pyp gebars (17/05/2014 - 10h53)	Closed	Bredasdorp	4	00:00-163952	2014/05/20 11:18	2014/05/17 13:46	- Die pyp is herstel. (Action performed on: 17-May-2014; Updated by Leah Reg	B	Completed Before Deadline Date	
201201/5467	2012/01/12 13:46	Leah Regina Ward	Eli	N/A	Van Der Bylstraat 36	Water (Shane Roach)	High	Waterpyp raak gekap	Closed	Bredasdorp	4	01:57:50	2012/01/13 13:46	2012/01/12 15:44	- Die waterpyp is herstel (K Slammat) (Updated by Leah Regina Ward on behalf	B	Completed Before Deadline Date	
201303/9746	2013/03/04 11:23	Leah Regina Ward	Coenie Brink	N/A	Van Der Bylstraat 12	Water (Shane Roach)	High	Pyp gebars (03/03/2013 - 03h45)	Closed	Bredasdorp	4	03:31:10	2013/03/05 11:23	2013/03/04 14:57	- Pyp is herstel (9h45) (Updated by Leah Regina Ward on behalf of Deon Wasse	B	Completed Before Deadline Date	
201401/12994	2014/01/14 11:23	Leah Regina Ward	Grove	284233555	Van Der Bylstraat	Water (Shane Roach)	High	Die waterpyp het weggespoel (09/01/2014 - 6h11)	Closed	Napier	1	1 day 20:55:20	2014/01/15 11:23	2014/01/16 08:19	- Die pyplyn is herstel. (Updated by Leah Regina Ward on behalf of Deon Wass	O	Completed After Deadline	
201305/10439	2013/05/13 13:58	Leah Regina Ward	M Albertyn	829208999	Van Riebeecklaan	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 01:17:31	2013/05/14 13:58	2013/05/14 15:16	- Kraan is afgebreek eienaar se verantwoordelikeheid (Updated by Leah Regina	O	Completed After Deadline	
201406/14884	2014/06/30 09:29	Leah Regina Ward	SAPD Bredasdorp	n/a	Van Riebeecklaan	Water (Shane Roach)	High	Pyp gebars (29/06/2014 - 17h02)	Closed	Bredasdorp	4	01:55:06	2014/07/01 09:29	2014/06/30 11:25	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201204/6285	2012/04/11 10:20	Leah Regina Ward	W Mcpherson	N/A	Van Riebeeckstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 05:16:52	2012/04/12 10:20	2012/04/12 15:37	- Die pypbrekasië is herstel. (Updated by Leah Regina Ward on behalf of Deon	O	Completed After Deadline	
201204/6413	2012/04/20 14:25	Leah Regina Ward	Strydom	722411236	Van Riebeeckstraat 23	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp	4	2 days 21:46:08	2012/04/21 14:25	2012/04/23 12:12	- Die wateraansluiting is herstel. (Updated by Leah Regina Ward on behalf of D	O	Completed After Deadline	
201106/3341	2011/06/06 15:29	Leah Regina Ward	Pilla Groenewald	798800552	Van der Bylstraat 6	Water (Shane Roach)	High	Pyp lek by /voor stopkraan	Closed	Bredasdorp	4	21:08:12	2011/06/07 15:29	2011/06/07 12:38	- Vervang die stopkraan (Freek) (Updated by Leah Regina Ward on behalf of De	B	Completed Before Deadline Date	
201404/14147	2014/04/14 13:46	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vierdelaan 1	Water (Shane Roach)	High	Waterlek by erf 1739	Closed	Struisbaai-Noord	5	00:00-431882	2014/04/15 13:46	2014/04/09 13:48	- Vervang 3/4 stopkraanrnmHenties (Action performed on: 09-Apr-2014; Upda	B	Completed Before Deadline Date	
201312/12805	2013/12/30 14:08	Leah Regina Ward	Van der Meulen	725208684	Viljoenstraat 107	Water (Shane Roach)	High	Pypbrekasië (Bystand John August)	Closed	Bredasdorp	4	00:31:05	2013/12/31 14:08	2013/12/31 10:40	- Herstel pyp lekasië (Bystand John August) (Updated by Leah Regina Ward on	B	Completed Before Deadline Date	
201301/9172	2013/01/09 13:47	Leah Regina Ward	Konstabel Du Toit	N/A	Viljoenstraat 22	Water (Shane Roach)	High	Pyp gebars. (04/01/2013 - 00h38)	Closed	Bredasdorp	4	01:00:23	2013/01/10 13:47	2013/01/09 14:48	- Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201404/14146	2014/04/14 13:37	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vierde laan 20	Water (Shane Roach)	High	Waterlek by erf 1729	Closed	Struisbaai	5	00:00-344928	2014/04/15 13:37	2014/04/10 13:45	- Draa stopkraan koppie aanrnmHenties (Action performed on: 10-Apr-2014; U	B	Completed Before Deadline Date	
201405/14382	2014/05/12 11:17	Leah Regina Ward	Gollie	284241995	Victoria Hotel; Kerkrstraat	Water (Shane Roach)	High	Pyp gebars voor R5 winkel (10/05/2014 - 06h41)	Closed	Bredasdorp	4	00:00-172941	2014/05/13 11:17	2014/05/10 09:11	- Die pyp is herstel (Action performed on: 10-May-2014; Updated by Leah Reg	B	Completed Before Deadline Date	
201308/11257	2013/08/05 12:47	Leah Regina Ward	Mnr de Jager	832304043	Viljoenstraat 46	Water (Shane Roach)	High	Pyp gebars (Bystand S. Dani?)	Closed	Bredasdorp	4	20:23:43	2013/08/06 12:47	2013/08/06 09:15	- Die pypbrekasië is herstel. (Updated by Leah Regina Ward on behalf of Deon	B	Completed Before Deadline Date	
201402/13517	2014/02/24 10:44	Leah Regina Ward	Sersant Steyn	284255400	Viljoenstraat 46/48	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 19/02/2014 2h00)	Closed	Bredasdorp	4	00:24:57	2014/02/25 10:44	2014/02/24 11:09	- Herstel pypbrekasië (Bystand Sias 19/02/2014) (Updated by Leah Regina War	B	Completed Before Deadline Date	
201308/11181	2013/08/01 08:35	Leah Regina Ward	Trevor Smith	2842422601	Viljoenstraat 56	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 01:59:49	2013/08/02 08:35	2013/08/02 10:35	- Die pypbrekasië is herstel. (Updated by Leah Regina Ward on behalf of Deon	O	Completed After Deadline	
201204/6223	2012/04/03 08:29	Leah Regina Ward	S De Jager	832304043	Viljoenstraat 46	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	06:47:30	2012/04/04 08:29	2012/04/03 15:17	- Herstel pypbrekasië (08h00 - 1 August) (Updated by Leah Regina Ward on beh	B	Completed Before Deadline Date	
201201/5560	2012/01/20 10:36	Leah Regina Ward	Mnr. Deuce	826155945	Viljoenstraat 30	Water (Shane Roach)	High	Water lekasië	Closed	Bredasdorp	4	7 days 00:10:08	2012/01/21 10:36	2012/01/27 10:47		O	Completed After Deadline	
201206/7011	2012/06/11 16:02	Leah Regina Ward	Felicia	284255500	Vickiestraat 120 Zwellitsha	Water (Shane Roach)	High	Pyp wat na kraan toe gaan, is stukkend	Closed	Zwellitsha	3	1 day 17:21:19	2012/06/12 16:02	2012/06/13 09:24	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 13-	O	Completed After Deadline	
201206/7001	2012/06/11 11:51	Leah Regina Ward	Josephs	78663995	Vickiestraat Zwellitsha	Water (Shane Roach)	High	Pyp gebars. (10/06- 21h21)	Closed	Zwellitsha	3	00:52:14	2012/06/12 11:51	2012/06/11 12:44	- Herstel pypbars (Bystand M. Kloppers) (Updated by Leah Regina Ward on beh	B	Completed Before Deadline Date	
201306/10778	2013/06/13 10:50	Leah Regina Ward	Nonchristmas	781563454	Vickiestraat 125 Zwellitsha	Water (Shane Roach)	High	Water loop	Closed	Zwellitsha	3	00:26:30	2013/06/14 10:50	2013/06/13 11:21		B	Completed Before Deadline Date	
201309/11683	2013/09/16 14:33	Leah Regina Ward	Sam	794124663	Vickiestraat 89 Zwellitsha	Water (Shane Roach)	High	Pyp gebars	Closed	Zwellitsha	3	8 days 21:47:28	2013/09/17 14:33	2013/09/25 12:17	- Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201311/12378	2013/11/25 20:02	Esmarie Gabriella Coetzee	Gert Van Niekerk	N/A	Vasco Da Gamastraat 56	Water (Shane Roach)	High	Waterlekasië by erf 1191	Closed	Struisbaai	5	15 days 01:33:51	2013/11/26 08:20	2013/11/20 09:54	- Herstel waterlek. Bystand.rnmElle Jethfa (Updated by Esmarie Gabriella Coe	O	Completed After Deadline	
201405/14381	2014/05/12 11:17	Leah Regina Ward	Gollie	284241995	Victoria Hotel; Kerkrstraat	Water (Shane Roach)	High	Pyp gebars voor R5 winkel (10/05/2014 - 06h41)	Closed	Bredasdorp	4	03:46:55	2014/05/13 11:17	2014/05/12 15:04	- 2x op die stelsel (Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201311/12243	2013/11/13 08:11	Leah Regina Ward	Nona	N/A	Vickiestraat Zwellitsha	Water (Shane Roach)	High	Pyp gebars.	Closed	Zwellitsha	3	1 day 00:28:54	2013/11/14 08:11	2013/11/14 08:17	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201208/7536	2012/08/02 15:34	Leah Regina Ward	Sam	794124663	Vickiestraat 84 Zwellitsha	Water (Shane Roach)	High	Pyp wat na kraan toe gaan lek.	Closed	Zwellitsha	3	18:42:14	2012/08/03 15:34	2012/08/03 10:40	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03-	B	Completed Before Deadline Date	
201206/7015	2012/06/12 09:33	Leah Regina Ward	Felicia	284255500	Vickiestraat 73 Zwellitsha	Water (Shane Roach)	High	Pyp wat na kraan toe lek, is stukkend	Closed	Zwellitsha	3	2 days 04:19:15	2012/06/13 09:33	2012/06/14 13:53	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201012/1660	2010/12/28 10:53	Leah Regina Ward	Nel	78367610	Tolbosstraat 1246	Water (Shane Roach)	High	Pyp stukkend	Closed	Napier	1	03:44:07	2010/12/29 10:53	2010/12/28 14:38	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasse	B	Completed Before Deadline Date	
201309/11787	2013/09/30 12:01	Leah Regina Ward	Bernadette	N/A	Tolbosstraat 1247	Water (Shane Roach)	High	Pyp gebars (24/09/2013 - 8h05)	Closed	Napier	1	03:13:21	2013/10/01 12:01	2013/09/30 15:15	- Die pyp is herstel (13h30) (Updated by Leah Regina Ward on behalf of Deon V	B	Completed Before Deadline Date	
201307/11170	2013/07/29 15:03	Leah Regina Ward	Rachel Nel	N/A	Tolbosstraat 1247	Water (Shane Roach)	High	Pyp gebars (28/07/2013 - 15h57)	Closed	Napier	1	01:19:34	2013/07/30 15:03	2013/07/29 16:23	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201104/3035	2011/04/26 10:16	Leah Regina Ward	Johnny	836013666	Tolbosstraat 1243	Water (Shane Roach)	High	Pyp gebars. (Bystand: 25/04/2011-11h17)	Closed	Napier	1	2 days 03:32:23	2011/04/27 10:16	2011/04/28 13:49	- Herstel die pyp. (L4h00) (Updated by Leah Regina Ward on behalf of Deon W	O	Completed After Deadline	
201202/5904	2012/02/23 10:09	Leah Regina Ward	I Abrahams	N/A	Tolbosstraat 1243	Water (Shane Roach)	High	Watermeter lekasië	Closed	Bredasdorp	4	6 days 00:12:48	2012/02/24 10:09	2012/02/29 10:22	- Lekasië is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201202/5728	2012/02/06 10:11	Leah Regina Ward	Ryno Keyter	N/A	Tradestraat	Water (Shane Roach)	High	Pyp gebars (bystand J. August)	Closed	Napier	1	00:50:13	2012/02/07 10:11	2012/02/06 11:02	- Herstel gebaste pyp (bystand AP Coetzee 18h30 - 23h00) (Updated by Leah R	B	Completed Before Deadline Date	
201109/14421	2011/09/26 10:27	Leah Regina Ward	Chris	823739297	Tradestraat 1	Water (Shane Roach)	High	Pyp gebars (Bystand: 25/09 - 07h20)	Closed	Napier	1	1 day 00:29:06	2011/09/27 10:27	2011/09/27 10:57	- Die pyp is herstel. (Johnny - 9h50) (Updated by Leah Regina Ward on behalf o	O	Completed After Deadline	
201405/14488	2014/05/21 12:32	Esmarie Gabriella Coetzee	F Duran	788 699 245	Truiterstraat 2	Water (Shane Roach)	Normal	Water lek by erf 1627	Closed	Struisbaai	5	00:00-1295629	2014/05/22 12:32	2014/05/06 12:30	- Melvin het dit reggemaak.rnmH Downie (Action performed on: 06-May-2014;	B	Completed Before Deadline Date	
201402/13332	2014/02/04 12:47	Esmarie Gabriella Coetzee	Duran (Watermeter)	788 699 245	Trompsstraat 13	Water (Shane Roach)	High	Waterlek by erf 1479	Closed	Struisbaai	5	1 day 23:03:43	2014/02/05 12:47	2014/02/06 11:51	- Vervang stopkraan en 2 metermoer.rnmW Stanley (Action performed on: 06-	B	Completed After Deadline	
201201/5591	2012/01/23 13:56	Leah Regina Ward	Patrick	780140189	Tolbosstraat 1350	Water (Shane Roach)	High	Pyp gebars (bystand - AP Coetzee)	Closed	Napier	1	01:30:07	2012/01/24 13:56	2012/01/23 15:27	- Herstel gebaste pyp (bystand vanaf 07h11 tot 08h00 AP Coetzee) (Updated b	B	Completed Before Deadline Date	
201308/11190	2013/08/02 14:12	Leah Regina Ward	M Tobela	N/A	Simunye Tambostraat 34	Water (Shane Roach)	High	Pyp gebars	Closed	Simunye	4	3 days 18:56:59	2013/08/03 14:12	2013/08/06 09:09	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	O	Completed After Deadline	
201206/7050	2012/06/15 08:26	Leah Regina Ward	Delphine	N/A	Tarentaalstraat 35; Erf 5201	Water (Shane Roach)	High	Water borrel by grond uit.	Closed	Bredasdorp	2	02:50:32	2012/06/16 08:26	2012/06/15 11:17	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201210/8466	2012/10/31 10:06	Leah Regina Ward	D J Planthire - Henr	N/A	H.V. cereelstraat; Telkom	Water (Shane Roach)	High	Pyp afgeslaan	Closed	Bredasdorp	4	00:41:00	2012/11/01 10:06	2012/10/31 10:47	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserm	B	Completed Before Deadline Date	
201210/8456	2012/10/30 14:44	Leah Regina Ward	Mnr Van Der Byl	829208713	Taalbosloot Erf 286	Water (Shane Roach)	High	Water loop by meter uit. (27/10- 16h13)	Closed									

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	Deadline/ForCompletion	Date Completed	Update_History	Update_History	Response time	Result
2012/11/8560	2012/11/08 10:32	Leah Regina Ward	E Plaatjies	838860356	Wilgerlaan 20	Water (Shane Roach)	High	Watermeter lek	Closed	Bredasdorp	2	7 days 01:05:05	2012/11/09 10:32	2012/11/15 11:38	- Lekasie herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2014/03/13843	2014/03/24 10:04	Leah Regina Ward	Willems	848169285	Vindig; Sarel Cilliersstraat	Water (Shane Roach)	High	Pyp gebars (18/03/2014 - 17h03)	Closed	Napier	1	00:00:0-475443	2014/03/25 10:04	2014/03/18 22:00	- Herstel (Action performed on: 18-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2014/03/13878	2014/03/25 12:14	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vinkstraat 16	Water (Shane Roach)	High	Waterlek by erf 2041	Closed	Struisbaai-Noord	5	00:00:0-690888	2014/03/26 12:14	2014/03/17 12:20	- Vervang Stopkraan nrM Williams (Action performed on: 17-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2014/03/13879	2014/03/25 12:15	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vinkstraat 25	Water (Shane Roach)	High	Waterlek by erf 2051	Closed	Struisbaai-Noord	5	00:00:0-690877	2014/03/26 12:15	2014/03/17 12:21	- Herstel MetgeriasrnnM Williams (Action performed on: 17-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2012/08/7634	2012/08/14 09:09	Leah Regina Ward	Thulani	833334889	Villierstraat 89	Water (Shane Roach)	High	Pyp lek (Bystand Freek)	Closed	Bredasdorp	2	02:06:27	2012/08/15 09:09	2012/08/14 11:16	- Herstel pyp (Bystand Freek 17h00 - 18h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/06/3450	2011/06/20 11:36	Leah Regina Ward	Garth	829459954	Villierstraat 74	Water (Shane Roach)	High	Pyp gebars (17/06 - 16h26)	Closed	Bredasdorp	2	00:32:35	2011/06/21 11:36	2011/06/20 12:09	- Die pyp is herstel. (Piet 00h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2014/03/13850	2014/03/24 10:27	Leah Regina Ward	Marthinus Sauls	723500853	Vlootjiesstraat 4	Water (Shane Roach)	High	Pyp stukkend	Closed	Napier	1	00:02:59	2014/03/25 10:27	2014/03/24 10:30	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 24-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/01/1785	2011/01/10 12:25	Leah Regina Ward	Sylvia	284233231	Vlootjiesstraat 7 & 9	Water (Shane Roach)	High	Pyp is gebars.	Closed	Napier	1	03:38:21	2011/01/11 12:25	2011/01/10 16:04	- Herstel pypbrekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/03/10050	2013/03/26 15:43	Leah Regina Ward	AP Coetzee	738728136	Vodacom - Stasie	Water (Shane Roach)	High	Pypbrekasie (21/03/2013 - 15h10)	Closed	Napier	1	22:41:24	2013/03/27 15:43	2013/03/27 15:43	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/12/12772	2013/12/27 12:28	Leah Regina Ward	MJ Pick	784099747	Vlootjiesstraat 3	Water (Shane Roach)	High	Pyp gebars (19/12/2013 - 16h55)	Closed	Napier	1	02:38:43	2013/12/28 12:28	2013/12/27 15:07	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2012/03/6157	2012/03/20 09:22	Esmarie Gabriella Coetzee	Iran (Watermeter)	788 699 245	Vinkstraat 28; Struisbaai Noord; Struisbaai	Water (Shane Roach)	High	Water lek by erf 2047	Closed	Struisbaai-Noord	2	00:00:0-345620	2012/03/21 09:22	2012/03/16 09:22	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/01/1874	2011/01/17 10:29	Leah Regina Ward	Moses	763247210	Villierstr. 90	Water (Shane Roach)	Normal	Water loop	Closed	Bredasdorp	2	02:15:03	2011/01/18 10:29	2011/01/17 12:45	-	0	Completed Before Deadline	
2012/12/9035	2012/12/27 16:14	Leah Regina Ward	M De Jager	N/A	Villierstraat 74	Water (Shane Roach)	High	Water loop. (23/12/2012 - 11h51)	Closed	Bredasdorp	4	18:52:15	2012/12/28 16:14	2012/12/28 11:07	-	0	Completed Before Deadline	
2013/08/11390	2013/08/13 10:59	Leah Regina Ward	Mev. Boshoff	284252970	Villierstraat 34	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	4	00:02:11	2013/08/14 10:59	2013/08/13 11:02	- Herstel gebarsste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2012/01/5642	2012/01/30 09:19	Leah Regina Ward	Mev. Klemm	284251926	Viljoenstraat, Bo gedeelte - berg	Water (Shane Roach)	High	Water loop (bystand - Piet)	Closed	Bredasdorp	2	02:32:35	2012/01/31 09:19	2012/01/31 08:22	-	0	Completed Before Deadline	
2013/06/10850	2013/06/18 11:29	Leah Regina Ward	Mnr P Swart	832704253	Viljoenstraat 79	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	4	03:34:42	2013/06/19 11:29	2013/06/18 15:04	- Die pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/06/3550	2011/06/28 15:17	Leah Regina Ward	G Summers	N/A	Villierstraat 74	Water (Shane Roach)	High	Daar was 'n pypbrekasie by die eienaar se irrit die kompaksie	Closed	Bredasdorp	2	8 days 20:38:48	2011/07/29 15:17	2011/07/07 11:56	- Die plek is oorgeeul en herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2010/11/1178	2010/11/18 14:51	Leah Regina Ward	Me Fortuin	284242678	Villierstraat 71A & 73	Water (Shane Roach)	High	Daar is 'n water lekasie in die pad.	Closed	Bredasdorp	2	6 days 19:42:00	2010/11/19 14:51	2010/11/25 10:33	- Reeds herstel. (Updated by Deon Wasserman on 25-Nov-2010 10:37.)	0	Completed After Deadline	
2012/04/6379	2012/04/16 15:34	Leah Regina Ward	Carmelita	786810556	Villierstraat 54	Water (Shane Roach)	High	Water loop in kamp en meter loop stadig (bystand Matwevis)	Closed	Bredasdorp	4	00:25:34	2012/04/17 15:34	2012/04/16 16:00	- Herstel (bystand Matwevis) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/08/11412	2013/08/15 15:22	Leah Regina Ward	Mev Matthee	828708124	Villierstraat 38	Water (Shane Roach)	High	Waterdruk is swak	Closed	Bredasdorp	4	4 days 20:44:20	2013/08/16 15:22	2013/08/20 12:07	- Pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2013/09/11690	2013/09/16 15:01	Leah Regina Ward	Bongani	N/A	W103, Pholia Park Zwellitsha	Water (Shane Roach)	High	Pyp stukkend (14/09/2013 - 8h00)	Closed	Zwellitsha	3	8 days 21:25:22	2013/09/17 15:01	2013/09/25 12:27	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/04/14002	2014/04/02 12:46	Esmarie Gabriella Coetzee	F Duran	788 699 245	Waddestraat 15	Water (Shane Roach)	High	Waterlek by erf 173	Closed	L'Agulhas	5	00:00:0-172698	2014/04/03 12:46	2014/03/31 12:48	- Draai koppie aanrnnM Stanleyrn (Action performed on: 31-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2012/10/8248	2012/10/15 08:58	Esmarie Gabriella Coetzee	F Duran	788699245	Waddestraat 17; L'Agulhas	Water (Shane Roach)	High	Water lek erf 172 L'Agulhas	Closed	L'Agulhas	5	00:00:09	2012/10/16 08:58	2012/10/15 08:58	-	0	Completed Before Deadline	
2014/02/13345	2014/02/05 10:53	Esmarie Gabriella Coetzee	MM Visagie	796 008 045	Vygielaan 16	Water (Shane Roach)	High	Waterlek by erf 610	Closed	Struisbaai	5	12 days 04:56:04	2014/02/06 10:53	2014/02/17 15:50	- Sit rubber by meter glasi (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)	0	Completed After Deadline	
2013/12/12705	2013/12/18 13:55	Esmarie Gabriella Coetzee	Jantjies	N/A	Vyfiel laan 2	Water (Shane Roach)	High	Waterkraan lek by erf 1710	Closed	Struisbaai-Noord	5	00:00:0-25	2013/12/19 13:55	2013/12/18 13:55	- Draai stopkraan koppie aan.rnnM Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/12/5237	2011/12/19 12:42	Leah Regina Ward	Jaenhuiskrans Kam	N/A	Waenhuiskrans Kamp	Water (Shane Roach)	High	Water borrel by grond uit (16/12 - 12h44)	Closed	Waenhuiskrans	1	1 day 02:40:30	2011/12/20 12:42	2011/12/20 15:23	- Geen probleem was dreineringspyp (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/01/12864	2014/01/06 12:44	Leah Regina Ward	Lorna	N/A	Waenhuiskrans Kamp	Water (Shane Roach)	High	Die waterdruk is baie swak (05/01/2014 - 09h34)	Closed	Waenhuiskrans	5	1 day 22:41:53	2014/01/07 12:44	2014/01/08 11:26	- Die waterdruk is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2012/07/7340	2012/07/16 10:39	Leah Regina Ward	William Benson	N/A	Waenhuiskrans	Water (Shane Roach)	High	Pyp geraak gekap.	Closed	Bredasdorp	5	03:43:48	2012/07/17 10:39	2012/07/16 14:23	- Die brekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/09/11691	2013/09/16 15:18	Leah Regina Ward	Angela	N/A	Waenhuiskrans Kamp, Hoofweg	Water (Shane Roach)	High	Water loop (14/09/2013 - 14h40)	Closed	Waenhuiskrans	5	2 days 05:54:12	2013/09/17 15:18	2013/09/18 21:13	- Pypbrekasie is herstel. (Updated by Deon Wasserman on 18-Sep-2013 21:14.)	0	Completed After Deadline	
2014/03/13854	2014/03/24 10:42	Leah Regina Ward	Sers Dyers	28423800	Volhou straat	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	00:43:43	2014/03/25 10:42	2014/03/24 11:26	- Pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/05/9110	2011/05/09 11:21	Leah Regina Ward	atea Prim? - J Gabri	824233563	Volhoustraat	Water (Shane Roach)	High	Pypgebars (Bystand:08/05 - 14h09)	Closed	Napier	1	1 day 04:36:39	2011/05/10 11:21	2011/05/10 11:56	- Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/02/13391	2014/02/10 09:25	Leah Regina Ward	Letta Plaatjies	n/a	Volhoustraat 14	Water (Shane Roach)	High	Water lekasie (06/02/2014 - 18h44)	Closed	Napier	1	1 day 01:13:45	2014/02/11 09:25	2014/02/11 10:39	- Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/03/13853	2014/03/24 10:42	Leah Regina Ward	Sers Dyers	28423800	Volhou straat	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	00:00:0-87134	2014/03/25 10:42	2014/03/23 10:30	- Herstel (Action performed on: 23-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/01/9376	2013/01/24 15:04	Leah Regina Ward	Deon Morkele	733688135	Vogelgezaagstraat 13	Water (Shane Roach)	High	Pyp stukkend- KAM se kant. Het stopkraan toegegraal, maar w	Closed	Bredasdorp	4	20:09:49	2013/01/25 15:04	2013/01/25 11:49	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jan-2013; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2014/06/14907	2014/06/30 10:48	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vyfiel Laan 10	Water (Shane Roach)	High	Waterlek by erf 1706	Closed	Struisbaai	5	00:00:0-1727946	2014/07/01 10:48	2014/06/30 15:44	- Sit nuwe ringetjie by meter moer.rnnM Dowrie (Action performed on: 10-Jun-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/02/2288	2011/02/28 15:35	Leah Regina Ward	AP Coetzee	738728136	Volhoustraat, NG Kerk	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	2	2 days 22:15:53	2011/03/01 15:35	2011/03/03 15:51	- Herstel pypbrekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/06/14879	2014/06/30 09:16	Leah Regina Ward	Hennecke	710875066	Volhoustraat 27	Water (Shane Roach)	High	Pyp gebars (28/06/2014 - 13h50)	Closed	Napier	1	06:28:36	2014/07/01 09:16	2014/06/30 15:45	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/02/9701	2013/02/27 15:53	Leah Regina Ward	Mev Arends	787572704	Volhoustraat 26	Water (Shane Roach)	High	Water sulwer onder die huis in.	Closed	Bredasdorp	3	23:14:29	2013/02/28 15:53	2013/02/28 15:08	- Is die gully se pyp wat aan zand Aremse se kant gebars het. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2013/04/10137	2013/04/10 09:56	Leah Regina Ward	Graham Griffiths	723860217	Sarel Cilliersstraat 108	Water (Shane Roach)	High	Pyp gebars (Bystand AP Coetzee)	Closed	Napier	1	02:36:41	2013/04/11 09:56	2013/04/10 12:33	- Herstel gebarsste pyp (Bystand AP Coetzee) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/01/2026	2011/01/28 13:57	Annelsa Van Wyk	BI SPAANDERMAN	N/A	Sarel Cilliersstraat 131; Erf 1352	Water (Shane Roach)	High	Water lek by stopkraan.	Closed	Napier	1	54 days 22:36:25	2011/01/29 13:57	2011/03/24 12:34	-	0	Completed After Deadline	
2011/01/1955	2011/01/25 11:05	Leah Regina Ward	Mev. Vorster	827133949	Sarel Cilliersstr. 116	Water (Shane Roach)	High	Water spuit	Closed	Napier	1	05:08:12	2011/01/26 11:05	2011/01/25 16:14	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25-Jan-2011; Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2012/02/5928	2012/02/27 09:04	Leah Regina Ward	Me Silverman	284233300	Sarel Cilliersstraat	Water (Shane Roach)	High	Water lekasie op die sypaadjie (23/02- 20h28)	Closed	Napier	1	1 day 04:48:38	2012/02/28 09:04	2012/02/28 13:53	- Lekasie is herstel (Johnrn) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed After Deadline	
2014/02/13404	2014/02/10 13:37	Leah Regina Ward	Truda	N/A	Saredrift Dam	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	4	21:06:34	2014/02/11 13:37	2014/02/11 10:44	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/05/3055	2011/05/03 10:20	Leah Regina Ward	Mark Pascal	284233146	Sarel Cilliersstraat 48	Water (Shane Roach)	High	Water lekasie	Closed	Napier	1	1 day 04:40:20	2011/05/04 10:20	2011/05/04 10:51	-	0	Completed After Deadline	
2011/05/3054	2011/05/03 10:18	Leah Regina Ward	Everson	847393570	Sarel Cilliersstraat 51	Water (Shane Roach)	High	Water lekasie. (Bystand: 27/04 -09h55)	Closed	Napier	1	1 day 04:40:57	2011/05/04 10:18	2011/05/04 14:59	-	0	Completed After Deadline	
2011/08/4072	2011/08/22 09:31	Leah Regina Ward	Mev Mudwos	N/A	Sarel Cilliersstraat 3	Water (Shane Roach)	High	Pypgebars (18/08 - 07h17)	Closed	Napier	1	01:13:17	2011/08/23 09:31	2011/08/22 10:45	- Die pyp is herstel (Apie - 11h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/09/4186	2011/09/06 14:05	Leah Regina Ward	C Meadows	724102628	Sarel Cilliersstraat 3	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	19:20:37	2011/09/07 14:05	2011/09/07 09:26	- Die pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	0	Completed Before Deadline	
2011/																		

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Update Date	Response time	Result	
201112/5321	2011/12/29 11:48	Leah Regina Ward	Jean	N/A	Roostraat 160	Water (Shane Roach)	High	Pyp is stukkend (27/12 - 09h05)	Closed	Napier		02:03:59	2011/12/29 11:48	2011/12/29 13:52	- Die pyp is herstel (12h45) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201305/10577	2013/05/20 12:03	Leah Regina Ward	Johnny	836013666	Roostraat	Water (Shane Roach)	High	Pyp gebars (Bystand Johnny)	Closed	Napier	1	00:38:38	2013/05/21 12:03	2013/05/20 12:42	- Herstel gebarste pyp (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201201/5366	2012/01/04 08:43	Leah Regina Ward	AP Coetsee	738728136	Roostraat	Water (Shane Roach)	High	Pyp gebars (01/01/2012 - 7h54)	Closed	Napier		02:13:37	2012/01/05 08:43	2012/01/04 10:57	- Pyp is herstel (10h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201305/10587	2013/05/20 12:21	Leah Regina Ward	Mr George	760291220	Roostraat 97; Smartietown	Water (Shane Roach)	High	Pyp gebars (Bystand Johnny)	Closed	Napier	1	00:13:20	2013/05/21 12:21	2013/05/20 12:35	- Privaat - Herstel slegs kam gedeelte (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201308/11387	2013/08/13 10:53	Leah Regina Ward	Kleinhans	736431772	Roostraat 50	Water (Shane Roach)	High	Pyp gebars (Bystand Napier)	Closed	Napier	1	00:10:21	2013/08/14 10:53	2013/08/13 11:04	- Herstel gebarste pyp (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201403/13842	2014/03/24 10:02	Leah Regina Ward	Van Biel	797144627	Roostraat 20	Water (Shane Roach)	High	Pyp gebars (18/03/2014 - 17h03)	Closed	Napier	1	00:00:0-475345	2014/03/25 10:02	2014/03/18 22:00	- Pyp is herstel (Action performed on: 18-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201209/8067	2012/09/26 11:24	Leah Regina Ward	Jaars	710753667	Roostraat 2	Water (Shane Roach)	High	Pygebars (Bystand Johnny)	Closed	Napier	1	00:00:0-475345	2012/09/27 11:24	2012/09/26 12:16	- Herstel pygebars (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201208/7644	2012/08/14 10:28	Leah Regina Ward	Mnr Swart	820913712	Stasiehuus	Water (Shane Roach)	High	Water loop in erwe vanaf pad (Bystand Freek)	Closed	Bredasdorp	4	01:00:15	2012/08/15 10:28	2012/08/14 11:29				B	Completed Before Deadline Date
201304/10092	2013/04/03 14:30	Leah Regina Ward	Mnr J. Kastoer	N/A	Stasiehuus	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	5 days 00:04:13	2013/04/04 14:30	2013/04/04 14:35	- Reeds herstel. (Updated by Deon Wasserman on 08-Apr-2013 14:36.)			O	Completed After Deadline
201108/3975	2011/08/10 13:40	Leah Regina Ward	Bacus	N/A	Stasieweg	Water (Shane Roach)	High	Pyp raak gekap	Closed	Bredasdorp		22:42:21	2011/08/11 13:40	2011/08/11 12:23	- Die pyp is herstel (Freek: 23h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201212/8845	2012/12/06 11:10	Leah Regina Ward	Vermeulen	795860084	Stasiehuus 7; Swellendamweg	Water (Shane Roach)	High	Water loop in erf	Closed	Bredasdorp	4	1 day 04:03:53	2012/12/07 11:10	2012/12/07 15:14	- Daar het 'n pyp op die stasie gebars dit is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201104/3000	2011/04/20 08:43	Leah Regina Ward	G Summers	783234217	Stasiehuus 7	Water (Shane Roach)	High	Pyp gebars.	Closed	Bredasdorp		61 days 00:14:29	2011/04/21 08:43	2011/06/20 08:58	- Die pyp is herstel. (Action performed on: 20-Jun-2011; Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201105/3059	2011/05/26 15:35	Leah Regina Ward	Elisab?>	N/A	Stasieweg 9	Water (Shane Roach)	High	Water loop straat af. (Bystand: 01/05 -08h07)	Closed	Bredasdorp		1 day 04:34:57	2011/05/04 10:31	2011/05/04 15:06	- Waterlekasie in Pattersonstraat. (13h00 - A Coetsee) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201201/5532	2012/01/18 10:15	Leah Regina Ward	Mnr. Swarts	284251144	Stasieweg Huis no 13	Water (Shane Roach)	High	Water suiver onder huis uit.	Closed	Bredasdorp		23:19:41	2012/01/19 10:15	2012/01/19 09:35	- Herstel water lekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201402/13366	2014/02/06 12:13	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Steenbokstraat 11	Water (Shane Roach)	High	Waterlek by erf 71	Closed	Struisbaai	5	1 day 00:24:11	2014/02/07 12:13	2014/02/07 12:38	- Draai koppie aanrnmW Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)			O	Completed After Deadline
201306/10938	2013/06/24 14:23	Leah Regina Ward	Freddie	N/A	Stasieweg 16	Water (Shane Roach)	High	Pypstukkend	Closed	Bredasdorp		18:15:29	2013/06/25 14:23	2013/06/25 08:39	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201402/13545	2014/02/26 10:08	Leah Regina Ward	Trainbestuurder	n/a	Stasieweg	Water (Shane Roach)	High	Pyp het gebars	Closed	Bredasdorp	4	04:51:37	2014/02/27 10:08	2014/02/26 15:00	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201210/8457	2012/10/31 08:37	Leah Regina Ward	Adrian Dam	N/A	Independentsstraat 8; Standard Bank	Water (Shane Roach)	High	Pyp gebars. (27/10 - 16h45)	Closed	Bredasdorp	4	02:05:37	2012/11/01 08:37	2012/10/31 10:43	- Die pyp is herstel. (Freek- 22h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201303/10046	2013/03/26 15:35	Leah Regina Ward	Kapot	768822142	Stanleysteeg 3; Struisbaai - Noord	Water (Shane Roach)	High	Pyp is stukkend (21/03/2013 - 9h24)	Closed	Struisbaai	5	22:13:29	2013/03/27 15:35	2013/03/27 15:35	- Die pyp is herstel. (11h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201204/6267	2012/04/10 10:02	Leah Regina Ward	W Kaptein	760252374	Stanleysteeg; Struisbaai-Noord	Water (Shane Roach)	High	Pyp gebars. (07/04 - 17h36)	Closed	Struisbaai		1 day 02:03:29	2012/04/11 10:02	2012/04/11 12:06	- Die pyp is herstel. (19h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201211/8770	2012/11/27 14:18	Leah Regina Ward	B Bredenkamp	829205995	Sparrakloof Plaas	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	18:43:52	2012/11/28 14:18	2012/11/28 09:02	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201307/11005	2013/07/03 14:54	Leah Regina Ward	Tobias	N/A	Stasie pad	Water (Shane Roach)	High	Pyp gebars.(11:20)	Closed	Bredasdorp	4	17:16:41	2013/07/04 14:54	2013/07/04 08:11	- Pyp herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201403/13595	2014/03/03 09:13	Leah Regina Ward	Kosie	n/a	Stasie; Pattinsonstraat	Water (Shane Roach)	High	Pyp gebars (24/02/2014 -	Closed	Bredasdorp	4	23:48:20	2014/03/04 09:13	2014/03/04 09:13	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201309/11814	2013/09/30 14:44	Leah Regina Ward	M Fisant	832935759	Stasie; Swellendamweg	Water (Shane Roach)	High	Pyp is gebars	Closed	Bredasdorp	4	23:12:46	2013/10/01 14:44	2013/10/01 13:57	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201403/13599	2014/03/03 09:23	Leah Regina Ward	Marie	n/a	Stasie; pad; Pattinsonstraat	Water (Shane Roach)	High	Pyp gebars (27/02/2014 - 07h15)	Closed	Bredasdorp	4	23:40:55	2014/03/04 09:23	2014/03/04 09:04	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201401/13016	2014/01/15 15:51	Leah Regina Ward	Smit	834551725	Stasie	Water (Shane Roach)	High	Water lekasie	Closed	Bredasdorp	4	17:22:29	2014/01/16 15:51	2014/01/16 09:14	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201406/14639	2014/06/02 09:35	Leah Regina Ward	G Bouman	828909070	Suidstraat 20	Water (Shane Roach)	High	Water lekasie	Closed	Bredasdorp	4	06:36:29	2014/06/03 09:35	2014/06/02 10:40	- Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201111/4995	2011/11/22 14:22	Leah Regina Ward	Herschelle	794240529	Suikerbossie	Water (Shane Roach)	High	Pyp raak gestek	Closed	Bredasdorp		00:00:0-22	2011/11/23 14:22	2011/11/22 16:30	- Pyp vervang (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201406/14846	2014/06/25 12:22	Leah Regina Ward	Mckleyn	n/a	Swartstraat	Water (Shane Roach)	High	Pyp gebars (20/06/2014 - 16h08)	Closed	Bredasdorp	4	00:00:0-417143	2014/06/26 12:22	2014/06/26 14:22	- Die pyp is herstel. (Action performed on: 20-Jun-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201304/10277	2013/04/16 09:43	Leah Regina Ward	Mnr Groenewald	824719193	Suidstraat 16	Water (Shane Roach)	High	Pyp bars (Bystand M. Kloppers)	Closed	Bredasdorp	4	00:51:08	2013/04/17 09:43	2013/04/16 10:25	- Herstel gebarste pyp (Bystand M. Kloppers) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201207/7498	2012/07/31 12:42	Leah Regina Ward	O. Geldenhuys	284241737	Suidstraat 10	Water (Shane Roach)	High	Pyp gebars (Bystand Sias)	Closed	Bredasdorp	4	01:37:43	2012/08/01 12:42	2012/07/31 14:20	- Herstel gebarste pyp (Bystand Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201301/9387	2013/01/28 10:45	Leah Regina Ward	Freek	787367552	Swellendamweg	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	4	23:08:38	2013/01/29 10:45	2013/01/29 09:54	- Herstel pyp bars (Bystand Freek 17h00 - 20h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201012/1576	2010/12/20 11:07	Leah Regina Ward	Isak	284255500	Swellendamweg	Water (Shane Roach)	High	Waterpyp by die varkhokke meer as 'n jaar stukkend.	Closed	Bredasdorp		00:23:50	2010/12/21 11:07	2010/12/20 11:31	- Herstel waterpyp (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201110/4589	2011/10/11 15:55	Leah Regina Ward	Kobus Freek	845176326	Swellendamweg; Overberg Agri; Silo's - Weegbrug	Water (Shane Roach)	High	Pyp gebars - Bystand (Alex)	Closed	Bredasdorp		19:21:06	2011/10/12 15:55	2011/10/12 11:55	- Herstel gebarste pyp Bystand 12h50 (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201205/6668	2012/05/11 11:40	Clna de Wet	Mnr Rees-Williams	n/a	Swartstraat 6; Napier	Water (Shane Roach)	Normal	Nat/klam kol in straat regoor hekke, dalk 'n waterlekasie. Or	Closed	Napier	1	47 days 05:14:49	2012/05/12 11:40	2012/05/12 16:55	- Die lekasie is reeds herstel. (Updated by Deon Wasserman on 27-Jun-2012 11:40)			O	Completed After Deadline
201303/9990	2013/03/18 14:58	Leah Regina Ward	M Swart	847335556	Swartstraat 17	Water (Shane Roach)	High	Water loop na strokkaan (11/03/2013 - 22h06)	Closed	Bredasdorp		17:29:39	2013/03/19 14:58	2013/03/19 08:28	- Meter of Geyser lekasie is herstel (23h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201012/1502	2010/12/13 10:10	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	H.V. Christopher Gabrielse	Water (Shane Roach)	High	Water lek	Closed	Struisbaai	5	00:00:0-9	2010/12/14 10:10	2010/12/13 10:10	- Geen lek in rnmAfgelandChristopher Gabrielse08/12/2010 (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201205/6693	2012/05/14 12:32	Leah Regina Ward	Bella Luna	N/A	Struisbaai	Water (Shane Roach)	High	Water stroom by kraan uit in Mans tiolet. (13/05 - 13h58)	Closed	Struisbaai	5	02:27:55	2012/05/15 12:32	2012/05/14 15:00	- Herstel breuk. (13h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201201/5367	2012/01/04 08:49	Leah Regina Ward	P Thompson	N/A	Struisbaai - Noord Kamp	Water (Shane Roach)	High	Waterpyp afgery (01/01/2012 - 12h30)	Closed	Struisbaai		02:08:33	2012/01/05 08:49	2012/01/04 10:58	- Die pyp is herstel (13h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201108/3977	2011/08/10 13:45	Leah Regina Ward	Susan	284356445	Stormsee Woonstelle Nr 5	Water (Shane Roach)	High	Pyp lek	Closed	L'Agulhas		22:38:39	2011/08/11 13:45	2011/08/11 12:24	- Pyp is herstel. (Sandy) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201105/3056	2011/05/03 10:23	Leah Regina Ward	Me Jeffrey	N/A	Steynstraat	Water (Shane Roach)	High	Pyp gebars.(Bystand: 30/04 - 08h39)	Closed	Napier		1 day 04:37:25	2011/05/04 10:23	2011/05/04 15:01	- Herstel (12h45 - A Coetzee) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201209/8068	2012/09/26 11:29	Leah Regina Ward	Mirna van Niekerk	N/A	Suidpunt - agter Rolbalbaan	Water (Shane Roach)	High	Water spuit (Bystand Christopher)	Closed	Struisbaai	5	00:45:47	2012/09/27 11:29	2012/09/26 12:15	- Herstel waterpyp (Bystand Christopher) (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201309/11689	2013/09/16 14:58	Leah Regina Ward	Gerald Swameepoel	284437076	Suideroord; Hooplyestraat	Water (Shane Roach)	High	Water loop (13/09/2013 - 20h54)	Closed	Bredasdorp	4	8 days 21:26:09	2013/09/17 14:58	2013/09/16 12:25	- Die pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			O	Completed After Deadline
201104/2922	2011/04/11 12:02	Leah Regina Ward	Mev Van Der Vyver	284357899	Struisbaai - Skulpiesbaai	Water (Shane Roach)	High	Water loop	Closed	Struisbaai		20:11:07	2011/04/12 12:02	2011/04/12 08:14	- Was die water van die pypbrekasje wat daar afgehoop het. (Updated by Leah Regina Ward on behalf of Deon Wasserman)			B	Completed Before Deadline Date
201312/12640	2013/12/13 12:18	Esmarie Gabriella Coetzee	Pieter Thompson	028-4356538	Struisbaai Noord Kamp	Water (Shane Roach)	High	Hoofnyp pyp gebars in die kamp.	Closed	Struisbaai-Noord	5	5 days 01:24:22	2013/12/14 12:18	2013/12/18 13:43	- Hoofnyp herstel rnmM Williams (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)			O	Completed After Deadline
201401/13174	2014/01/29 10:58	Esmarie Gabriella Coetzee	PA Myburgh	824 617 211	Shannonstraat 41	Water (Shane Roach)	High	Waterlek aan Raad se kant.	Closed	L'Agulhas	5	00:00:0-518423	2014/01/30 10:58	2					

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telepho	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date_Completed	Update_History	Update_Attachm	Response_time	Result
201308/11426	2013/08/19 12:04	Leah Regina Ward	Maureen August	737720793	Duineaan 4	Water (Shane Roach)	High	Water loop (Bystand John August)	Closed	Bredasdorp	2	02:27:37	2013/08/20 12:04	2013/08/19 14:32	- Herstel pyp lekkasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201101/1683	2011/01/03 12:10	Leah Regina Ward	Arends	732058116	Duineaan 4	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp		03:16:18	2011/01/04 12:10	2011/01/03 15:27	- Herstel die pypbrekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13877	2014/03/25 12:13	Esmarie Gabriella Coetzee	F Duran	788 699 245	Edgarlaan 7	Water (Shane Roach)	High	Waterlek by erf 3598	Closed	Struisbaai-Noord	5	00:00:690892	2014/03/26 12:13	2014/03/17 12:19	- Draai moer aan.rnrnm Williams (Action performed on: 17-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201308/11388	2013/08/13 10:56	Leah Regina Ward	Maureen August	737720793	Duineaan 4	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	2	00:06:54	2013/08/14 10:56	2013/08/13 11:03	- Herstel gebaste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201301/9149	2013/01/09 11:53	Leah Regina Ward	Mev. Prins	796049293	Duineaan 4	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	2	01:52:29	2013/01/10 11:53	2013/01/09 13:46	- Herstel gebaste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201305/10503	2013/05/15 14:33	Esmarie Gabriella Coetzee	G Olwage	028-4356538	Duikerstraat 36; Struisbaai	Water (Shane Roach)	High	Water lekkasie	Closed	Struisbaai	5	00:00:1382428	2013/05/16 14:33	2013/04/29 14:33	- Herstel pyp lekkasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201401/12843	2014/01/06 11:39	Leah Regina Ward	Derrick Burger	N/A	Duikerstraat; Langs Abuliseblok	Water (Shane Roach)	High	Water loop (31/12/2013 - 14h27)	Closed	Struisbaai	5	00:00:1382428	2014/01/07 11:39	2014/01/08 10:36	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201210/8196	2012/10/09 08:43	Leah Regina Ward	J August	N/A	Duineaan	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	3 days 01:53:14	2012/10/10 08:43	2012/10/12 10:37	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201402/13368	2014/02/06 12:15	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Crescentstraat 34	Water (Shane Roach)	High	Waterlekkasie by erf 76	Closed	Struisbaai	5	1 day 02:31:56	2014/02/07 12:15	2014/02/07 14:47	- Vervang stopkraan.rnrnm Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)	O	Completed After Deadline	
201108/4081	2011/08/23 11:06	Leah Regina Ward	Trafford	825525184	Du Toitstraat 6	Water (Shane Roach)	High	Pyp lekkasie	Closed	Bredasdorp	2	22:14:15	2011/08/24 11:06	2011/08/24 09:21	- Herstel die stopkraan. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201210/8198	2012/10/09 08:47	Leah Regina Ward	I Abrahams	N/A	Duineaan 19	Water (Shane Roach)	High	Watermeter lekkasie	Closed	Bredasdorp	2	3 days 01:58:48	2012/10/10 08:47	2012/10/12 10:46	- Die lekkasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201307/10978	2013/07/01 09:17	Leah Regina Ward	Estelle	78665235	Duineaan 19	Water (Shane Roach)	High	Pyp lek by stop kraan (16:08)	Closed	Bredasdorp	2	1 day 01:28:47	2013/07/02 09:17	2013/07/02 10:46	- Die pyp is herstel (19h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201109/4154	2011/09/02 15:01	Leah Regina Ward	Richard	284255500	Duineaan 16	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	2 days 23:35:02	2011/09/03 15:01	2011/09/05 14:37	- Die pypbrekasie is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201304/10301	2013/04/17 14:28	Leah Regina Ward	J August	N/A	Duineaan	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	7 days 18:18:36	2013/04/18 14:28	2013/04/25 08:47	- Pypbrek by Duineaan 21, is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201209/8084	2012/09/26 14:12	Esmarie Gabriella Coetzee	Christopher Gabriel	028-4356538	Crescentstraat 7; L'Agulhas	Water (Shane Roach)	High	Daar kom water uit by paving.	Closed	L'Agulhas	5	00:00:0-48	2012/09/27 14:12	2012/09/26 14:12	- Vervang koperpyp met polykopy pyp. Vervang stopkraanrnrnm Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201108/4059	2011/08/18 09:45	Leah Regina Ward	M Josephs	284242517	Crescentlaan 1	Water (Shane Roach)	High	Pyp lekkasie	Closed	Bredasdorp	2	04:07:07	2011/08/19 09:45	2011/08/18 13:53	- Pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201402/13468	2014/02/17 12:53	Esmarie Gabriella Coetzee	Mev Jacobs	N/A	Crescentstraat	Water (Shane Roach)	High	Water borrel by bogeeneomde erf by die krabgoks. Hooflyn pyp	Closed	L'Agulhas	5	00:00:0-357800	2014/02/18 12:53	2014/02/18 12:53	- Gaatjie in pyp.rnrnmHerstel Afgehandel (Action performed on: 13-Feb-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201207/7321	2012/07/12 14:25	Leah Regina Ward	Skaldbord	284255500	Crescentlaan; Wiegell-Waggel	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	3 days 23:40:08	2012/07/13 14:25	2012/07/16 14:06	- Die pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201109/4333	2011/09/14 13:26	Esmarie Gabriella Coetzee	PJ Louw	028-4356805	Cooperstraat 22; L'Agulhas	Water (Shane Roach)	High	Water loop stadig	Closed	L'Agulhas	5	00:00:41	2011/09/15 13:26	2011/09/14 13:27	- Draai koppie aanrnrnm Stanley (Action performed on: 04-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201403/13722	2014/03/10 14:19	Esmarie Gabriella Coetzee	F Duran	788 699 245	Dassiesingel	Water (Shane Roach)	High	Waterlek by erf 1328	Closed	Struisbaai	5	00:00:0-518441	2014/03/11 14:19	2014/03/04 14:19	- Draai koppie aanrnrnm Stanley (Action performed on: 04-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201405/14487	2014/05/21 12:32	Esmarie Gabriella Coetzee	F Duran	788 699 245	De Waalstraat	Water (Shane Roach)	High	Waterlek by erf 1857	Closed	Struisbaai	5	00:00:0-1295641	2014/05/22 12:32	2014/05/06 12:32	- Vervang stopkraan. rnrnmDie meter is lek wat aan die eienaar se kant is.rnrnm	B	Completed Before Deadline Date	
201012/1494	2010/12/13 09:44	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	De Waalstraat 62 Erf 1183; Struisbaai	Water (Shane Roach)	High	Water lek	Closed	Struisbaai	5	00:00:0-29	2010/12/13 09:44	2010/12/13 09:44	- Maak meter reg.rnrnmJohn Le RouxnAfgehandel rnrnm07/12/2010 (Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201309/11806	2013/09/30 13:48	Leah Regina Ward	Mnr Abrahams	734808888	Dahliastraat 9	Water (Shane Roach)	High	Water loop in straat (29/09/2013 - 12h20)	Closed	Napier	1	01:40:02	2013/09/30 13:48	2013/09/30 13:48	- Pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13789	2014/03/14 10:10	Esmarie Gabriella Coetzee	F Duran	788 699 245	Croniastraat 7	Water (Shane Roach)	High	Waterlek by erf 2233	Closed	Struisbaai	5	00:00:0-172170	2014/03/15 10:10	2014/03/12 10:21	- Eienaar se kant. (Action performed on: 12-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201210/8397	2012/10/23 15:07	Leah Regina Ward	SAPD Struisbaai	N/A	Cinmerariastraat	Water (Shane Roach)	High	Pyp gebars. (20/10 - 20h17)	Closed	Struisbaai	5	21:10:51	2012/10/24 15:07	2012/10/24 15:07	- Vervang pyp herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201403/13790	2014/03/14 10:08	Esmarie Gabriella Coetzee	F Duran	788 699 245	Cinmerariastraat	Water (Shane Roach)	High	Waterlek by erf 1851	Closed	Struisbaai	5	00:00:0-172257	2014/03/15 10:22	2014/03/12 10:32	- Vervang fm Coupling (Action performed on: 12-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201211/8520	2012/11/06 11:21	Esmarie Gabriella Coetzee	Mnr Lohann	N/A	Cinmerariastraat Erf 717; Struisbaai	Water (Shane Roach)	High	Water lek @ Munisipaliteit se kant	Closed	Struisbaai	5	00:00:06	2012/11/07 11:21	2012/11/06 11:21	- 05.11.2012 Werner Stanley AFGEHANDELHerstel waterlek. Maak nuwe aansluiting	B	Completed Before Deadline Date	
201403/13788	2014/03/14 10:08	Esmarie Gabriella Coetzee	F Duran	788 699 245	Cinmerariastraat 5	Water (Shane Roach)	High	Waterlek by erf 398	Closed	Struisbaai	5	00:00:0-172828	2014/03/15 10:08	2014/03/12 10:18	- Vervang 22mm pyp van stopkraan. (Action performed on: 12-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201403/13942	2014/03/31 09:31	Leah Regina Ward	Chantal Hoefman	N/A	Cereel straat	Water (Shane Roach)	High	By Kapula Candles oorkant Munisipaliteit stoor. pyp gebars. (20/03/2014)	Closed	Bredasdorp	3	05:47:43	2014/03/31 09:31	2014/03/31 10:59	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201406/14698	2014/06/05 10:34	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Cooperstraat 16	Water (Shane Roach)	High	Waterlek by erf 82	Closed	L'Agulhas	5	00:00:20	2014/06/06 10:34	2014/06/05 10:35	- Vervang female copperlrmn Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201204/6451	2012/04/24 12:00	Esmarie Gabriella Coetzee	Iran /Watermeterik	788 699 245	Cinmerariastraat; Struisbaai	Water (Shane Roach)	High	Water lek by erf 938	Closed	Struisbaai	5	00:00:0-957653	2012/04/25 12:00	2012/04/13 10:06	- Afgehandelrnrnm Williams (Action performed on: 13-Apr-2012; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201205/6769	2012/05/22 10:19	Esmarie Gabriella Coetzee	Iran (Watermeterik)	788 699 245	Cinmerariastraat ; Struisbaai	Water (Shane Roach)	High	Water lek by erf 939	Closed	Struisbaai	5	00:00:0-429959	2012/05/23 10:19	2012/05/17 11:00	- Draai koppie aanrnrnm Stanley (Action performed on: 04-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201109/4369	2011/09/19 10:39	Leah Regina Ward	Mev. Grotendier	827484974	Clingenstr. 14, Erf 101	Water (Shane Roach)	High	Waterpyp gebars - Bystand - M. Williams	Closed	Struisbaai	4	1 day 04:34:57	2011/09/20 10:39	2011/09/20 10:39	- Pyp is herstel. (Melvin 11h20) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201405/14365	2014/05/08 15:04	Leah Regina Ward	Attie	n/a	Dirkie Uysstraat	Water (Shane Roach)	High	Pyp raakgegrawe	Closed	Bredasdorp	4	19:45:39	2014/05/09 15:04	2014/05/09 15:04	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201402/13355	2014/02/06 09:18	Leah Regina Ward	Virnil Davids	N/A	Dirkie Uysstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	06:49:24	2014/02/07 09:18	2014/02/06 10:58	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201301/9252	2013/01/15 10:19	Leah Regina Ward	Chris	736629174	Dirkie Uysstraat	Water (Shane Roach)	Normal	Pyp uitwys	Closed	Bredasdorp	4	12 days 23:57:27	2013/01/16 10:19	2013/01/28 10:17	- Afgehandel. (Updated by Deon Wasserman on 28-Jan-2013 10:17.)	O	Completed After Deadline	
201207/7379	2012/07/19 12:52	Esmarie Gabriella Coetzee	Me Joost	028-4357931	Derde Laan; Struisbaai Noord	Water (Shane Roach)	High	water lekkasie by erf 1766	Closed	Struisbaai-Noord	5	00:00:0-169668	2012/07/20 12:52	2012/07/17 13:45	- Draai koppie aanrnrnm Stanley (Action performed on: 04-Mar-2014; Updated by Esmarie Gabriella Coetzee)	B	Completed Before Deadline Date	
201308/11430	2013/08/19 13:48	Leah Regina Ward	Mev Snelle	723592012	Dirkie Uysstraat 40	Water (Shane Roach)	High	Water loop (Bystand John August)	Closed	Bredasdorp	4	00:33:59	2013/08/20 13:48	2013/08/19 14:22	- Herstel pyp lekkasie (Bystand John August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201405/14380	2014/05/12 11:14	Leah Regina Ward	Lynette	284242611	Dirkie Uysstraat 7	Water (Shane Roach)	High	Water loop in sypaadjies (08/05/2014 - 16h28)	Closed	Bredasdorp	4	00:00:0-314084	2014/05/13 11:14	2014/05/08 20:00	- Pypbrekasie is herstel (Action performed on: 08-May-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201305/10392	2013/05/02 10:32	Leah Regina Ward	L Le Grmi	284242080	Disalaan 6	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	04:19:41	2013/05/03 10:32	2013/05/02 14:52	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201210/8166	2012/10/05 11:18	Leah Regina Ward	Peter Lochner	N/A	Dirkie Uysstraat 33	Water (Shane Roach)	High	Die pyp is stukkend	Closed	Bredasdorp	4	3 days 00:55:45	2012/10/06 11:18	2012/10/08 12:14	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201302/9708	2013/02/27 16:14	Leah Regina Ward	Tegnie	N/A	Dirkie Uysstraat 1	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	4	5 days 22:01:45	2013/02/28 16:14	2013/02/05 14:16	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201303/9886	2013/03/11 14:41	Leah Regina Ward	P Gabriels	284242548	Denmeelaan 1	Water (Shane Roach)	High	Pyp gebars (04/03-18h43)	Closed	Bredasdorp	2	1 day 00:26:41	2013/03/12 14:41	2013/03/12 15:08	- Die pypbrekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201303/9887	2013/03/11 14:47	Leah Regina Ward	H August	N/A	Denmeelaan 1	Water (Shane Roach)	High	Pypbrekasie (06/03-7h10)	Closed	Bredasdorp	2	1 day 00:21:51	2013/03/12 14:47	2013/03/12 15:09	- Die brekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)	O	Completed After Deadline	
201307/11076	2013/07/15 12:07	Leah Regina Ward	Hein	284255500	Denmeelaan 1	Water (Shane Roach)	High	Water loop (Bystand Freek)	Closed	Bredasdorp	2	00:19:40	2013/07/16 12:07	2013/07/15 12:27	- Herstel water probleem (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)	B	Completed Before Deadline Date	
201303/9946	2013/03/13 15:20	Leah Regina Ward	Mnr Claassen	832339122	Denel Toetsbaan	Water (Shane Roach)	High	Pyp lekkasie	Closed	Bredasdorp	5	20:29:15	2013/03/14 15:20	2013/03/14 11:50	- Dit is Denel se verantwoordelikeheid om die lekkasie te herstel aangesien hulle verantwoordelike is vir die lekkasie	B	Completed Before Deadline Date	
201106/3428	2011/06/16 15:05	Esmarie Gabriella Coetzee	Brain Wyngraadt	N/A	De Waalstraat; Struisbaai	Water (Shane Roach)	High	Pypbrek in De Waalstraat	Closed	Struisbaai	5	00:00:0-40	2011/06/17 15:05	2011/06/16 15:05	- Afgehandel			

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephone	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_Attachment	Response_time	Result
201312/12459	2013/12/02 13:56	Leah Regina Ward	Philip Swart		Engellaan 6	Water (Shane Roach)	High	Water lek (Bystand Johnny)	Closed	Napier	1	19:36:00	2013/12/03 13:56	2013/12/03 09:32	Herstel lekkasie (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201012/1470	2010/12/10 12:54	Leah Regina Ward	Rdl. October	N/A	Engellaan	Water (Shane Roach)	High	Pyp gelees	Closed	Napier	1	01:23:11	2010/12/11 12:54	2010/12/10 14:18	Herstel pypbreekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201210/8252	2012/10/15 09:06	Esmarie Gabriella Coetzee	Iran (Watermeterlek)	788 699 245	Elizabethstraat 8; Struisbaai	Water (Shane Roach)	High	Water lek by erf 1375	Closed	Struisbaai	5	00:00:05	2012/10/16 09:06	2012/10/15 09:06	Herstel pypbreekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201406/14880	2014/06/30 09:19	Leah Regina Ward	SP Rademeyer	n/a	Ekomsstraat - Lee Erf	Water (Shane Roach)	High	Pyp gelees. (28/06/2014 - 15h46)	Closed	Napier	1	00:00:142475	2014/07/01 09:19	2014/06/28 17:45	Die pyp is herstel. (Action performed on: 28-Jun-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201205/6593	2012/05/07 09:49	Leah Regina Ward	Mev. Blore	284233148	Ekomsstraat 25	Water (Shane Roach)	High	Waterlekasie (J.R. September / bystand)	Closed	Napier	1	00:44:40	2012/05/08 09:49	2012/05/07 10:38	Herstel waterlekasie (JR September 11h27 - 13h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201403/13606	2014/03/03 10:00	Leah Regina Ward	Shandree September	824912136	Ekomsstraat 26	Water (Shane Roach)	High	Geen water (03/03/2014 - 07h50)	Closed	Napier	1	23:18:00	2014/03/04 10:00	2014/03/04 09:18	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201303/9992	2013/03/18 15:15	Leah Regina Ward	David	729103347	Escourstraat 16	Water (Shane Roach)	High	Pyp gelees (15/03/2013 - 17h45)	Closed	Napier	1	17:15:27	2013/03/19 15:15	2013/03/19 08:31	Die pyp is herstel. (20h15) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201201/5439	2012/01/11 11:40	Leah Regina Ward	Gouws Loodgieters	N/A	Erikastraat ; Oop erf	Water (Shane Roach)	High	Water lekasie	Closed	Bredasdorp	1	02:11:13	2012/01/12 11:40	2012/01/11 13:52	Herstel waterlekasie (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201302/9677	2013/02/21 12:36	Leah Regina Ward	Rld D Jantjies	N/A	Fabrieksweg	Water (Shane Roach)	High	Daar was 'n pypbreekasie en die plek is nog nie herstel of opgevolg nie	Closed	Bredasdorp	3	3 days 21:42:15	2013/02/22 12:36	2013/02/22 10:19	Die gedeelte is opgevolg. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201212/8967	2012/12/19 10:01	Leah Regina Ward	Sersant Filander	284255400	Fabrieksweg	Water (Shane Roach)	High	Pyp gelees (Bystand Sias)	Closed	Bredasdorp	3	8 days 23:14:51	2012/12/20 10:01	2012/12/28 09:16	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201401/13050	2014/01/20 14:15	Leah Regina Ward	Rdl Jantjies	284255500	Fabrieksweg	Water (Shane Roach)	High	Pyp gelees (Bystand Sias)	Closed	Bredasdorp	3	00:08:09	2014/01/21 14:15	2014/01/20 14:24	Herstel gebaarste pyp (Bystand Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201012/1579	2010/12/20 11:11	Leah Regina Ward	SAPD Bredasdorp	284255400	Fabrieksweg; Bob's Shop	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	1	00:01:05	2010/12/21 11:11	2010/12/20 11:13	Herstel pyp. (Pypbreekasie) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201406/14828	2014/06/25 08:38	Leah Regina Ward	Mev Hendricks	746714899	Europastraat 9	Water (Shane Roach)	High	Water loop by meter	Closed	Bredasdorp	2	01:59:57	2014/06/26 08:38	2014/06/25 10:38	Die meter se rubbers is vervang. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201308/11421	2013/08/16 14:48	Leah Regina Ward	Felicia	N/A	Zwelitsha Erf 5390 Projects	Water (Shane Roach)	High	Pyp gelees	Closed	Zwelitsha	3	3 days 23:02:06	2013/08/17 14:48	2013/08/20 13:51	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201307/11158	2013/07/29 12:47	Leah Regina Ward	Lorna	N/A	Erf 616	Water (Shane Roach)	High	Pyp lekasie (26/07/2013 - 16h10)	Closed	Waenhuiskrans	5	03:27:57	2013/07/30 12:47	2013/07/29 16:15	Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201307/11159	2013/07/29 12:47	Leah Regina Ward	Lorna	N/A	Erf 616	Water (Shane Roach)	High	Pyp lekasie (26/07/2013 - 16h10)	Closed	Waenhuiskrans	5	22:10:51	2013/07/30 12:47	2013/07/30 10:58	Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201307/11088	2013/07/16 12:42	Leah Regina Ward	Gaffies	N/A	Zwelitsha Erf 5361 Projects	Water (Shane Roach)	High	Pyp is stukkend	Closed	Zwelitsha	3	19:51:53	2013/07/17 12:42	2013/07/17 12:42	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201309/11557	2013/09/02 08:51	Leah Regina Ward	Louise	739583045	Zwelitsha Erf 5361 - Projects	Water (Shane Roach)	High	Pyp gelees	Closed	Zwelitsha	3	00:31:18	2013/09/03 08:51	2013/09/02 09:23	Die koppeling is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201304/10158	2013/04/10 11:42	Leah Regina Ward	Mev. Louw	N/A	Erf 96; Rasperlaan	Water (Shane Roach)	High	Pyp bars (Bystand M. Williams)	Closed	Suidestrand	5	00:26:12	2013/04/11 11:42	2013/04/10 12:09	Herstel gebaarste pyp (Bystand M. Williams) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201110/4679	2011/10/18 10:33	Leah Regina Ward	P Zeeman	284356359	Erf 958; Hoofweg	Water (Shane Roach)	High	Water pyp gelees (bystand:13-10-2011 - 05h59)	Closed	L'Agulhas	5	03:40:30	2011/10/19 10:33	2011/10/18 14:14	Die pypbreek is herstel (M Williams - 8h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201309/11786	2013/09/10 12:00	Leah Regina Ward	Bystand	827723502	Erf 749; H/v Johannastr & Soetendal	Water (Shane Roach)	High	Water stroom by pyp uit (24/09/2013 - 8h50)	Closed	Struisbaai	5	03:12:42	2013/09/10 12:00	2013/09/10 13:13	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201402/13310	2014/02/03 11:53	Leah Regina Ward	Llweilyn	N/A	Erf 686; Nuwe Hophuise	Water (Shane Roach)	High	Pyp stukkend (Bystand Eli Murtz 02/02/14)	Closed	Waenhuiskrans	5	00:05:53	2014/02/04 11:53	2014/02/03 11:59	Herstel stukkende pyp (Bystand Eli Murtz 02/02/14) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201202/5961	2012/02/28 15:44	Leah Regina Ward	Nico Malan (ASLA)	N/A	Afrikaaan 72 Uitbreiding 5169	Water (Shane Roach)	High	Pyp is afgegr. Kan dit dringend herstel word.	Closed	Bredasdorp	2	18:41:35	2012/02/29 15:44	2012/02/29 15:44	Die pyp is herstel. (Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201205/6692	2012/05/14 12:30	Leah Regina Ward	Melissa	N/A	Afrikaaan uitbreiding huis 14	Water (Shane Roach)	High	Water stroom by meter uit. (12/05-07h01)	Closed	Bredasdorp	2	02:28:40	2012/05/15 12:30	2012/05/14 14:59	Herstel lekkasie (9h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201212/8905	2012/12/11 16:20	Leah Regina Ward	Bongani	N/A	Agter - Langstraat	Water (Shane Roach)	High	Water lekasie.	Closed	Bredasdorp	2	22:17:55	2012/12/12 16:20	2012/12/12 16:20	Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201201/5394	2012/01/05 15:37	Leah Regina Ward	John August	N/A	Afrikaaan Uitbreiding 5092 & 5118	Water (Shane Roach)	High	Water lekasies	Closed	Bredasdorp	3	3 days 20:24:58	2012/01/06 15:37	2012/01/09 12:02	Die lekasie is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201112/5236	2011/12/19 12:40	Leah Regina Ward	F Louw	N/A	Afrikaaan Uitbreiding	Water (Shane Roach)	High	Water loop (16/12 - 17h40)	Closed	Bredasdorp	2	02:57:01	2011/12/20 12:40	2011/12/19 15:37	Die lekasie is herstel (19h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201405/14336	2014/05/05 14:05	Leah Regina Ward	Saptou	n/a	All Sainstraat	Water (Shane Roach)	High	Water loop (02/05/2014 - 17h48)	Closed	Bredasdorp	4	19:26:20	2014/05/06 14:05	2014/05/06 09:32	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201406/14837	2014/06/25 09:10	Leah Regina Ward	Susan Botha	284251333	All Sainstraat 13	Water (Shane Roach)	High	Pyp gelees	Closed	Bredasdorp	4	01:53:39	2014/06/26 09:10	2014/06/25 11:04	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201405/14389	2014/05/12 11:56	Leah Regina Ward	Mev Wessels	825250117	All Sainstraat 31	Water (Shane Roach)	High	Water loop onder gebou in (10/05/2014 - 12h56)	Closed	Bredasdorp	4	00:00:160896	2014/05/13 11:56	2014/05/10 15:15	Ag die pypbreekasie daar is 'n keerwater maak om die water af te keer. (Actio		B	Completed Before Deadline Date
201310/12029	2013/10/21 10:39	Leah Regina Ward	Vivian Swart	N/A	All Sainstraat	Water (Shane Roach)	High	Pyp gelees (Bystand Sias)	Closed	Bredasdorp	4	00:42:54	2013/10/21 10:39	2013/10/21 11:22	Herstel pypbreekasie (Bystand Sias 21h55 - 07h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201210/8446	2012/10/30 14:15	Leah Regina Ward	Babalwa	N/A	Agter - Langstraat	Water (Shane Roach)	High	Pyp lek (Bystand: 23/10/2012 - 19h17)	Closed	Bredasdorp	2	18:29:02	2012/10/31 14:15	2012/10/31 08:45	Herstel van lekkasie (21h00 - Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201204/6256	2012/04/10 09:24	Leah Regina Ward	Rld D Jantjies	N/A	Afrikaaan - Uitbreiding; Fabrieksweg	Water (Shane Roach)	High	Water spuit. (05/04 - 17h18)	Closed	Bredasdorp	2	05:01:13	2012/04/11 09:24	2012/04/10 14:28	Die lekasie is herstel (18h20) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201207/7399	2012/07/23 11:57	Leah Regina Ward	L Ward	N/A	Afrikaaan 2; Christen Gemeente Kerk	Water (Shane Roach)	High	Water pyp stukkend/ Stopkraan lekkasie	Closed	Bredasdorp	2	1 day 03:00:46	2012/07/24 11:57	2012/07/24 14:58	Die lekasie is herstel (17h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201206/7173	2012/06/27 08:22	Leah Regina Ward	Cythia	N/A	Afrikaaan 51; Bergsig	Water (Shane Roach)	High	Waterpyp geraak - pyp lek	Closed	Bredasdorp	2	5 days 03:40:37	2012/06/28 08:22	2012/07/02 12:03	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201110/4732	2011/10/21 15:02	Leah Regina Ward	Ben Groenewald	N/A	Afrikaaan	Water (Shane Roach)	High	Waterpyp is afgegrawe	Closed	Bredasdorp	1	00:36:16	2011/10/22 15:02	2011/10/21 15:39	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201206/7044	2012/06/14 13:34	Leah Regina Ward	L Williams	N/A	Afrikaaan	Water (Shane Roach)	High	Pyp raakgegrawe	Closed	Bredasdorp	2	21:37:41	2012/06/15 13:34	2012/06/15 11:12	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201112/5181	2011/12/12 16:08	Leah Regina Ward	Elmarie Gertse	794158421	Afrikaaan 11 ; Erf 4959	Water (Shane Roach)	High	Pyp stukkend bystand M Kloppers	Closed	Bredasdorp	2	19:13:33	2011/12/13 16:08	2011/12/13 11:22	Asla het herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201202/5741	2012/02/06 10:56	Leah Regina Ward	Glenda	729099846	Afrikaaan; Riemvasmaak	Water (Shane Roach)	High	Water loop (Bystand J. August)	Closed	Bredasdorp	2	04:53:37	2012/02/07 10:56	2012/02/06 15:50	Herstel (bystand J. August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201201/5399	2012/01/06 14:19	Leah Regina Ward	J August	N/A	Afrikaaan Uitbreiding; 5092 & 5118	Water (Shane Roach)	High	Water lekasie	Closed	Bredasdorp	2	2 days 21:44:50	2012/01/07 14:19	2012/01/09 12:04	Die waterlekasie is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201205/6802	2012/05/25 11:42	Leah Regina Ward	Sameul	736196213	Afrikaaan 9	Water (Shane Roach)	High	Pyp is stukkend.	Closed	Bredasdorp	2	3 days 02:33:24	2012/05/26 11:42	2012/05/28 14:16	Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		O	Completed After Deadline
201109/4188	2011/09/06 14:16	Leah Regina Ward	Abdulla	834323838	Afrikaaan 58	Water (Shane Roach)	High	Pyp gelees	Closed	Bredasdorp	5	21:34:22	2011/09/07 14:16	2011/09/07 11:51	Die 'n private probleem in die huis die gesigtekke het afgebreuk. (Updated		B	Completed Before Deadline Date
201402/13289	2014/02/03 10:53	Leah Regina Ward	Mev. De Wet	N/A	Aspellstraat; Argonautapark	Water (Shane Roach)	High	Water loop (Bystand M. Williams 29/01/14)	Closed	Struisbaai	5	01:20:48	2014/02/04 10:53	2014/02/03 12:14	Herstel water lekasie bystand M. Williams 29/01/14) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201406/14695	2014/06/05 09:23	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Avalastraat 10	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:00:34	2014/06/06 09:23	2014/06/05 09:23	Eenase se stopkraan wat lek rnmw Stanley (Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201210/8396	2012/10/23 15:05	Leah Regina Ward	A Evertson	827716609	Avalastraat 10	Water (Shane Roach)	High	Pyp stukkend. (20/10 - 15h24)	Closed	L'Agulhas	5	19:12:06	2012/10/24 15:05	2012/10/24 10:18	Die pyp is herstel. (16h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201307/11154	2013/07/29 12:24	Leah Regina Ward	Le Roux	284357599	Aspellstraat 10	Water (Shane Roach)	High	Waterlekasie	Closed	Struisbaai	5	03:49:00	2013/07/30 12:24	2013/07/29 16:13	Die lekasie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		B	Completed Before Deadline Date
201404/14205	2014/04/22 11:23	Leah Regina Ward	Linda	284253407	Asla Kamp	Water (Shane Roach)	High	Pyp stukkend (bystand Sias 18/04/2014 21h30)	Closed	Zwelitsha	3	7 days 22:32:04	2014/04/23 11:23	2014/04/30 09				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telepho	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_Attachm	Response_time	Result
201211/8487	2012/11/02 13:54	Leah Regina Ward	N Maarmann	N/A	Brandstraat 28C, N & M Bakwerke - Eienaar	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	2	9 days 22:29:53	2012/11/03 13:54	2012/11/12 12:24	-Daar is geen lekasies op die erf. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201212/8969	2012/12/19 10:23	Leah Regina Ward	D. Engel	284242060	Brandstraat; Hop In	Water (Shane Roach)	High	Pyp moet herstel word (Bystand Sias)	Closed	Bredasdorp	2	04:32:04	2012/12/20 10:23	2012/12/19 14:56	-Herstel pypbrekasje (Bystand Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201304/10129	2013/04/08 15:24	Leah Regina Ward	Skakelbord	284255500	Bonteboklaan 20	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	00:01:19	2013/04/09 15:24	2013/04/09 15:24	-Herstel stukkende pyp (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201406/14788	2014/06/17 13:53	Leah Regina Ward	Gertze	788749915	Bonteboklaan 22	Water (Shane Roach)	High	Pyp raak gekap.	Closed	Bredasdorp	2	00:45:53	2014/06/18 13:53	2014/06/17 14:39	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201205/6662	2012/05/10 15:24	Leah Regina Ward	H Jantjies	836592388	Bonteboklaan 6	Water (Shane Roach)	High	Pyp raak gekap	Closed	Bredasdorp	2	23:57:19	2012/05/11 15:24	2012/05/11 15:24	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201403/13939	2014/03/31 09:14	Leah Regina Ward	Lena	N/A	Bonteboklaan	Water (Shane Roach)	High	Water loop. (29-03 07:48)	Closed	Bredasdorp	4	06:01:53	2014/04/01 09:14	2014/03/31 15:16	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201404/14092	2014/04/14 11:22	Leah Regina Ward	mnr Moller	834517540	Bondstraat 8	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	21:29:53	2014/04/15 11:22	2014/04/15 08:52	-Agv pypbrekasje is later herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201404/14159	2014/04/15 10:15	Leah Regina Ward	Hannelie	n/a	Brandstraat 11	Water (Shane Roach)	High	Water spuit.	Closed	Bredasdorp	4	2 days 00:09:57	2014/04/16 10:15	2014/04/17 10:25	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201404/14091	2014/04/14 11:21	Leah Regina Ward	Caroline	284242218	Brandstraat 13	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	21:31:59	2014/04/15 11:21	2014/04/15 08:53	-Agv pypbrekasje is later herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201104/2942	2011/04/13 13:43	Leah Regina Ward	WJR Swart	284255500	Brandstraat 24	Water (Shane Roach)	High	Water borrel uit	Closed	Bredasdorp	2	02:03:42	2011/04/14 13:43	2011/04/13 15:07	-Daar is olie in die pad en moet met sand toegegooi word. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201405/14339	2014/05/05 14:32	Leah Regina Ward	Nolan	n/a	Brandstraat 85	Water (Shane Roach)	High	Pyp lekasje (00/00-178374	Closed	Bredasdorp	2	00:00:00-178374	2014/05/06 14:32	2014/05/03 13:40	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201205/6665	2012/05/11 11:31	Leah Regina Ward	H Jantjies	836592388	Bonteboklaan 6	Water (Shane Roach)	High	Pyp raak gekap	Closed	Bredasdorp	2	00:00:00-9	2012/05/12 11:31	2012/05/11 11:31	-2x op stelsel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201306/10828	2013/06/14 09:55	Leah Regina Ward	Stoffel September	N/A	Carolineville 3	Water (Shane Roach)	High	Pyp stukkend	Closed	Klipdale	2	04:51:56	2013/06/15 09:55	2013/06/14 14:47	-Die pypbrekasje is later herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201305/10617	2013/05/23 14:47	Leah Regina Ward	F Kraukamp	N/A	Carolineville 6	Water (Shane Roach)	High	Die waterpyp lekasje	Closed	Klipdale	2	6 days 21:47:46	2013/05/24 14:47	2013/05/20 12:35	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201305/10616	2013/05/23 14:45	Leah Regina Ward	F Wyngaard	794333470	Carolineville 7	Water (Shane Roach)	High	Water pyp is stukkend	Closed	Klipdale	2	6 days 21:42:11	2013/05/24 14:45	2013/05/20 12:28	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201212/8810	2012/12/03 11:14	Leah Regina Ward	S September	715693426	Carolineville 3	Water (Shane Roach)	High	Pyp of meter lekasje.	Closed	Klipdale	2	2 days 00:23:04	2012/12/04 11:14	2012/12/03 11:14	-Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201103/2454	2011/03/07 12:40	Leah Regina Ward	Ilene Adonis	284251265	Carolinestraat 61	Water (Shane Roach)	High	Water loop in straat af.	Closed	Bredasdorp	2	1 day 22:44:02	2011/03/08 12:40	2011/03/09 11:25	-Pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201312/12712	2013/12/18 14:37	Leah Regina Ward	Kallie Kombuis	N/A	Cereelstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Sias)	Closed	Bredasdorp	4	00:17:56	2013/12/19 14:37	2013/12/18 14:55	-Herstel pypbars (Bystand Sias 06h00 - 08h00) (Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201103/2569	2011/03/10 15:39	Leah Regina Ward	Gouws Loodgieter	N/A	Cereelstraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	18:31:45	2011/03/11 15:39	2011/03/11 10:11			0	Completed Before Deadline Date
201102/2263	2011/02/24 11:31	Leah Regina Ward	OJ Planthire	284251831	Cereelstraat 5	Water (Shane Roach)	High	Water loop lyk soos pypbrekasje	Closed	Bredasdorp	2	02:56:32	2011/02/25 11:31	2011/02/24 14:28	-Herstel pypbrekasje. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201208/7818	2012/08/29 12:20	Leah Regina Ward	Rieck	284233469	Cecilstraat	Water (Shane Roach)	High	Waterpyp is stukkend	Closed	Napier	1	2 days 02:19:44	2012/08/30 12:20	2012/08/31 14:40	-Herstel pypbrekasje is herstel. (Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201305/10611	2013/05/23 09:35	Leah Regina Ward	P Abrahams	722424087	Carolinestraat 7	Water (Shane Roach)	High	Pyp brekasje	Closed	Klipdale	2	1 day 01:43:58	2013/05/24 09:35	2013/05/24 11:19	-Herstel pypbrekasje (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201205/6766	2012/05/22 10:09	Esmarie Gabriella Coetzee	Mev Minnaar	N/A	Campbellville ; L'Agulhas	Water (Shane Roach)	High	Water loop by erf 786	Closed	L'Agulhas	5	00:00:00-604799	2012/05/23 10:09	2012/05/15 10:10	-Waterlek - Herstel rnrnlek was by erf 787 en nie erf 7876 nie.rnrnW Stanley		0	Completed Before Deadline Date
201210/8447	2012/10/30 14:20	Leah Regina Ward	Suidpunt Sekuriteit	N/A	Capite Bank; Overberg Sentrum	Water (Shane Roach)	High	Water loop (23/10/2012- 22h37)	Closed	Bredasdorp	4	19:58:06	2012/10/31 14:20	2012/10/31 10:19	-Kraan is toegedraai en die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
20109/4179	2011/09/06 10:36	Leah Regina Ward	Melissa	284251918	Capite Bank; Spar Mall; Kerkr.	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	05:29:09	2011/09/07 10:36	2011/09/06 16:06	-Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201106/3555	2011/06/28 16:10	Leah Regina Ward	Duran	284255500	Kassiesbaai C2	Water (Shane Roach)	High	Water lekasje	Closed	Waenhuiskrans	1	1 day 16:14:52	2011/06/29 16:10	2011/06/30 08:25	-Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201101/1781	2011/01/10 12:16	Leah Regina Ward	Groenewald	284252144	Butekanstraat 21	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	2	03:42:25	2011/01/11 12:16	2011/01/10 15:59	-Herstel lekasje (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201306/10862	2013/06/18 14:30	Leah Regina Ward	Alex	N/A	Carolinestraat 18	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	2	23:47:38	2013/06/19 14:30	2013/06/19 14:18	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201107/3626	2011/07/08 08:50	Leah Regina Ward	Innocent	742878387	Carnationlaan 26	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	3 days 05:28:10	2011/07/09 08:50	2011/07/11 14:19	-Dit was die Telkomopvangspuit wat vol water was. (Updated by Leah Regina Ward)		0	Completed After Deadline
201102/2221	2011/02/21 11:27	Leah Regina Ward	Reynold Stevens	284242336	Carnationlaan 15	Water (Shane Roach)	High	Pyp lek	Closed	Bredasdorp	2	1 day 21:33:56	2011/02/22 11:27	2011/02/23 09:41	-Herstel lekasje (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201201/5650	2012/01/30 10:56	Leah Regina Ward	R. Stevens	N/A	Carnationlaan	Water (Shane Roach)	High	Pyp gebars (bystand - Piet)	Closed	Bredasdorp	2	23:37:56	2012/01/31 10:56	2012/01/31 10:56	-Herstel, vervang hoofaansluiting (bystand Piet 22h31 - 05h00) (Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201212/8889	2012/12/11 12:30	Leah Regina Ward	Lana	N/A	Begraafplaas; Fletcherstraat	Water (Shane Roach)	High	Water loop. (09/12 - 09h52)	Closed	Bredasdorp	4	23:51:38	2012/12/12 12:30	2012/12/12 12:22			0	Completed Before Deadline Date
201204/6275	2012/04/10 10:43	Leah Regina Ward	De Waal	N/A	Belle Luna Publicite Tioletle	Water (Shane Roach)	High	Water loop by toilette (09/04 - 13h43)	Closed	Struisbaai	1	1 day 01:23:51	2012/04/11 10:43	2012/04/11 12:07			0	Completed After Deadline
201203/6071	2012/03/12 13:40	Leah Regina Ward	Ben Groenewald	N/A	Bellstraat	Water (Shane Roach)	High	Pyp gebars (06/03 - 17h17)	Closed	Bredasdorp	2	01:16:55	2012/03/13 13:40	2012/03/12 14:57	-Die pyp is herstel. (21h30 - Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201312/12742	2013/12/24 10:09	Leah Regina Ward	J Phlander	N/A	Begraafplaas; Fletcherstraat	Water (Shane Roach)	High	Die pyp is stukkend	Closed	Bredasdorp	4	2 days 12:59:42	2013/12/25 10:09	2013/12/27 09:09	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201401/13122	2014/01/27 10:57	Leah Regina Ward	Patty Newman	765306021	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Pyp gebars (Bystand Matthews 22/01/14)	Closed	Bredasdorp	4	02:02:48	2014/01/28 10:57	2014/01/27 13:00	-Herstel gebarste pyp (Bystand Matthews 22/01/14) (Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201212/8890	2012/12/11 12:45	Leah Regina Ward	Pierie Rabbi	828212301	Bergstraat	Water (Shane Roach)	High	Water loop oor. (09/12/2012 - 16h53)	Closed	Bredasdorp	4	23:37:53	2012/12/12 12:45	2012/12/12 12:23			0	Completed Before Deadline Date
201404/14119	2014/04/14 12:43	Leah Regina Ward	mnr Willschut	n/a	Bergstraat 7	Water (Shane Roach)	High	Geen water (10/04/2014 - 19h05)	Closed	Bredasdorp	4	00:00:00-226397	2014/04/15 12:43	2014/04/11 21:50	-Agv pypbrekasje wat later herstel is. (Action performed on: 11-Apr-2014; Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201301/9138	2013/01/09 11:27	Leah Regina Ward	D. Jantjies	829055064	Bloekomaan	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	2	02:33:24	2013/01/10 11:27	2013/01/09 14:10	-Herstel gebarste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201212/9032	2012/12/27 16:08	Leah Regina Ward	Mnr Rabie	828212301	Bergstraat	Water (Shane Roach)	High	Water loop in stoer in (22/12/2012-19h19)	Closed	Bredasdorp	2	18:36:58	2012/12/28 16:08	2012/12/28 10:45			0	Completed Before Deadline Date
201404/14113	2014/04/14 12:29	Leah Regina Ward	Freud Diedericks	n/a	Bantlaanstraat; Kallie se pub	Water (Shane Roach)	High	Geen water (08/04/2014 - 20h45)	Closed	Bredasdorp	3	00:00:00-487785	2014/04/15 12:29	2014/04/08 21:09	-Die pyp is herstel. (Action performed on: 08-Apr-2014; Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201110/4596	2011/10/11 16:24	Leah Regina Ward	Sonia	284255500	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Pyp gebars - Bystand - Alex	Closed	Bredasdorp	2	21:24:43	2011/10/12 16:24	2011/10/13 13:49	-Herstel gebarste pyp (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201306/10916	2013/06/24 09:02	Leah Regina Ward	Mnr Williams	N/A	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Pypgebars (22/06/2013 - 9h14)	Closed	Bredasdorp	4	05:28:39	2013/06/25 09:02	2013/06/24 14:31	-Herstel (10:15) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201102/2281	2011/02/28 15:11	Leah Regina Ward	Rid D Jantjies	284255500	Bantlaanstraat	Water (Shane Roach)	High	Water loop in straat af.	Closed	Bredasdorp	2	2 days 19:15:37	2011/03/01 15:11	2011/03/03 10:27			0	Completed After Deadline
201406/14845	2014/06/25 12:11	Leah Regina Ward	Felicja	n/a	Bathofostraat Zwellitsha	Water (Shane Roach)	High	Water loop. (19/06/2014 - 17h10)	Closed	Zwellitsha	3	00:00:00-493894	2014/06/26 12:11	2014/06/19 19:00	-Die pyp is herstel. (Action performed on: 19-Jun-2014; Updated by Leah Regina Ward)		0	Completed Before Deadline Date
201402/13393	2014/02/10 10:51	Leah Regina Ward	Maggie	N/A	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Pyp stukkend (06/02 - 20h35)	Closed	Bredasdorp	4	23:47:23	2014/02/11 10:51	2014/02/11 10:39	-Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201211/8684	2012/11/19 10:55	Leah Regina Ward	Dirk Jantjies	N/A	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Water spuit (Bystand Sias)	Closed	Bredasdorp	4	00:50:55	2012/11/20 10:55	2012/11/19 11:46	-Herstel pypbrekasje (Bystand Sias) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201307/11075	2013/07/15 12:05	Leah Regina Ward	Walter	720478248	Begraafplaas; 24 All Saints	Water (Shane Roach)	High	Water loop (Bystand Freek)	Closed	Bredasdorp	4	00:21:25	2013/07/16 12:05	2013/07/				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telepho	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date_Completed	Update_History	Update_Attachm	Response_time	Result
201306/10731	2013/06/04 09:03	Leah Regina Ward	Mev Swart	790551025	Hertzogstraat 42	Water (Shane Roach)	High	Water loop in die pad.	Closed	Napier	1	1 day 01:10:02	2013/06/05 09:03	2013/06/05 10:14	- Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 05/06/2013)		0	Completed After Deadline
201402/13300	2014/02/03 11:39	Leah Regina Ward	William Swart	N/A	Gemeenskap Dienstee	Water (Shane Roach)	High	Water loop (Bystand P. Stuart 01/02/14)	Closed	Bredasdorp	4	00:21:20	2014/02/04 11:39	2014/02/03 12:01	- Herstel lekasje (Bystand P. Stuart 01/02/14) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03/02/2014)		0	Completed Before Deadline Date
201208/7795	2012/08/27 14:36	Leah Regina Ward	A Voster	N/A	Gemeenskap Dienstee	Water (Shane Roach)	High	Pyp lekasje. (Bystand: 26/08)	Closed	Bredasdorp	4	1 day 19:57:57	2012/08/28 14:36	2012/08/29 10:34	- Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 08/28/2012)		0	Completed After Deadline
201403/13848	2014/03/24 10:14	Leah Regina Ward	Shandre	284233652	Hertzogstraat 22	Water (Shane Roach)	High	Pyp gebars (21/03/2014 - 18h38)	Closed	Napier	1	10:15:40	2014/03/25 10:14	2014/03/24 20:30	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 24/03/2014)		0	Completed Before Deadline Date
201403/13849	2014/03/24 10:15	Leah Regina Ward	Piet Swanepoel	765546543	Hertzogstraat 2	Water (Shane Roach)	High	Lekasje op syaaddjie (22/03/2014 - 8h50)	Closed	Bredasdorp	1	00:00-170742	2014/03/25 10:15	2014/03/25 10:15	- Herstel (Action performed on: 22-Mar-2014; Updated by Leah Regina Ward on 22/03/2014)		0	Completed Before Deadline Date
201404/14179	2014/04/16 14:11	Leah Regina Ward	Mattewis	n/a	All Sainstraat 8; HI-Q Bandediensi;	Water (Shane Roach)	High	Lekasje in die pad.	Closed	Bredasdorp	4	20:12:57	2014/04/17 14:11	2014/04/17 10:24	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 16/04/2014)		0	Completed Before Deadline Date
201203/6068	2012/03/12 11:27	Leah Regina Ward	Francis	284251344	Hibiscuslaan 1	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	04:14:46	2012/03/13 11:27	2012/03/12 15:42	- Die pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 12/03/2012)		0	Completed Before Deadline Date
201308/11379	2013/08/13 10:38	Leah Regina Ward	Louise Valentine	717943030	Hibiscuslaan 2	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	2	00:31:12	2013/08/14 10:38	2013/08/13 11:10	- Herstel gebarste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 13/08/2013)		0	Completed Before Deadline Date
201404/14144	2014/04/14 13:35	Esmarie Gabriella Coetzee	F Duran	7488 699 245	Heuningweg 2	Water (Shane Roach)	High	Waterlek by erf 717	Closed	Struisbaai	5	00:00-344740	2014/04/15 13:35	2014/04/10 20:30	- Draai stopkraan koppie aan.rnrnHenties (Action performed on: 10-Apr-2014; Updated by Leah Regina Ward on 10/04/2014)		0	Completed Before Deadline Date
201402/13363	2014/02/06 12:12	Esmarie Gabriella Coetzee	Duran (Meteriese)	788 699 245	Heuningweg 2	Water (Shane Roach)	High	Waterlek by erf 717	Closed	Struisbaai	5	1 day 00:37:58	2014/02/07 12:12	2014/02/07 12:30	- Draai stopkraan koppie aan.rnrnHenties (Action performed on: 10-Apr-2014; Updated by Leah Regina Ward on 10/04/2014)		0	Completed After Deadline
201307/11071	2013/07/15 11:45	Leah Regina Ward	Mev. Jona	718858573	Hertzogstraat 16	Water (Shane Roach)	High	Pyp gebars (Bystand Johnny)	Closed	Napier	1	00:45:59	2013/07/16 11:45	2013/07/15 12:31	- Herstel pyp bars (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 15/07/2013)		0	Completed Before Deadline Date
201011/1067	2010/11/04 10:06	Leah Regina Ward	Annalisa Van Wyk	N/A	Hertzogstraat 16; Erf 501	Water (Shane Roach)	High	Dit lyk na 'n lekasje. Meternr 20578	Closed	Napier	1	02:53:02	2010/11/05 10:06	2010/11/04 13:00	- Kommentaar J Williams: Daar is fout met hulle toilet. Dit veroorsaak die lekasje. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/11/2010)		0	Completed Before Deadline Date
201301/9264	2013/01/15 12:42	Leah Regina Ward	Piet Swanepoel	784251030	Hertzogstraat 2	Water (Shane Roach)	High	Water spuit onder die grond uit (Bystand AP Coetzee)	Closed	Napier	1	01:07:43	2013/01/16 12:42	2013/01/15 13:50	- Herstel gebarste pyp (Bystand AP Coetzee) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 15/01/2013)		0	Completed Before Deadline Date
201104/2996	2011/04/20 08:36	Leah Regina Ward	Jean September	284233231	Hertzogstraat	Water (Shane Roach)	High	Pyp gebars (Bystand: 16/04/2011-12:38)	Closed	Napier	1	00:17:07	2011/04/21 08:36	2011/04/20 08:54	- Herstel die pypbrekasje. (15:10) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 20/04/2011)		0	Completed Before Deadline Date
201311/12389	2013/11/25 14:20	Leah Regina Ward	Jean	284233257	Hertzogstraat	Water (Shane Roach)	High	Pyp bars (Bystand Jean)	Closed	Napier	1	01:49:37	2013/11/26 14:20	2013/11/25 16:10	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25/11/2013)		0	Completed Before Deadline Date
201204/6422	2012/04/23 14:13	Leah Regina Ward	P Swanepoel	763757932	Hertzogstraat 2	Water (Shane Roach)	High	Pyp gebars. (22/04/2012-12h17)	Closed	Napier	1	21:12:33	2012/04/24 14:13	2012/04/24 11:26	- Herstel pypbrekasje (JR September- 13h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 23/04/2012)		0	Completed Before Deadline Date
201105/3223	2011/05/23 10:34	Leah Regina Ward	Piet Swanepoel	794496785	Hertzogstraat 2	Water (Shane Roach)	High	Pyp gebars. (21/05 - 09h03)	Closed	Napier	1	03:19:08	2011/05/24 10:34	2011/05/23 13:54	- Herstel pypbrekasje. (12h15 - Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 23/05/2011)		0	Completed Before Deadline Date
201301/9332	2013/01/21 14:53	Leah Regina Ward	Manda	799596975	Hertzogstraat 6	Water (Shane Roach)	High	Pyp bars (Bystand AP Coetzee)	Closed	Napier	1	00:07:20	2013/01/22 14:53	2013/01/21 15:01	- Herstel pypbars (Bystand AP Coetzee) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 21/01/2013)		0	Completed Before Deadline Date
201404/14070	2014/04/10 11:16	Leah Regina Ward	Marie	810051869	Hertzogstraat 2	Water (Shane Roach)	High	Pyp stukkend	Closed	Napier	1	4 days 21:41:08	2014/04/11 11:16	2014/04/11 08:58	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 10/04/2014)		0	Completed After Deadline
201301/9167	2013/01/09 12:38	Leah Regina Ward	Tembishia	N/A	Hok 38 Zwellitsha	Water (Shane Roach)	High	Water loop (02/01/2013- 14h39)	Closed	Zwellitsha	3	02:16:28	2013/01/10 12:38	2013/01/09 14:45	- Lekasje is herstel. (15h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 09/01/2013)		0	Completed Before Deadline Date
201306/10854	2013/06/18 14:19	Leah Regina Ward	Rdl Jantjies	284255500	Hok A14 - A20 Zwellitsha	Water (Shane Roach)	High	Pyp stukkend	Closed	Zwellitsha	3	00:29:05	2013/06/19 14:19	2013/06/18 14:49	- Herstel - onwettige konneksie van pyp - sit kraan aan. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 18/06/2013)		0	Completed Before Deadline Date
201210/8276	2012/10/15 11:19	Leah Regina Ward	David Williams	787341273	Hok T3 Zwellitsha	Water (Shane Roach)	High	Pyp uitgeskiet (Bystand John August)	Closed	Zwellitsha	3	04:01:40	2012/10/16 11:19	2012/10/15 15:21	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 15/10/2012)		0	Completed Before Deadline Date
201204/6230	2012/04/03 10:16	Leah Regina Ward	Felicia	N/A	Hok 144; Kerkrstraat Zwellitsha	Water (Shane Roach)	High	Water spuit (01/04 - 10h17)	Closed	Zwellitsha	3	05:24:26	2012/04/04 10:16	2012/04/03 13:38	- Lekasje is herstel. (12h15 - A Brown) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 03/04/2012)		0	Completed Before Deadline Date
201307/11015	2013/07/04 14:17	Leah Regina Ward	Arno (verkeer)	N/A	H.V. Grolfstraat en Sendingstraat	Water (Shane Roach)	High	Pyp gebars. (02:13)	Closed	Bredasdorp	2	5 days 05:52:39	2013/07/05 14:17	2013/07/09 15:10	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 09/07/2013)		0	Completed After Deadline
201101/1816	2011/01/12 12:15	Esmarie Gabriella Coetzee	Annalisa Van Wyk	028-4255500	Hoofkantoor; Bredasdorp	Water (Shane Roach)	High	Water lekasje ERF 29	Closed	Bredasdorp	1	00:00-03:35	2011/01/13 12:15	2011/01/12 12:15	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 12/01/2011)		0	Completed Before Deadline Date
201309/11695	2013/09/16 15:28	Leah Regina Ward	Eli	N/A	Hoofweg	Water (Shane Roach)	High	Pyp het weer gebars (15/09/2013 - 6h10)	Closed	Waenhuiskrans	5	2 days 05:41:06	2013/09/17 15:28	2013/09/18 21:10	- Pyp is herstel om 9vm op 15/09/2013. (Updated by Deon Wasserman on 18/09/2013)		0	Completed After Deadline
201112/5232	2011/12/19 12:29	Leah Regina Ward	Ollie	N/A	Hoofweg	Water (Shane Roach)	High	Pypgebars (Bystand: 13/12 - 05h40)	Closed	Struisbaai	5	1 day 02:51:50	2011/12/20 12:29	2011/12/20 15:21	- Die pypbrekasje is herstel. (08h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 19/12/2011)		0	Completed After Deadline
201212/8820	2012/12/04 09:28	Leah Regina Ward	Clina	N/A	Dirkie Lysstraat; Hoofgebou	Water (Shane Roach)	High	Water borrel by grond uit.	Closed	Bredasdorp	4	1 day 04:19:20	2012/12/05 09:28	2012/12/05 13:08	- Die pypbrekasje is oopgemaak. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/12/2012)		0	Completed After Deadline
201406/14840	2014/06/25 09:22	Leah Regina Ward	Dorenthia	N/A	Dirkie Lysstraat 1; Hoofgebou - Parkering	Water (Shane Roach)	High	Water loop by teer uit.	Closed	Bredasdorp	4	01:45:17	2014/06/26 09:22	2014/06/25 11:48	- Die lekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 25/06/2014)		0	Completed Before Deadline Date
201403/13953	2014/03/31 12:09	Leah Regina Ward	Priscilla Plaatjies	284427754	Hibiscuslaan 13; Bredasdorp; 7280	Water (Shane Roach)	High	Pypbrekasje by Hibiscuslaan en hulle was besig met herstelwerk	Closed	Bredasdorp	2	57 days 02:44:05	2014/04/01 12:09	2014/05/27 14:54	- Die pypbrekasje is herstel. 'n lys is gemaak van alle beskadigde meubels van Hibiscuslaan 13. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 27/05/2014)		0	Completed After Deadline
201405/14451	2014/05/19 11:08	Leah Regina Ward	Michiel	829739200	Hibiscuslaan 5	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	00:00-050945	2014/05/20 11:08	2014/05/13 13:38	- Die pyp is herstel (Action performed on: 13-May-2014; Updated by Leah Regina Ward on 13/05/2014)		0	Completed Before Deadline Date
201306/10722	2013/06/03 13:54	Esmarie Gabriella Coetzee	Mnr Haasbroek	4356945 of 072912	Highveldstraat; L'Agulhas	Water (Shane Roach)	High	Die waterpyp het gebars nadat daar nuwe krane ingestel is, hy het dit herstel.	Closed	L'Agulhas	5	00:00-0258100	2013/06/04 13:54	2013/05/31 14:13	- Eienaar se kant is die lekasje. rnrns Ahrends (Action performed on: 31-May-2013; Updated by Leah Regina Ward on 31/05/2013)		0	Completed Before Deadline Date
201210/8319	2012/10/16 09:10	Leah Regina Ward	Rid D Jantjies - Avri	N/A	Hibiscuslaan 13	Water (Shane Roach)	High	Daar was 'n pypbrekasje en ons sou weer sand geneem het so dit herstel.	Closed	Bredasdorp	2	48 days 05:30:52	2012/10/17 09:10	2012/10/13 04:11	- Die pypbrekasje is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 13/10/2012)		0	Completed After Deadline
201209/7990	2012/09/17 15:59	Leah Regina Ward	Marais	N/A	Hibiscuslaan 11	Water (Shane Roach)	High	Pypgebars (13/09-06h18)	Closed	Bredasdorp	2	22:37:47	2012/09/18 15:59	2012/09/18 14:37	- Herstel pyp bars (Bystand John August 06h18-08h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 18/09/2012)		0	Completed Before Deadline Date
201105/3231	2011/05/23 10:56	Leah Regina Ward	nt January - Napier	284255400	Dennelaan; Hoerkool Napier	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	03:05:56	2011/05/24 10:56	2011/05/23 14:00	- Daar was geen fout nie. (Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 23/05/2011)		0	Completed Before Deadline Date
201403/13937	2014/03/31 09:09	Leah Regina Ward	Mnr. Marais	N/A	Hibiscuslaan 11	Water (Shane Roach)	High	Pyp het gebars. (28-03 06:13)	Closed	Bredasdorp	4	06:04:01	2014/04/01 09:09	2014/03/31 15:14	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 31/03/2014)		0	Completed Before Deadline Date
201404/14044	2014/04/07 14:11	Leah Regina Ward	Speelman	735209231	Hilda Stevensstraat 19	Water (Shane Roach)	High	Water pyp is stukkend (05/04/2014 - 12h24)	Closed	Bredasdorp	3	00:00-0-173481	2014/04/08 14:11	2014/04/05 14:11	- Die pyp is herstel. (Action performed on: 05-Apr-2014; Updated by Leah Regina Ward on 05/04/2014)		0	Completed Before Deadline Date
201403/13727	2014/03/10 15:11	Leah Regina Ward	Sias	n/a	Hilda Stevens 7	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	00:48:27	2014/03/11 15:11	2014/03/10 16:00	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 10/03/2014)		0	Completed Before Deadline Date
201311/12262	2013/11/13 12:25	Leah Regina Ward	SAPD	N/A	Dirkie Lysstraat KAM - Hoofgebou	Water (Shane Roach)	High	Pyp gebars. (08/11/2013)	Closed	Bredasdorp	4	20:45:14	2013/11/14 12:25	2013/11/14 09:11	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 14/11/2013)		0	Completed Before Deadline Date
201209/7862	2012/09/03 13:41	Leah Regina Ward	Lisma	789692564	Kamferbosstraat 13	Water (Shane Roach)	High	Pyp raak gekap.	Closed	Bredasdorp	3	23:54:50	2012/09/04 13:41	2012/09/04 13:36	- Die pyp is herstel. (17h30 - M Klappers (Updated by Leah Regina Ward on behalf of Deon Wasserman on 04/09/2012)		0	Completed Before Deadline Date
201405/14428	2014/05/15 14:28	Leah Regina Ward	Mnr Jantjies	789692564	Kamferbosstraat 21	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	3	3 days 18:18:17	2014/05/16 14:28	2014/05/19 08:47	- Die pyp is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 19/05/2014)		0	Completed After Deadline
201307/11073	2013/07/15 12:00	Leah Regina Ward	Nomime	782317149	Kalkoondpad	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Zwellitsha	3	00:29:42	2013/07/16 12:00	2013/07/15 12:30	- Herstel pyp bars (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman on 15/07/2013)		0	Completed Before Deadline Date
201207/7463	2012/07/26 15:16	Leah Regina Ward	Mev. Stols	824146526	Kanonstraat 22	Water (Shane Roach)	High	Water loop uit	Closed	Bredasdorp	4	5 days 00:33:57	2012/07/27 15:16	2012/07/31 15:50	- Herstel pyp (Updated by Leah Regina Ward on behalf of Deon Wasserman on 31/07/2012)		0	Completed After Deadline
201211/8729	2012/11/21 14:40	Leah Regina Ward	Heidi	284242241	Kapula Candles; Tweede laan	Water (Shane Roach)	High	Pyp stukkend gary in pad	Closed	Bredasdorp	2	4 days 18:09:29	2012/11/22 14:40	2012/11/26 08:50	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 26/11/2012)			

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date_Completed	Update_History	Update_Attachm	Response_time	Result
201402/13414	2014/02/11 10:50	Leah Regina Ward	Rosnie Fourie	79599209	Heidealaan 8	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	4	2 days 22:18:10	2014/02/12 10:50	2014/02/14 09:09	- Die stopkraan is vervang en toegedraai. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201403/13718	2014/03/10 14:15	Esmarie Gabriella Coetzee	F Duran	788 699 245	Heidealaan 63	Water (Shane Roach)	High	Waterlek by erf 800	Closed	Struisbaai	5	00:00:0-518427	2014/03/11 14:15	2014/03/04 14:15	- Draai nut aan.rnrns Stanley (Action performed on: 04-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201012/1668	2010/12/28 13:39	Leah Regina Ward	Nelson	28425273	Langstraat 63	Water (Shane Roach)	High	Nat lok in die pad	Closed	Struisbaai	1	21:58:08	2010/12/29 10:55	2010/12/29 10:55	- Was 'n pyp wat besig was om te bars, maar is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201404/14262	2014/04/29 15:06	Leah Regina Ward	Swart	n/a	Hertsorgstraat 2	Water (Shane Roach)	High	Pyp stukked (24/04/2014 - 22h14)	Closed	Napier	1	18:50:57	2014/04/30 15:06	2014/04/30 09:57	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201109/4233	2011/09/12 12:01	Leah Regina Ward	Mev Coert	828703968	Hertsorgstraat 56	Water (Shane Roach)	High	Pyp gebars (Bystand: 10/09 - 9h40)	Closed	Napier	1	03:14:31	2011/09/13 12:01	2011/09/13 12:01	- Pypreksie is herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201107/3696	2011/07/12 11:24	Leah Regina Ward	Jean September	724232145	Hertzogstr. 35	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	00:58:40	2011/07/13 11:24	2011/07/12 12:23	- Herstel gebarste pyp - Bystand (AP Coetzee) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201401/12855	2014/01/06 12:24	Leah Regina Ward	Swanepoel	N/A	Heidealaan 38	Water (Shane Roach)	High	Water spuit (03/01/2014 - 07h22)	Closed	Napier	1	1 day 00:24:54	2014/01/07 12:24	2014/01/07 12:49	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201201/5614	2012/01/24 10:12	Esmarie Gabriella Coetzee	Inwoner	N/A	Heidealaan; Struisbaai	Water (Shane Roach)	High	Waterlek op sypaadjie by erf 461.	Closed	Struisbaai	1	00:00:0-30	2012/01/25 10:12	2012/01/24 10:12	- Herstel waterpyp. Koper pyp het gaatjie in gehad. rnrmatgehandeln Werner S		0	Completed Before Deadline Date
201205/6633	2012/05/09 12:16	Leah Regina Ward	Jetson	824424864	Haweweg 7	Water (Shane Roach)	High	Water lekasje	Closed	Waeshuiskrans	3	30 days 02:09:25	2012/05/10 12:16	2012/06/08 14:26	-		0	Completed After Deadline
201201/5495	2012/01/16 13:48	Leah Regina Ward	Lorna	284459620	Haweweg; Seaside Cottages	Water (Shane Roach)	High	Water loop steeds (Eli - bystand)	Closed	Waeshuiskrans	1	00:39:38	2012/01/17 13:48	2012/01/16 14:28	- Herstel bystand Eli 9h00 - 11h00 (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201110/4512	2011/10/04 15:08	Leah Regina Ward	Elsie Scott	284252737	Langstraat 27/Health & Fitness	Water (Shane Roach)	High	Pyp gebars (Bystand:28/09/2011)	Closed	Waeshuiskrans	1	20:56:48	2011/10/05 15:08	2011/10/05 15:08	- Herstel bystand Piet - 7h00 (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201306/10866	2013/06/18 14:35	Leah Regina Ward	Lorna	284459620	Hardelaan 467	Water (Shane Roach)	High	Pyp gebars (Bystand Evan)	Closed	Waeshuiskrans	5	00:01:56	2013/06/19 14:35	2013/06/18 14:37	- Herstel gebarste pyp (Bystand Evan) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201211/8620	2012/11/14 09:54	Leah Regina Ward	Me Davids	736562233	H/V Vobhou & Engellaan	Water (Shane Roach)	High	Pyp gebars (Bystand Johnny)	Closed	Napier	1	01:48:13	2012/11/15 09:54	2012/11/14 11:43	- Pyp nie gebars - slegs lekasje (Bystand Johnny) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201012/1549	2010/12/15 09:37	Annalisa Van Wyk	CM Kloppers	N/A	Heidealaan 59; Erf 798	Water (Shane Roach)	High	Dit lyk of daar 'n lekasje is.	Closed	Struisbaai	1	26 days 23:48:20	2010/12/16 09:37	2011/01/11 09:26	- Stopkraan lekasje is herstel en gelig. (Updated by Deon Wasserman on 11-Jan-2011)		0	Completed After Deadline
201405/14490	2014/05/21 13:08	Esmarie Gabriella Coetzee	F Duran	788 699 245	Heidealaan 50	Water (Shane Roach)	High	Pyp stukked (Bystand S. Stanley 02/02/14)	Closed	Struisbaai	5	00:00:0-1295946	2014/05/22 13:08	2014/05/06 13:09	- Vervang MettermoerernrnH Dowrie (Action performed on: 06-May-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201402/13307	2014/02/03 11:48	Leah Regina Ward	Colleen Stapelberg	N/A	Heidealaan 45	Water (Shane Roach)	High	Pyp stukked (Bystand S. Stanley 02/02/14)	Closed	Struisbaai	5	00:07:29	2014/02/04 11:48	2014/02/03 11:56	- Herstel stukkedde pyp (Bystand S. Stanley 02/02/14) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201204/6460	2012/04/24 12:51	Esmarie Gabriella Coetzee	ran / Watermeteri	788 699 245	Heidealaan 31; Struisbaai	Water (Shane Roach)	High	Water lek by erf 646	Closed	Struisbaai	1	00:00:0-1814428	2012/04/25 12:51	2012/04/03 12:51	-		0	Completed Before Deadline Date
201303/9969	2013/03/14 10:42	Leah Regina Ward	Linley Issie	739804138	Lourenstraat 12A	Water (Shane Roach)	High	Pyp raak gekap.	Closed	Bredasdorp	4	01:14:55	2013/03/15 10:42	2013/03/14 11:57	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201404/13966	2014/04/01 09:39	Esmarie Gabriella Coetzee	Inwoner	N/A	H/V Marlyn en Oceanviewrylaan	Water (Shane Roach)	High	Hooflynyp gebars	Closed	Struisbaai	5	00:00:0-70779	2014/04/02 09:39	2014/03/31 14:00	- Hooflynyp herstelrnrM Stanley (Action performed on: 31-Mar-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201301/9067	2013/01/04 11:16	Leah Regina Ward	Emile	N/A	H/V Mattheestraat & Breststraat	Water (Shane Roach)	High	Pyp gebars (Bystand: 24/12/2012 - 09h08)	Closed	Bredasdorp	4	5 days 04:33:43	2013/01/05 11:16	2013/01/09 15:50	- Herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman on 09-Jan-2013)		0	Completed After Deadline
201304/10324	2013/04/10 11:26	Leah Regina Ward	Mev. Human	284252403	H/V Lourens & Kloofstraat	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	4	02:03:59	2013/04/23 11:50	2013/04/23 11:50	- Herstel gebarste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201312/12769	2013/12/27 12:21	Leah Regina Ward	Sersant Opperman	284255400	H/V Langstraat & Uniestraat	Water (Shane Roach)	High	Pyp gebars (18/12/2013 - 18h10)	Closed	Bredasdorp	4	02:44:57	2013/12/28 12:21	2013/12/27 15:06	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201304/10192	2013/04/12 15:17	Leah Regina Ward	Trevor	N/A	H/V Mitchell & Golfstraat; Windmeul Tavern	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	3 days 19:20:43	2013/04/13 15:17	2013/04/13 15:17	- Daar was 'n pypreksie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201306/10853	2013/06/18 14:17	Leah Regina Ward	Konstabel du Toit	284255400	H/V Newman & Sealystraat	Water (Shane Roach)	High	Pyp gebars (Bystand Freek)	Closed	Bredasdorp	2	00:31:10	2013/06/19 14:17	2013/06/18 14:49	- Herstel gebarste pyp (Bystand Freek) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201401/12849	2014/01/06 12:09	Leah Regina Ward	Mev Fourie	N/A	H/V Nicobar & Gentostraat	Water (Shane Roach)	High	Pyp gebars (01/01/2014 - 10h24)	Closed	L'Agulhas	5	1 day 23:11:05	2014/01/07 12:09	2014/01/08 11:41	- Die pyp is herstel (14h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201304/10275	2013/04/16 09:38	Leah Regina Ward	Dominic	028/4224060	H/V Mitchell & Golfstraat	Water (Shane Roach)	High	Pyp gebars (Bystand M. Kloppers)	Closed	Bredasdorp	2	00:59:09	2013/04/17 09:38	2013/04/16 10:38	- Herstel gebarste pyp (Bystand M. Kloppers) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201202/5930	2012/02/27 09:16	Leah Regina Ward	Gavin Pieterse	71267196	H/V Meyer & Valentienstraat	Water (Shane Roach)	High	Pyp gebars. (25/02 - 02h50)	Closed	Bredasdorp	1	1 day 04:38:14	2012/02/28 09:16	2012/02/28 09:16	- Die pypreksie is herstel. (Piet Stuart) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201012/1485	2010/12/10 14:28	Leah Regina Ward	Elaine Beeselaar	284356676	H/V James Orchard en Hoffmanstr.	Water (Shane Roach)	High	Pyp gebars	Closed	L'Agulhas	5	00:34:13	2010/12/11 14:28	2010/12/10 15:03	- Herstel pypreksie (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201308/11233	2013/08/05 11:48	Esmarie Gabriella Coetzee	Piet Stuart	028-4356538	H/V James Orchard, Hoffman & Melkbosstraat; L	Water (Shane Roach)	High	Hooflynyp lekasje.	Closed	L'Agulhas	5	00:00:0-1468814	2013/07/16 11:48	2013/07/19 11:48	- AfgehandelnrnC Gabriels (Action performed on: 19-Jul-2013; Updated by Esmarie Gabriella Coetzee on 19-Jul-2013)		0	Completed Before Deadline Date
201405/14395	2014/05/12 12:20	Leah Regina Ward	Elzabe	n/a	H/V Kerkerstraat & All Sainstraat	Water (Shane Roach)	High	Water loop (11/05/2014 - 11h03)	Closed	Bredasdorp	4	00:00:0-75522	2014/05/13 12:20	2014/05/11 15:22	- Die pyp is herstel. (Action performed on: 11-May-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201310/11952	2013/10/14 12:26	Leah Regina Ward	Leah	N/A	H/V Hugostraat & Uniestraat	Water (Shane Roach)	High	Pyp gebars (09/10/2013 - 16h30)	Closed	Bredasdorp	4	21:48:42	2013/10/15 12:26	2013/10/15 12:26	- Die pyp is herstel (20h30 - 1 August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201107/3585	2011/07/04 09:22	Leah Regina Ward	Isak Stevens	284255500	H/V Hugo & Wemalstraat	Water (Shane Roach)	High	Pyp gebars (03/07 - 08h52)	Closed	Bredasdorp	2	01:07:23	2011/07/05 09:22	2011/07/04 10:30	- Pypreksie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201302/9464	2013/02/01 09:30	Leah Regina Ward	Rid Jantjies	N/A	H/V Langst & Smastraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	32 days 05:33:51	2013/02/02 09:30	2013/03/05 15:04	-		0	Completed After Deadline
201208/7605	2012/08/10 09:24	Leah Regina Ward	Tiaan	284255500	H/V Lang & Fletcherstraat; Undercover	Water (Shane Roach)	High	Water syfer deur onder die grond	Closed	Bredasdorp	4	4 days 02:27:30	2012/08/11 09:24	2012/08/14 11:52	- Herstel (Updated by Leah Regina Ward on behalf of Deon Wasserman on 14-Aug-2012)		0	Completed After Deadline
201102/2282	2011/02/28 15:14	Leah Regina Ward	na - Bredasdorp To	284241144	H/V Lang & All Sainstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	2 days 09:13:46	2011/03/01 15:14	2011/03/03 10:28	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201111/4807	2011/11/01 15:25	Leah Regina Ward	Christopher	N/A	H/V Kloof & Lourenstraat	Water (Shane Roach)	High	Pyp gebreek (Bystand: 19/10 - 08h15)	Closed	Bredasdorp	2	5 days 18:26:22	2011/11/02 15:25	2011/11/07 09:52	- Eienaar het self herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed After Deadline
201308/11290	2013/08/05 14:19	Leah Regina Ward	Pat Olivier	N/A	H/V Rekreasiestraat & Bultekantstraat	Water (Shane Roach)	High	Pyp gebars (Bystand S. Dam?)	Closed	Bredasdorp	2	00:25:34	2013/08/06 14:19	2013/08/05 14:52	-		0	Completed Before Deadline Date
201209/8037	2012/09/20 10:43	Leah Regina Ward	W Linnert	N/A	H/V Rivier & Langstraat 149	Water (Shane Roach)	High	Daar was 'n pypreksie in Duinelaan en die hydrant was oop	Closed	Bredasdorp	2	18 days 03:21:17	2012/09/21 10:43	2012/10/08 14:05	- Ek het ondersoek, maar kon geen gat sien nie. (Updated by Deon Wasserman)		0	Completed After Deadline
201202/5830	2012/02/15 08:47	Leah Regina Ward	Mark Baadjies	N/A	H/V Rivierstraat & Langstraat	Water (Shane Roach)	High	Pyp gebars (10/02 - 16h07)	Closed	Bredasdorp	2	00:58:59	2012/02/16 08:47	2012/02/15 09:46	- Die pyp is herstel (19h30) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201011/1090	2010/11/08 11:55	Leah Regina Ward	Maree	N/A	H/V Rekreasiestraat & Villierstraat	Water (Shane Roach)	High	Water lekasje op sypad	Closed	Bredasdorp	2	00:28:06	2010/11/09 11:55	2010/11/08 12:24	- Herstel waterlekasje (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201111/4981	2011/11/21 11:34	Leah Regina Ward	Mirna	N/A	H/V Pleinstr. & Hoopstr.	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	2	00:02:33	2011/11/22 11:34	2011/11/21 11:07	- Herstel gebarste pyp (bystand Sias - 5h40 - 14h00) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201201/5643	2012/01/30 09:30	Leah Regina Ward	Brandon	722128244	H/V Sealy & Langstraat	Water (Shane Roach)	High	Pyp gebars (Bystand -Piet)	Closed	Bredasdorp	2	22:52:08	2012/01/31 09:30	2012/01/31 08:23	- Herstel gebarste pyp (01h20 - 06h20) Bystand Piet (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201208/7692	2012/08/15 09:41	Leah Regina Ward	Cassie	N/A	H/V Sealy & Villierstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	23:31:21	2012/08/16 09:41	2012/08/16 08:13	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201403/13602	2014/03/03 09:29	Leah Regina Ward	Piet Stuart	n/a	H/V Skool & Ou Meulweg	Water (Shane Roach)	High	Pyp gebars (28/02/2014 - 5h20)	Closed	Bredasdorp	2	23:38:46	2014/03/04 09:29	2014/03/04 09:08	- Die pypreksie is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201211/8642	2012/11/14 12:29	Leah Regina Ward	Janelle	N/A	H/V Sabatstraat & Asia	Water (Shane Roach)	High	Pyp gebars (Bystand John August)	Closed	Bredasdorp	3	00:07:37	2012/11/15 12:29	2012/11/14 12:27	- Lekasje herstel (Bystand John August) (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	Completed Before Deadline Date
201406/14814	2014/06/19 08:49	Leah Regina Ward	Deon Wasserman	284255500	H/V Rothman & Hoffmanstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	6 days 01:37:58	2014/06/20 08:49	2014/06/25 10:27	- Die pyp is herstel. (Updated by Leah Regina Ward on behalf of Deon Wasserman)		0	

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telepho	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update Date	Attachment	Response_time	Result
2016/03/2202	2016/03/24 10:20	Leah Regina Ward	Joey	62429798	Fabrieksweg Jax's Club	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	4	6 days 01:28:37	2016/03/25 10:20	2016/03/20 11:49	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0		Completed Before Deadline	
2016/03/2215	2016/03/29 09:23	Leah Regina Ward	Smith	28423900	Sarel Cillierstraat	Water (Shane Roach)	High	Pyp gebars (24/03/2016 13h4)	Closed	Napier	1	00:00-0407295	2016/03/30 09:23	2016/03/24 16:15	Die pyp is herstel. Action performed on: 24-Mar-2016; Updated by Leah Regina	B		Completed Before Deadline Date	
2016/03/2214	2016/03/29 09:17	Leah Regina Ward	Van Niekerk	739093636	Republiekstraat 10	Water (Shane Roach)	High	Lekasie op sie spaadjele (24/03/2016 13h00)	Closed	Bredasdorp	4	00:00-0416829	2016/03/30 09:17	2016/03/24 13:30	Dit is dakwater wat daar afloop. Action performed on: 24-Mar-2016; Updated by	B		Completed Before Deadline Date	
2016/04/2267	2016/04/04 09:29	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	De Waalstraat 64, Erf 1182	Water (Shane Roach)	High	waterlek	Closed	Struisbaai	5	2 days 06:29:24	2016/04/05 09:29	2016/04/06 15:59	Werner Stanleymons het dit klaar herstel. Updated by Esmarie Gabriella Coetzee	O		Completed After Deadline	
2016/04/2266	2016/04/04 09:28	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Geelsterlaan 28; Erf 1585	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	2 days 06:29:18	2016/04/05 09:26	2016/04/06 15:57	Werner Stanleymons het dit klaar herstel. Updated by Esmarie Gabriella Coetzee	O		Completed After Deadline	
2016/04/2265	2016/04/04 09:27	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Romansingel 12; Erf 1558	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	2 days 06:29:16	2016/04/05 09:27	2016/04/06 15:57	Werner Stanleymons het dit klaar herstel. Updated by Esmarie Gabriella Coetzee	O		Completed After Deadline	
2016/04/2264	2016/04/04 09:26	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Blouwinstraat 12; Erf 1458	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	2 days 06:30:21	2016/04/05 09:26	2016/04/06 15:57	Werner Stanleymons het dit klaar herstel. Updated by Esmarie Gabriella Coetzee	O		Completed After Deadline	
2016/04/2263	2016/04/04 09:24	Esmarie Gabriella Coetzee	Roche Newman	284255500	Myrburghlaan 4; Erf 1218	Water (Shane Roach)	High	Kyk asb vir lekkasies lesings hoog Mnr: CORM123; Lesing was	Closed	Struisbaai	5	1 day 00:38:05	2016/04/05 09:54	2016/04/05 10:33			O	Completed After Deadline	
2016/04/2262	2016/04/04 09:51	Esmarie Gabriella Coetzee	Roche Newman	284255500	Marneweg 149; Erf 1204	Water (Shane Roach)	High	Kyk asb vir lekkasies lesing hoog Mnr: 95249470; Lesing was:	Closed	Struisbaai	5	1 day 00:58:10	2016/04/05 09:51	2016/04/05 10:30	05.04.2016 Werner AFGEHANDEL die meter staan stil, daar is besproeiings. U	O		Completed After Deadline	
2016/04/2256	2016/04/01 12:00	Leah Regina Ward	D Wasserman	n/a	Republiekstraat 9	Water (Shane Roach)	High	Water loop op gras	Closed	Bredasdorp	4	3 days 20:43:47	2016/04/02 12:22	2016/04/05 09:07	Die pypreksie is herstel. Updated by Leah Regina Ward on behalf of Deon Wass	O		Completed After Deadline	
2016/03/2251	2016/03/31 15:22	Leah Regina Ward	Petrus Botha	n/a	Swelendamweg Trenspeer	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	4	18:06:22	2016/04/01 15:00	2016/04/05 09:07	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	O		Completed After Deadline	
2016/04/2263	2016/04/04 09:25	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Blouwinstraat 31; Erf 1427	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	2 days 06:25:20	2016/04/05 09:25	2016/04/06 15:57	Werner Stanleymons het dit klaar herstel. Updated by Esmarie Gabriella Co	B		Completed Before Deadline Date	
2016/02/21683	2016/02/08 08:23	Caroline Pontac	W. Afrika	769158274	Volhoustraat ,Oorkant Protea Prim7/td>	Water (Shane Roach)	High	Water kom onder die grond uit (Bystand Johnny 05/02/2016 1	Closed	Napier	1	02:42:39	2016/02/09 08:23	2016/02/08 11:06	Herstel 22 mm aansluiting. Bystand Johnny 05/02/2016 19h05) Updated by Ca	B		Completed Before Deadline Date	
2016/02/21651	2016/02/03 10:03	Esmarie Gabriella Coetzee	Mev Moolman	028-4357114	Kromstraat 8	Water (Shane Roach)	High	Water druk is baie swak kan daar dringend gekyk word Erf 22	Closed	Struisbaai	5	00:00-02037	2016/02/04 10:03	2016/02/03 09:30	Druk is 6bar.mrnW Stanley Action performed on: 03-Feb-2016; Updated by Es	B		Completed Before Deadline Date	
2016/02/21647	2016/02/02 14:58	Caroline Pontac	Mike	724996130	Fabrieksweg 47	Water (Shane Roach)	High	Water lekasje by pyp	Closed	Bredasdorp	3	18:31:22	2016/02/03 14:58	2016/02/03 09:30	Herstel lekasje. Updated by Caroline Pontac on behalf of Deon Wasserman on	B		Completed Before Deadline Date	
2016/02/21643	2016/02/02 13:03	Caroline Pontac	Lenna	823080262	Langstraat 114	Water (Shane Roach)	High	Lekasie by pyp (Bystand Sias 01/02/2016 7h00)	Closed	Bredasdorp	2	01:46:19	2016/02/03 13:03	2016/02/02 14:51	Herstel lekasje. Bystand Sias 01/02/2016 7h00 08h00) Updated by Caroline Po	B		Completed Before Deadline Date	
2016/02/21682	2016/02/08 08:21	Caroline Pontac	Mev Viljoen	823003452	Viljoenstraat 99	Water (Shane Roach)	High	Geen water (Bystand Freek 05/02/2016 16h40)	Closed	Bredasdorp	4	00:49:41	2016/02/09 08:21	2016/02/08 09:11	Sit water aan. Bystand Freek 05/02/2016 16h40 17h30) Updated by Caroline P	B		Completed Before Deadline Date	
2016/02/21809	2016/02/17 08:42	Esmarie Gabriella Coetzee	Piet Koen Fam	n/a	Hoofweg 66; Erf 368	Water (Shane Roach)	High	Lekkasie op munispaliteit se kant	Closed	L'Agulhas	5	05:26:40	2016/02/18 08:42	2016/02/17 14:09	17.02.2016 Werner AFGEHANDEL Vervang stopkraan. Updated by Esmarie Gabr	B		Completed Before Deadline Date	
2016/02/21805	2016/02/16 12:43	Leah Regina Ward	Rochelle	730320505	Groefstraat 112	Water (Shane Roach)	High	Water pyp is stukkend (13/02/2016 14h34)	Closed	Bredasdorp	2	1 day 02:11:14	2016/02/17 13:48	2016/02/17 13:48	die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O		Completed After Deadline	
2016/02/21799	2016/02/16 12:43	Leah Regina Ward	Tereblanche	832876720	Hoofweg 154	Water (Shane Roach)	High	Water lekasje (13/02/2016 02h17)	Closed	Struisbaai	5	00:00-0274464	2016/02/17 12:43	2016/02/13 08:29	Die pyp is herstel. Action performed on: 13-Feb-2016; Updated by Leah Regi	B		Completed Before Deadline Date	
2016/02/21726	2016/02/10 16:16	Leah Regina Ward	Warren Davids	722217329	Carolineville 9 & 10	Water (Shane Roach)	High	Waterpyp het gebars so daar is geen water	Closed	Klipdale	2	22:53:11	2016/02/11 16:16	2016/02/11 15:10	Die nuwe meter en stopkraan is vervang. Updated by Leah Regina Ward on be	B		Completed Before Deadline Date	
2016/01/21594	2016/01/29 10:44	Caroline Pontac	Inwoner	823694855	Hugostraat 11	Water (Shane Roach)	High	Water loop sterk	Closed	Bredasdorp	4	2 days 23:19:11	2016/01/30 10:44	2016/02/01 10:04	Herstel aansluiting wat uitgesket het. Updated by Caroline Pontac on behal	O		Completed After Deadline	
2016/01/21604	2016/01/29 10:44	Caroline Pontac	Mnr Wian Theeron	844650620	H/V Uitsiglaan & Bergstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 23:09:50	2016/02/02 10:17	2016/02/03 09:27	is nie Pyp wat gebars het nie, is sigwater. Updated by Caroline Pontac on beha	O		Completed After Deadline	
2016/01/21604	2016/01/29 14:46	Caroline Pontac	Johan Neethling	823694855	Hugostraat 11	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	2 days 19:26:10	2016/01/30 14:46	2016/02/01 10:13	Herstel pypbars. Updated by Caroline Pontac on behalf of Deon Wasserman on	O		Completed After Deadline	
2016/01/21567	2016/01/26 12:35	Caroline Pontac	Strauss	284241852	Hugostraat 9	Water (Shane Roach)	High	Swak water	Closed	Bredasdorp	4	5 days 21:11:08	2016/01/27 12:35	2016/02/01 09:14	Herstel aansluiting. Updated by Caroline Pontac on behalf of Deon Wasserman	O		Completed After Deadline	
2016/01/21566	2016/01/26 12:34	Caroline Pontac	Mev Barnard	284241715	Villierstraat 8	Water (Shane Roach)	High	Loop baie water	Closed	Bredasdorp	4	5 days 21:09:51	2016/01/27 12:34	2016/02/01 09:44	Herstel aansluiting. Updated by Caroline Pontac on behalf of Deon Wasserman	O		Completed After Deadline	
2016/01/21565	2016/01/26 12:25	Caroline Pontac	Rentlie	N/A	Plantiestraat 8	Water (Shane Roach)	High	Water loop nog altyd	Closed	Bredasdorp	4	5 days 20:48:13	2016/01/27 12:25	2016/02/01 09:44	Drain hydrant toe. Updated by Caroline Pontac on behalf of Deon Wasserman	O		Completed After Deadline	
2016/01/21561	2016/01/26 10:02	Caroline Pontac	Monica Lourens	724256033	Uniestraat 14	Water (Shane Roach)	High	geen water	Closed	Bredasdorp	4	5 days 23:41:33	2016/01/27 10:02	2016/02/01 09:44	Het geen water agv pypbars. Updated by Caroline Pontac on behalf of Deon W	O		Completed After Deadline	
2016/02/21633	2016/02/02 12:23	Caroline Pontac	Clina de Wet	N/A	Josephstraat	Water (Shane Roach)	High	Burst pipe (AP Coetzee 29/01/2016 06h00)	Closed	Napier	1	02:07:14	2016/02/03 12:23	2016/02/02 14:31	Herstel pypbars. Bystand AP Coetzee 29/01/2016 06h00 08h00) Updated by Cl	B		Completed Before Deadline Date	
2016/02/21631	2016/02/02 12:17	Caroline Pontac	Johnny	284255500	Natuurtuin	Water (Shane Roach)	High	Burst pipe (Standby Sias 27/01/2016 18h45)	Closed	Bredasdorp	4	02:12:24	2016/02/03 12:17	2016/02/02 14:30	Herstel pypbars. Bystand Sias 27/01/2016 18h45 22h00) Updated by Caroline	B		Completed Before Deadline Date	
2016/02/21630	2016/02/02 12:08	Caroline Pontac	Trevor October	766939333	Kerkstraat	Water (Shane Roach)	High	Burst pipe (Standby Sias 26/01/2016 17h05)	Closed	Bredasdorp	4	02:20:41	2016/02/03 12:08	2016/02/02 14:29	Herstel pypbars. Bystand Sias 26/01/2016 17h05 19h00) Updated by Caroline	B		Completed Before Deadline Date	
2016/02/21642	2016/02/02 13:01	Caroline Pontac	Jessica	734362038	Bergstraat 7	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 31/01/2016 18h45)	Closed	Bredasdorp	4	01:47:28	2016/02/03 13:01	2016/02/02 14:49	Herstel pyp bars. Bystand Sias 31/01/2016 18h45 20h00) Updated by Caroline	B		Completed Before Deadline Date	
2016/02/21641	2016/02/02 12:55	Caroline Pontac	Nosipho Benze	710007109	Pollapark A11 Zwellitsha	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 31/01/2016 4h10)	Closed	Zwellitsha	3	01:51:01	2016/02/03 12:55	2016/02/02 14:47	Herstel pyp bars. Bystand Sias 31/01/2016 4h10 6h00) Updated by Caroline P	B		Completed Before Deadline Date	
2016/02/21639	2016/02/02 12:46	Caroline Pontac	Ucile	N/A	Baadjestraat 19	Water (Shane Roach)	High	Pyp gebars (Bystand Sias 30/01/2016 13h15)	Closed	Bredasdorp	3	01:54:02	2016/02/03 12:46	2016/02/02 14:41	Herstel pypbars. Bystand Sias 30/01/2016 13h15 15h00) Updated by Caroline	B		Completed Before Deadline Date	
2016/02/21629	2016/02/02 12:05	Caroline Pontac	Charmaine	284241956	Hugostraat 5,6	Water (Shane Roach)	High	water underneath pavement (Standby Sias 26/01/2016 6h10)	Closed	Bredasdorp	4	02:22:35	2016/02/03 12:05	2016/02/02 14:28	Herstel pypbars. Bystand Sias 26/01/2016 6h10 8h00) Updated by Caroline P	B		Completed Before Deadline Date	
2016/02/21626	2016/02/02 11:00	Caroline Pontac	Engelbrecht	284251632	Plantiestraat	Water (Shane Roach)	High	A lot of Water running in the street Standby Sias 25/01/2016 1	Closed	Bredasdorp	4	03:14:00	2016/02/03 11:00	2016/02/02 14:14	Herstel pypbars. Bystand Sias 25/01/2016 19h10 02h00) Updated by Caroline	B		Completed Before Deadline Date	
2016/02/21939	2016/02/29 10:26	Leah Regina Ward	mnr Mageni	n/a	Begaardsplaas	Water (Shane Roach)	High	Waterpyp is stukkend (28/02/2016 16h43)	Closed	Bredasdorp	4	00:00-05589	2016/03/01 10:26	2016/02/28 19:00	Die pyp is herstel. Action performed on: 28-Feb-2016; Updated by Leah Regi	B		Completed Before Deadline Date	
2016/02/21937	2016/02/29 10:17	Leah Regina Ward	W Van Eck	n/a	Volhoustraat Napier Rugbyveld	Water (Shane Roach)	High	Water spuit in die lug (28/02/2016 9h40)	Closed	Napier	1	00:00-076630	2016/03/01 10:17	2016/02/28 13:00	Die pyp is herstel. Action performed on: 28-Feb-2016; Updated by Leah Regi	B		Completed Before Deadline Date	
2016/02/21932	2016/02/29 10:08	Leah Regina Ward	Nonkanze	N/A	Pollapark Zwellitsha	Water (Shane Roach)	High	Waterpyp is stukkend (26/02/2016 6h43)	Closed	Zwellitsha	3	00:00-0766900	2016/03/01 10:08	2016/02/28 08:00	Die pyp is herstel. Action performed on: 26-Feb-2016; Updated by Leah Regi	B		Completed Before Deadline Date	
2016/02/21915	2016/02/25 15:52	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Montgomerystraat 1; Erf 474	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:03:50	2016/02/26 15:52	2016/02/25 15:56	25.02.2016 Chris Dowrie AFGEHANDEL Draai koppie aan. Updated by Esmarie G	B		Completed Before Deadline Date	
2016/02/21914	2016/02/25 15:51	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Shannonstraat 14; Erf 458	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:03:42	2016/02/26 15:51	2016/02/25 15:55	25.02.2016 Chris Dowrie AFGEHANDEL Draai koppie aan. Updated by Esmarie G	B		Completed Before Deadline Date	
2016/02/21913	2016/02/25 15:50	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Wesselsstraat 42; Erf 411	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	00:02:36	2016/02/26 15:50	2016/02/25 15:53	25.02.2016 Chris Dowrie AFGEHANDEL Draai koppie aan. Updated by Esmarie G	B		Completed Before Deadline Date	
2016/02/21912	2016/02/25 15:49	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Unkykstraat 9; Erf 85	Water (Shane Roach)	High	Waterlek	Closed	Sunderstrand	5	00:02:32	2016/02/26 15:49	2016/02/25 15:52	25.02.2016 Chris Dowrie AFGEHANDEL Draai koppie aan. Updated by Esmarie G	B		Completed Before Deadline Date	
2016/02/21928	2016/02/29 09:59	Leah Regina Ward	Bakas	n/a	Swelendamweg	Water (Shane Roach)	High	Waterpyp is by die krip stukkend (22/02/2016 17h38)	Closed	Bredasdorp	4	00:00-0732568	2016/03/01 09:59	2016/02/22 19:02	Die pyp is herstel. Action performed on: 22-Feb-2016; Updated by Leah Regi	B		Completed Before Deadline Date	
2016/03/21978	2016/03/03 11:50	Esmarie Gabriella Coetzee	Duran (meterleser)	793299845	Kromstraat 11	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	3 days 20:49:08	2016/03/04 11:50	2016/03/07 08:40	03.03.2016 Chris D AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabri	O		Completed After Deadline	

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telepho	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForComple	Date Completed	Update_History	Update_Attachm	Response_time	Result
201605/22876	2016/05/23 10:36	Leah Regina Ward	Moos	739083114	B44; Plakkerskamp Zwellitsha	Water (Shane Roach)	High	Gebarste waterpyp (11/05/2016 19h00)	Closed	Zwellitsha	3	00:00-1006590	2016/05/24 10:36	2016/05/11 19:00	Die pyp is herstel. Action performed on: 11-May-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201605/22875	2016/05/23 10:30	Leah Regina Ward	Albertyn	284356844	Leersingel 11	Water (Shane Roach)	High	Gebarste waterpyp (11/05/2016 16h45)	Closed	Struisbaai	5	00:00-1020851	2016/05/24 10:30	2016/05/11 14:56	Die pyp is herstel. Action performed on: 11-May-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201605/22892	2016/05/23 13:44	Leah Regina Ward	C Engel	729055111	Republiekstraat 20	Water (Shane Roach)	High	Water loop in die pad	Closed	Bredasdorp	4	2 days 01:12:11	2016/05/24 13:44	2016/05/25 14:57	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201604/22434	2016/04/13 09:31	Leah Regina Ward	M Williams	716825215	Adamstraat 7	Water (Shane Roach)	High	Water lekassie (09-04-2016 18h01)	Closed	Napier	1	00:00-304281	2016/04/14 09:31	2016/04/09 21:00	die lekassie is herstel. Action performed on: 09-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22429	2016/04/14 14:33	Leah Regina Ward	L Simons	731445302	Josephstraat 2	Water (Shane Roach)	High	Water lekassie (06-04-2016 18h10)	Closed	Napier	1	00:00-5067101	2016/04/14 09:31	2016/04/06 19:33	Die meter is herstel. Action performed on: 06-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22437	2016/04/13 09:35	Leah Regina Ward	P Schonken	769446603	Selby straat 7	Water (Shane Roach)	High	Pyp gebreek (10-04-2016 15h20)	Closed	Bredasdorp	4	00:00-235240	2016/04/14 09:35	2016/04/10 16:15	die meter is gesteel en die water is gestop tot die vly dag om 'n nuwe meter te	B	Completed Before Deadline Date	
201604/22435	2016/04/13 09:32	Leah Regina Ward	Nona	n/a	Goedshedstraat Lifestyle Centre Industriële Gebied	Water (Shane Roach)	High	Pyp stukkend (10-04-2016 7h39)	Closed	Bredasdorp	4	00:00-258753	2016/04/14 09:32	2016/04/10 15:00	die pyp is herstel. Action performed on: 10-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22407	2016/04/11 15:39	Leah Regina Ward	Nosphwe	717109889	Sophia de Bruijnstraat A17	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	1 day 17:33:35	2016/04/12 15:39	2016/04/13 08:53	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22498	2016/04/18 15:15	Esmarie Gabriella Coetzee	A Barkhuizen	791298479	Gentoostr 8	Water (Shane Roach)	High	LA811 Waterdruk is swak/laag	Closed	L'Agulhas	5	00:01:49	2016/04/19 15:15	2016/04/18 15:17	Druk is 6 barnAfgehandelChrsi dowries afgehandel Updated by Esmarie Gabriella Coetzee	B	Completed Before Deadline Date	
201604/22484	2016/04/18 09:55	Leah Regina Ward	Bernadine	284251969	Cereelstraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	1 day 06:14:20	2016/04/19 09:55	2016/04/19 16:10	Die meter is vervang. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22466	2016/04/14 14:33	Leah Regina Ward	Anthea	n/a	Stasie; Swellendamweg	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	17:42:31	2016/04/15 14:33	2016/04/15 08:16	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201604/22464	2016/04/14 11:59	Leah Regina Ward	Mev Malan	284242312	Heideleaan 10	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	03:43:36	2016/04/15 11:59	2016/04/14 15:43	Daar het 'n pyp gebars en dit is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201604/22448	2016/04/13 11:34	Esmarie Gabriella Coetzee	JWL Jones	N/A	Kromstraat 13	Water (Shane Roach)	High	SB196 Waterlek aan KAM se kant	Closed	Struisbaai	5	00:00-9732	2016/04/14 11:34	2016/04/13 08:52	Sit concrete huisie onder meterrnHaal meter uit yster boksiernSit stopkraan ag	B	Completed Before Deadline Date	
201604/22346	2016/04/05 15:18	Esmarie Gabriella Coetzee	Roche Newman	284255500	Oceanview rylaan 88; Erf 998	Water (Shane Roach)	High	Kyk asb vir lekkasie by erf 998	Closed	Struisbaai	5	23:23:37	2016/04/06 15:18	2016/04/06 14:42	Werner Stanley hande afrInlesies 1513, meter staan stilnKan wees dat 'n bes	B	Completed Before Deadline Date	
201604/22375	2016/04/07 12:27	Esmarie Gabriella Coetzee	Duran	793298845	Bloekomlaan 34	Water (Shane Roach)	High	SB17 Waterlek	Closed	Struisbaai	5	3 days 21:15:32	2016/04/08 12:27	2016/04/11 09:43	Draai koppie aan van stopkraannWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22374	2016/04/07 12:25	Esmarie Gabriella Coetzee	Duran	793298845	Proteaeweg 92	Water (Shane Roach)	High	SB27 waterlek	Closed	Struisbaai	5	3 days 21:15:02	2016/04/08 12:25	2016/04/11 09:41	Die meter loop stadig, lek eienaar se kantrnDraai nits vas van meterrnWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22379	2016/04/07 12:31	Esmarie Gabriella Coetzee	Duran	793298845	Patrysweg 18	Water (Shane Roach)	High	SB182 Waterlek	Closed	Struisbaai	5	3 days 21:15:04	2016/04/08 12:31	2016/04/11 09:41	Draai koppie van stopkraannWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22378	2016/04/07 12:31	Esmarie Gabriella Coetzee	Duran	793298845	Patrysweg 19	Water (Shane Roach)	High	SB140 Waterlek	Closed	Struisbaai	5	3 days 21:14:54	2016/04/08 12:31	2016/04/11 09:46	Draai koppie van stopkraannWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22377	2016/04/07 12:29	Esmarie Gabriella Coetzee	Duran	793298845	Hoofweg 29	Water (Shane Roach)	High	SB116 Waterlek	Closed	Struisbaai	5	3 days 21:15:19	2016/04/08 12:29	2016/04/11 09:45	Vervang meter se rubbersnWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22376	2016/04/07 12:28	Esmarie Gabriella Coetzee	Duran	793298845	Dulkerstr 32	Water (Shane Roach)	High	SB77 Waterlek	Closed	Struisbaai	5	3 days 21:15:29	2016/04/08 12:28	2016/04/11 09:44	Draai koppie van stopkraannWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22383	2016/04/07 12:38	Leah Regina Ward	Joy Valentine	284241668	All Sainstraat	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	4	23:41:01	2016/04/08 12:38	2016/04/11 09:20	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201604/22380	2016/04/07 12:32	Esmarie Gabriella Coetzee	Duran	793298845	Proteaeweg 76	Water (Shane Roach)	High	SB169 Waterlek	Closed	Struisbaai	5	3 days 21:14:16	2016/04/08 12:32	2016/04/11 09:47	Draai koppie vas van stopkraannWerner Stanley Action performed on: 11-Apr-2016	O	Completed After Deadline	
201604/22601	2016/04/26 08:44	Leah Regina Ward	Renier Louw	638179205	Charlotte Maxekesstraat 6	Water (Shane Roach)	High	Water lekassie (19-04-2016 18h40)	Closed	Bredasdorp	3	00:00-564259	2016/04/27 08:44	2016/04/11 09:40	Die lekassie is herstel. Action performed on: 19-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22604	2016/04/26 08:53	Leah Regina Ward	Siwive Kozi	838460510	Winnie Mandela	Water (Shane Roach)	High	Water lekassie (20-04-2016 17h56)	Closed	Bredasdorp	3	00:00-478421	2016/04/27 08:53	2016/04/20 20:00	Die lekassie is herstel. Action performed on: 20-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22603	2016/04/26 08:50	Leah Regina Ward	Elisabe Zieff	845188495	Rekreasiestraat Bredasdorp Gemeenskapsaal	Water (Shane Roach)	High	Water lekassie (20/04/2016 17h35)	Closed	Bredasdorp	4	00:00-481841	2016/04/27 08:50	2016/04/20 20:00	Die lekassie is herstel. Action performed on: 20-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22602	2016/04/26 08:46	Leah Regina Ward	Bakas	n/a	Kalkoonte pad Zwellitsha	Water (Shane Roach)	High	Water lekassie (20-04-2016 16h51)	Closed	Zwellitsha	3	00:00-485175	2016/04/27 08:46	2016/04/20 18:00	Die lekassie is herstel. Action performed on: 20-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22610	2016/04/26 09:11	Esmarie Gabriella Coetzee	Duran meterleser	793298845	Hoofkantoor	Water (Shane Roach)	High	SB1229 Waterlek	Closed	Struisbaai	5	7 days 23:42:53	2016/04/27 09:11	2016/05/03 09:44	Draai nut aanSynvester Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22607	2016/04/26 09:05	Leah Regina Ward	Ricardo Williams	716287685	Rivierstraat 64	Water (Shane Roach)	High	Pyp gebars (24/04/2016 18h15)	Closed	Bredasdorp	2	00:00-122738	2016/04/27 09:05	2016/04/24 23:00	Die pyp is herstel. Action performed on: 24-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22613	2016/04/26 09:14	Leah Regina Ward	Mr Breython	847073192	Disalaan 2	Water (Shane Roach)	High	Water pyp gebars (23-04-2016 12h43)	Closed	Bredasdorp	4	00:00-243851	2016/04/27 09:14	2016/04/23 13:00	Die pyp is herstel. Action performed on: 23-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22612	2016/04/26 09:13	Esmarie Gabriella Coetzee	Duran Meterleser	793298845	Hoofkantoor	Water (Shane Roach)	High	SB1144 Waterlek	Closed	Struisbaai	5	7 days 00:31:49	2016/04/27 09:13	2016/05/03 09:45	Eienaar se kantrnSynvester Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22611	2016/04/26 09:12	Esmarie Gabriella Coetzee	Duran meterleser	793298845	Hoofkantoor	Water (Shane Roach)	High	SB1143 Waterlek	Closed	Struisbaai	5	7 days 00:32:32	2016/04/27 09:12	2016/05/03 09:45	Herstel lek by meterglasiernSynvester Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22542	2016/04/21 11:57	Leah Regina Ward	Pi Reyneke	n/a	Bastiaanstraat 13	Water (Shane Roach)	High	Lekassie aan munispaliteit se kant	Closed	Bredasdorp	3	4 days 01:43:07	2016/04/22 11:57	2016/04/25 13:41	Die lekassie is herstel. (August) Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22506	2016/04/18 16:00	Leah Regina Ward	Mnr Wiese	824441363	Tradestraat 4	Water (Shane Roach)	High	Water pyp gebars (16/04/2016 9h25)	Closed	Napier	1	00:00-183609	2016/04/19 16:00	2016/04/16 13:00	Die pyp is herstel. Action performed on: 16-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22502	2016/04/18 15:42	Leah Regina Ward	SAPD Bredasdorp	n/a	Golfstraat	Water (Shane Roach)	High	Die pyp is gebars (15/04/2016 04h45)	Closed	Bredasdorp	2	00:00-200589	2016/04/19 15:42	2016/04/16 08:00	Die pyp is herstel. Action performed on: 16-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22518	2016/04/19 09:16	Caroline Pontac	Lily	N/A	Golfstraat 33	Water (Shane Roach)	High	Water borrel onder die grond uit	Closed	Bredasdorp	2	1 day 05:48:15	2016/04/20 09:16	2016/04/19 05:05	Die lekassie is weer herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22515	2016/04/19 09:09	Caroline Pontac	Shandre	786334303	Ollenhoutlaan 42	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	1 day 05:57:46	2016/04/20 09:09	2016/04/20 15:07	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201604/22510	2016/04/18 16:06	Leah Regina Ward	Pieter	833374014	Eerstelaan	Water (Shane Roach)	High	Waterpyp gebars (17/04/2016 8h00)	Closed	Struisbaai	5	00:00-112005	2016/04/19 16:06	2016/04/17 09:00	Die pyp is herstel. Action performed on: 17-Apr-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201604/22541	2016/04/21 12:11	Leah Regina Ward	JC Marais	n/a	De Waalstraat 64; Erf 1182	Water (Shane Roach)	High	Lekassie aan munispale kant	Closed	Struisbaai	5	34 days 03:00:41	2016/04/22 12:11	2016/05/25 15:12	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201510/20491	2015/10/27 16:16	Leah Regina Ward	Caroline	n/a	Helen Josephstraat 21; Zwellitsha	Water (Shane Roach)	High	Water druk is swak	Closed	Bredasdorp	3	5 days 23:42:53	2015/10/28 16:16	2015/11/02 15:59	Die rubbers is vervang. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201510/20490	2015/10/27 16:15	Leah Regina Ward	Kellerman	835908386	Hoopstraat 39A	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	5 days 23:42:56	2015/10/28 16:15	2015/11/02 15:58	Die pyp is herstel. Action performed on: 27-Oct-2015; Updated by Leah Regina Ward	O	Completed After Deadline	
201510/20484	2015/10/27 14:29	Esmarie Gabriella Coetzee	Tania Joubert	829284103	Cindy Singel 5	Water (Shane Roach)	High	SB2750 Waterdruk baie laag Pyp lek buite by huis (L) by manh	Closed	Struisbaai	5	00:00-236639	2015/10/28 14:29	2015/10/28 13:46	Herstel aansluiting van T-stukknWerner Stanley Action performed on: 25-Oct-2015; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201510/20492	2015/10/27 16:25	Leah Regina Ward	Duerberg Sekuriteit	284253407	Waterknastraat 2	Water (Shane Roach)	High	Geen water (25/10/2015 06h49)	Closed	Bredasdorp	4	00:00-185113	2015/10/28 16:25	2015/10/25 13:00	Die pyp is herstel. Action performed on: 25-Oct-2015; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201510/20472	2015/10/27 12:23	Leah Regina Ward	SAPD Bredasdorp	n/a	Kerkstraat	Water (Shane Roach)	High	Pyp het gebars (20/10/2015 01:01)	Closed	Bredasdorp	4	00:00-642206	2015/10/28 12:23	2015/10/20 02:00	Die pyp is herstel die volgende oggend. Action performed on: 20-Oct-2015; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201510/20471	2015/10/27 11:48	Leah Regina Ward	io	731647596	Kerkstraat	Water (Shane Roach)	High	Water loop in die straat	Closed	Bredasdorp	4	23:32:57	2015/10/28 11:48	2015/10/28 11:21	Die hydriant is toegedraai. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201510/20477	2015/10/27 12:33	Leah Regina Ward	Suidpunt Sekuriteit	n/a	Van Der Bylstraat	Water (Shane Roach)	High	Pyp gebars (23/10/2015 03:09)	Closed	Bredasdorp	4	00:00-375225	2015/10/28 12:33	2015/10/23 04:20	Die pyp is herstel die volgende dag. Action performed on: 23-Oct-2015; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201510/20474	2015/10/27 12:28	Leah Regina Ward	Christo	n/a	Sophia De Bruyn ; Zwellitsha	Water (Shane Roach)	High	Geen water (21/10/2015 17:02)	Closed	Bredasdorp	3	00:00-499425	2015/10/28 12:28	2015/10/21 17:45	Die klep is toegemaak maar ons het dit weer ooggemaak. Action performed on: 21-Oct-2015; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201510/20473	2015/10/27 12:27	Leah Regina Ward	Mnr Carlsson	284251409	Uitsiglaan 15	Water (Shane Roach)	High	Water stroom uit by Breestraat (20/10/2015 17:59)	Closed	Bredasdorp</								

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Jdate_Attachm	Response_time	Result
201509/19875	2015/09/03 12:08	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Aspellastr 6	Water (Shane Roach)	High	S82174 Waterlek	Closed	Struisbaai	5	1 day 03:03:37	2015/09/04 12:08	2015/09/04 15:12	Draai stopkraan koppie aanrnAFgehandelrnHenties Action performed on: 04-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19874	2015/09/03 12:07	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Minnetokastr 21	Water (Shane Roach)	High	Sb362 Waterlek	Closed	Struisbaai	5	1 day 02:51:46	2015/09/04 12:07	2015/09/04 14:59	Draai stopkraan moet aanrnAFgehandelrnHenties Action performed on: 04-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19873	2015/09/03 12:06	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Hoofweg 15	Water (Shane Roach)	High	S8541 Waterlek	Closed	Struisbaai	5	1 day 02:51:46	2015/09/04 12:06	2015/09/04 14:58	Geen LekrnAFgehandelrnHenties Action performed on: 04-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19906	2015/09/04 12:26	Leah Regina Ward	Clifton Arends	794820958	Seallystraat Pavilion Centre	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	02:38:07	2015/09/05 12:26	2015/09/04 15:05	Sigwater wat uit die tuin loop. Updated by Leah Regina Ward on behalf of Deon W	B	0	Completed Before Deadline Date
201509/19878	2015/09/03 14:09	Leah Regina Ward	Esmerie	n/a	Du Preezstraat 8	Water (Shane Roach)	High	Lekasie by die randsteen	Closed	Bredasdorp	4	1 day 05:55:44	2015/09/04 14:09	2015/09/04 15:05	Sigwater vanaf die sydapude. Updated by Leah Regina Ward on behalf of Deon W	B	0	Completed After Deadline
201509/19996	2015/09/14 09:36	Leah Regina Ward	Wyngaard	834528967	H/V Uniestraat	Water (Shane Roach)	High	Water loop in die straat (08/09/2015 06h04)	Closed	Bredasdorp	4	00:00:0-524104	2015/09/15 09:36	2015/09/08 08:01	Die pyp is herstel. Action performed on: 08-Sep-2015; Updated by Leah Regina Ward on behalf of Deon W	B	0	Completed Before Deadline Date
201509/19951	2015/09/08 14:56	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Edgarlaan 5	Water (Shane Roach)	High	S83590 Waterlek	Closed	Struisbaai-Noord	5	1 day 19:47:34	2015/09/09 14:56	2015/09/10 10:44	Draai stopkraankoppie aanrnHentiesrn10/9 Action performed on: 10-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19999	2015/09/14 09:40	Leah Regina Ward	Menie	825620690	Juanielaanstraat 14	Water (Shane Roach)	High	Geen water (11-09-2015 17h22)	Closed	Napier	1	00:00:0-229837	2015/09/15 09:40	2015/09/11 17:50	Die water is afgesig agv nuwe interklers en is aangesig. Action performed on: 10-Sep-2015; Updated by	B	0	Completed Before Deadline Date
201509/19997	2015/09/13 11:37	Leah Regina Ward	Lorna Murtz	n/a	Waubenhuisrnans Stortingsterrein	Water (Shane Roach)	High	Water loop by die terrein (10-09-2015 17h27)	Closed	Waubenhuisrnans	5	00:00:0-313670	2015/09/15 09:37	2015/09/10 10:42	Die klep van kussas is toegedraai. Action performed on: 10-Sep-2015; Updated by	B	0	Completed Before Deadline Date
201509/19947	2015/09/08 14:52	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Seemeuseingel 9	Water (Shane Roach)	High	S52090 Waterlek	Closed	Struisbaai-Noord	5	1 day 19:45:35	2015/09/09 14:52	2015/09/10 10:38	Draai stopkraan toernHentiesrnafgehandel Action performed on: 10-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19950	2015/09/08 14:55	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Marthinusstr 5	Water (Shane Roach)	High	S83639 Waterlek	Closed	Struisbaai-Noord	5	1 day 19:46:28	2015/09/09 14:55	2015/09/10 10:42	Vervang female met moere 3/4 na 1/2rnHentiesrn10/9 Action performed on: 10-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19949	2015/09/08 14:54	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Marthinusstr 25	Water (Shane Roach)	High	S83656 Waterlek	Closed	Struisbaai-Noord	5	1 day 19:46:20	2015/09/09 14:54	2015/09/10 10:41	Draai stopkraankoppie aanrnHentiesrn10/9rn Action performed on: 10-Sep-2015; Updated by	0	0	Completed After Deadline
201509/19948	2015/09/08 14:53	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Gabrielstr 24	Water (Shane Roach)	High	S83648 Waterlek	Closed	Struisbaai-Noord	5	1 day 19:45:36	2015/09/09 14:53	2015/09/10 10:39	Draai moere aanrnHentiesrn10/9 Action performed on: 10-Sep-2015; Updated by	0	0	Completed After Deadline
201510/20228	2015/10/08 08:41	Leah Regina Ward	D Hopley	798422468	Parkstraat 99	Water (Shane Roach)	High	Waterdruk is baie swak	Closed	Bredasdorp	2	02:46:10	2015/10/09 08:41	2015/10/08 11:28	Die waterdruk is baie sterk buite dalk het hulle binne op hul lyn e'n verstoppin	B	0	Completed Before Deadline Date
201510/20223	2015/10/06 13:55	Leah Regina Ward	Xoliswa	787805892	Winnie Mandelastraat 06; Kleinbegin	Water (Shane Roach)	High	Water lekasie	Closed	Bredasdorp	3	01:31:48	2015/10/07 13:55	2015/10/06 15:27	Die probleem is binne die huis en die eienaar moet die uitsorteer. Updated by	B	0	Completed Before Deadline Date
201510/20210	2015/10/06 09:43	Esmarie Gabriella Coetzee	Charlene Marthinu	028-4255500	Gabrielstr 12	Water (Shane Roach)	High	S83630 Lekkasie Kyk asb en laat weer asb vir Charlene wat fo	Closed	Struisbaai-Noord	5	22:45:12	2015/10/07 09:43	2015/10/07 08:29	Geen lekkasierrnHentiesrnafgehandel Action performed on: 07-Oct-2015; Updated by	B	0	Completed Before Deadline Date
201510/20235	2015/10/08 11:07	Esmarie Gabriella Coetzee	Wessel Steyn	823388614	Seemansweg 68	Water (Shane Roach)	High	S536 Daar is n waterlekasie in die middle van die pad in Rasp	Closed	Suiderstrand	5	02:50:36	2015/10/09 11:07	2015/10/08 13:58	Vervang 3/4 polly pypnrnMelvin Updated by Esmarie Gabriella Coetzee on beha	B	0	Completed Before Deadline Date
201510/20194	2015/10/05 09:18	Leah Regina Ward	Mev Jacobs	284241420	Langstraat Toerisme Kantoor	Water (Shane Roach)	High	Kraan / pyp is stukkeend (03/10/2015 12h44)	Closed	Bredasdorp	4	00:00:0-157137	2015/10/06 09:18	2015/10/03 13:40	Die pyp is herstel. Action performed on: 03-Oct-2015; Updated by Leah Regina Ward on behalf of Deon W	B	0	Completed Before Deadline Date
201510/20207	2015/10/05 14:15	Leah Regina Ward	Mej Swanepoel	716051265	Van Riebeckstraat 23	Water (Shane Roach)	High	Daar was n pypbrekkes en daar moet nog opegerum word te	Closed	Bredasdorp	4	00:00:0-203930	2015/10/06 14:15	2015/10/20 15:45	Die gedeelte van die pad is opegerum. Updated by Leah Regina Ward on beha	0	0	Completed After Deadline
201510/20203	2015/10/05 11:42	Esmarie Gabriella Coetzee	orraine Geldenhuy	829512140	Oceaning Rlyaan 57	Water (Shane Roach)	High	S81354 Water loop erg van ons kant af in haar drive way af B	Closed	Struisbaai	5	02:42:34	2015/10/06 11:42	2015/10/05 14:25	Gaaijie in stopkraanrnVervang stopkraanrnWerner Updated by Esmarie Gabri	B	0	Completed Before Deadline Date
201510/20257	2015/10/12 14:23	Leah Regina Ward	Cassie Carstens	n/a	Meentgronde Begraafplaas & Rivier; Du Preezstra	Water (Shane Roach)	High	2 Waterpype is stukkeend kan dit herstel word	Closed	Bredasdorp	4	1 day 23:49:13	2015/10/13 14:23	2015/10/14 14:13	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0	0	Completed After Deadline
201510/20247	2015/10/09 14:08	Leah Regina Ward	Henna	n/a	Dirkie Lysstraat Ingenieursdepartement	Water (Shane Roach)	High	Daar is n waterpyp lekasie	Closed	Bredasdorp	4	10 days 01:22:09	2015/10/10 14:08	2015/10/19 15:31	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0	0	Completed After Deadline
201509/20130	2015/09/28 13:37	Esmarie Gabriella Coetzee	Duran meterleser	793299845	Ratcliffstr 4	Water (Shane Roach)	High	LA162 Waterlek	Closed	L'Agulhas	5	3 days 00:21:53	2015/09/29 14:37	2015/10/01 14:59	Vervang metstermer en maak metterglasie regrnChristopherrn10/10 Action pe	0	0	Completed After Deadline
201509/20129	2015/09/28 13:35	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Crescentstr 1	Water (Shane Roach)	High	LA556 Waterlek	Closed	L'Agulhas	5	3 days 01:22:38	2015/09/29 14:35	2015/10/01 15:58	AFgehandelrnDraai koppie aanrnChristopherrn01/10 Action performed on: 01-	0	0	Completed After Deadline
201509/20101	2015/09/23 14:11	Leah Regina Ward	Jerry	N/A	Randstraat Nompopholelo Kleuterskool	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	1 day 18:38:36	2015/09/24 14:11	2015/09/25 08:50	Privaat aangeleentheid die skool moet privaot loodgieter kry. Updated by Leah	0	0	Completed After Deadline
201509/20109	2015/09/25 10:18	Esmarie Gabriella Coetzee	A Swanepoel	824401457	Oceanview Heights	Water (Shane Roach)	High	S83440 Waterdruk baie laag	Closed	Struisbaai	5	01:55:56	2015/09/26 10:18	2015/09/25 12:14	Valves herstel o.v. damrnWaterdruk is reg.rnChristopherrn25/9 Action perf	B	0	Completed Before Deadline Date
201509/20104	2015/09/25 08:49	Esmarie Gabriella Coetzee	Herman Kleinhan	827885266	Adelestr	Water (Shane Roach)	High	S83407 Lae waterdruk	Closed	Struisbaai	5	02:22:35	2015/09/26 08:49	2015/09/25 11:12	Waterdruk is normarnValves herstel o.v. damrnAFgehandelrn25/9rnChristo	B	0	Completed Before Deadline Date
201510/20185	2015/10/02 08:53	Leah Regina Ward	St Four	N/A	H/V Dorpsig & Van Riebeckstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	05:04:03	2015/10/03 08:53	2015/10/02 13:58	Die pypbrekkes is herstel. Updated by Leah Regina Ward on behalf of Deon W	B	0	Completed Before Deadline Date
201510/20171	2015/10/01 13:51	Leah Regina Ward	Willie Steenkamp	N/A	Kerkstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 00:04:53	2015/10/02 13:51	2015/10/02 13:56	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0	0	Completed After Deadline
201510/20193	2015/10/05 09:16	Leah Regina Ward	Mnr Geldenhuy	832738234	Skietbaan	Water (Shane Roach)	High	Geen water (03/10/2015 9h08)	Closed	Bredasdorp	4	00:00:0-168388	2015/10/06 09:16	2015/10/03 10:30	Die valve is oopgedraai en die water is aan. Action performed on: 03-Oct-2015; Updated by	B	0	Completed Before Deadline Date
201509/20143	2015/09/28 15:30	Leah Regina Ward	Kabewa	284255500	Meentgrond	Water (Shane Roach)	High	Water spuit uit te kampies (Bystand Matwev 24/09/2015 18h	Closed	Bredasdorp	4	00:00:0-333018	2015/09/29 15:30	2015/09/24 19:00	Die waterpype is herstel. Action performed on: 24-Sep-2015; Updated by Le	B	0	Completed Before Deadline Date
201509/20141	2015/09/28 15:26	Leah Regina Ward	Andre Swanepoel	824401457	Eostastraat; Erf 3440	Water (Shane Roach)	High	Geen water (Bystand Pieter 24/09/2015 10h50)	Closed	L'Agulhas	5	00:00:0-358010	2015/09/29 15:26	2015/09/24 12:02	Die lyne is gespoel en die water is aan. Action performed on: 24-Sep-2015; Up	B	0	Completed Before Deadline Date
201509/20131	2015/09/28 14:38	Esmarie Gabriella Coetzee	Duran meterleser	793299845	Cooperstr 13	Water (Shane Roach)	High	LA90 Waterlek	Closed	L'Agulhas	5	2 days 21:23:15	2015/09/29 14:38	2015/10/01 12:00	Draai nut vasrnChristopher Action performed on: 01-Oct-2015; Updated by E	0	0	Completed After Deadline
201509/20164	2015/09/30 15:58	Esmarie Gabriella Coetzee	H M van As	028-4356363	Clingenstr 9	Water (Shane Roach)	High	LA105 Lekkeende kraan aan raad se kant	Closed	L'Agulhas	5	20:02:46	2015/10/01 15:58	2015/10/01 12:01	Draai stopkraankoppie aanrnMelvin Action performed on: 01-Oct-2015; Upda	B	0	Completed Before Deadline Date
201601/21332	2016/01/05 15:37	Esmarie Gabriella Coetzee	Inwoners	0	Lisastraat	Water (Shane Roach)	High	Waterdruk probleem by Lisastraat	Closed	Struisbaai	5	47 days 20:01:09	2016/01/06 15:37	2016/02/22 11:39	AFgehandelrnGeen terugvoer deurgeegee.rnrnNet gese afgehandel.rnwee	0	0	Completed After Deadline
201601/21276	2016/01/05 11:37	Esmarie Gabriella Coetzee	Mev Louw	848005246	Heuningweg 12	Water (Shane Roach)	High	Heuningweg tussen 6 en 8 is daar water wat onder die pad bo	Closed	Struisbaai	5	00:00:0-2764835	2016/01/06 11:37	2016/01/04 11:37	Herstel lek 1 x 3/4 lasrnrn Felix Action performed on: 04-Dec-2015; Updated	B	0	Completed Before Deadline Date
201601/21271	2016/01/05 11:48	Esmarie Gabriella Coetzee	Annelisa Van Wyk	028-4355500	Malvernweg 39	Water (Shane Roach)	High	Munisipale lek by ern 1002	Closed	Struisbaai	5	00:00:0-3455988	2016/01/06 11:48	2016/01/26 11:49	Het klaar herstelrnrnStopkraan vervang rnrnW Stanley Action performed on: 2	B	0	Completed Before Deadline Date
201601/21269	2016/01/05 11:41	Esmarie Gabriella Coetzee	Andre Drymond	028-4356538	Hawe weg	Water (Shane Roach)	Normal	Water lek by die Toilette by die Hawe in Haweweg	Closed	Struisbaai	5	00:00:0-2937618	2016/01/06 11:41	2016/12/02 11:41	Crisjan sal daar regmaak.rnrnW Stanleyrn Action performed on: 02-Dec-2015;	B	0	Completed Before Deadline Date
201601/21353	2016/01/06 09:49	Caroline Pontac	Mnr Van der Berg	824855244	Geentoostraat 59	Water (Shane Roach)	High	Geen water en/of swak water Hoogliggende gebiede in LA suk	Closed	L'Agulhas	5	05:13:53	2016/01/07 09:49	2016/01/06 15:03	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0	0	Completed After Deadline
201601/21362	2016/01/06 12:14	Leah Regina Ward	Diedericks	604112492	Rivierstraat 3	Water (Shane Roach)	High	Waterspuit	Closed	Bredasdorp	2	6 days 00:03:15	2016/01/07 12:14	2016/01/12 12:18	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0	0	Completed After Deadline
201601/21342	2016/01/05 15:54	Esmarie Gabriella Coetzee	Adonis (Meterleser)	767912714	Oceanview Rlyaan	Water (Shane Roach)	High	Waterlek by erf 1628	Closed	Struisbaai	5	00:03:27	2016/01/06 15:54	2016/01/06 11:58	Herstel Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserm	B	0	Completed Before Deadline Date
201601/21354	2016/01/06 09:38	Caroline Pontac	Alice	837932542	Selbystraat 5	Water (Shane Roach)	High	Water loop vanuit h/rf (Bystand Sias 25/12/2015 16h10)	Closed	Bredasdorp	4	00:46:01	2016/01/07 09:38	2016/01/05 10:25	Herstel water lekasie Bystand Sias 16h10 -17h30 25/12/2015; Updated by Car	B	0	Completed Before Deadline Date
201601/21345	2016/01/06 09:16	Caroline Pontac	Mev Coetzee	284233518	Hoogstraat 32	Water (Shane Roach)	High	Geen water (Bystand AP Coetzee 23/12/2015 19h25)	Closed	Napier	1	8 days 00:53:08	2016/01/07 09:16	2016/01/14 10:10	Die pomps was stukkeend; is herstel. Die geen water probleem is toe ooggeloe. U	0	0	Completed After Deadline
201601/21246	2016/01/05 09:49	Leah Regina Ward	Willie Murtz	762793329	Swelldendamweg ; Kalkoonde Varkhokke	Water (Shane Roach)	High	Geen water (04/01/2016 11h20)	Closed	Bredasdorp	4	6 days 23:07:56	2016/01/06 09:49	2016/01/12 08:50	Die pyppe is toegesig deur die beeste en is ooggemaak. Updated by Leah Regi	0	0	Completed After Deadline
201601/21245	2016/01/05 09:46	Leah Regina Ward	Mev Fatoua	620862310	Olienhoulaan 44	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	3	5 days 23:45:29	2016/01/06 09:46	201				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telephor	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_Attachm	Response_time	Result
201601/21193	2016/01/04 11:37	Leah Regina Ward	st Van Der Westhu	n/a	Langfonteinweg 21	Water (Shane Roach)	High	Water loop (30/12/2015 3h59)	Closed	Bredasdorp	4	00:00-0454977	2016/01/05 11:37	2015/12/30 05:15	Swembad water wat uitloop. Action performed on: 30-Dec-2015; Updated by	B	Completed Before Deadline Date	
201601/21192	2016/01/04 11:36	Leah Regina Ward	Eli	n/a	Hoefweg	Water (Shane Roach)	High	Pyp gebars (30/12/2015 15h28)	Closed	Waenhuiskrans	5	00:00-0403564	2016/01/05 11:36	2015/12/30 19:30	Die pyp is herstel. Action performed on: 30-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201601/21191	2016/01/04 11:34	Leah Regina Ward	Taljaard	824695883	Perdekampjies; Moreson plaas	Water (Shane Roach)	High	Water loop (30/12/2015 13h01)	Closed	Bredasdorp	4	00:00-0428690	2016/01/05 11:34	2015/12/30 19:30	Agv die laedamvakkie is die huise op die laedruksone se druk baie swak. Actio	B	Completed Before Deadline Date	
201601/21198	2016/01/04 11:49	Leah Regina Ward	Da Silva	284253388	Kerkstraat 6	Water (Shane Roach)	High	Waterdruk is swak (31/12/2015 9h30)	Closed	Bredasdorp	4	00:00-0349612	2016/01/05 11:49	2015/12/31 10:43	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21197	2016/01/04 11:46	Leah Regina Ward	Soloms	284242630	Hoopstraat 8	Water (Shane Roach)	High	Waterdruk is swak (30/12-2015 9h30)	Closed	Bredasdorp	4	00:00-0436561	2016/01/05 11:46	2015/12/30 19:30	Agv die lae damvakkie is die huise wat op die laesone is se druk baie laag. Acti	B	Completed Before Deadline Date	
201601/21196	2016/01/04 11:44	Leah Regina Ward	D Beukes	284233128	Stasiepad	Water (Shane Roach)	High	Water spuit (30/12/2015 8h54)	Closed	Napier	1	00:00-0427471	2016/01/05 11:44	2015/12/30 13:00	Die pyp is herstel. Action performed on: 30-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201601/21184	2016/01/04 09:58	Leah Regina Ward	Ernest	n/a	Watersulwering; Heuning	Water (Shane Roach)	High	Geen water vanaf Sandrifft lyn (29/12/2015 17h46)	Closed	Bredasdorp	4	00:00-0485914	2016/01/05 09:58	2015/12/29 09:03	Die valve is toegeemak. Action performed on: 29-Dec-2015; Updated by Leah	B	Completed Before Deadline Date	
201601/21183	2016/01/04 09:45	Leah Regina Ward	David	722419579	Moreson Perdekampjies; Dorpslande	Water (Shane Roach)	High	Geen water (29/12/2015 14h49)	Closed	Bredasdorp	4	00:00-0498925	2016/01/05 09:45	2015/12/29 15:10	Agv verpreekasie by Sandrifft dam is water af. Action performed on: 29-Dec-20	B	Completed Before Deadline Date	
201601/21182	2016/01/04 09:39	Leah Regina Ward	Chris	710771480	Polla-park; Helen Josephstraat	Water (Shane Roach)	High	Water lekasie (30/12/2015 14h22)	Closed	Zwellitsha	3	00:00-0497950	2016/01/05 09:39	2015/12/29 15:20	Agv ypprestasie is ooggemaak. Action performed on: 29-Dec-2015; Updated by	B	Completed Before Deadline Date	
201601/21179	2016/01/04 09:29	Leah Regina Ward	De Villiers	284233412	Van Der Bylstraat & Swart	Water (Shane Roach)	High	Water lekasie (29/12/2015 10h13)	Closed	Napier	1	00:00-0507568	2016/01/05 09:29	2015/12/29 12:30	Die lekasie is herstel. Action performed on: 29-Dec-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201601/21187	2016/01/04 11:24	Leah Regina Ward	Morris	826801337	Taljaardstraat Erf 571	Water (Shane Roach)	High	Waterdruk is swak (30/12/2015 9h25)	Closed	Waenhuiskrans	5	00:00-0435258	2016/01/05 11:24	2015/12/30 19:30	Geen probleem gevind nie. Action performed on: 30-Dec-2015; Updated by L	B	Completed Before Deadline Date	
201601/21186	2016/01/04 10:02	Leah Regina Ward	Wilson-Smith	284233117	Esomstraat ; Erf25	Water (Shane Roach)	High	Water loop in straat (30/12/2015 6h55)	Closed	Napier	1	00:00-0421329	2016/01/05 10:02	2015/12/30 13:00	Die pyp is herstel. Action performed on: 30-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201601/21185	2016/01/04 10:00	Leah Regina Ward	Freek	n/a	Sandrifft lyn	Water (Shane Roach)	High	Pyp gebars (29/12/2015 -18h11)	Closed	Bredasdorp	4	00:00-0511206	2016/01/05 10:00	2015/12/29 12:00	Die pyp is herstel. Action performed on: 29-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201601/21213	2016/01/05 08:42	Leah Regina Ward	A Minnie	722457876	Mattheestraat 12A	Water (Shane Roach)	High	Geen water (01/01/2016 10h12)	Closed	Bredasdorp	4	00:00-0339120	2016/01/06 08:42	2016/01/01 10:30	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21212	2016/01/05 08:37	Leah Regina Ward	M van Breda	724690437	Van Riebeecklaan 13	Water (Shane Roach)	High	Water droo net (01/01/2016 9h39)	Closed	Bredasdorp	4	00:00-0338847	2016/01/06 08:37	2016/01/01 10:30	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21209	2016/01/05 08:30	Leah Regina Ward	S Kraukamp	n/a	Fabrieksweg 41/39	Water (Shane Roach)	High	Waterdruk is baie swak (31/12/2015 19h31)	Closed	Bredasdorp	2	00:00-0390653	2016/01/06 08:30	2015/12/31 20:00	Wind nie enige probleem nie aangesien die omliggende erwe se water baie ster	B	Completed Before Deadline Date	
201601/21219	2016/01/05 08:56	Leah Regina Ward	Lulqi	n/a	Victoria Hotel; Kerksstraat	Water (Shane Roach)	High	Waterdruk is baie swak (01/01/2016 20h27)	Closed	Bredasdorp	4	00:00-0300461	2016/01/06 08:56	2016/01/01 21:29	Daar is 'n tydelike pyplyn gele. Action performed on: 01-Jan-2016; Updated by	B	Completed Before Deadline Date	
201601/21218	2016/01/05 08:50	Leah Regina Ward	S Kraukamp	n/a	Fabrieksweg 41/39	Water (Shane Roach)	High	Waterdruk is baie swak (01/01/2016 19h39)	Closed	Bredasdorp	2	00:00-0305453	2016/01/06 08:50	2016/01/01 20:00	Wind nie die fout nie. Action performed on: 01-Jan-2016; Updated by Leah Reg	B	Completed Before Deadline Date	
201601/21204	2016/01/05 08:18	Leah Regina Ward	Melani	769808657	Rooisstraat 30	Water (Shane Roach)	High	Pyp gebars (31/12/2015 10h56)	Closed	Napier	1	00:00-0411531	2016/01/06 08:18	2015/12/31 14:00	Die pyp is herstel. Action performed on: 31-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201601/21203	2016/01/05 08:12	Leah Regina Ward	M van Breda	724690437	Van Riebeeckstraat 13	Water (Shane Roach)	High	Geen water (31/12/2015 -10h29)	Closed	Bredasdorp	4	00:00-0416574	2016/01/06 08:12	2015/12/31 11:30	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21200	2016/01/04 12:30	Leah Regina Ward	Gillilomee	835723541	Mattheestraat 19	Water (Shane Roach)	High	Waterdruk is swak (31/12/2015 10h28)	Closed	Bredasdorp	4	00:00-0348800	2016/01/05 12:30	2015/12/31 11:37	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21208	2016/01/05 08:29	Leah Regina Ward	Rld Nieuwoudt	n/a	Hoopstraat 8	Water (Shane Roach)	High	Steede geen water (31/12/2015 18h42)	Closed	Bredasdorp	4	00:00-0391475	2016/01/06 08:29	2015/12/31 19:45	Ons het die waterloot geneem en water gegee. Agv die damvakkie wat laag is,	B	Completed Before Deadline Date	
201601/21207	2016/01/05 08:28	Leah Regina Ward	Mev Jacobs	284251420	Bredasdorp Square; Clarendonstraat	Water (Shane Roach)	High	Geen water (31/12/2015 08:28)	Closed	Bredasdorp	4	00:00-0311283	2016/01/06 08:28	2016/01/01 18:00	Agv die damvakkie wat laag is, is al die huise wat op die laedruksone is se druk	B	Completed Before Deadline Date	
201601/21205	2016/01/05 08:20	Leah Regina Ward	A Metselaar	284251021	Mattheestraat	Water (Shane Roach)	High	Water stroom in sloot (31/12/2015 13h13)	Closed	Bredasdorp	4	00:00-0400827	2016/01/06 08:20	2015/12/31 17:00	Die is die boorgat water wat in die sloot afkom en ons vervang die valve. Actio	B	Completed Before Deadline Date	
201601/21206	2015/12/22 11:19	Leah Regina Ward	M Martin	717174154	Malibongwe Drive 5	Water (Shane Roach)	High	Waterpyp is stukkend	Closed	Bredasdorp	3	04:12:20	2015/12/22 11:19	2015/12/22 11:19	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	B	Completed Before Deadline Date	
201512/21103	2015/12/22 11:12	Leah Regina Ward	Publiek	721996777	Winnin Mandelstraat 20	Water (Shane Roach)	High	Geen water (20/12/2015 16h47)	Closed	Bredasdorp	3	00:00-0160926	2015/12/23 11:12	2015/12/20 14:30	Die lekasie is herstel. Action performed on: 20-Dec-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201512/21097	2015/12/22 11:03	Leah Regina Ward	Attie	632626626	Rooisstraat 71	Water (Shane Roach)	High	Water loop in straat (19/12/2015 17h26)	Closed	Napier	1	00:00-0215888	2015/12/23 11:03	2015/12/19 21:30	Die pyp is herstel. Action performed on: 19-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201512/21140	2015/12/31 08:57	Esmarie Gabriella Coetzee	E Appollis	028-4356538	Karavaanpark	Water (Shane Roach)	High	Geen water in toilet by die openbare toilette onder in die gat	Closed	Struisbaai	5	00:00-086407	2016/01/01 08:57	2015/12/30 08:57	Le nuwe waterlyn.rnrnW Stanley Action performed on: 30-Dec-2015; Update	B	Completed Before Deadline Date	
201512/21136	2015/12/24 12:01	Leah Regina Ward	N Davids	838656685	Dunelaan 15	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	2	17 days 21:19:27	2015/12/25 12:01	2015/12/16 19:00	Die lekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	O	Completed After Deadline	
201512/21090	2015/12/22 10:24	Leah Regina Ward	Mnr Goliath	835695246	Adamstraat 14	Water (Shane Roach)	High	Geen water (18/12/2015 16h52)	Closed	Bredasdorp	3	00:00-0318295	2015/12/23 10:24	2015/12/18 18:00	Die lekasie is herstel. Action performed on: 18-Dec-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201512/21086	2015/12/22 10:19	Leah Regina Ward	Christopher	618025528	Geelstraat 33	Water (Shane Roach)	High	Pyp gebars (16/12/2015 17h51)	Closed	Bredasdorp	3	00:00-0487151	2015/12/23 10:19	2015/12/16 19:00	Die lekasie is herstel. Action performed on: 16-Dec-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201512/21083	2015/12/22 10:15	Leah Regina Ward	Rdl D Jantjes	n/a	Glaskeatsie; Rekreasiestraat	Water (Shane Roach)	High	Pyp gebars (16/12/2015 14h29)	Closed	Bredasdorp	4	00:00-0499582	2015/12/23 10:15	2015/12/16 15:30	Die pyp is herstel. Action performed on: 16-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201512/21081	2015/12/22 10:12	Leah Regina Ward	Mnr Moller	836122274	Minnetokastaart 21	Water (Shane Roach)	High	Water pyp lekasie (16/12/2015 10h38)	Closed	L'Agulhas	5	00:00-0508345	2015/12/23 10:12	2015/12/16 13:00	Die pyp is herstel. Action performed on: 16-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201512/21096	2015/12/22 11:01	Leah Regina Ward	Sam Dyers	720284575	Blompark; Struisbaai-Noord	Water (Shane Roach)	High	Pyp gebars (19/12/2015 14h27)	Closed	Struisbaai	5	00:00-0243113	2015/12/23 11:01	2015/12/19 15:30	Die pyp is herstel. Action performed on: 19-Dec-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201512/21095	2015/12/22 11:00	Leah Regina Ward	Sheldon	n/a	Kloofstraat	Water (Shane Roach)	High	Water stroom uit by Firehydrant (19/12/2015 10h55)	Closed	Bredasdorp	4	00:00-0246610	2015/12/23 11:00	2015/12/19 14:30	Die lekasie is herstel. Action performed on: 19-Dec-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201601/21175	2016/01/04 09:15	Leah Regina Ward	W Van Zyl	n/a	Du Preezstraat	Water (Shane Roach)	High	Water stroom sterk (29/12/2015 5h54)	Closed	Bredasdorp	4	00:00-0490536	2016/01/05 09:15	2015/12/29 17:00	Die pyp is herstel by Sandrifft pyplyn. Action performed on: 29-Dec-2015; Upda	B	Completed Before Deadline Date	
201601/21172	2016/01/04 09:10	Leah Regina Ward	APA Oolov	n/a	Josephstraat 45	Water (Shane Roach)	High	Pyp lekasie (28/12/2015 11h00)	Closed	Napier	1	00:00-0589240	2016/01/05 09:10	2015/12/28 13:30	Herstel pyp. Action performed on: 28-Dec-2015; Updated by Leah Regina War	B	Completed Before Deadline Date	
201512/21145	2015/12/31 09:06	Esmarie Gabriella Coetzee	Willem Smit	845566933	Meerminlaan 4	Water (Shane Roach)	High	Waterdruk by my huise in baie swak Die gasgeysers wil nie aans	Closed	L'Agulhas	5	00:00-0259240	2016/01/01 09:06	2015/12/28 09:06	G Oewegan het hooflynkraan toe gemaak wat van L'Agulhas damme. Druk tel	B	Completed Before Deadline Date	
201512/21143	2015/12/31 09:03	Esmarie Gabriella Coetzee	Mev Gillilomee	n/a	Heidelaan 36	Water (Shane Roach)	High	Huis by twee Rondawels in Heidelaan vermoet dat daar n water	Closed	Struisbaai	5	00:00-0259208	2016/01/01 09:03	2015/12/28 09:03	Geen pyp gebars wat ons kan sien.rnrnW Stanley Action performed on: 28-Dec-2015	B	Completed Before Deadline Date	
201512/21142	2015/12/31 09:01	Esmarie Gabriella Coetzee	N Basson	n/a	Edward Street 14	Water (Shane Roach)	High	Geen water nie Gister was dieselfde probleem	Closed	L'Agulhas	5	00:00-0259216	2016/01/01 09:01	2015/12/28 09:01	AlgehandelnrnrnMir OewegannC Gabriels Action performed on: 28-Dec-2015;	B	Completed Before Deadline Date	
201512/21148	2015/12/31 09:11	Esmarie Gabriella Coetzee	Mnr Van der Berg	824855244	Gentootstraat 59	Water (Shane Roach)	High	Waterdruk baie swak Het twee verskeie gelede oor dieselfde pro	Closed	L'Agulhas	5	00:00-0692235	2016/01/01 09:11	2015/12/29 09:11	Water druk herstel. Action performed on: 23-Dec-2015; Updated by Esmarie C	B	Completed Before Deadline Date	
201610/24814	2016/10/07 10:32	Leah Regina Ward	Helen Olivier	834300531	Kalkoond pad Zwellitsha	Water (Shane Roach)	High	Water loop sterk	Closed	Napier	4	04:24:48	2016/10/08 10:32	2016/10/07 14:57	Die kraan is toegeedraai. Updated by Leah Regina Ward on behalf of Deon Was	B	Completed Before Deadline Date	
201610/24848	2016/10/10 12:38	Wilma van Eck	HI COOPER	n/a	RIVIERSTRAAT 7; NAPIER	Water (Shane Roach)	Normal	WATERLEK VANAF JUBILEUMSTRAAT	Closed	Zwellitsha	1	1 day 21:31:59	2016/10/11 12:38	2016/10/12 10:10	Die lekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	O	Completed After Deadline	
201610/24766	2016/10/05 14:10	Leah Regina Ward	Trudie Matthee	716051265	H/v Van Riebeeck & Mattheestraat	Water (Shane Roach)	High	Water loop steeds	Closed	Bredasdorp	4	18:17:30	2016/10/06 14:10	2016/10/06 08:28	Die hydrant gestel. Updated by Leah Regina Ward on behalf of Deon Wasser	B	Completed Before Deadline Date	
201610/24773	2016/10/06 09:10	Esmarie Gabriella Coetzee	Roche Newman	028-4255500	Hoofweg 2	Water (Shane Roach)	High	Kyk by erf 26 vir lekasie en ho hulle bou of lets Lesing hoog v	Closed	Struisbaai	5	00:00-035	2016/10/07 09:10	2016/10/06 09:10	Lesing 344mmBesprouing Geen bouwerkinnChris Dowrie Updated by Esmar	B	Completed Before Deadline Date	
201610/24973	2016/10/18 11:35	Esmarie Gabriella Coetzee	E Joutam	6														

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Jdate_Attachm	Response_time	Result
201611/25386	2016/11/21 10:41	Leah Regina Ward	Tiesa	736837551	Adamstraat 26	Water (Shane Roach)	High	Water loop in straat (15/11/2016 20h28)	Closed	Napier	1	00:00-047669	2016/11/22 10:41	2016/11/15 22:00	Die pyp is herstel. Action performed on: 15-Nov-2016; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201611/25394	2016/11/21 11:01	Leah Regina Ward	Bongani	733132848	Polla Park 38 Zwellitsa	Water (Shane Roach)	High	Geen water by die toilette nie (19/11/2016 8h14)	Closed	Zwellitsa	3	00:00-0176501	2016/11/22 11:01	2016/11/19 10:00	Die water kraak swaker as daar so baie mense op eenslag water gebruik. Actio	B	Completed Before Deadline Date	
201611/25391	2016/11/21 10:56	Leah Regina Ward	C Hemple	768421279	Roostraat 24	Water (Shane Roach)	High	Geen water (18/11/2016 19h40)	Closed	Napier	1	00:00-0220552	2016/11/22 10:56	2016/11/18 21:41	Die pyp en meter was verstop dit is ooggemaak. Action performed on: 18-Nov-	B	Completed Before Deadline Date	
201611/25366	2016/11/18 14:12	Wilma van Eck	Mc Donald	n/a	Jubileumstraat 2; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	3 days 01:38:50	2016/11/19 14:12	2016/11/21 15:51	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	O	Completed After Deadline	
201611/25380	2016/11/21 10:15	Leah Regina Ward	Hennie	n/a	Fabrieksweg	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	04:25:35	2016/11/22 10:15	2016/11/21 14:41	Daar is 'n stop-ent aangebring. Updated by Leah Regina Ward on behalf of Deo	B	Completed Before Deadline Date	
201611/25411	2016/11/21 14:07	Esmarie Gabriella Coetzee	Mnr Eyles	784 357 328	Wesseisstraat 44	Water (Shane Roach)	High	Lekassie by erf 410	Closed	L'Agulhas	5	00:00-01814390	2016/11/22 14:07	2016/10/31 14:08	Vevang nuts van meter & stopkraanrnrnw Stanley Action performed on: 31-O	B	Completed Before Deadline Date	
201611/25420	2016/11/22 09:13	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Oesterlaan 21	Water (Shane Roach)	High	Waterlek by erf 898	Closed	Struisbaai-Noord	5	00:00-01295915	2016/11/23 09:13	2016/11/07 09:15	Vervang Stopkraanrnrnw Stanley Action performed on: 07-Nov-2016; Update	B	Completed Before Deadline Date	
201611/25416	2016/11/21 15:55	Leah Regina Ward	Truda	284241242	Swelendamweg, Direklinik	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	20:10:00	2016/11/22 15:55	2016/11/22 12:05	Die stopkraan by die Agri was toegedraai. Updated by Leah Regina Ward on be	B	Completed Before Deadline Date	
201611/25406	2016/11/21 12:10	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Seemeweg 51	Water (Shane Roach)	High	Water by erf 171	Closed	Suidestrand	5	00:00-020	2016/11/22 12:10	2016/11/21 12:11	Meter het gaatjie vervang met. rnrnw Stanley Updated by Esmarie Gabriella	B	Completed Before Deadline Date	
201611/25400	2016/11/21 11:12	Leah Regina Ward	Raymond	n/a	Protum Plakkerskamp	Water (Shane Roach)	High	Pyp stukkend	Closed	Protum	4	2 days 21:05:43	2016/11/22 11:12	2016/11/24 08:18	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	O	Completed After Deadline	
201611/25395	2016/11/21 11:03	Leah Regina Ward	G Thomas	723737345	Muxstroet	Water (Shane Roach)	High	Lekassie in die pad (19/11/2016 11h34)	Closed	Struisbaai	5	00:00-0164903	2016/11/22 11:03	2016/11/22 11:03	Die lekassie is herstel. Action performed on: 19-Nov-2016; Updated by Leah Re	B	Completed Before Deadline Date	
201611/25410	2016/11/21 13:41	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Hoofweg	Water (Shane Roach)	Normal	Waterlek by erf 673	Closed	L'Agulhas	5	00:00-0-48	2016/11/22 13:41	2016/11/21 13:41	Maak glasie skoonrnDials dairyrnrnw Stanley Updated by Esmarie Gabriella C	B	Completed Before Deadline Date	
201611/25408	2016/11/21 12:41	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Wesseisstraat 31	Water (Shane Roach)	High	Waterlek by erf 361	Closed	L'Agulhas	5	00:00-0-31	2016/11/22 12:41	2016/11/21 12:41	Vervang stopkraanrnrnw Stanley Updated by Esmarie Gabriella Coetzee on be	B	Completed Before Deadline Date	
201611/25407	2016/11/21 12:40	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Boegolaan 18	Water (Shane Roach)	High	Waterlek by erf 357	Closed	Suidestrand	5	00:00-0-22	2016/11/22 12:40	2016/11/21 12:40	Eienaar se stopkraan wat lekkrnrnw Stanley Updated by Esmarie Gabriella Coe	B	Completed Before Deadline Date	
201611/25544	2016/11/30 10:50	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Wesseisstraat 50	Water (Shane Roach)	High	Waterlek by erf 407	Closed	L'Agulhas	5	00:19:55	2016/12/01 10:50	2016/11/30 11:10	Draai koppie aan Updated by Esmarie Gabriella Coetzee on behalf of Deon Wa	B	Completed Before Deadline Date	
201611/25543	2016/11/30 10:49	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Balleystraat 4	Water (Shane Roach)	High	Waterlek by erf 243	Closed	L'Agulhas	5	00:19:47	2016/12/01 10:49	2016/11/30 11:09	Draai Koppie aanrnw Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon V	B	Completed Before Deadline Date	
201611/25542	2016/11/30 10:48	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Hoofweg 98	Water (Shane Roach)	High	Waterlek by erf 243	Closed	L'Agulhas	5	00:03:57	2016/12/01 10:48	2016/11/30 10:52	Vervang stopkraanrnrnw Stanley Updated by Esmarie Gabriella Coetzee on be	B	Completed Before Deadline Date	
201611/25541	2016/11/30 10:46	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Hoofweg	Water (Shane Roach)	High	Waterlek by erf 619	Closed	L'Agulhas	5	00:00-0-19	2016/12/01 10:46	2016/11/30 10:46	Vervang 15mm stopkraan rnrnw Stanley Updated by Esmarie Gabriella Coetzee on behalf	B	Completed Before Deadline Date	
201611/25547	2016/11/24 11:13	Esmarie Gabriella Coetzee	F Duran Meterle	832 707 031	Leefvriestraat 15	Water (Shane Roach)	High	Waterlek by erf 2572	Closed	Struisbaai	5	00:00-0-86419	2016/12/01 11:13	2016/11/29 11:13	Vervang 22mm elbom mwaat na meter toe gaannrnrnw Stanley Action performe	B	Completed Before Deadline Date	
201611/25545	2016/11/30 10:51	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Moutstraat 12	Water (Shane Roach)	High	Waterlek by erf 5218	Closed	Struisbaai-Noord	5	00:18:46	2016/12/01 10:51	2016/11/30 11:10	Vervang stopkraan Updated by Esmarie Gabriella Coetzee on behalf of Deon V	B	Completed Before Deadline Date	
201611/25534	2016/11/28 14:42	Leah Regina Ward	Alex	n/a	Caurlaan	Water (Shane Roach)	High	Waterpyp moet herstel word (27/11/2016 18h15)	Closed	Bredasdorp	4	00:00-069171	2016/12/01 14:42	2016/11/27 19:30	Die meter is bevestig. Action performed on: 27-Nov-2016; Updated by Leah Re	B	Completed Before Deadline Date	
201611/25579	2016/11/30 16:33	Esmarie Gabriella Coetzee	G Thomas	723 737 345	Karlens' Place	Water (Shane Roach)	High	Waterlek by erf 3090	Closed	Struisbaai	5	00:00-0-604826	2016/12/01 16:33	2016/11/23 16:33	Gaatjie in pyp. Vervang met 22mm pypnrnrnw Stanley Action performed on: 2	B	Completed Before Deadline Date	
201611/25575	2016/11/30 16:09	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Genotsoort 41	Water (Shane Roach)	High	Vervang meter	Closed	Struisbaai	5	00:00-0-6	2016/12/01 16:09	2016/11/30 16:09	Vervang meter rubbersrnrnw Stanley Updated by Esmarie Gabriella Coetzee c	B	Completed Before Deadline Date	
201611/25586	2016/11/30 17:05	Esmarie Gabriella Coetzee	L De Klerk	828 070 904	Proteaweg 7	Water (Shane Roach)	High	Waterdruk swak	Closed	Struisbaai	5	00:00-0-432025	2016/12/01 17:05	2016/11/25 17:05	Was voorheen ook probleem met waterdruk, toe was watermeer filter) volkalk	B	Completed Before Deadline Date	
201611/25574	2016/11/30 16:07	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Zoetendal rylaan 35	Water (Shane Roach)	High	Waterlek by erf 749	Closed	L'Agulhas	5	00:00-0-24	2016/12/01 16:07	2016/11/30 16:06	Gaatjie in pyp vervang pyp Updated by Esmarie Gabriella Coetzee on behalf of	B	Completed Before Deadline Date	
201611/25573	2016/11/30 16:06	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Campillstraat 38	Water (Shane Roach)	High	Waterlek by erf 817	Closed	L'Agulhas	5	00:00-0-19	2016/12/01 16:06	2016/11/30 16:06	Draai nuts vasrnrnw Stanley Updated by Esmarie Gabriella Coetzee on behalf	B	Completed Before Deadline Date	
201611/25572	2016/11/30 16:03	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Seemansweg 17	Water (Shane Roach)	High	Waterlek	Closed	Suidestrand	5	00:00-0-19	2016/12/01 16:03	2016/11/30 16:03	Gaatjie in pyp vervang pyp Updated by Esmarie Gabriella Coetzee on behalf of	B	Completed Before Deadline Date	
201611/25486	2016/11/24 12:00	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Disastraat 7	Water (Shane Roach)	High	Waterlek by erf 544	Closed	Struisbaai	5	00:00-0-2073514	2016/11/25 12:00	2016/10/31 12:02	Eienaar se stopkraanrnrnw Stanley Action performed on: 31-Oct-2016; Updat	B	Completed Before Deadline Date	
201611/25485	2016/11/24 11:59	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Seewierstraat 13	Water (Shane Roach)	High	Water lek by erf 523	Closed	Struisbaai	5	00:00-0-2073513	2016/11/25 11:59	2016/10/31 12:01	Vervang stopkraan rnrnw Stanley Action performed on: 31-Oct-2016; Update	B	Completed Before Deadline Date	
201611/25484	2016/11/24 11:58	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Seewierstraat 18	Water (Shane Roach)	High	Waterlek by erf 508	Closed	Struisbaai	5	00:00-0-2073539	2016/11/25 11:58	2016/10/31 12:00	Eienaar se stopkraan wat lekkrnrnw Stanley Action performed on: 31-Oct-2016	B	Completed Before Deadline Date	
201611/25494	2016/11/24 14:17	Wilma van Eck	NP Matinkina	N/A	Roostraat 114; Napier	Water (Shane Roach)	Normal	Geen water	Closed	Napier	1	19:50:35	2016/11/25 14:17	2016/11/25 10:08	Daar was niks fout nie. Updated by Leah Regina Ward on behalf of Deon Wass	B	Completed Before Deadline Date	
201611/25493	2016/11/24 14:16	Wilma van Eck	ASmith	N/A	Kragstraat 18; Napier	Water (Shane Roach)	Normal	Waterlek in Escomstraat aan die onderkant van erf	Closed	Napier	1	19:50:11	2016/11/25 14:16	2016/11/25 10:07	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	B	Completed Before Deadline Date	
201611/25479	2016/11/24 11:22	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Romansingel 26	Water (Shane Roach)	High	Waterlek by erf 1551	Closed	Struisbaai	5	00:30:37	2016/11/25 11:22	2016/11/24 11:53	Vervang stopkraanrnrnw Stanley Updated by Esmarie Gabriella Coetzee on be	B	Completed Before Deadline Date	
201611/25478	2016/11/24 11:21	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Romansingel 32	Water (Shane Roach)	High	Water lek by erf 1549	Closed	Struisbaai	5	00:30:50	2016/11/25 11:21	2016/11/24 11:52	Draai koppie aan Updated by Esmarie Gabriella Coetzee on behalf of Deon Wa	B	Completed Before Deadline Date	
201611/25477	2016/11/24 11:04	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Malverweg	Water (Shane Roach)	High	Waterlek by erf 2800	Closed	Struisbaai	5	00:47:04	2016/11/25 11:04	2016/11/24 11:52	Draai koppie aanrnw Stanley Updated by Esmarie Gabriella Coetzee on beh	B	Completed Before Deadline Date	
201611/25476	2016/11/24 11:04	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Bloovinstraat 12	Water (Shane Roach)	High	Waterlek by erf 1458	Closed	Struisbaai	5	00:45:49	2016/11/25 11:04	2016/11/24 11:50	Eienaar se lekassiernrnw Stanley Updated by Esmarie Gabriella Coetzee on b	B	Completed Before Deadline Date	
201611/25481	2016/11/24 11:49	Esmarie Gabriella Coetzee	F Duran Meterle	793 299 845	Geelkierlaan	Water (Shane Roach)	High	Waterlek by erf 1599	Closed	Struisbaai	5	00:04:13	2016/11/25 11:49	2016/11/24 11:54	Sit stopkraan agter meter. Haal meter uit Yster boks Vervang female couplingr	B	Completed Before Deadline Date	
201611/25480	2016/11/24 11:45	Esmarie Gabriella Coetzee	F Duran Meterle	793299845	Romansingel 92	Water (Shane Roach)	High	Waterlek by erf 1558	Closed	Struisbaai	5	00:07:28	2016/11/25 11:45	2016/11/24 11:53	Draai koppie aanrnw Stanley Updated by Esmarie Gabriella Coetzee on beh	B	Completed Before Deadline Date	
201611/25499	2016/11/24 14:22	Wilma van Eck	C van Zyl	N/A	Sarel Cilliersstraat 14	Water (Shane Roach)	Normal	Hooflyn waterpyp afgegrawe met digger loader	Closed	Napier	1	19:48:36	2016/11/25 14:22	2016/11/25 10:11	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	B	Completed Before Deadline Date	
201611/25495	2016/11/24 14:18	Wilma van Eck	BEH Hamerton	N/A	Jubileumstraat	Water (Shane Roach)	Normal	Waterlek by Riverstraat 7 HI Cooper	Closed	Napier	1	19:50:12	2016/11/25 14:18	2016/11/25 10:09	dit is die leivoorslot is stukkend. Updated by Leah Regina Ward on behalf of	B	Completed Before Deadline Date	
201611/25510	2016/11/25 10:25	Wilma van Eck	T Jones	N/A	Escomstraat 26	Water (Shane Roach)	Normal	Waterlek in Escomstraat	Closed	Napier	1	4 days 22:47:04	2016/11/26 10:25	2016/11/20 09:13	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	O	Completed After Deadline	
201611/25170	2016/11/07 11:55	Leah Regina Ward	Publiek	284241620	Hugostraat 1	Water (Shane Roach)	High	Water loop in pad af by sy huise verby (02/11/2016 07h38)	Closed	Bredasdorp	4	00:00-0-446130	2016/11/08 11:55	2016/11/07 08:00	Die pyp is herstel. Action performed on: 02-Nov-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201611/25168	2016/11/07 11:53	Leah Regina Ward	Frans Ximela	738176643	Roostraat 1	Water (Shane Roach)	High	Water loop in pad	Closed	Napier	1	00:00-0-446028	2016/11/08 11:53	2016/11/07 08:00	Die pyp is herstel. Action performed on: 02-Nov-2016; Updated by Leah Regi	B	Completed Before Deadline Date	
201611/25167	2016/11/07 11:51	Wilma van Eck	I Platjies	N/A	Wesseisstraat 1194; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	1 day 03:52:58	2016/11/08 11:51	2016/11/08 15:44	Privat lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wa	O	Completed After Deadline	
201611/25157	2016/11/04 10:28	Leah Regina Ward	D Salvier	824488462	Pattersonstraat 2	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	1 day 03:00:16	2016/11/05 10:28	2016/11/08 12:29	Die pyppe is aangeis on die water is aan. Updated by Leah Regina Ward on beh	O	Completed After Deadline	
201611/25123	2016/11/01 14:19	Wilma van Eck	B Knoetze	N/A	Stasiepdaag 894; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	18:32:15	2016/11/02 14:19	2016/11/02 08:52	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Wa	B	Completed Before Deadline Date	
201611/25130	2016/11/01 14:27	Wilma van Eck	A Bottom	N/A	Roostraat 162; Napier	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	18:25:43	2016/11/02 14:27	2016/11/02 08:53	Die lekassie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	B	Completed Before Deadline Date	
201611/25189	2016/11/07 12:21	Leah Regina Ward	Piet Swart	795233060	V47; Kasselbaai	Water (Shane Roach)	High	Water pyp is stukkend dop										

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephor	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Jdate Attachmnd	Response time	Result
201607/23389	2016/07/05 13:04	JP Johnson	835 285 167	Vierdeleaan 3	Water (Shane Roach)	High	Kyk ash vir lekkasie en neem lesing	Closed	Struisbaai	5	23:36:54	2016/07/06 13:04	2016/07/06 12:41	Meter nr onsigbaarLening 4266rnrnMeter staan doodstid geen lekkasie rnrnW	B		Completed Before Deadline Date	
201607/23673	2016/07/28 14:06	Esmarie Gabriella Coetzee	F Duran Meterleser	793 299 845	Tornylnstraat 30	Water (Shane Roach)	High	Waterlek by erf 1495	Closed	Struisbaai	5	5 days 01:17:26	2016/07/29 14:06	2016/08/02 15:24	Vervang meter rubbers Action performed on: 02-Aug-2016; Updated by Esma	O		Completed After Deadline
201607/23672	2016/07/28 14:00	Esmarie Gabriella Coetzee	F Duran Meterleser	793 299 845	Marilynstraat 46	Water (Shane Roach)	High	Waterlek by erf 1472	Closed	Struisbaai	5	5 days 01:22:53	2016/07/29 14:00	2016/08/02 15:24	Drain koppie aan Action performed on: 02-Aug-2016; Updated by Esma	O		Completed After Deadline
201607/23671	2016/07/28 13:59	Esmarie Gabriella Coetzee	F Duran Meterleser	793 299 845	Bloouvinstraat 20	Water (Shane Roach)	High	Waterlek by erf 1462	Closed	Struisbaai	5	5 days 01:23:24	2016/07/29 13:59	2016/08/02 15:23	Drain koppie aanrnrn Action performed on: 02-Aug-2016; Updated by Esma	O		Completed After Deadline
201607/23670	2016/07/28 13:57	Esmarie Gabriella Coetzee	F Duran Meterleser	793299845	Bloouvinstraat 12	Water (Shane Roach)	High	Waterlek by erf 1458	Closed	Struisbaai	5	5 days 01:24:33	2016/07/29 13:57	2016/08/02 15:22	Vervang Stopkraanrnrn Action performed on: 02-Aug-2016; Updated by Esma	O		Completed After Deadline
201607/23614	2016/07/25 15:52	Caroline Pontac	John Daniels	824350003	Protealaan 14	Water (Shane Roach)	High	Geen water (Bystand Freek 23/07/2016 20h25)	Closed	Bredasdorp	4	23:08:05	2016/07/26 15:52	2016/07/26 15:01	Meter is gesteel, doen straight Koppel. Bystand Freek 23/07/2016 20h25 21h4	B		Completed Before Deadline Date
201607/23648	2016/07/27 11:07	Esmarie Gabriella Coetzee	D Smit	824 585 673	Bloouvinstraat 9	Water (Shane Roach)	High	Waterlek op syaapdie	Closed	Struisbaai	5	00:00:21	2016/07/27 11:07	2016/07/27 11:08	Vervang T-Stuk by aansluiting van meter.rnrnW Stanley Updated by Esmarie G	B		Completed Before Deadline Date
201607/23647	2016/07/27 11:05	Esmarie Gabriella Coetzee	Mnr Brazier	028-4357490	H/V Wessel & Fouriestraat	Water (Shane Roach)	High	Waterlek @ munispaliteit se kant	Closed	L'Agulhas	5	00:00:0-177638	2016/07/28 11:05	2016/07/18 11:05	Vervang sadlernrnrnWerner Stanley Action performed on: 18-Jul-2016; Updated by	B		Completed Before Deadline Date
201608/23717	2016/08/01 10:34	Leah Regina Ward	Rdl D Jantjies	n/a	Brandstraat	Water (Shane Roach)	High	Pyp het gebreek / bars (17/09h28)	Closed	Struisbaai	5	00:00:0-129444	2016/08/02 10:34	2016/07/17 11:00	Die aansluiting is herstel. Action performed on: 17-Jul-2016; Updated by Leah	B		Completed Before Deadline Date
201608/23734	2016/08/01 12:06	Leah Regina Ward	Whk Kamp	N/A	Romanlaan	Water (Shane Roach)	High	Water lekasje (30/07 13h18)	Closed	Waanhuiskrans	5	00:00:0-267962	2016/08/02 12:06	2016/07/01 15:00	Herstel watertoewer. Action performed on: 01-Jul-2016; Updated by Leah R	B		Completed Before Deadline Date
201608/23731	2016/08/01 11:44	Leah Regina Ward	Deon Wasserman	N/A	Protem Saal	Water (Shane Roach)	High	Geen water (29/07 16h39)	Closed	Protem	4	00:00:0-265294	2016/08/02 11:44	2016/07/01 19:00	Herstel die watertoewer. Action performed on: 01-Jul-2016; Updated by Leah	B		Completed Before Deadline Date
201608/23727	2016/08/01 11:24	Leah Regina Ward	Samantha	726205101	Nuwestraat 9	Water (Shane Roach)	High	Geen water (27/07 19h32)	Closed	Bredasdorp	4	00:00:0-390249	2016/08/02 11:24	2016/07/27 23:00	Herstel watertoewer. Action performed on: 27-Jul-2016; Updated by Leah R	B		Completed Before Deadline Date
201607/23689	2016/07/28 15:26	Esmarie Gabriella Coetzee	F Duran Meterleser	793 299 845	Romansingel 26	Water (Shane Roach)	High	Waterlek by erf1551	Closed	Struisbaai	5	4 days 23:58:32	2016/07/29 15:26	2016/08/02 15:25	draai koppie aan Action performed on: 02-Aug-2016; Updated by Esmarie Gat	O		Completed After Deadline
201607/23688	2016/07/28 15:25	Esmarie Gabriella Coetzee	F Duran Meterleser	793 299 845	Marilynstraat 56	Water (Shane Roach)	High	Waterlek by erf 1512	Closed	Struisbaai	5	4 days 23:58:47	2016/07/29 15:25	2016/08/02 15:24	Drain koppie aan Action performed on: 02-Aug-2016; Updated by Esmarie Gat	O		Completed After Deadline
201608/23716	2016/08/01 10:33	Leah Regina Ward	Paula	873540578	Hoofweg 16	Water (Shane Roach)	High	Water is af vermoed daar was brekasje oor naweek	Closed	Waanhuiskrans	5	00:00:0-10	2016/08/02 10:33	2016/08/01 10:33	Terugvoer vanaf Evan Murtz: daar was geen brekasje nie. Geysers van woning v	B		Completed Before Deadline Date
201607/23518	2016/07/14 11:17	Leah Regina Ward	N Engel	284233535	Sarel Cillierstraat 52	Water (Shane Roach)	High	Water lekasje	Closed	Napier	1	42 days 03:28:15	2016/07/15 11:17	2016/08/25 14:46	Die is 'n privaat probleem. Updated by Leah Regina Ward on behalf of Deon W	O		Completed After Deadline
201607/23525	2016/07/14 15:08	Esmarie Gabriella Coetzee	Herman Kleinhans	827 885 266	Eastraat	Water (Shane Roach)	High	Waterdruk baie swak	Closed	Struisbaai	5	21:38:15	2016/07/15 15:08	2016/07/15 12:47	1.5 bar drukkingsrnrn Felix Updated by Esmarie Gabriella Coetzee on behalf of	B		Completed Before Deadline Date
201607/23599	2016/07/25 08:34	Leonardus Klase	bernadine Anderso	284 251 969	Kapula Cerealt; Cerialstraat. 13	Water (Shane Roach)	High	Geen water vanaf Saterdag	Closed	Bredasdorp	3	06:00:13	2016/07/26 08:34	2016/07/25 14:35	Afgehandel daar is weer water! Updated by Leonardus Klase on behalf of De	B		Completed Before Deadline Date
201607/23595	2016/07/22 11:28	Leonardus Klase	Darren	741 135 444	Kapula Cerealt	Water (Shane Roach)	High	Daar is n lekasje	Closed	Bredasdorp	N/A	01:09:22	2016/07/23 11:28	2016/07/22 12:38	Afgehandel Hooftyn Updated by Leonardus Klase on behalf of Deon Wasserm	B		Completed Before Deadline Date
201607/23544	2016/07/15 14:43	Leah Regina Ward	S Bronn	n/a	Haweweg 7; Erf 477	Water (Shane Roach)	High	Water borrel onder die grond uit	Closed	Bredasdorp	5	00:00:0-14276	2016/07/16 14:43	2016/07/15 10:46	Die pyp is herstel. Action performed on: 15-Jul-2016; Updated by Leah Regina	B		Completed Before Deadline Date
201607/23535	2016/07/15 10:46	Leah Regina Ward	Simons	782599636	Adamstraat 59	Water (Shane Roach)	High	Kyk of daar enige lekasies op die erf is die eienaar se rekening	Closed	Bredasdorp	1	199 days 02:32:38	2016/07/16 10:46	2017/01/31 09:49	Afgehandel. Updated by Deon Wasserman on 31-Jan-2017 09:49 Die stopkraa	O		Completed After Deadline
201607/23583	2016/07/21 08:17	Leonardus Klase	Mnr. Taljaard	824 695 883	Perdekamp	Water (Shane Roach)	High	Geen water by die stalle	Closed	Bredasdorp	2	11 days 07:42:45	2016/07/22 08:17	2016/08/01 16:00	Die water is aangesluit. Updated by Leah Regina Ward on behalf of Deon Wass	O		Completed After Deadline
201607/23565	2016/07/18 15:43	Esmarie Gabriella Coetzee	Mnr Brazier	028-4357490	H/V Wessel & Fouriestraat	Water (Shane Roach)	High	Waterlek by munispaliteit se kant by erf 355	Closed	Struisbaai	5	00:00:0-16661	2016/07/19 15:43	2016/07/18 11:06	Vervang SadlernrnrnW Stanley Action performed on: 18-Jul-2016	B		Completed Before Deadline Date
201606/23149	2016/06/14 08:56	Leah Regina Ward	J Ahrends	783165419	Vouhostraat 37	Water (Shane Roach)	High	water pyp gebars (07/06/2016h30)	Closed	Napier	1	01:40:42	2016/06/15 08:56	2016/06/14 10:37	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	B		Completed Before Deadline Date
201606/23146	2016/06/14 08:50	Leah Regina Ward	Sersant Steyn	284255400	Van der Byl 27 All Sainstraat All Saint Kerk	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 01:28:56	2016/06/15 08:50	2016/06/15 10:19	Die pybreek is herstel. Updated by Leah Regina Ward on behalf of Deon W	O		Completed After Deadline
201606/23174	2016/06/17 09:00	Leah Regina Ward	Elmien	284241810	Swelendamweg; Stasie	Water (Shane Roach)	High	Water spuit in die straat	Closed	Bredasdorp	4	06:01:45	2016/06/18 09:00	2016/06/17 15:02	Die hydrant se kop is afgesteel en is vervang. Updated by Leah Regina Ward o	B		Completed Before Deadline Date
201606/23170	2016/06/15 12:31	Leah Regina Ward	Sias Daniels	n/a	Brandstraat 79	Water (Shane Roach)	High	Lekasie in die draag	Closed	Bredasdorp	2	5 days 01:34:35	2016/06/16 12:31	2016/06/16 14:06	Daar is geen lekasje. Update by Leah Regina Ward on behalf of Deon Wasserr	O		Completed After Deadline
201606/23167	2016/06/15 10:16	Leah Regina Ward	Hercelle Jantjies	n/a	Suikerbossie; Charlet 4	Water (Shane Roach)	High	Die water is besig om te stroom na die kragbox	Closed	Bredasdorp	4	05:06:29	2016/06/16 10:16	2016/06/15 15:23	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserr	B		Completed Before Deadline Date
201606/23106	2016/06/09 12:15	Leah Regina Ward	Colin BIRD	284459288	Hawestraat 22	Water (Shane Roach)	High	Geen water	Closed	Waanhuiskrans	5	1 day 02:13:35	2016/06/10 12:15	2016/06/10 12:15	Die pybreek is herstel. Updated by Leah Regina Ward on behalf of Deon W	O		Completed After Deadline
201606/23145	2016/06/13 16:12	Leah Regina Ward	M Visagie	835932613	Platjiesstraat 10	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	18:06:38	2016/06/14 16:12	2016/06/14 10:19	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	B		Completed Before Deadline Date
201606/23201	2016/06/20 12:26	Leah Regina Ward	Mev Nieuwoudt	284253105	H/V Park & Viljoenstraat	Water (Shane Roach)	High	Water loop sterk	Closed	Bredasdorp	4	2 days 02:05:52	2016/06/21 12:26	2016/06/22 14:32		O		Completed After Deadline
201606/23203	2016/06/20 12:30	Leah Regina Ward	Willie Murtz	762793329	Swelendamweg	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	1 day 22:44:16	2016/06/21 12:30	2016/06/22 11:15	Die koppeling is gemaak en die pyp is herstel. Updated by Leah Regina Ward o	O		Completed After Deadline
201606/23182	2016/06/20 10:27	Leah Regina Ward	Mnr Europa	284252332	Brandstraat 79	Water (Shane Roach)	High	Pyp gebars voor Morawiese Kerk	Closed	Bredasdorp	2	00:00:0-57220	2016/06/21 10:27	2016/06/14 08:00	Die pyp is herstel. Action performed on: 14-Jun-2016; Updated by Leah Regi	B		Completed Before Deadline Date
201606/23180	2016/06/20 10:24	Leah Regina Ward	Gloria Thompson	623446061	Brandstraat 79	Water (Shane Roach)	High	Pyp gebars (13-06-2016 17h14)	Closed	Bredasdorp	2	00:00:0-578437	2016/06/21 10:24	2016/06/13 17:44	Die lekasje is herstel Action performed on: 13-Jun-2016; Updated by Leah Reg	B		Completed Before Deadline Date
201606/23190	2016/06/20 11:51	Leah Regina Ward	Deon Wasserman	n/a	Copper Crescent	Water (Shane Roach)	High	water lekasje (16-06-2016 16h30)	Closed	Struisbaai	5	00:00:0-324267	2016/06/21 11:51	2016/06/16 17:47	Die lekasje is herstel. Action performed on: 16-Jun-2016; Updated by Leah Reg	B		Completed Before Deadline Date
201606/23186	2016/06/20 11:23	Leah Regina Ward	Mev Engelbrecht	284252632	H/V Plantasie & Uniestraat	Water (Shane Roach)	High	Pyp gebars (16-06-2016 10h15)	Closed	Bredasdorp	4	00:00:0-33862	2016/06/21 11:23	2016/06/16 13:20	Die pyp is herstel. Action performed on: 16-Jun-2016; Updated by Leah Regi	B		Completed Before Deadline Date
201606/23185	2016/06/20 10:33	Leah Regina Ward	Mnr Engelbrecht	284252632	H/V Plantasie & Uniestraat	Water (Shane Roach)	High	Pyp gebars (1606/2016 10h15)	Closed	Bredasdorp	4	00:51:57	2016/06/21 10:33	2016/06/16 11:25	2 X op die stiel. Updated by Leah Regina Ward on behalf of Deon Wasserm	B		Completed Before Deadline Date
201606/23037	2016/06/06 10:53	Leah Regina Ward	P Newman	n/a	Baaitaanstraat	Water (Shane Roach)	High	Water loop by sokkerveld (05/06/2016 19h26)	Closed	Bredasdorp	3	00:00:0-51788	2016/06/07 10:53	2016/06/05 20:30	Die lekasje is herstel. Action performed on: 05-Jun-2016; Updated by Leah Reg	B		Completed Before Deadline Date
201606/23035	2016/06/06 10:50	Leah Regina Ward	srdorp (C van der W	n/a	Pattersonstraat 27	Water (Shane Roach)	High	Pyp gebars (04-06-2016 -9h31)	Closed	Bredasdorp	4	03:51:36	2016/06/07 10:50	2016/06/06 14:42	Die meter is gesteel en die stopkraan is toegeedra. Die meter is vervang. Upd	B		Completed Before Deadline Date
201606/23034	2016/06/06 10:48	Leah Regina Ward	M Steyn	817999051	Ocean View 04; Ocean View Heights	Water (Shane Roach)	High	Geen water (04-06-2016 -19h03)	Closed	Struisbaai	5	00:00:0-137926	2016/06/07 10:48	2016/06/04 20:30	Die pyppe is gebloei en die water is aan. Action performed on: 04-Jun-2016; Up	B		Completed Before Deadline Date
201606/23032	2016/06/06 10:45	Leah Regina Ward	Olle	n/a	Marine Drive ; Ocean View Heights	Water (Shane Roach)	High	Pyp het weer gebars (04-06-2016 11h40)	Closed	Struisbaai	5	00:00:0-146108	2016/06/07 10:45	2016/06/04 18:10	Die pyp is herstel. Action performed on: 04-Jun-2016; Updated by Leah Regi	B		Completed Before Deadline Date
201606/23038	2016/06/06 11:13	Leah Regina Ward	E Mathys	735004178	Fisantsingel 33	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	03:33:07	2016/06/07 11:13	2016/06/06 14:47	dit is 'n privaat probleem en dit is uitgewys aan die eienaar. Updated by Leah R	B		Completed Before Deadline Date
201606/23021	2016/06/03 13:32	Leah Regina Ward	Donal Moea	n/a	CGO Zwellisha	Water (Shane Roach)	High	Waterpyp gebars	Closed	Zwellisha	3	3 days 00:08:24	2016/06/04 13:32	2016/06/06 13:41	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	O		Completed After Deadline
201606/23019	2016/06/03 11:17	Leah Regina Ward	Roz van Roooyen	n/a	Rohlmanstraat 1	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	4	03:35:13	2016/06/04 11:17	2016/06/03 14:43	Die is geen lekasje aan munispaliteit kant en die stopkraan wat gelek het is herstel	B		Completed Before Deadline Date
201606/23018	2016/06/03 11:16	Leah Regina Ward	Mev Gordon	284214116	Dalaan 1	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	03:27:04	2016/06/04 11:16	2016/06/03 14:44	Beste om aan die waterretwerk te werk. Updated by Leah Regina Ward on beh	B		Completed Before Deadline Date
201606/23014	2016/06/03 09:27	Leah Regina Ward	Ucille	n/a	Baandjiesstraat ; Haarsalon	Water (Shane Roach)	High	Waterdruk is baie swak	Closed	Bredasdorp	3	04:37:12	2016/06/04 09:27	2016/06/03 14:05	Privaat probleem en dit is aan die eienaar verduidelik om na die aansluiting aan	B		Completed Before Deadline Date
201606/23030	2016/06/06 10:41	Leah Regina Ward	Carstens	7325														

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telepho	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date_Completed	Update_History	Jdate_Attachm	Response_time	Result
201608/23909	2016/08/18 14:51	Leah Regina Ward	Mnr Taljaard	824695883	Perdekamp	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	3 days 20:50:57	2016/08/19 14:51	2016/08/22 11:42	Die pyp is herstel is deur die perde afgetrap. Updated by Leah Regina Ward on	0		Completed After Deadline
201608/23923	2016/08/19 10:03	Esmarie Gabriella Coetzee	Mev Lochner	028-4357462	Marindastraat 4	Water (Shane Roach)	High	Geen water op erf 2549	Closed	Struisbaai	5	28 days 01:24:47	2016/08/20 10:03	2016/09/16 11:28	Afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserm	0		Completed After Deadline
201608/23913	2016/08/19 09:06	Water Linmert	Sylvia	284 241 257	Dorpsgstraat Helderisg Koshuis	Water (Shane Roach)	High	Probleem met drink water	Closed	Bredasdorp	4	2 days 23:38:02	2016/08/20 09:06	2016/08/22 08:45	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23875	2016/08/15 10:52	Leah Regina Ward	I Witbooi	n/a	Dorpsgstraat Helderisg Koshuis	Water (Shane Roach)	High	Water borrel onder pad uit	Closed	Bredasdorp	4	7 days 00:44:22	2016/08/16 10:52	2016/08/22 11:37	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23770	2016/08/08 21:19	Leah Regina Ward	M Simons	284252446	Acasialaan 18	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	2	2 days 03:54:15	2016/08/09 08:21	2016/08/10 12:16	Die tapjumper is herstel en die water is weer aan. Updated by Leah Regina W	0		Completed After Deadline
201608/23782	2016/08/10 08:37	Leah Regina Ward	Pratt	284242931	Presidentstraat 2	Water (Shane Roach)	High	Geen water (01/08/2016 17h00)	Closed	Bredasdorp	4	00:00:0-734844	2016/08/11 08:37	2016/08/01 20:30	Die stopkraan is herstel en die hydrant is oopgemaak. Action performed on: 01	0		Completed Before Deadline Date
201608/23767	2016/08/05 10:33	Leah Regina Ward	A Beukes	N/A	Sabatstraat 89	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	3	6 days 22:17:10	2016/08/06 10:33	2016/08/07 10:33	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23761	2016/08/04 10:23	Leah Regina Ward	Florence	736100038	Winnie Mandelastraat 5429	Water (Shane Roach)	High	Daar is n dringende lekasje	Closed	Bredasdorp	3	20:15:20	2016/08/05 10:23	2016/08/05 08:39	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed Before Deadline Date
201608/23809	2016/08/10 14:31	Leah Regina Ward	W Tobais	n/a	Bonteboklaan 10 & 12	Water (Shane Roach)	High	Lekasje op erf	Closed	Bredasdorp	2	1 day 18:16:38	2016/08/11 14:31	2016/08/12 08:48	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23789	2016/08/10 08:50	Leah Regina Ward	Heinich	783087253	Plakkerskamp	Water (Shane Roach)	High	Water pyp lek (03/08/2016 17h15)	Closed	Napier	1	00:00:0-570638	2016/08/11 08:50	2016/08/03 18:20	Die lekasje is herstel. Action performed on: 03-Aug-2016; Updated by Leah Re	0		Completed Before Deadline Date
201608/23805	2016/08/10 14:27	Leah Regina Ward	M Jacobs	7431304880	Geelstraat 37	Water (Shane Roach)	High	Lekasje op erf	Closed	Bredasdorp	3	1 day 18:22:49	2016/08/11 14:27	2016/08/12 08:50	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23802	2016/08/10 14:19	Esmarie Gabriella Coetzee	Mev Seely	834 126 257	Edwardstraat	Water (Shane Roach)	High	Waterpyp gebreek by erf 1173	Closed	L'Agulhas	5	01:50:35	2016/08/11 14:19	2016/08/10 16:10	herstel water lek vervang T-stuk en StopenrnrnW Stanley. Updated by Esmar	0		Completed Before Deadline Date
201608/23798	2016/08/10 09:14	Leah Regina Ward	Doreen Oncke	n/a	Suikerbosse; Rekreasiestraat	Water (Shane Roach)	High	Waterpyp is afgebreek (07/08/2016 19H00)	Closed	Bredasdorp	4	00:00:0-218688	2016/08/11 09:14	2016/08/07 20:30	Die pyp is herstel. Action performed on: 07-Aug-2016; Updated by Leah Regi	0		Completed Before Deadline Date
201608/24043	2016/08/26 14:21	Leah Regina Ward	Eva Japhtha	73495175	Winnie Mandelastraat 5459	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	3	3 days 00:19:18	2016/08/27 14:21	2016/08/29 14:41	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/24041	2016/08/26 14:19	Leah Regina Ward	Beulah Erasmus	824856519	Fletcherstraat 208; (Woonstel)	Water (Shane Roach)	High	Waterdruk is baie swak (het loodgieter daar gehad)	Closed	Bredasdorp	4	3 days 00:18:42	2016/08/27 14:19	2016/08/29 14:38	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon W	0		Completed After Deadline
201608/24056	2016/08/29 09:42	Wilma van Eck	F Wakens	N/A	Smythestraat 2; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	23:14:46	2016/08/30 09:42	2016/08/30 08:57	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed Before Deadline Date
201608/24055	2016/08/29 09:41	Wilma van Eck	C Simons	N/A	Roostraat 138; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	23:14:13	2016/08/30 09:41	2016/08/30 08:56	Die lekasje is herstel by die meter. Updated by Leah Regina Ward on behalf of	0		Completed Before Deadline Date
201608/24054	2016/08/29 09:41	Wilma van Eck	B Smit	N/A	Hoogstraat 24; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	23:16:59	2016/08/30 09:41	2016/08/30 08:58	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of	0		Completed Before Deadline Date
201608/24028	2016/08/26 09:15	Leah Regina Ward	K Abrahams	n/a	Winnie Mandelstraat 32	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	3	05:10:36	2016/08/27 09:15	2016/08/26 14:26	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed Before Deadline Date
201608/24019	2016/08/25 10:06	Leah Regina Ward	Besuidenhoudt	828190561	H/V Fletcherstraat 13 & Brandstraat	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	04:43:14	2016/08/26 10:06	2016/08/25 14:50	Agv pypbrekasje wat herstel is. Updated by Leah Regina Ward on behalf of De	0		Completed Before Deadline Date
201608/24076	2016/08/25 11:48	Esmarie Gabriella Coetzee	Duran (meterleser)	793 299 845	Montgomerystraat 2	Water (Shane Roach)	High	Waterlek by erf 494	Closed	L'Agulhas	5	00:00:0-18	2016/08/30 11:48	2016/08/29 11:49	Draai koppie aanrnrnW Stanley. Updated by Esmarie Gabriella Coetzee on beh	0		Completed Before Deadline Date
201608/24075	2016/08/29 11:47	Esmarie Gabriella Coetzee	Duran (meterleser)	793 299 845	Shannonstraat 8	Water (Shane Roach)	High	Waterlek by erf 461	Closed	L'Agulhas	5	00:01:36	2016/08/30 11:47	2016/08/29 11:49	closed. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman o	0		Completed Before Deadline Date
201608/24074	2016/08/29 11:46	Esmarie Gabriella Coetzee	Duran (meterleser)	793 299 845	Shannonstraat 26	Water (Shane Roach)	High	Waterlek by erf 452	Closed	L'Agulhas	5	00:00:0-12	2016/08/30 11:46	2016/08/29 11:49	Vervang StopkraanrnrnW Stanley. Updated by Esmarie Gabriella Coetzee on b	0		Completed Before Deadline Date
201608/24077	2016/08/29 11:51	Esmarie Gabriella Coetzee	Duran (meterleser)	793 299 845	Boegolaan 14	Water (Shane Roach)	High	Waterlek by erf 359	Closed	Suidstrand	5	00:00:0-7	2016/08/30 11:51	2016/08/29 11:51	Vervang Ringetjies aan aansluitingrnrnW Stanley. Updated by Esmarie Gabriella	0		Completed Before Deadline Date
201608/24078	2016/08/29 11:49	Esmarie Gabriella Coetzee	Duran (meterleser)	793 299 845	Boegolaan 18	Water (Shane Roach)	High	Waterlek by erf 357	Closed	Suidstrand	5	00:00:05	2016/08/30 11:49	2016/08/29 11:51	Eienaar se stopkraanrnrnW Stanley. Updated by Esmarie Gabriella Coetzee on	0		Completed Before Deadline Date
201608/24066	2016/08/29 10:21	Leah Regina Ward	David	784417060	Prinsstraat 20	Water (Shane Roach)	High	Waterpyp lekasje (24/08/2016 17h50)	Closed	Bredasdorp	3	00:00:0-437853	2016/08/30 10:21	2016/08/24 08:44	die pyp is herstel. Action performed on: 24-Aug-2016; Updated by Leah Regina	0		Completed Before Deadline Date
201608/24071	2016/08/29 10:54	Leah Regina Ward	Minni	722457876	Van Riebeckstraat	Water (Shane Roach)	High	Stel onderzoek in na gebaarste pyp(25/08/2016 19h30)	Closed	Bredasdorp	4	00:00:0-311078	2016/08/30 10:54	2016/08/30 10:54	Die kraan is toegedraai geen pyp gebars. Action performed on: 25-Aug-2016; (0		Completed Before Deadline Date
201608/23953	2016/08/22 09:59	Leah Regina Ward	Christopher Gabriel	n/a	Swartstraatwater; Struisbaai Noord	Water (Shane Roach)	High	Water pyp lek(15-08-2016 -17h46)	Closed	Struisbaai	5	00:00:0-574195	2016/08/23 09:59	2016/08/15 18:30	Die pyp is herstel. Action performed on: 15-Aug-2016; Updated by Leah Regi	0		Completed Before Deadline Date
201608/23936	2016/08/19 11:59	Wilma van Eck	F Du Toit	N/A	Jubileumstraat 34; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	2 days 20:30:46	2016/08/20 11:59	2016/08/22 08:50	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23931	2016/08/19 11:55	Wilma van Eck	M Bental	N/A	Stasiepad 14; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	2 days 20:34:29	2016/08/20 11:55	2016/08/22 08:50	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23924	2016/08/19 10:07	Esmarie Gabriella Coetzee	Shauene	028-4255500	Hannah's Close	Water (Shane Roach)	High	Kyk ash vir lekkasje by erf 3057	Closed	Struisbaai	5	00:00:0-172813	2016/08/20 10:07	2016/08/17 10:07	Meter nr C-RR12545rnrnLesing 4505rnrnDie meter staan stil. Het besproeiingstel	0		Completed Before Deadline Date
201608/23937	2016/08/19 12:01	Wilma van Eck	I Josephs	N/A	Josephstraat 79; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	2 days 22:09:21	2016/08/20 12:01	2016/08/22 10:11	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/24009	2016/08/24 11:54	Wilma van Eck	Mnr Fourie	N/A	Tolbosstraat 1241; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	1 day 02:48:00	2016/08/25 11:54	2016/08/25 14:42	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/24008	2016/08/24 11:53	Wilma van Eck	F Arends	N/A	Josephstraat 48; Napier	Water (Shane Roach)	Normal	Waterlek	Closed	Napier	1	1 day 02:50:51	2016/08/25 11:53	2016/08/25 14:44	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/24003	2016/08/24 10:53	Leah Regina Ward	Shauene	n/a	Spoorwehulise 9; Swellendamweg	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	1 day 04:25:16	2016/08/25 10:53	2016/08/25 15:19	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserm	0		Completed After Deadline
201608/23974	2016/08/22 15:01	Wilma van Eck	A Fourie	N/A	Rivierstraat 6; Napier	Water (Shane Roach)	Normal	Geen water	Closed	Napier	1	18:07:50	2016/08/23 15:01	2016/08/23 09:09	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Wa	0		Completed Before Deadline Date
201608/23970	2016/08/22 14:56	Wilma van Eck	B Smit	N/A	Hoogstraat 24; Napier	Water (Shane Roach)	Normal	Waterlek voor huis waar padherstelwerk gedoen was	Closed	Napier	1	1 day 17:57:59	2016/08/23 14:56	2016/08/24 08:54	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wa	0		Completed After Deadline
201608/23988	2016/08/23 14:20	Leah Regina Ward	Mev Jacobus	284251420	Courtlaan	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	00:41:17	2016/08/24 14:20	2016/08/23 15:02	Die nuwe meter moet aangesig word daar is water by die restaurant maar nie b	0		Completed Before Deadline Date
201410/16045	2014/10/06 10:02	Leah Regina Ward	Hendrik Marthinus	604718858	Joustraat 35	Water (Shane Roach)	High	Pyp lek is die pad (29/09/2014 17h30)	Closed	Napier	1	00:00:0-567145	2014/10/07 10:02	2014/09/29 20:30	Die lekasje is herstel. Action performed on: 29-Sep-2014; Updated by Leah Re	0		Completed Before Deadline Date
201410/16043	2014/10/06 09:04	Esmarie Gabriella Coetzee	Duran	788699245	Geeltertstraat 28; Erf 1585	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	05:14:42	2014/10/07 09:04	2014/10/06 14:19	06.10.2014 Werner AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabri	0		Completed Before Deadline Date
201410/16042	2014/10/06 09:03	Esmarie Gabriella Coetzee	Duran	788699245	Geeltertstraat 5; Erf 1589	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	05:14:40	2014/10/07 09:03	2014/10/06 14:18	06.10.2014 Werner AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabri	0		Completed Before Deadline Date
201410/16062	2014/10/06 10:50	Leah Regina Ward	Mulhey	284252740	Mathesstraat	Water (Shane Roach)	High	Pyp gebars (05/10/2014 21h45)	Closed	Bredasdorp	4	00:00:0-114602	2014/10/07 10:50	2014/10/05 03:00	Die pypbrekasje is herstel. Action performed on: 05-Oct-2014; Updated by Le	0		Completed Before Deadline Date
201410/16061	2014/10/06 10:48	Leah Regina Ward	Dr Bosch	82453393	Dorpsgstraat	Water (Shane Roach)	High	Pyp gebars (05/10/2014 21h46)	Closed	Bredasdorp	4	00:00:0-114525	2014/10/07 10:48	2014/10/05 03:00	Die pypbrekasje is herstel. Action performed on: 05-Oct-2014; Updated by Le	0		Completed Before Deadline Date
201410/16056	2014/10/06 10:40	Leah Regina Ward	Johan Visser	828052343	Aspella 10	Water (Shane Roach)	High	Geen Water het betaling gedoen in Sept 04 (04/10/2014 11:40)	Closed	Struisbaai	5	00:00:0-165341	2014/10/07 10:40	2014/10/04 12:45	Die water is aansluit. Action performed on: 04-Oct-2014; Updated by Leah R	0		Completed Before Deadline Date
201410/16035	2014/10/06 08:57	Esmarie Gabriella Coetzee	Duran	788699245	Tornystraat 3; Erf 1474	Water (Shane Roach)	High	Waterlek	Cancelled	Struisbaai	5	2047 days 00:38:30	2014/10/07 08:57		Klagte is 2 keer gelai. hierdie klagte is refr: 201410/16036 Rozelle. Updated	0		Not Completed And Overdue
201410/16040	2014/10/06 09:01	Esmarie Gabriella Coetzee	Duran	788699245	Romansingel 20; Erf 1554	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	05:15:33	2014/10/07 09:01	2014/10/06 14:17	06.10.2014 Werner AFGEHANDEL Draai koppie aan. Updated by Esmarie Gab	0		Completed Before Deadline Date
201410/16038	2014/10/06 08:59	Esmarie Gabriella Coetzee	Duran	788699245	Koningkloof 12; Erf 1489	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	05:16:11	2014/10/07 08:59</					

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephon	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update History	Jdate Attachm	Response time	Result
201409/15715	2014/09/08 11:22	Leah Regina Ward	Mev Engelbrecht	827189710	Breestraat 6	Water (Shane Roach)	High	Geen water (01/09/2014 21h59)	Closed	Bredasdorp	4	00:00-0561141	2014/09/09 11:22	2014/09/01 23:30	AGV pybprekasie maar pyp is herstel. Action performed on: 01-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15714	2014/09/08 11:21	Leah Regina Ward	Mnr Lotz	284252003	Swartwoudsingel 14	Water (Shane Roach)	High	Geen water (01/09/2014 21h10)	Closed	Bredasdorp	4	00:00-0561064	2014/09/09 11:21	2014/09/01 23:30	Die pybprekasie is herstel. Action performed on: 01-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15713	2014/09/08 11:17	Leah Regina Ward	Mnr Wilson	284242229	Watersingel 8	Water (Shane Roach)	High	Geen water (01/09/2014 20h39)	Closed	Bredasdorp	4	00:00-0560844	2014/09/09 11:17	2014/09/01 23:30	AGV pybprekasie wat herstel is. Action performed on: 01-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15717	2014/09/08 11:24	Leah Regina Ward	Mnr Van As	825736449	Eikeleen 4	Water (Shane Roach)	High	Waterdruk is swak (02/09/2014 7h00)	Closed	Bredasdorp	4	00:00-0531997	2014/09/09 11:24	2014/09/02 07:38	AGV pybprekasie wat herstel is. Action performed on: 02-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15708	2014/09/08 11:06	Leah Regina Ward	Mev Nel	724523614	Du Preezstraat 8	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	4	00:00-0236400	2014/09/09 11:06	2014/09/05 17:26	Die meter is herstel. Action performed on: 05-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15712	2014/09/08 11:15	Leah Regina Ward	Luttig	284241906	Bondstraat 25	Water (Shane Roach)	High	Water loop sterk (01/09/2014 -19h40)	Closed	Bredasdorp	4	00:00-0560718	2014/09/09 11:15	2014/09/01 23:30	Die pyp is herstel. Action performed on: 01-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15711	2014/09/08 11:11	Leah Regina Ward	Cecilia	833080327	Kreupelhoutweg 8	Water (Shane Roach)	High	Geen water (01/09/2014 19h40)	Closed	Bredasdorp	4	00:00-0560457	2014/09/09 11:11	2014/09/01 23:30	Die pybprekasie is herstel. Action performed on: 01-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15613	2014/09/01 11:06	Esmarie Gabriella Coetzee	Duran	N/A	Jim van Druten singel; Erf 905	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	1 day 23:49:23	2014/09/02 11:06	2014/09/03 10:56	02.09.2014 Sylvester AFGEHANDELnDraai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15612	2014/09/01 11:05	Esmarie Gabriella Coetzee	Duran	N/A	Shannonstraat 16; Erf 457	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	1 day 23:49:55	2014/09/02 11:05	2014/09/03 10:55	02.09.2014 Sylvester AFGEHANDELnVervang stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15611	2014/09/01 11:03	Esmarie Gabriella Coetzee	Duran	N/A	Dassiesingel 35; Erf 1338	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	2 days 23:28:06	2014/09/02 11:03	2014/09/04 10:32	03.09.2014 John Le Roux AFGEHANDELnEienaar se kant. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15610	2014/09/01 11:02	Esmarie Gabriella Coetzee	Duran	N/A	Hoofweg 154; Erf 806	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	2 days 23:28:02	2014/09/02 11:02	2014/09/04 10:31	03.09.2014 John Le Roux AFGEHANDELnDraai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15615	2014/09/01 11:08	Esmarie Gabriella Coetzee	Duran	N/A	Seemansweg 7; Erf 165	Water (Shane Roach)	High	Waterlek	Closed	Suidestrand	5	1 day 23:49:36	2014/09/02 11:08	2014/09/03 10:58	02.09.2014 Sylvester AFGEHANDELnGeen lek. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15614	2014/09/01 11:07	Esmarie Gabriella Coetzee	Duran	N/A	Seemansweg 19; Erf 257	Water (Shane Roach)	High	Waterlek	Closed	Suidestrand	5	1 day 23:48:34	2014/09/02 11:07	2014/09/03 10:56	02.09.2014 Sylvester AFGEHANDELnEienaar se kant het herstel. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201408/15595	2014/08/29 14:29	Leah Regina Ward	Ynus Xonke	710556524	Fisantsingel 76	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	2	4 days 23:20:20	2014/08/30 14:29	2014/09/03 14:00	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15609	2014/09/01 11:02	Esmarie Gabriella Coetzee	Duran	N/A	Vasco da Gama 35; Erf 1133	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	2 days 23:27:50	2014/09/02 11:02	2014/09/04 10:30	03.09.2014 John Le Roux AFGEHANDELnDraai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15608	2014/09/01 11:00	Esmarie Gabriella Coetzee	Duran	N/A	Marineweg 53; Erf 1201	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	2 days 23:29:30	2014/09/02 11:00	2014/09/04 10:30	03.09.2014 John Le Roux AFGEHANDELnDraai FM Coupler aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15607	2014/09/01 10:59	Esmarie Gabriella Coetzee	Duran	N/A	Marineweg 69; Erf 1209	Water (Shane Roach)	High	Waterlek @ erf 1209	Closed	Struisbaal	5	2 days 23:29:26	2014/09/02 10:59	2014/09/04 10:29	03.09.2014 John Le Roux AFGEHANDELnVervang stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15635	2014/09/01 12:26	Leah Regina Ward	Clyde	846443300	Kerkstraat 22 Finbond	Water (Shane Roach)	High	Water loop (30/08/2014 14h55)	Closed	Bredasdorp	4	2 days 01:37:06	2014/09/02 12:26	2014/09/03 14:04	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15634	2014/09/01 12:24	Leah Regina Ward	Publiek	728604538	Tolbosstraat 1244	Water (Shane Roach)	High	Pyp gebars (30/08/2014 11h50)	Closed	Napier	1	2 days 01:36:06	2014/09/02 12:24	2014/09/03 14:01	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15638	2014/09/01 12:31	Leah Regina Ward	Eugene	284252218	Villierstraat 44	Water (Shane Roach)	High	Geen water (31/08/2014 18h24)	Closed	Bredasdorp	4	2 days 01:34:05	2014/09/02 12:31	2014/09/03 14:06	Die pyp is stukkend en herstel die water is weer aan. Updated by Leah Regina Ward	O	Completed After Deadline	
201409/15637	2014/09/01 12:29	Leah Regina Ward	Peter	780395375	Kalkoonstraat A44 Zwellitsa	Water (Shane Roach)	High	Pyp lekasje (31/08/2014 12h15)	Closed	Zwellitsa	3	2 days 01:35:19	2014/09/02 12:29	2014/09/03 14:05	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15636	2014/09/01 12:28	Leah Regina Ward	Tenie	284233131	Sarel Cillierstraat 58	Water (Shane Roach)	High	Water lekasje (31/08/2014 12h15)	Closed	Napier	1	2 days 01:36:39	2014/09/02 12:28	2014/09/03 14:05	Die pyp het gebars maar is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15625	2014/09/01 11:28	Leah Regina Ward	M Vermeulen	284251632	Hopelystraat Suidpunt Dienssentrum	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 02:33:37	2014/09/02 11:28	2014/09/03 14:02	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15624	2014/09/01 11:27	Leah Regina Ward	Mev Van Schalkwyk	284242445	Kloofstraat 18	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 02:33:48	2014/09/02 11:27	2014/09/03 14:01	Die pyp het gebars en dit is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15623	2014/09/01 11:25	Leah Regina Ward	Zele	736191340	Afrikaalweg 66; Bergsig	Water (Shane Roach)	High	Pyp gebars (29/08/2014 21h40)	Closed	Bredasdorp	3	2 days 02:35:23	2014/09/02 11:25	2014/09/03 14:01	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15622	2014/09/01 11:23	Leah Regina Ward	Mike	828598249	Sarel Cillierstraat 3	Water (Shane Roach)	High	Pyp gebars (29/08/2014 19h10)	Closed	Napier	1	00:00-0249821	2014/09/02 11:23	2014/08/29 14:04	Die pyp is herstel. Action performed on: 29-Aug-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15627	2014/09/01 11:30	Leah Regina Ward	Leon Jamneck	828296905	Van der Bylstraat 6	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 02:33:34	2014/09/02 11:30	2014/09/03 14:04	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15626	2014/09/01 11:29	Leah Regina Ward	Human	284242031	Van der Bylstraat 4	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 02:33:42	2014/09/02 11:29	2014/09/03 14:03	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15840	2014/09/17 08:03	Esmarie Gabriella Coetzee	Willem Swart	N/A	Rasperlaan	Water (Shane Roach)	High	Waterpyp gebreek in Rasperlaan 55	Closed	Suidestrand	5	00:41:53	2014/09/18 08:03	2014/09/17 11:35	16.09.2014 Werner AFGEHANDELnruis se aansluiting, sit 22mm las in. Update by Esmarie Gabriella Coetzee	B	Completed Before Deadline Date	
201409/15833	2014/09/16 12:04	Leah Regina Ward	D. Gabriels	N/A	Erf 5247	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	3	23:30:41	2014/09/17 12:04	2014/09/17 11:35	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201409/15794	2014/09/15 09:49	Leah Regina Ward	Amanda	N/A	Eerste laan	Water (Shane Roach)	High	Pyp gebars (Bystand M Williams 13/09/2014 15h55)	Closed	Struisbaal-Noord	5	2 days 01:43:41	2014/09/16 09:49	2014/09/17 11:33	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15885	2014/09/12 14:22	Leah Regina Ward	Deon Wasserman	N/A	Uitvlughthyn	Water (Shane Roach)	High	Pyp is stukkend (21/09/2014 11h48)	Closed	Bredasdorp	4	23:39:08	2014/09/23 14:22	2014/09/23 14:02	Die lyn is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201409/15900	2014/09/25 09:18	Leah Regina Ward	Stien	710556524	Afrikaalweg 66; Bergsig	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	2	05:54:38	2014/09/26 09:18	2014/09/25 15:13	Daar is 'n 22cm fitting vervang. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201409/15880	2014/09/22 12:58	Leah Regina Ward	Mnr Du Plessis	825724952	Plakkerskamp 1ste Plot	Water (Shane Roach)	High	Water stroom uit (20/09/2014 15h55)	Closed	Napier	1	1 day 01:00:02	2014/09/23 12:58	2014/09/23 13:59	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15751	2014/09/10 11:51	Esmarie Gabriella Coetzee	Duran	N/A	Vinkstraat 4; Erf 205	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal-Noord	5	1 day 20:11:15	2014/09/11 11:51	2014/09/12 08:03	10.09.2014 Chris Dowrie AFGEHANDELnVervang ring. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15754	2014/09/10 11:55	Esmarie Gabriella Coetzee	Duran	N/A	Fisantsstraat 9; Erf 2068	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal-Noord	5	1 day 20:09:27	2014/09/11 11:55	2014/09/12 08:05	10.09.2014 Chris Dowrie AFGEHANDELnVervang elbow. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15753	2014/09/10 11:54	Esmarie Gabriella Coetzee	Duran	N/A	Fisants straat 14; Erf 2059	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal-Noord	5	1 day 20:10:13	2014/09/11 11:54	2014/09/12 08:05	10.09.2014 Chris Dowrie AFGEHANDELnHerstel stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15752	2014/09/10 11:53	Esmarie Gabriella Coetzee	Duran	N/A	Vinkstraat 27; Erf 2050	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal-Noord	5	1 day 20:10:11	2014/09/11 11:53	2014/09/12 08:04	10.09.2014 Chris Dowrie AFGEHANDELnDraai nut aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15723	2014/09/08 12:52	Leah Regina Ward	Behr	742294955	Parkstraat Sportgebou	Water (Shane Roach)	High	Pyp gebars (03/09/2014 21h31)	Closed	Bredasdorp	2	00:00-0396431	2014/09/09 12:52	2014/09/03 23:45	Geen pybprekasie. Action performed on: 03-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15722	2014/09/08 12:44	Leah Regina Ward	Anna Wynand	735308355	Olieenhoutlaan 60	Water (Shane Roach)	High	Pyp gebars (03/09/2014 19h22)	Closed	Bredasdorp	3	00:00-0494955	2014/09/09 12:44	2014/09/03 20:15	Die pyp is herstel. Action performed on: 03-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15721	2014/09/08 12:41	Leah Regina Ward	Eugene Dunn	828066697	Fabrieksweg	Water (Shane Roach)	High	Pyp gebars (02/09/2014 17h00)	Closed	Bredasdorp	3	00:00-0492111	2014/09/09 12:41	2014/09/02 20:09	Die pyp is herstel. Action performed on: 02-Sep-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201409/15735	2014/09/09 10:39	Esmarie Gabriella Coetzee	V. Olivier	N/A	Nuwe Uitbreiding; Erf 4066	Water (Shane Roach)	High	Geen water!	Closed	Struisbaal-Noord	5	04:15:33	2014/09/10 10:39	2014/09/09 14:55	09.09.2014 Sylvester AFGEHANDELnVervang 15mm stopkraan. Updated by Esmarie Gabriella Coetzee	B	Completed Before Deadline Date	
201409/15764	2014/09/10 14:02	Leah Regina Ward	K. Fincham	284241929	Du Preezstraat 4	Water (Shane Roach)	High	Water loop in straat	Closed	Bredasdorp	4	6 days 21:24:51	2014/09/11 14:02	2014/09/17 11:27	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201409/15762	2014/09/10 13:58	Leah Regina Ward	Elisabe	n/a	Villierstraat	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	6 days 21:35:37	2014/09/11 13:58	2014/09/17 11:34	Die pomp was gesteel maar die komleksie is gedoen en die water is aan. Update by Leah Regina Ward	O	Completed After Deadline	
201409/15758	2014/09/10 12:01	Esmarie Gabriella Coetzee	Duran	N/A	Croniastraat 7; Erf 2233	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	1 day 20:06:35	2014/09/11 12:01	2014/09/12 08:08	11.09.2014 Chris Dowrie Eienaar se kant. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15757	2014/09/10 12:00	Esmarie Gabriella Coetzee	Duran	N/A	Freesstraat 23; Erf 635	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	1 day 20:07:27	2014/09/11 12:00	2014/09/12 08:07	11.09.2014 Chris Dowrie AFGEHANDEL. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201409/15756	2014/09/10 11:59	Esmarie Gabriella Coetzee	Duran	N/A	Hoofweg 128; Erf 663	Water (Shane Roach)	High	Waterlek	Closed	Struisbaal	5	1 day						

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telepho	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date_Comp	Update_History	Update_Ch	Response_time	Result
201412/16826	2014/12/15 10:48	Leah Regina Ward	Betrus	786674700	Zwellitsa, Erf 5315	Water (Shane Roach)	High	Pyp is stukkend (09/12/2014 18h45)	Closed	Bredasdorp	3	00:00-04:16:22	2014/12/16 10:48	2014/12/09 21:00	Die pyp is herstel. Action performed on: 09-Dec-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201412/16792	2014/12/10 13:43	Leah Regina Ward	Keyzer	284251201	All Sainstraat (Julian's Restaurant)	Water (Shane Roach)	High	Lekasie in die pad	Closed	Bredasdorp	4	5 days 00:01:15	2014/12/11 13:43	2014/12/15 13:45	Die lekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201412/16870	2014/12/18 09:17	Esmarie Gabriella Coetzee	SS Inwoner	827743802	Blue Bay; Erf 222	Water (Shane Roach)	High	Water pressure low	Closed	Suiderstrand	5	23:43:17	2014/12/19 09:17	18.02.2014 Claude AFGEHANDEL Water is 5 bar. Updated by Esmarie Gabriella Coetzee	B	Completed Before Deadline Date		
201412/16856	2014/12/17 12:23	Leah Regina Ward	P Appollis	n/a	Spanjaarskloof	Water (Shane Roach)	High	Geen water	Closed	Napier	1	5 days 21:41:33	2014/12/18 12:23	2014/12/23 10:05	Die water is weer normaal en aan. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201412/16872	2014/12/18 11:21	Leah Regina Ward	Lukas	780645182	Edonstraat 6; Simuney	Water (Shane Roach)	High	Water pyp is stukkend	Closed	Bredasdorp	4	4 days 22:44:43	2014/12/19 11:21	2014/12/23 10:05	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201412/16834	2014/12/15 11:11	Leah Regina Ward	Smith	284233361	De Bruynstraat 4	Water (Shane Roach)	High	Geen water (13/12/2014 6h24)	Closed	Napier	1	00:00-01:69:74	2014/12/16 11:11	2014/12/13 12:00	Die pypbrekasie is herstel. Action performed on: 13-Dec-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201412/16833	2014/12/15 11:09	Leah Regina Ward	Joan Walken	284238095	H/V Hoogstraat & Kuytsstraat	Water (Shane Roach)	High	Geen water (13/12/2014 5h30)	Closed	Napier	1	00:00-01:69:75	2014/12/16 11:09	2014/12/13 12:00	Pypbrekasie is herstel. Action performed on: 13-Dec-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201412/16832	2014/12/15 11:07	Leah Regina Ward	Gavin	829005018	Waddelstraat 5; Erf 190	Water (Shane Roach)	High	Geen water (12/12/2014 20h15)	Closed	Struisbaai	5	03:21:38	2014/12/16 11:07	2014/12/15 14:29	Die lekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201412/16841	2014/12/15 12:15	Esmarie Gabriella Coetzee	Inwoner	n/a	Montgomery straat 3; Erf 473	Water (Shane Roach)	High	Water loop in straat bo die water loop in die straat teen die pad	Closed	L'Agulhas	5	00:01:55	2014/12/16 12:15	15.12.2014 Christopher AFGEHANDEL Herstel stopkraan verving. Updated by Esmarie Gabriella Coetzee	B	Completed Before Deadline Date		
201412/16837	2014/12/15 11:15	Leah Regina Ward	Maarsman	829262113	Viljoenstraat 111	Water (Shane Roach)	High	Geen water drukking	Closed	Bredasdorp	4	03:12:59	2014/12/16 11:15	2014/12/15 14:28	Die waterspan het gaan onderzoek en is droktoets geneem is op een 1/3 bar. U	B	Completed Before Deadline Date	
201412/16835	2014/12/15 11:12	Leah Regina Ward	AP Coetzee	n/a	Plakkerskamp	Water (Shane Roach)	High	Pyp gebars (13/12/2014 23h16)	Closed	Napier	1	00:00:0-87:149	2014/12/16 11:12	2014/12/14 11:00	Die pypbrekasie is herstel. Action performed on: 14-Dec-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201411/16379	2014/11/03 14:57	Leah Regina Ward	Eli	n/a	Kassiesbaai Huis no 15	Water (Shane Roach)	High	Geen water (31/10/2014 20h43)	Closed	Waanhuiskrans	5	00:00-0-26:2833	2014/11/04 14:57	2014/10/31 13:57	Die water is aangesit. Action performed on: 31-Oct-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201411/16377	2014/11/03 14:54	Leah Regina Ward	Leah	n/a	All Sainstraat (Julian's Restaurant)	Water (Shane Roach)	High	Lekasie in die pad (31/10/2014 18h15)	Closed	Bredasdorp	4	00:00-0-27:1164	2014/11/04 14:54	2014/10/31 11:35	Die was persone wat hul swembad skoonmaak word. Action performed on: 31-Oct-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201411/16375	2014/11/03 14:48	Leah Regina Ward	Dawid Botha	846074630	Uitsigwoonstel 13	Water (Shane Roach)	High	Geen water (28/10/2014 20h40)	Closed	Bredasdorp	4	7 days 20:23:34	2014/11/04 14:48	2014/11/11 11:12	Wanbetaling en die water is aangesit. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201411/16374	2014/11/03 14:46	Leah Regina Ward	J Neethling	765093634	Moreson Perdekampies; Dorpslande	Water (Shane Roach)	High	Geen water (27/10/2014 16h35)	Closed	Bredasdorp	4	7 days 20:24:12	2014/11/04 14:46	2014/11/11 11:12	Die water is aangesit. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201411/16405	2014/11/05 09:55	Leah Regina Ward	Noma	794182270	Randstraat 23	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	3	6 days 04:06:35	2014/11/06 09:55	2014/11/11 14:02	Die lyn was verstop en is ooggemaak. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201411/16366	2014/11/03 12:19	Esmarie Gabriella Coetzee	Duran	n/a	Hoofweg 154; Erf 806	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:09:42	2014/11/04 12:19	2014/11/10 08:29	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16365	2014/11/03 12:18	Esmarie Gabriella Coetzee	Duran	n/a	Agean singel; Erf 1643	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:09:32	2014/11/04 12:18	2014/11/10 08:28	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16364	2014/11/03 12:17	Esmarie Gabriella Coetzee	Duran	n/a	Agean singel; Erf 1640	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:10:36	2014/11/04 12:17	2014/11/10 08:28	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16363	2014/11/03 12:14	Esmarie Gabriella Coetzee	Duran	n/a	Dassiesingel 17; Erf 1328	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:12:44	2014/11/04 12:14	2014/11/10 08:27	04.11.2014 Chris AFGEHANDEL Vervang stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16369	2014/11/03 12:22	Esmarie Gabriella Coetzee	Duran	n/a	Freeziastraat 23; Erf 635	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:07:43	2014/11/04 12:22	2014/11/10 08:30	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16368	2014/11/03 12:21	Esmarie Gabriella Coetzee	Duran	n/a	Keurtjielaan 3; Erf 619	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:08:28	2014/11/04 12:21	2014/11/10 08:30	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16367	2014/11/03 12:20	Esmarie Gabriella Coetzee	Duran	n/a	Hoofweg 152; Erf 807	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 20:08:13	2014/11/04 12:20	2014/11/10 08:29	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16469	2014/11/12 09:34	Leah Regina Ward	Sersant Kriel	n/a	Josephstraat	Water (Shane Roach)	High	Pyp gebars (05/11/2014 03h55)	Closed	Napier	1	00:00-0-59:9219	2014/11/13 09:34	2014/11/05 11:08	Die pyp is herstel. Action performed on: 05-Nov-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201411/16468	2014/11/12 09:31	Leah Regina Ward	Felicia	n/a	Annene Booysenstraat 4	Water (Shane Roach)	High	Geen water (03/11/2014 17h49)	Closed	Bredasdorp	3	01:36:56	2014/11/13 09:31	2014/11/12 11:08	Die pypbrekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201411/16467	2014/11/12 09:10	Leah Regina Ward	Nancy Kebeni	n/a	Annene Booysenstraat 4	Water (Shane Roach)	High	Geen water (03/11/2014 16h52)	Closed	Bredasdorp	3	09:49:40	2014/11/13 09:10	2014/11/12 19:00	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201410/16294	2014/10/28 09:02	Esmarie Gabriella Coetzee	Duran	788699245	Shannonstraat 3; Erf 436	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	2 days 02:48:12	2014/10/29 09:02	2014/10/30 11:52	28.10.2014 Henties AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16285	2014/10/27 12:52	Leah Regina Ward	Jereme	n/a	Waanhuiskrans Kamp Charlet no 20	Water (Shane Roach)	High	Pyp bars (26/10/2014 10h10)	Closed	Waanhuiskrans	5	00:00-0-16:6827	2014/10/28 12:52	2014/10/25 14:32	Die pyp is herstel. Action performed on: 25-Oct-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201410/16297	2014/10/28 09:05	Esmarie Gabriella Coetzee	Duran	788699245	Georgestraat 46; Erf 271	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	2 days 02:46:18	2014/10/29 09:05	2014/10/30 11:52	28.10.2014 Henties AFGEHANDEL Draai meter moer aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16296	2014/10/28 09:04	Esmarie Gabriella Coetzee	Duran	788699245	Wesselstraat 3; Erf 385	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	2 days 02:47:08	2014/10/29 09:04	2014/10/30 11:52	28.10.2014 Henties AFGEHANDEL Vervang stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16295	2014/10/28 09:03	Esmarie Gabriella Coetzee	Duran	788699245	Neethlingstraat 10; Erf 501	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	2 days 02:47:09	2014/10/29 09:03	2014/10/30 11:52	28.10.2014 Henties AFGEHANDEL Vervang stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16280	2014/10/27 10:49	Leah Regina Ward	P Jonas	823663141	Lilly Noygistraat 4; Zwellitsa	Water (Shane Roach)	High	Pyp stukkend	Closed	Zwellitsa	3	3 days 22:01:01	2014/10/28 10:49	2014/10/31 08:51	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201410/16284	2014/10/27 12:49	Leah Regina Ward	Christopher	n/a	Roman Beach	Water (Shane Roach)	High	Waterpyp is stukkend	Closed	Bredasdorp	5	00:00-0-26:6661	2014/10/28 12:49	2014/10/25 14:32	Die pyp is herstel. Action performed on: 25-Oct-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201410/16282	2014/10/27 12:42	Leah Regina Ward	Mnr Palaatjes	826164358	Fabrieksweg 29	Water (Shane Roach)	High	Geen water (23/10/2014 20h05)	Closed	Bredasdorp	3	1 day 01:48:46	2014/10/28 12:42	2014/10/28 14:31	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201410/16326	2014/10/29 09:11	Esmarie Gabriella Coetzee	Duran	788699245	De Waalstraat 4; Erf 1127	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 23:10:53	2014/10/30 09:11	2014/11/05 08:22	04.11.2014 Chris AFGEHANDEL Eienaar se kant. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16325	2014/10/29 09:10	Esmarie Gabriella Coetzee	Duran	788699245	Vasco da Gama 43; Erf 1137	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 23:10:51	2014/10/30 09:10	2014/11/05 08:21	04.11.2014 Chris AFGEHANDEL Geen lekkasie by meter, maar wanneer stopkraan verving. Action performed on: 23-Nov-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201410/16324	2014/10/29 09:08	Esmarie Gabriella Coetzee	Duran	788699245	Vasco da Gama 7; Erf 1108	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 23:12:08	2014/10/30 09:08	2014/11/05 08:21	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16308	2014/10/28 10:38	Leah Regina Ward	J Neethling	765093634	Groenfontein Vee kamplies; Moreson Dorpskamp	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 22:11:37	2014/10/29 10:38	2014/10/31 08:50	Die water is aangesit. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201410/16298	2014/10/28 09:08	Esmarie Gabriella Coetzee	Duran	78699245	Balleystraat 10; Erf 451	Water (Shane Roach)	High	Waterlek	Closed	L'Agulhas	5	2 days 02:44:40	2014/10/29 09:08	2014/10/30 11:53	28.10.2014 Henties AFGEHANDEL eienaar se kant. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16323	2014/10/29 09:07	Esmarie Gabriella Coetzee	Duran	788699245	Marineweg; Erf 1250	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 23:12:10	2014/10/30 09:07	2014/11/05 08:20	04.11.2014 Chris AFGEHANDEL Draai koppie aan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201410/16322	2014/10/29 09:06	Esmarie Gabriella Coetzee	Duran	788699245	Marineweg 53; Erf 1201	Water (Shane Roach)	High	Waterlek	Closed	Struisbaai	5	6 days 23:12:26	2014/10/30 09:06	2014/11/05 08:19	04.11.2014 Chris AFGEHANDEL Vervang las en stopkraan. Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201411/16508	2014/11/25 11:03	Leah Regina Ward	Mnr De Villiers	284233412	H/V Krug & Victoriastraat	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	04:37:35	2014/11/26 11:03	2014/11/25 15:41	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201411/16596	2014/11/24 10:30	Leah Regina Ward	Shepherd	620693304	Johanna January 4	Water (Shane Roach)	High	Geen water (23/11/2014 9h50)	Closed	Bredasdorp	3	00:00-0-8:2825	2014/11/25 10:30	2014/11/23 11:30	Die stopkraan is verving. Action performed on: 23-Nov-2014; Updated by Leah Regina Ward	B	Completed Before Deadline Date	
201411/16622	2014/11/26 15:48	Leah Regina Ward	Ivan Abrahams	n/a	Moosijgstraat 6	Water (Shane Roach)	High	Orkramt bo agter (oop erf) is n pyp lekasie	Closed	Bredasdorp	4	1 day 22:54:17	2014/11/27 15:48	2014/11/28 14:43	Die lekasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201411/16583	2014/11/21 10:47	Leah Regina Ward	Linda	284244252	Fleischerstraat; (Parkie)	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	04:39:57	2014/11/22 10:47	2014/11/21 15:27	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201411/16595	2014/11/24 10:27	Leah Regina Ward	Mev Dyers	284233804	Fleischerstraat 37	Water (Shane Roach)	High	Geen water (21/11/2014 19h04)	Closed	Napier	1	00:00-0-21:8540	2014/11/25 10:27	2014/11/21 21:45	Die waterretieke het probleme geee maar is uitgesorteer en die water is weer normaal. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201411/16592	2014/11/24 10:22	Leah Regina Ward	Mev Swarts	846815084	Hoopstraat 18	Water (Shane Roach)	High	Geen water (17/11/2014 18h05)	Closed									

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telephon	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompletion	Date Completed	Update_History	Update_History	Response time	Result
201408/15316	2014/08/05 14:48	Esmarie Gabriella Coetzee	Mnr White	N/A	H/V Camphill & Zoetendal rlyaan	Water (Shane Roach)	High	Waterpyp gebars sal water sien	Closed	L'Agulhas	5	00:00:0-345625	2014/08/06 14:48	2014/08/06 14:48	Hooflynp pyp herstelrnrnBystandrnPleier Jourmat Action performed on: 01-Aug-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201408/15314	2014/08/05 14:05	Esmarie Gabriella Coetzee	F Duran	788 699 245	Malvern Rlyaan 22	Water (Shane Roach)	High	Waterlek by erf 558	Closed	Struisbaai	5	1 day 19:30:33	2014/08/06 14:05	2014/08/07 09:36	Vervang meter moerernrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15340	2014/08/07 15:28	Esmarie Gabriella Coetzee	F Duran	788699245	Hoofweg 7	Water (Shane Roach)	High	Waterlek by erf 132	Closed	Struisbaai	5	3 days 20:48:23	2014/08/08 15:28	2014/08/11 12:17	Eienaar se kantroernrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15334	2014/08/07 14:42	Leah Regina Ward	Waleed	n/a	Kalkoondstraat Zwellitsa	Water (Shane Roach)	High	Geen water	Closed	Zwellitsa	3	00:07:51	2014/08/08 14:42	2014/08/07 14:50	Asla het die water afgesit en weer aangest. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15310	2014/08/05 14:03	Esmarie Gabriella Coetzee	F Duran	788 699 245	Koningklip 12	Water (Shane Roach)	High	Water lek by erf 1489	Closed	Struisbaai	5	19:27:39	2014/08/06 14:03	2014/08/06 09:31	Eienaar se stopkraan rnrnW Stanley Action performed on: 06-Aug-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201408/15309	2014/08/05 14:02	Esmarie Gabriella Coetzee	Alan	028-4356538	Keurtjelaan	Water (Shane Roach)	High	In keurtjelaan loop daar water in die straat	Closed	Struisbaai	5	9 days 00:10:20	2014/08/06 14:02	2014/08/14 14:13	Vervang saaltjie op hooflynnrnMelvin Williams Action performed on: 14-Aug-2014; Updated by: Mnr White	0	Completed After Deadline	
201408/15313	2014/08/05 14:04	Esmarie Gabriella Coetzee	F Duran	788 699 245	Disastraat 17	Water (Shane Roach)	High	Waterlek by erf 1506	Closed	Struisbaai	5	18:30:09	2014/08/06 14:04	2014/08/06 09:31	Eienaar se stopkraan rnrnW Stanley Action performed on: 06-Aug-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201408/15312	2014/08/05 14:04	Esmarie Gabriella Coetzee	F Duran	788 699 245	Seewierstraat 33	Water (Shane Roach)	High	Waterlek by erf 695	Closed	Struisbaai	5	19:27:40	2014/08/06 14:04	2014/08/06 09:32	Vervang StopkraanrnrnW Stanley Action performed on: 06-Aug-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201408/15311	2014/08/05 14:03	Esmarie Gabriella Coetzee	F Duran	788 699 245	Tornynstraat 8	Water (Shane Roach)	High	Waterlek by erf 1506	Cancelled	Struisbaai	5	2108 days 19:32:25	2014/08/06 14:03	2014/08/06 14:03	Geen lekkasie sigbaar nie.rnrnW Stanley Action performed on: 06-Aug-2014; Updated by: Mnr White	0	Not Completed And Overdue	
201407/15230	2014/07/28 13:49	Esmarie Gabriella Coetzee	F Duran	788 699 245	Oceanview Rlyaan 28	Water (Shane Roach)	High	Waterlek by erf 1402	Closed	Struisbaai	5	1 day 01:10:11	2014/07/29 13:49	2014/07/29 15:00	Vervang stopkraanrnrnW Stanley Action performed on: 29-Jul-2014; Updated by: Mnr White	0	Completed After Deadline	
201407/15229	2014/07/28 13:49	Esmarie Gabriella Coetzee	F Duran	788 699 245	Malvernweg 39	Water (Shane Roach)	High	Waterlek by erf 1002	Closed	Struisbaai	5	19:43:54	2014/07/29 13:49	2014/07/29 09:33	Reen water rnrnW Stanley Action performed on: 29-Jul-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201407/15233	2014/07/28 13:56	Esmarie Gabriella Coetzee	F Duran	788 699 245	Highlevelstraat 18	Water (Shane Roach)	High	Waterlek by erf 639	Closed	L'Agulhas	5	4 days 00:08:55	2014/07/29 13:56	2014/08/01 14:05	Drain koppie aan rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15232	2014/07/28 13:54	Esmarie Gabriella Coetzee	F Duran	788 699 245	Highlevelstraat 19	Water (Shane Roach)	High	Erf 651 waterlek	Closed	L'Agulhas	5	4 days 00:10:18	2014/07/29 13:54	2014/08/01 14:05	Reenwater rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15231	2014/07/28 13:52	Esmarie Gabriella Coetzee	F Duran	788 699 245	Melkbosstraat 44	Water (Shane Roach)	High	Waterlek erf 329	Closed	L'Agulhas	5	3 days 21:27:27	2014/07/29 13:52	2014/08/01 11:20	vervang stopkraan.rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15208	2014/07/25 11:43	Leah Regina Ward	J Neethling	284241900	H/V Hugosstraat & Buitekanstraat	Water (Shane Roach)	High	Water loop by dreindeksel uit	Closed	Bredasdorp	4	00:46:13	2014/07/26 11:43	2014/07/25 12:30	Vervanging is oopgemaak. Action performed on: 25-Jul-2014; Updated by Deon Wasserman	0	Completed Before Deadline Date	
201407/15201	2014/07/24 20:10	Leah Regina Ward	S Marias	284242961	Villierstraat 45B	Water (Shane Roach)	High	Water drukking baie swak	Closed	Bredasdorp	4	21:27:49	2014/07/25 14:40	2014/07/25 11:48	die fh is gebloei en die water is aan. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201407/15217	2014/07/28 11:05	Leah Regina Ward	SAPD Bredasdorp	n/a	H/V Plantasia & Uniestraat	Water (Shane Roach)	High	Die pyp het gebars	Closed	Bredasdorp	4	23:21:58	2014/07/29 11:05	2014/07/29 09:33	Die fh is toegeedraai. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201407/15216	2014/07/28 11:03	Leah Regina Ward	Walter Linnert	n/a	H/V Langstr & Rivierstraat	Water (Shane Roach)	High	Waterpyp brekasie moet herstel word	Closed	Bredasdorp	2	00:00:0-261523	2014/07/29 11:03	2014/07/25 10:25	Die brekasie is herstel. Action performed on: 25-Jul-2014; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201407/15215	2014/07/28 10:58	Leah Regina Ward	SAPD Bredasdorp	n/a	H/V Al Sainstraat & Parkstraat	Water (Shane Roach)	High	Pyggebars (24/07/2014 00h25)	Closed	Bredasdorp	4	00:00:0-358133	2014/07/29 10:58	2014/07/24 10:25	Die pyp is herstel. Action performed on: 24-Jul-2014; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201407/15247	2014/07/29 10:46	Leah Regina Ward	Elsabe Zieff	n/a	Independentsstraat 8; Standard Bank	Water (Shane Roach)	High	Daar kom weet water uit by die gat	Closed	Bredasdorp	4	03:32:09	2014/07/30 10:46	2014/07/29 14:19	Die gat is oopgevl en herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201407/15245	2014/07/29 10:32	Leah Regina Ward	Dokter Retief	n/a	Uitsigstraat 4	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	03:44:04	2014/07/30 10:32	2014/07/29 14:17	Die boorgat het oorgevlo. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201407/15260	2014/07/30 10:40	Esmarie Gabriella Coetzee	F Duran	788 699 245	Rita straat	Water (Shane Roach)	High	Waterlek by erf 3309	Closed	Struisbaai	5	2 days 01:09:13	2014/07/31 10:40	2014/08/01 11:50	eienaar se stopkraan wat lek.rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15253	2014/07/30 10:32	Leah Regina Ward	Lien Kies	n/a	Langstraat ; GAP aanleg	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	16:43:25	2014/07/30 10:32	2014/07/30 08:35	Die stopkraan is vervang. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201407/15238	2014/07/28 14:04	Esmarie Gabriella Coetzee	Mev Crafford	N/A	Hoofweg	Water (Shane Roach)	High	Skuins oorkant Oupos B&B het n pyp gebars	Closed	L'Agulhas	5	00:00:0-333283	2014/07/29 14:04	2014/07/24 17:30	nuwe saaltjie opgestelrnAfhgehandelrnrnC Dowrie Action performed on: 24-Jul-2014; Updated by: Mnr White	0	Completed Before Deadline Date	
201407/15235	2014/07/28 13:57	Esmarie Gabriella Coetzee	F Duran	788 699 245	Van Bredastraat 13	Water (Shane Roach)	High	Waterlek by erf 48	Closed	L'Agulhas	5	4 days 00:10:18	2014/07/29 13:57	2014/08/01 14:05	Geen lekkasie sigbaar.rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15234	2014/07/28 13:56	Esmarie Gabriella Coetzee	F Duran	788 699 245	Avalastraat 10	Water (Shane Roach)	High	Waterlek by erf 965	Closed	L'Agulhas	5	4 days 00:09:07	2014/07/29 13:56	2014/08/01 14:06	Lekkasje aan eienaar se kantroernrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15244	2014/07/29 09:55	Esmarie Gabriella Coetzee	F Duran	788 699 245	Vuurtoring	Water (Shane Roach)	High	Waterlek by erf 610	Closed	L'Agulhas	5	3 days 04:13:37	2014/07/30 09:55	2014/08/01 15:10	Vervang meter Rubbers.rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201407/15243	2014/07/29 09:38	Esmarie Gabriella Coetzee	F Duran	788 699 245	Hoofweg 95	Water (Shane Roach)	High	Waterlek by erf 123	Closed	L'Agulhas	5	3 days 04:30:16	2014/07/30 09:38	2014/08/01 14:09	Reenwater wat by meter staanrnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15493	2014/08/20 14:55	Leah Regina Ward	Shields	284252521	Nuwenaarstraat 67; Bergsig	Water (Shane Roach)	High	Fire Hydrant lekkasie	Closed	Bredasdorp	4	00:37:49	2014/08/21 14:55	2014/08/20 15:33	Die FH is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15509	2014/08/22 14:04	Leah Regina Ward	Linda	n/a	Fisantsingel 67; Bergsig	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	2 days 21:25:47	2014/08/23 14:04	2014/08/25 11:29	Die lekkasie is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15507	2014/08/22 14:01	Leah Regina Ward	Jannie	n/a	Eersteleaan Floraland	Water (Shane Roach)	High	Fire Hydrant (FH) moet toegeedraai word	Closed	Bredasdorp	4	2 days 21:27:03	2014/08/23 14:01	2014/08/25 11:29	Die FH is toegeedraai. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15495	2014/08/20 15:01	Leah Regina Ward	F Jacobs	736026705	Rivierstraat 41	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	2	00:33:34	2014/08/21 15:01	2014/08/20 15:35	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15464	2014/08/19 08:12	Leah Regina Ward	Jacoline	284241793	Vermeloen Vervoer; Uittvlught lyn	Water (Shane Roach)	High	Die pyplyn is stukkend by die varkhokke	Closed	Bredasdorp	4	1 day 07:23:00	2014/08/20 08:12	2014/08/20 10:15	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15460	2014/08/18 15:48	Leah Regina Ward	Linda	n/a	H.V. Re-Uniestraat & Nuwestraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	4	16:24:02	2014/08/19 15:48	2014/08/19 08:13	Die aansluiting is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15547	2014/08/26 12:49	Leah Regina Ward	Tabani	n/a	Winnie Mandelastraat	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	3	20:48:32	2014/08/27 12:49	2014/08/27 09:38	Die pyp is herstel. 'n las is ingest. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15568	2014/08/27 14:33	Leah Regina Ward	Christo	n/a	Ou Meulweg	Water (Shane Roach)	High	Water spuit by die waterkrip	Closed	Bredasdorp	2	1 day 18:22:14	2014/08/28 14:33	2014/08/29 08:56	Die krip is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15523	2014/08/25 10:12	Leah Regina Ward	Mariekkie	n/a	B & M Ford Garage; Independentsstraat	Water (Shane Roach)	High	Waterdruk is baie swak	Closed	Bredasdorp	4	22:16:59	2014/08/26 10:12	2014/08/26 08:29	Die meter is vervang. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15512	2014/08/25 09:54	Leah Regina Ward	AO Maree	n/a	Geelstraat 13	Water (Shane Roach)	High	Waterspuit weer (20/08/2014 22h58)	Closed	Napier	1	00:00:0-464047	2014/08/26 09:54	2014/08/20 01:00	Die pyp is weer herstel. Action performed on: 20-Aug-2014; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201408/15511	2014/08/25 09:51	Leah Regina Ward	M Swart	731784460	Geelstraat 13	Water (Shane Roach)	High	Pyp gebars (20/08/2014 17h29)	Closed	Napier	1	00:00:0-395481	2014/08/26 09:51	2014/08/20 01:00	Die pyp is herstel. Action performed on: 20-Aug-2014; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201408/15371	2014/08/12 08:21	Leah Regina Ward	Mev Stabbert	284233467	Protealaan 9	Water (Shane Roach)	High	Geen water	Closed	Napier	1	00:55:11	2014/08/13 08:21	2014/08/12 09:17	A.g.v. krane wat gesteel was, moes hulle valves toedraai. Bystand AP Coetzee rnrnW Stanley Updated by Mnr White	0	Completed Before Deadline Date	
201408/15370	2014/08/12 08:20	Leah Regina Ward	Johnny	386013666	Oktoberlaan 33	Water (Shane Roach)	High	Pyp gebars (09/08/2014 19h05)	Closed	Napier	1	00:56:15	2014/08/13 08:20	2014/08/12 09:17	Herstel gebarste pyp Bystand AP Coetzee Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15368	2014/08/12 08:16	Leah Regina Ward	Kat Wiesels	284238000	H/V Oktoberlaan & Efraimstraat	Water (Shane Roach)	High	Water loop sterk (09/08/2014 3h20)	Closed	Napier	1	00:57:06	2014/08/13 08:16	2014/08/12 09:14	Herstel barspyp Bystand AP Coetzee (09/08/2014) Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15366	2014/08/13 10:58	Leah Regina Ward	Mathius	n/a	Skoosstraat 41	Water (Shane Roach)	High	Pyp is stukkend	Closed	Bredasdorp	2	21:23:45	2014/08/14 10:58	2014/08/14 08:22	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201408/15344	2014/08/07 15:31	Esmarie Gabriella Coetzee	F Duran	788 699 245	Proteaweg 92	Water (Shane Roach)	High	Waterlek by erf 27	Closed	Struisbaai	5	3 days 20:45:56	2014/08/08 15:31	2014/08/11 12:17	Geen lekkasie sigbaar.rnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15343	2014/08/07 15:30	Esmarie Gabriella Coetzee	F Duran	788 699 245	Patrysweg 2	Water (Shane Roach)	High	Waterlek by erf 167	Closed	Struisbaai	5	3 days 20:46:30	2014/08/08 15:30	2014/08/11 12:17	Eienaar se lekkrnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15342	2014/08/07 15:29	Esmarie Gabriella Coetzee	F Duran	788 699 245	Hoofweg 16	Water (Shane Roach)	High	Waterlek by erf 108	Closed	Struisbaai	5	3 days 20:47:08	2014/08/08 15:29	2014/08/11 12:17	Herstel lek by glas van meterrnrnW Stanley Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	0	Completed After Deadline	
201408/15341	2014/08/07 15:29	Esmarie Gabriella Coetzee	F Duran	788 699 245	Port Jacksonlaan 8	Water (Shane Roach)	High	Waterlek by erf 65	Closed	Struisbaai	5	3 days 20:47:44	2014/08/08 15:29	2014/08/11 12:17</				

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents_Name	Residents_Telephor	Residents_Address	Assigned_To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleio	Date_Completed	Update_History	Update_History	Response_time	Result
201505/18644	2015/05/18 08:32	Leah Regina Ward	Mariska Monroe	835017692	Zecreest 2914	Water (Shane Roach)	High	Pyp gebars (16/05/2015 14h08)	Closed	Struisbaai	5	1 day 04:13:00	2015/05/19 08:32	2015/05/19 12:45	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18708	2015/05/25 11:15	Leah Regina Ward	Sun Touch Inn	824436310	Sarel Cillierstraat	Water (Shane Roach)	High	Water lekasje (20/05/2015 18h02)	Closed	Napier	1	00:00:40:2382	2015/05/26 11:15	2015/05/20 19:30	Die lekasje is herstel. Action performed on: 20-May-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201505/18696	2015/05/22 12:21	Leah Regina Ward	Samantha	284241066	De Groene Kat; Kerkstraat; Spar Centre	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	2 days 21:28:20	2015/05/23 12:21	2015/05/23 09:50	Hul het gewerk aan die hydrant. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18687	2015/05/22 10:10	Leah Regina Ward	Sadreck	833027482	Fletheerstraat 22	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	4	2 days 23:36:55	2015/05/23 10:10	2015/05/25 09:47	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18701	2015/05/25 08:27	Esmarie Gabriella Coetzee	Mev Joubert	284356263	Heidelaan 28	Water (Shane Roach)	High	Daar loop n stroom water by Heidelaan 28 Sbaai	Closed	Struisbaai	5	04:08:50	2015/05/26 08:27	2015/05/25 12:36	25.05.2015 09h00 Henties AFGEHANDEL Gaatjie in koperpyp herstel. Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201505/18573	2015/05/08 15:03	Leah Regina Ward	Mnr Henn	823026430	Viljoenstraat 47	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	3 days 19:09:13	2015/05/09 15:03	2015/05/12 10:07	Herstel pypbars Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18509	2015/05/06 13:46	Leah Regina Ward	James Filander	n/a	Dorpslände - Nootgedacht - Pad	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	5 days 00:36:18	2015/05/07 13:46	2015/05/11 14:23	Neem water na Dorpslände Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18566	2015/05/08 09:28	Leah Regina Ward	Welcome Rini	737572650	Bastiaanstraat 5463	Water (Shane Roach)	High	Lekasje	Closed	Bredasdorp	3	6 days 01:18:42	2015/05/09 09:28	2015/05/14 10:47	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201505/18606	2015/05/12 15:31	Leah Regina Ward	A. Conradie	284241580	Brundstraat 82	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	2	20:26:06	2015/05/13 15:31	2015/05/13 11:58	Die lnye was toe gedraai en die water is aangesit. Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201505/18605	2015/05/12 15:25	Esmarie Gabriella Coetzee	F Duran	788 699 245	Kromstraat 24	Water (Shane Roach)	High	Waterlek by erf 300	Closed	Struisbaai	5	12 days 21:04:53	2015/05/13 15:25	2015/05/25 12:30	19.05.2015 Henties AFGEHANDEL Draai koppie aan Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18604	2015/05/12 15:23	Esmarie Gabriella Coetzee	F Duran	788 699 245	Dukerstraat 17	Water (Shane Roach)	High	Waterlek by erf 254	Closed	Struisbaai	5	12 days 21:05:31	2015/05/13 15:23	2015/05/25 12:30	19.05.2015 Henties AFGEHANDEL Draai koppie aan Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18603	2015/05/12 15:23	Esmarie Gabriella Coetzee	F Duran	788699245	Vygielaan 18	Water (Shane Roach)	High	Waterlek by erf 609	Closed	Struisbaai	5	12 days 21:05:31	2015/05/13 15:23	2015/05/25 12:29	19.05.2015 Henties AFGEHANDEL Draai koppie aan van stopkraan Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18608	2015/05/12 16:00	Esmarie Gabriella Coetzee	F Duran	788 699 245	Minnetokkastraat 12	Water (Shane Roach)	High	Waterlek by erf 346	Closed	Struisbaai	5	12 days 20:30:20	2015/05/13 16:00	2015/05/25 12:31	19.05.2015 Henties AFGEHANDEL Draai koppie aan Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18590	2015/05/11 14:16	Esmarie Gabriella Coetzee	Duran (meterleser)	788699245	Marthinustraat; Erf 3639	Water (Shane Roach)	High	Waterlek by erf 3639 Sbaai	Closed	Struisbaai-Noord	5	1 day 18:09:54	2015/05/12 14:16	2015/05/13 08:26	11.05.2015 Melvin AFGEHANDEL Herstel waterpyp. Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18588	2015/05/11 14:11	Leah Regina Ward	Donovan	284241789	Langstraat 112	Water (Shane Roach)	High	Water loop uit op die vlak (Bystand Matweis 10/05/2015 09h30)	Closed	Bredasdorp	2	00:00:44	2015/05/12 14:11	2015/05/13 10:26	11.05.2015 Melvin AFGEHANDEL Herstel waterpyp. Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18585	2015/05/11 14:05	Leah Regina Ward	Chris	832163768	Helen Josephstraat D48; PollaPark	Water (Shane Roach)	High	Pyp gebars (Bystand Matweis 09/05/2015 14h28)	Closed	Bredasdorp	3	00:10:33	2015/05/12 14:05	2015/05/11 14:16	Is nie pyp wat gebars het nie,krane was foutief. Vervang krane. Bystand Matweis	0	Completed Before Deadline Date	
201505/18602	2015/05/12 15:23	Esmarie Gabriella Coetzee	F Duran	788 699 245	Heidelaan 49	Water (Shane Roach)	High	Water lekasje by erf 655	Closed	Struisbaai	5	12 days 21:05:20	2015/05/13 15:25	2015/05/25 12:28	19.05.2015 Henties AFGEHANDEL Draai koppie aan van stopkraan Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18903	2015/06/09 14:20	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Disast; 7; Struisbaai	Water (Shane Roach)	High	SB545 Waterlekasje 09/06	Closed	Struisbaai	5	5 days 19:08:13	2015/06/10 14:20	2015/06/15 09:29	Eienaar se stopkraanWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18901	2015/06/09 14:18	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Seewierstraat 12	Water (Shane Roach)	High	SB511 Waterlekasje 09/06	Closed	Struisbaai	5	5 days 19:08:53	2015/06/10 14:18	2015/06/15 09:27	Eienaar se stopkraanWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18899	2015/06/09 14:04	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Zandt Crescent; Struisbaai	Water (Shane Roach)	High	SB2964 Waterlekasje 09/06	Closed	Struisbaai	5	6 days 01:10:03	2015/06/10 14:04	2015/06/15 15:15	Vervang T-stukknWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18898	2015/06/09 14:02	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	2de Laan 7 Struisbaai	Water (Shane Roach)	High	SB1789 Waterlekasje 09/06	Closed	Struisbaai-Noord	5	6 days 01:10:32	2015/06/10 14:02	2015/06/15 15:13	Draai stopkraan se koppie aanWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18904	2015/06/09 14:21	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Galjoen Singel 21; Struisbaai	Water (Shane Roach)	High	SB1420 Waterlekasje 09/06	Closed	Struisbaai	5	5 days 19:09:14	2015/06/10 14:21	2015/06/15 09:31	Draai koppie aanWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18894	2015/06/09 13:56	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Marlynmstr 56; Struisbaai	Water (Shane Roach)	High	SB1512 Waterlek 09/06	Closed	Struisbaai	5	5 days 01:20:50	2015/06/10 13:56	2015/06/15 10:17	Hek het slot aan kan nie in erf innWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18881	2015/06/08 16:08	Leah Regina Ward	Patrick	n/a	Ou Meuleweg; Die Windmeul	Water (Shane Roach)	High	Water loop (07/06/2015 16h16)	Closed	Bredasdorp	2	00:00:76105	2015/06/09 16:08	2015/06/07 19:00	Daar is geen fout gevind nie. Action performed on: 07-Jun-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18868	2015/06/08 15:39	Leah Regina Ward	R Stevens	82582165	Carnationlaan	Water (Shane Roach)	High	Pyp gebreek wat lei na die kraan (01/06/2015 21h29)	Closed	Bredasdorp	2	00:00:580197	2015/06/09 15:39	2015/06/01 12:30	Die pyp is herstel. Action performed on: 01-Jun-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18897	2015/06/09 13:59	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Cindy Singel	Water (Shane Roach)	High	SB2750 Waterlekasje 09/06	Closed	Struisbaai	5	6 days 01:19:07	2015/06/10 13:59	2015/06/15 15:19	Vervang 22mm lasnWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18896	2015/06/09 13:58	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Naomi Singel; Struisbaai	Water (Shane Roach)	High	SB2724 Waterlekasje 09/06	Closed	Struisbaai	5	6 days 01:15:05	2015/06/10 13:58	2015/06/15 15:18	Draai vans van meterWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18895	2015/06/09 13:57	Esmarie Gabriella Coetzee	Duran Meterleser	788699245	Oceanview Rylaan 134; Struisbaai	Water (Shane Roach)	High	SB975 Waterlekasje 09/06	Closed	Struisbaai	5	6 days 01:20:20	2015/06/10 13:57	2015/06/15 15:18	Draai koppie aanWernern15/06 Action performed on: 15-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201506/18967	2015/06/15 09:18	Leah Regina Ward	Hannes Coller	711482291	Langstraat 9; Bergsig	Water (Shane Roach)	High	Pyp stukkend (13/06/2015 8h35)	Closed	Bredasdorp	2	00:00:163085	2015/06/16 09:18	2015/06/13 12:00	Draai koppie aanWernern15/06 Action performed on: 13-Jun-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18963	2015/06/15 09:10	Leah Regina Ward	Petrus	284251256	Parkstraat; TATA Garage	Water (Shane Roach)	High	Pyp gebars (11/06/2015 16h37)	Closed	Bredasdorp	4	00:00:312058	2015/06/16 09:10	2015/06/11 18:30	Die pypbrekasje is herstel. Action performed on: 11-Jun-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18961	2015/06/15 09:07	Leah Regina Ward	Mev Oostendorp	718983947	Kamferbosstraat 3; Kleinbegin	Water (Shane Roach)	High	Geen water (10/06/2015 16h40)	Closed	Bredasdorp	3	00:00:482233	2015/06/16 09:07	2015/06/09 17:30	Stel die valve en die water is aan. Action performed on: 09-Jun-2015; Updated by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18980	2015/06/15 16:03	Leah Regina Ward	S Downing	829276667	Afrikaal	Water (Shane Roach)	High	Water loop in die pad	Closed	Bredasdorp	2	8 days 21:36:42	2015/06/16 16:03	2015/06/24 13:54	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed After Deadline	
201506/18958	2015/06/15 08:25	Leah Regina Ward	Mev Mentoor	284253201	Golfstraat 102	Water (Shane Roach)	High	Pyp is stukkend (09/06/2015 16h49)	Closed	Bredasdorp	2	03:28:57	2015/06/16 08:25	2015/06/15 11:40	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201505/18762	2015/05/28 12:46	Esmarie Gabriella Coetzee	Duran	788699245	Hoofweg 123; Erf 618	Water (Shane Roach)	High	Waterlek LA618	Closed	L'Agulhas	5	10 days 20:46:01	2015/05/29 12:46	2015/06/08 09:33	Tenk se reenwater het langs meterWerner Stanleyrn08/06rn9H30 Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18761	2015/05/28 12:46	Esmarie Gabriella Coetzee	Duran	788699245	Hoofweg 100; Erf 612	Water (Shane Roach)	High	Waterlek LA612	Closed	L'Agulhas	5	10 days 20:46:49	2015/05/29 12:46	2015/06/08 09:33	Geen lekasje sigbaar niernWerner Stanleyrn08/06rn9H30 Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18760	2015/05/28 12:45	Esmarie Gabriella Coetzee	Duran	788699245	Clingenstraat 17; Erf 614	Water (Shane Roach)	High	Waterlek LA64	Closed	L'Agulhas	5	10 days 20:47:43	2015/05/29 12:45	2015/06/08 09:33	Draai koppie aanrAFGEHANDELWerner Stanleyrn Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18765	2015/05/28 12:49	Esmarie Gabriella Coetzee	Duran	788699245	Van Bredastraat 1; Erf 136	Water (Shane Roach)	High	Waterlek LA136	Closed	L'Agulhas	5	10 days 20:40:40	2015/05/29 12:49	2015/06/08 09:30	Vervang meter se rubbersrnWerner Stanley Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18764	2015/05/28 12:48	Esmarie Gabriella Coetzee	Duran	788699245	Cooperstraat; Erf 94	Water (Shane Roach)	High	Waterlek LA94	Closed	L'Agulhas	5	10 days 20:41:23	2015/05/29 12:48	2015/06/08 09:30	Vervang meter se rubbersrnWerner Stanley Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18763	2015/05/28 12:47	Esmarie Gabriella Coetzee	Duran	788699245	Poolstraat 2; Erf 55	Water (Shane Roach)	High	Waterlek LA555	Closed	L'Agulhas	5	10 days 20:43:12	2015/05/29 12:47	2015/06/08 09:31	Geen lekasje sigbaar niernWerner Stanleyrn08/06rn9H30 Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201505/18747	2015/05/28 08:33	Leah Regina Ward	Mev Moolman	824454544	Matheestraat 6	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	06:48:48	2015/05/29 08:33	2015/05/28 15:22	AGV pypbrekasje maar die water is aan. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201505/18733	2015/05/28 12:21	Esmarie Gabriella Coetzee	Mev Kruger	284357691	Moirastraat 43	Water (Shane Roach)	High	GEEN WATER!	Closed	Struisbaai	5	03:06:12	2015/05/27 12:21	2015/05/26 15:28	26.05.2015 Werner AFGEHANDEL Pomp was af, sit dit aan Updated by Esmarie Gabriella Coetzee	0	Completed Before Deadline Date	
201505/18748	2015/05/28 08:34	Leah Regina Ward	Kobie	n/a	Dorpsstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	06:48:11	2015/05/29 08:34	2015/05/28 15:23	Die pypbrekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201506/18833	2015/06/04 13:04	Esmarie Gabriella Coetzee	P Cloete	n/a	Swartwater; Struisbaai Noord	Water (Shane Roach)	High	SB4082 Waterpyp gebars	Closed	Struisbaai-Noord	5	00:00:1547	2015/06/05 13:04	2015/06/04 12:39	AFGEHANDEL Gebruk 1/2 lasnMelvin Williamsrn04/06rn12:40 Action performed on: 04-Jun-2015; Updated by Esmarie Gabriella Coetzee	0	Completed Before Deadline Date	
201506/18867	2015/06/08 15:38	Leah Regina Ward	Pat Olivier	n/a	Retekesstraat Sportkompleks	Water (Shane Roach)	High	Water is baie swak	Closed	Bredasdorp	4	17:34:43	2015/06/09 15:38	2015/06/09 09:13	Die sifflie by die ballule skoonmaak en die water was weer normaal. Update by Leah Regina Ward	0	Completed Before Deadline Date	
201506/18847	2015/06/05 12:10	Leah Regina Ward	Victoria Hotel	284241159	Kerkstraat	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	02:15:14	2015/06/06 12:10	2015/06/05 14:26	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	0	Completed Before Deadline Date	
201506/18781	2015/06/01 08:53	Leah Regina Ward	van Schalkwyk	284241868	Hoplystraat 4													

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telephor	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_Attachm	Response_time	Result
201507/19527	2015/07/30 12:32	Wilma van Eck	F Rademeyr	N/A	Kleinberg, Napier	Water (Shane Roach)	Normal	Geen waterdruk	Closed	Napier	1	6 days 21:19:32	2015/07/31 12:32	2015/08/06 09:52	Die meter was vol klippe en vullis is skoonmaak en die water is aan. Updated by		0	Completed After Deadline
201507/19520	2015/07/30 09:28	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Ratcliffstraat 4	Water (Shane Roach)	High	Waterlek by erf 162	Closed	L'Agulhas	5	1 day 06:01:02	2015/07/31 09:28	2015/07/31 15:30	Drasit stopkraan moere aan.rnrnHenties Updated by Esmarie Gabriella Coetzee		0	Completed After Deadline
201507/19519	2015/07/30 09:28	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Poolestraat 2	Water (Shane Roach)	High	Waterlek by erf 555	Closed	L'Agulhas	5	1 day 06:01:44	2015/07/31 09:28	2015/07/31 15:30	vervang 3/4 stopkraan, redener 3/4 nutrnHenties Updated by Esmarie Gabri		0	Completed After Deadline
201507/19540	2015/07/31 09:34	Leah Regina Ward	Questa	n/a	Swelldendamweg	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	3 days 05:17:48	2015/08/01 09:34	2015/08/03 14:52	Dir pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma		0	Completed After Deadline
201508/19589	2015/08/04 13:58	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Seewierstraat 10	Water (Shane Roach)	High	Waterlek by erf 512	Closed	Struisbaai	5	6 days 20:06:09	2015/08/05 13:58	2015/08/11 10:05	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201508/19588	2015/08/04 13:58	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Seewierstraat 12	Water (Shane Roach)	High	Waterlek by erf 511	Closed	Struisbaai	5	6 days 20:05:45	2015/08/05 13:58	2015/08/11 10:04	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201508/19587	2015/08/04 13:57	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Malverweg	Water (Shane Roach)	High	Waterlek by erf 559	Closed	Struisbaai	5	6 days 20:00:27	2015/08/05 13:57	2015/08/11 09:58	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201508/19586	2015/08/04 13:56	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Romansingel 12	Water (Shane Roach)	Normal	Waterlek by erf 1558	Closed	Struisbaai	5	6 days 20:00:16	2015/08/05 13:56	2015/08/11 09:57	Herstel GlasierennM Williams Action performed on: 11-Aug-2015; Updated by		0	Completed After Deadline
201508/19590	2015/08/04 13:59	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Dismastraat 23	Water (Shane Roach)	High	Waterlek by erf 847	Closed	Struisbaai	5	6 days 20:05:34	2015/08/05 13:59	2015/08/11 09:57	Herstel GlasierennM Williams Action performed on: 11-Aug-2015; Updated by		0	Completed After Deadline
201508/19580	2015/08/04 12:56	Wilma van Eck	F October	N/A	Angeliestraat 13; Napier	Water (Shane Roach)	Normal	Waterlek in pad	Closed	Napier	1	29 days 20:55:21	2015/08/05 12:56	2015/09/03 09:52	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma		0	Completed After Deadline
201508/19585	2015/08/04 13:56	Esmarie Gabriella Coetzee	F Duran Meterleser	7 088 699 245	Carolstraat 8	Water (Shane Roach)	High	Waterlek by erf 2023	Closed	Struisbaai	5	6 days 19:58:55	2015/08/05 13:56	2015/08/11 09:55	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201508/19584	2015/08/04 13:54	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Oceanview Rylaan 134	Water (Shane Roach)	High	Waterlek by erf 975	Closed	Struisbaai	5	6 days 19:56:28	2015/08/05 13:54	2015/08/11 09:51	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201508/19583	2015/08/04 13:53	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Natashastraat 35	Water (Shane Roach)	High	Waterlek by erf 2672	Closed	Struisbaai	5	6 days 19:53:20	2015/08/05 13:53	2015/08/11 09:47	Drasit stopkraan aan.rnrnM Williams Action performed on: 11-Aug-2015; Updated		0	Completed After Deadline
201507/19446	2015/07/24 11:34	Wilma van Eck	Fanie Rademeyer	N/A	Kleinberg	Water (Shane Roach)	Normal	Waterdruk baie swak	Closed	Napier	1	12 days 22:18:08	2015/07/25 11:34	2015/08/06 09:53	Die meter was vol klippe en vullis is skoonmaak en die water is aan. Updated		0	Completed After Deadline
201507/19415	2015/07/21 12:15	Leah Regina Ward	Odette	284241268	Kloofstraat 106	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	02:58:22	2015/07/22 12:15	2015/07/21 15:14	Die pyp is toegemaak. Updated by Leah Regina Ward on behalf of Deon Wass	B	Completed Before Deadline Date	
201507/19475	2015/07/27 12:38	Leah Regina Ward	Mnr Rademeyer	603629716	Kleinplasiae	Water (Shane Roach)	High	Geen water (26/07/2015 13h27)	Closed	Napier	1	00:00:0-76086	2015/07/28 12:38	2015/07/26 15:30	Die lye is skoonmaak en die water is aan. Action performed on: 26-Jul-2015	B	Completed Before Deadline Date	
201507/19392	2015/07/20 12:38	Leah Regina Ward	Abels	284459708	Begraafplaas	Water (Shane Roach)	High	Water loop (18/07/2015 11h41)	Closed	Waeshuiskrans	5	02:53:52	2015/07/21 12:38	2015/07/20 15:30	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	B	Completed Before Deadline Date	
201507/19410	2015/07/21 09:13	Esmarie Gabriella Coetzee	Brain Grandfield	N/A	Vyfdelaan 7	Water (Shane Roach)	High	Waterpyp wat gebars het by erf 1714	Closed	Struisbaai-Noord	5	00:00:0-1738	2015/07/22 09:13	2015/07/21 08:45	Herstel waterlek. Vervang las 15mmrnrnW Stanley Action performed on: 21-Jul-	B	Completed Before Deadline Date	
201507/19405	2015/07/20 13:48	Esmarie Gabriella Coetzee	Mev Joubert	028-4356263	H/V Heidealaan & Hoofweg	Water (Shane Roach)	High	Waterpyp het weer gebars by Struisie huisie die water borrel	Closed	Struisbaai	5	00:00:0-15220	2015/07/21 13:48	2015/07/20 09:25	gatjie in pyp. Vervang PypnrnrnW Stanley Action performed on: 20-Jul-2015; U	B	Completed Before Deadline Date	
201507/19512	2015/07/29 14:44	Leah Regina Ward	E Zieff	n/a	Safe-house; Langstraat	Water (Shane Roach)	High	Water loop	Closed	Bredasdorp	2	5 days 00:10:19	2015/07/30 14:44	2015/08/03 14:05	Die stopkraan is herstel. Updated by Leah Regina Ward on behalf of Deon Was	0	Completed After Deadline	
201507/19511	2015/07/29 14:42	Leah Regina Ward	A Nel	724523614	Du Preezstraat 8	Water (Shane Roach)	High	Water spuit by sypaadjie uit	Closed	Bredasdorp	4	20:20:16	2015/07/30 14:42	2015/07/30 11:03	Is sigwater wat vanaf die erf op die sypaadjie uitloop. Updated by Leah Regina	B	Completed Before Deadline Date	
201507/19518	2015/07/30 09:27	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Quarystraat 9	Water (Shane Roach)	High	Water lek by erf 11	Closed	L'Agulhas	5	1 day 06:01:21	2015/07/31 09:27	2015/07/31 15:29	Drasit stopkraan moere aan.rnrnHenties Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201507/19517	2015/07/30 09:26	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Hoofweg 123	Water (Shane Roach)	High	Waterlek by erf 618	Closed	L'Agulhas	5	1 day 06:01:07	2015/07/31 09:26	2015/07/31 15:28	Eienaar se kant die lekkaasierHenties Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201507/19516	2015/07/30 09:26	Esmarie Gabriella Coetzee	F Duran Meterleser	788 699 245	Gentoostraat 28	Water (Shane Roach)	High	Waterlek by erf 854	Closed	L'Agulhas	5	1 day 06:00:51	2015/07/31 09:26	2015/07/31 15:27	Drasit stopkraan moere aan.rnrnHenties Updated by Esmarie Gabriella Coetzee	0	Completed After Deadline	
201507/19482	2015/07/27 14:16	Leah Regina Ward	D Ostendordp	718983947	Kamferbosstraat 1; Kleinbegin	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	20:18:42	2015/07/28 14:16	2015/07/28 10:35	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	B	Completed Before Deadline Date	
201507/19481	2015/07/27 14:16	Leah Regina Ward	D Ostendordp	718983947	Kamferbosstraat 1; Kleinbegin	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	20:19:47	2015/07/28 14:16	2015/07/28 10:36	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	B	Completed Before Deadline Date	
201507/19489	2015/07/28 09:29	Leah Regina Ward	Gloria Thompson	n/a	H.V. Pattersonstraat & Swelldendamweg	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	1 day 06:29:55	2015/07/29 15:29	2015/07/29 15:59	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	0	Completed After Deadline	
201507/19488	2015/07/28 09:28	Esmarie Gabriella Coetzee	Annelisa Van Wyk	028-4255500	Lagoonweg 6	Water (Shane Roach)	High	Kyk ash vir n lek by erf 157 Suiderstrand Daar is 347kl deur en	Closed	Suiderstrand	5	2 days 00:04:05	2015/07/29 09:28	2015/07/30 09:23	Die stopkraan is toe en meter staan.rnrn stopkraan oop is loop die meterrnrn	0	Completed After Deadline	
201508/19770	2015/08/24 14:47	Leah Regina Ward	Justina Adendorp	783250075	Jobstraat 934	Water (Shane Roach)	High	Water pyp gebars (21/08/2015 21h25)	Closed	Napier	1	00:00:0-310940	2015/08/25 14:47	2015/08/21 00:53	Die pyp is herstel. Action performed on: 21-Aug-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201508/19732	2015/08/19 09:12	Esmarie Gabriella Coetzee	Inwoner	n/v	Vasco da Gamastraat	Water (Shane Roach)	High	Hoofyn pypbrek in Vasco da Gamastraat	Closed	Struisbaai	5	2 days 00:31:44	2015/08/20 09:12	2015/08/21 09:44	19.08.2015 Melvin AFGHANDEL Vervang koperpyp met poly pyp. Updated by	0	Completed After Deadline	
201508/19718	2015/08/17 12:23	Leah Regina Ward	AP Coetzee	n/a	Oktoberlaan	Water (Shane Roach)	High	Pyp gebars (15/08/2015 8h33)	Closed	Napier	1	00:00:0-84204	2015/08/18 12:23	2015/08/16 13:00	Die pyp is herstel. Action performed on: 16-Aug-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201508/19756	2015/08/24 12:00	Leah Regina Ward	Lorna Murtz	n/a	Bikini Beach	Water (Shane Roach)	High	Geen water	Closed	Waeshuiskrans	5	2 days 21:43:09	2015/08/25 12:00	2015/08/27 09:44	Daar is nuwe krane aangebring en die water was aangesit. Updated by Leah Re	0	Completed After Deadline	
201508/19754	2015/08/24 11:53	Leah Regina Ward	M Lourens	284252441	Uitsiglaan 19	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	4	2 days 22:09:21	2015/08/25 11:53	2015/08/27 09:44	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	0	Completed After Deadline	
201509/19862	2015/09/02 14:20	Wilma van Eck	Koos Grove	N/A	Escomstraat; Napier	Water (Shane Roach)	Normal	Waterlek in pad by Hoogstraat 17	Closed	Napier	1	13 days 00:05:56	2015/09/03 14:20	2015/09/15 14:26	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	0	Completed After Deadline	
201509/19861	2015/09/02 14:13	Wilma van Eck	Rademeyer	N/A	Kleinberg Plasie; Napier	Water (Shane Roach)	Normal	Geen water	Closed	Napier	1	13 days 00:12:45	2015/09/03 14:13	2015/09/15 14:26	Die meter was vullis en die water is weer normaal. Updated by Leah Regina War	0	Completed After Deadline	
201509/19855	2015/09/02 10:10	Leah Regina Ward	Summers	833174934	Brandstraat 81	Water (Shane Roach)	High	Pyp lekasje	Closed	Bredasdorp	2	23:37:34	2015/09/03 10:10	2015/09/03 09:48	Meter is vasgedraai en die pyp oop en die lekasje is herstel. Updated by L	B	Completed Before Deadline Date	
201509/19871	2015/09/03 12:04	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Hoofweg 76	Water (Shane Roach)	High	58351 Waterlek	Closed	Struisbaai	5	1 day 02:51:38	2015/09/04 12:04	2015/09/04 14:56	Geen lekkaasie sigbaar niernHentiesnaafgehandel Action performed on: 04-Sep-	0	Completed After Deadline	
201509/19868	2015/09/03 11:47	Leah Regina Ward	Zukiswa	835290055	Mailbongwe drive 9 tot 11; Zwellitsha	Water (Shane Roach)	High	Water loop sterk in die straat af	Closed	Bredasdorp	3	1 day 03:14:05	2015/09/04 11:47	2015/09/04 15:02	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserma	0	Completed After Deadline	
201509/19834	2015/09/01 10:06	Leah Regina Ward	Michelle Jantjies	n/a	Roostraat 52	Water (Shane Roach)	High	Pyp gebars (29/08/2015 13h30)	Closed	Napier	1	00:00:0-237961	2015/09/02 10:06	2015/08/29 16:02	Die pyp is herstel. Action performed on: 29-Aug-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201509/19829	2015/09/01 09:50	Leah Regina Ward	Herschelle Jantjies	n/a	Rekreasieplein Charlet no6; Suikerbossie	Water (Shane Roach)	High	Geen water (27/08/2015 17h29)	Closed	Bredasdorp	4	00:00:0-400806	2015/09/02 09:50	2015/08/27 18:30	Die pyp is herstel. Action performed on: 27-Aug-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201509/19828	2015/09/01 09:47	Leah Regina Ward	Mev Smith	n/a	Ocean View Rylaan 85	Water (Shane Roach)	High	Pyp terugsit (25/08/2015 7h34)	Closed	Struisbaai	5	00:00:0-573206	2015/09/02 09:47	2015/09/02 18:34	Die pyp is teruggesit. Action performed on: 25-Aug-2015; Updated by Leah Re	B	Completed Before Deadline Date	
201509/19846	2015/09/01 11:55	Esmarie Gabriella Coetzee	Duran Meterleser	732399845	Vyfdelaan 13	Water (Shane Roach)	High	58643 Waterlek	Closed	Struisbaai	5	2 days 00:18:08	2015/09/02 11:55	2015/09/03 12:14	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	0	Completed After Deadline	
201509/19845	2015/09/01 11:54	Esmarie Gabriella Coetzee	Duran Meterleser	732399845	Heidealaan 45	Water (Shane Roach)	High	58653 Waterlek	Closed	Struisbaai	5	2 days 00:18:07	2015/09/02 11:54	2015/09/03 12:13	Die meter lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon W	0	Completed After Deadline	
201509/19844	2015/09/01 11:53	Esmarie Gabriella Coetzee	Duran Meterleser	793299845	Heidealaan 35	Water (Shane Roach)	High	58648 Waterlek	Closed	Struisbaai	5	2 days 00:19:25	2015/09/02 11:53	2015/09/03 12:13	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasser	0	Completed After Deadline	
201508/19649	2015/08/11 10:38	Leah Regina Ward	Mnr Henn	824112747	Viljoenstraat 47	Water (Shane Roach)	High	Pyp gebars (07/08/2015 19h11)	Closed	Bredasdorp	4	00:00:0-300196	2015/08/12 10:38	2015/08/07 23:15	Die pyp is herstel. Action performed on: 07-Aug-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201508/19648	2015/08/11 10:36	Leah Regina Ward	Selma Ferreira	284456933	Hoofweg 27	Water (Shane Roach)	High	Geen water (07/08/2015 16h43)	Closed	Waeshuiskrans	5	00:00:0-315404	2015/08/12 10:36	2015/08/07 19:00	Daar was 'n pypbrekasje en dit is herstel. Action performed on: 07-Aug-2015; U	B	Completed Before Deadline Date	
201508/19647	2015/08/11 10:35	Leah Regina Ward	Mev King	284456959	Hoofweg 9	Water (Shane Roach)	High	Geen water (07/08/2015 16h43)	Closed	Waeshuiskrans	5	00:00:0-315278						

Table CAW2: Processed pipe failure records

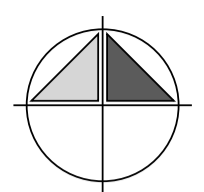
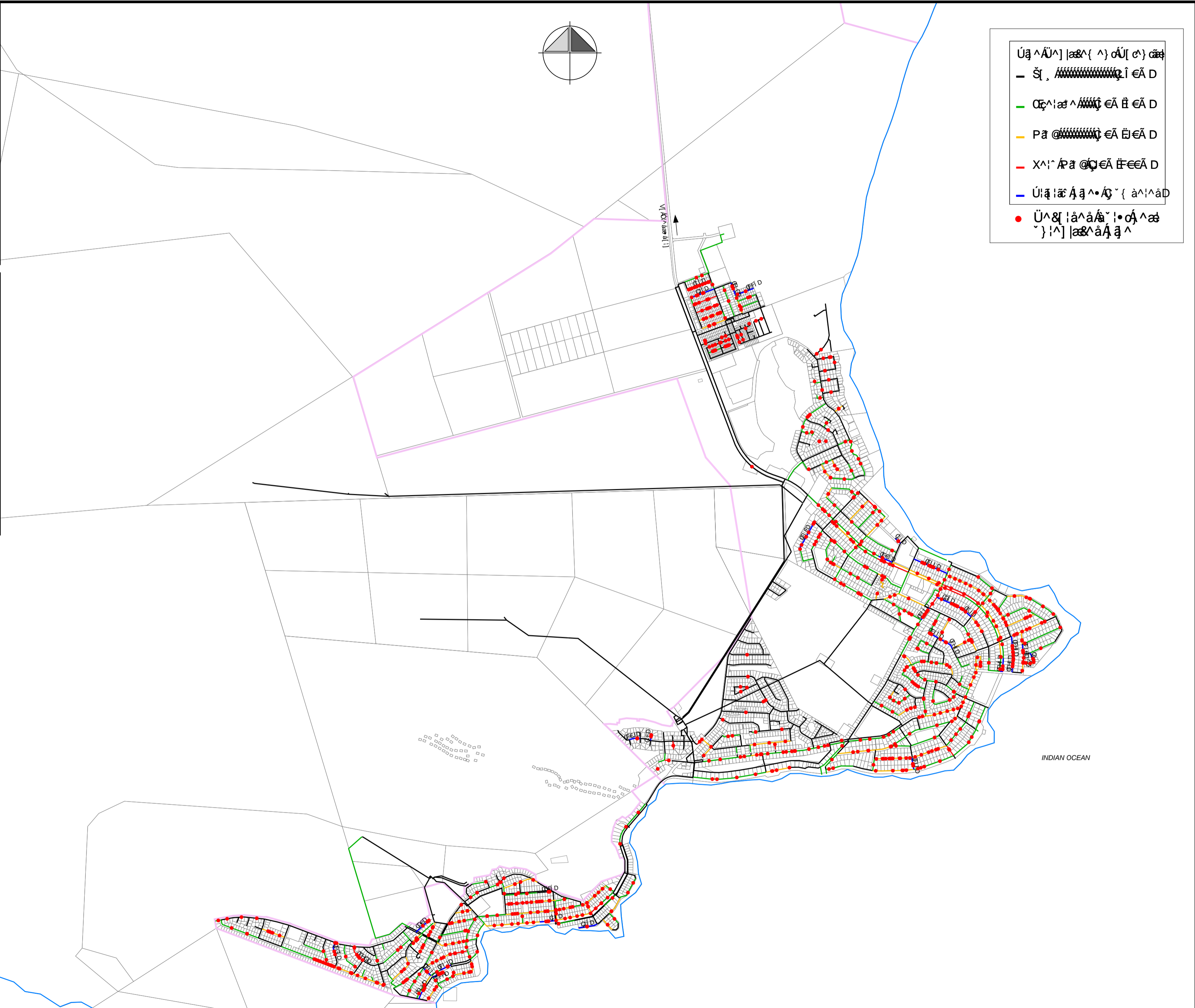
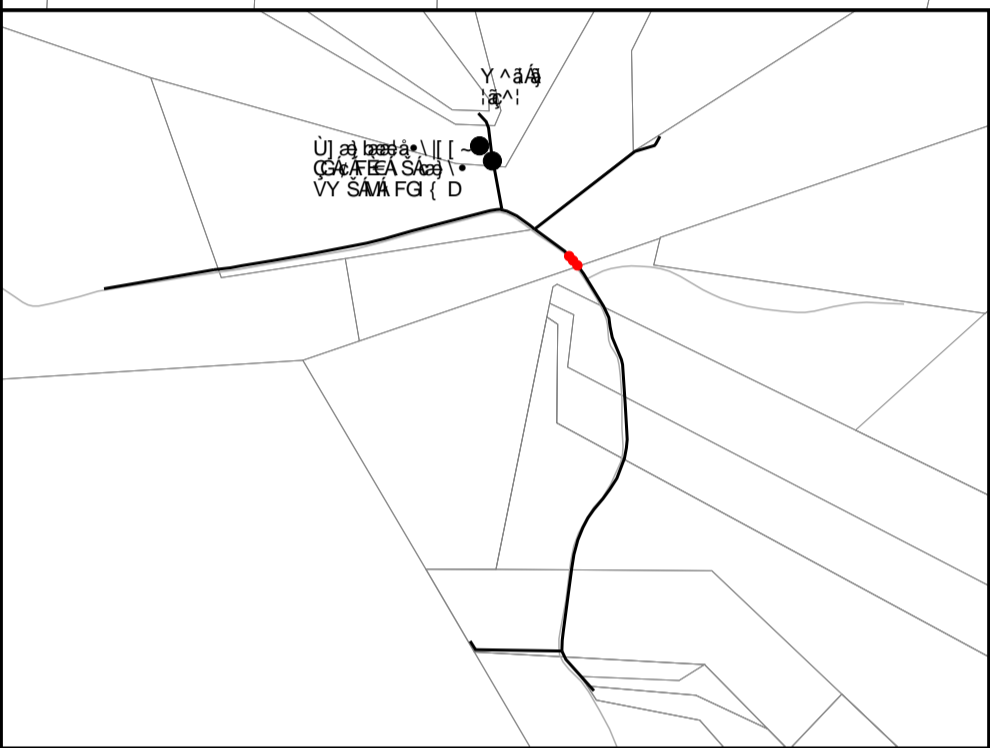
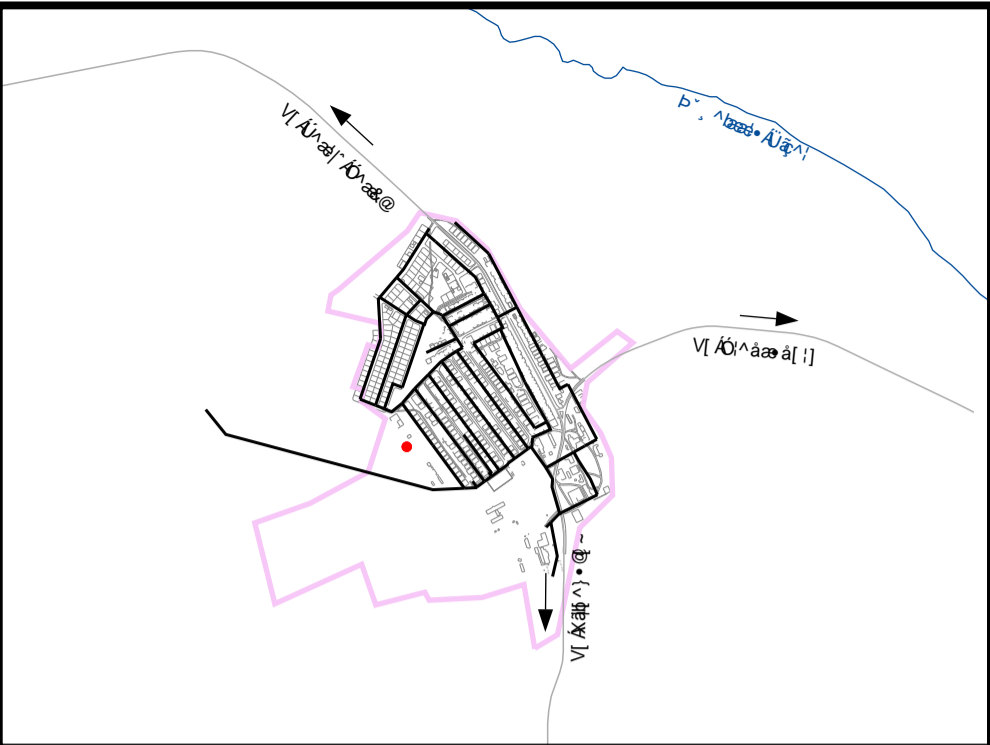
Reference	Date Logged	Logged By	Residents Name	Residents_Teleph	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_History	Response_time	Result
201507/19216	2015/07/06 10:46	Leah Regina Ward	Me Hendricks	82332337	Golfstraat 110	Water (Shane Roach)	High	Pyp gebars (05/07/2015 9h49)	Closed	Bredasdorp	2	00:00:0-65750	2015/07/07 10:46	2015/07/06 16:00	Die pyp is herstel. Action performed on: 05-Jul-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201507/19178	2015/07/02 11:57	Esmarie Gabriella Coetzee	Mev Steyn	824949956	Gentostraat	Water (Shane Roach)	High	LA1217 lae waterdruk in huis. Bel eers voor na huis toe gaan	Closed	L'Agulhas	5	20:52:03	2015/07/03 11:57	2015/07/03 08:50	Waterdruk is regnBinne in huis is dalk swak.rnHet verdudelik moet dalk plum	B	Completed Before Deadline Date	
201507/19231	2015/07/06 14:20	Esmarie Gabriella Coetzee	Mev Koning	724 413 297	De Waalstraat 18	Water (Shane Roach)	High	Waterlek aan ons kant Sy s'y het dit al gerappoteer en het j	Closed	Struisbaai	5	00:20:26	2015/07/07 14:20	2015/07/06 14:21	Herstel Waterlek Gaatjie in pyp. Vervang koper pyp.rnW Stanley Updated by	B	Completed Before Deadline Date	
201507/19229	2015/07/06 14:14	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Gabrielstraat	Water (Shane Roach)	High	Waterlek by erf 3649	Closed	Struisbaai-Noord	5	1 day 01:58:49	2015/07/07 14:14	2015/07/07 16:13	Vervang 15mm Stropkraan.rnW Stanley Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201507/19225	2015/07/06 14:12	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Minnetokostastraat 21	Water (Shane Roach)	High	Waterlek by erf 362	Closed	Struisbaai	5	1 day 02:05:52	2015/07/07 14:10	2015/07/07 16:13	Draai koppie aan.rnW Stanley Updated by Esmarie Gabriella Coetzee on beh	O	Completed After Deadline	
201507/19228	2015/07/06 14:13	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Vinkstraat 8	Water (Shane Roach)	High	Waterlek by erf 2037	Closed	Struisbaai-Noord	5	1 day 01:59:35	2015/07/07 14:13	2015/07/07 16:13	Vervang FM Coupler.rnW Stanley Updated by Esmarie Gabriella Coetzee on beh	O	Completed After Deadline	
201507/19227	2015/07/06 14:12	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Marthinusstraat	Water (Shane Roach)	High	Waterlek by erf 3683	Closed	Struisbaai-Noord	5	1 day 02:01:13	2015/07/07 14:12	2015/07/07 16:14	Draai koppie aan.rnW Stanley Updated by Esmarie Gabriella Coetzee on beh	O	Completed After Deadline	
201507/19226	2015/07/06 14:10	Esmarie Gabriella Coetzee	Duran (Meterleser)	788 699 245	Hoefwag 50	Water (Shane Roach)	High	Waterlek by erf 246	Closed	Struisbaai	5	1 day 02:04:09	2015/07/07 14:10	2015/07/07 16:15	Draai ring aan.rnW Stanley Updated by Esmarie Gabriella Coetzee on behalf	O	Completed After Deadline	
201501/17327	2015/01/30 09:05	Esmarie Gabriella Coetzee	DJ Morkel	733 688 135	Oceanview Rlyaan	Water (Shane Roach)	High	Asbespyp binne erf wat na pad toe loop	Closed	Struisbaai	5	104 days 23:56:11	2015/01/31 09:05	2015/05/15 09:02	AFgehandel Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserr	O	Completed After Deadline	
201501/17325	2015/01/30 08:50	Esmarie Gabriella Coetzee	OK Grocer/ Wilma	n/a	Hoefwag	Water (Shane Roach)	High	Winkelstraat agter OK by kompres kamer pyp gebars Water	Closed	Struisbaai	5	00:00:0-651	2015/01/31 08:50	2015/01/30 08:40	Eienaar se pyp. Plummer het dit reggemaak.rnW Stanley Updated by Esmarie	B	Completed Before Deadline Date	
201501/17324	2015/01/29 12:03	Leah Regina Ward	Ivan	n/a	Rekreasiestraat Sportkompleks	Water (Shane Roach)	High	Geen water by die atletiek byeenkoms	Closed	Bredasdorp	4	5 days 02:10:37	2015/01/30 12:03	2015/02/03 14:23	Die stopkraan aan die toilet se kant was toe. is ooggemaak en die water is aang	O	Completed After Deadline	
201501/17322	2015/01/29 10:52	Leah Regina Ward	Donkin	284242577	Van Der Bylstraat 30	Water (Shane Roach)	High	Waterdruk is swak	Closed	Bredasdorp	4	5 days 03:32:56	2015/01/30 10:52	2015/02/03 14:25	Agv pypbrekasje wat herstel is. Updated by Leah Regina Ward on behalf of De	O	Completed After Deadline	
201501/17295	2015/01/27 08:51	Esmarie Gabriella Coetzee	Duran	788699245	Malverweg 37; Erf 1001	Water (Shane Roach)	High	Erf 1001 Malverweg 37 5B Waterlek	Closed	Struisbaai	5	107 days 06:28:18	2015/01/28 08:51	2015/05/14 15:20	Agehandel teruggetekening die 28.01.2015 Updated by Esmarie Gabriella Coet	O	Completed After Deadline	
201501/17294	2015/01/27 08:49	Esmarie Gabriella Coetzee	Duran	788699245	Marineweg 147; Erf 1007	Water (Shane Roach)	High	Erf 1007 Marineweg 147 5B Waterlek	Closed	Struisbaai	5	107 days 06:28:06	2015/01/28 08:49	2015/05/14 15:18	AFgehandel Teruggeteken op 28.01.2015 Updated by Esmarie Gabriella Coetzee	O	Completed After Deadline	
201501/17293	2015/01/27 08:49	Esmarie Gabriella Coetzee	Duran	788699245	De Waalstraat 56; Erf 1186	Water (Shane Roach)	High	Erf 1186 De Waalstraat 56 5B Waterlek	Closed	Struisbaai	5	1 day 06:31:58	2015/01/28 08:49	2015/01/28 15:21	Draai koppie aan.rnW Stanley Updated by Esmarie Gabriella Coetzee on	O	Completed After Deadline	
201501/17309	2015/01/28 12:35	Leah Regina Ward	Frank Truter	834124698	Fletcherstraat 28	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	6 days 01:52:42	2015/01/29 12:35	2015/02/03 14:28	Die water is aan af agv pypbrekasje. Updated by Leah Regina Ward on behalf c	O	Completed After Deadline	
201502/17350	2015/02/03 09:39	Leah Regina Ward	Huddleston	284233733	Stasiepad	Water (Shane Roach)	High	Water Spuit (Bystand AP Coetzee 27/01/2015 18h40)	Closed	Napier	1	04:54:32	2015/02/04 09:39	2015/02/03 14:34	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserra	B	Completed Before Deadline Date	
201502/17370	2015/02/03 14:12	Leah Regina Ward	Arniston	729471137	Polla Park, Zwellitsa Zwellitsa	Water (Shane Roach)	High	Pyp gebars (01/02/2014 7-41)	Closed	Zwellitsa	3	00:00:0-191481	2015/02/04 14:12	2015/02/01 09:01	Die pyp is herstel. Action performed on: 01-Feb-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201502/17360	2015/02/03 10:50	Leah Regina Ward	Makaba	N/A	Pholla Park W 183 Zwellitsa	Water (Shane Roach)	High	Pyp gebars (Bystand Alistair Moos 31/01/2015 11h25)	Closed	Zwellitsa	3	00:00:0-253201	2015/02/04 10:50	2015/01/31 12:30	Die pyp is herstel. Action performed on: 31-Jan-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201501/17328	2015/01/30 09:05	Esmarie Gabriella Coetzee	DJ Morkel	733 688 135	Oceanview Rlyaan	Water (Shane Roach)	High	Asbespyp binne erf wat na pad toe loop	Closed	Struisbaai	5	6 days 02:54:10	2015/01/31 09:05	2015/02/05 12:00	Sit nuwe hooflykrane inrnHaal asbespyp uit fondasie Updated by Esmarie Ga	O	Completed After Deadline	
201502/17347	2015/01/30 09:06	Leah Regina Ward	Halkney	284356810	Geenstraat	Water (Shane Roach)	High	Geen water (Bystand Melvin 26/01/2015 17h20)	Closed	L'Agulhas	5	2 days 01:47:47	2015/02/04 09:06	2015/02/05 10:52	Die water is al aan. Action performed on: 20-Jan-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201501/17263	2015/01/26 10:02	Leah Regina Ward	Angela	284459620	Erf 300	Water (Shane Roach)	High	Geen water (20/01/2015 20h54)	Closed	Waenhuiskrans	5	00:00:0-546768	2015/01/27 10:02	2015/01/20 02:10	Die pyp is herstel. Action performed on: 20-Jan-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201501/17262	2015/01/26 10:01	Leah Regina Ward	Gary	284253407	Kalkoende Zwellitsa	Water (Shane Roach)	High	Pyp gebars (20/01/2015 19h55)	Closed	Zwellitsa	4	00:00:0-546696	2015/01/27 10:01	2015/01/20 02:10	Die pyp is herstel. Action performed on: 20-Jan-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201501/17261	2015/01/26 10:00	Leah Regina Ward	Deon Wasserman	837074670	Pratstraat	Water (Shane Roach)	High	Pyp gebars (20/01/2015 19h43)	Closed	Waenhuiskrans	5	00:00:0-546628	2015/01/27 10:00	2015/01/20 02:10	Die pyp is herstel. Action performed on: 20-Jan-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201501/17267	2015/01/26 10:16	Leah Regina Ward	Linda	284253407	Kalkoende Zwellitsa	Water (Shane Roach)	High	Water loop alweer (22/01/2015 22h10)	Closed	Zwellitsa	4	00:00:0-546799	2015/01/27 10:16	2015/01/21 01:10	Die valve is herstel. Action performed on: 21-Jan-2015; Updated by Leah Regir	B	Completed Before Deadline Date	
201501/17265	2015/01/26 10:08	Leah Regina Ward	Sharon	284459000	Arniston Hotel	Water (Shane Roach)	High	Geen water (21/01/2015 18h08)	Closed	Waenhuiskrans	5	00:00:0-430662	2015/01/27 10:08	2015/01/21 10:21	Die water is aan. Action performed on: 21-Jan-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201501/17264	2015/01/26 10:04	Leah Regina Ward	PC Vermeulen	843712254	Stasiehuis 7; Swellendamweg	Water (Shane Roach)	High	Pyp gebars (21/01/2015 5h26)	Closed	Bredasdorp	4	00:00:0-527961	2015/01/27 10:04	2015/01/20 07:35	Die pyp is herstel. Action performed on: 20-Jan-2015; Updated by Leah Regina	B	Completed Before Deadline Date	
201501/17289	2015/01/27 08:37	Esmarie Gabriella Coetzee	Duran	788699245	Gentostraat; Erf 2261	Water (Shane Roach)	High	Erf 2261 Gentostraat 2 LA Waterlek	Closed	L'Agulhas	5	2 days 06:53:38	2015/01/28 08:37	2015/01/29 15:31	Draai koppie aan.rnW Stanley Updated by Esmarie Gabriella Coetzee on beh	O	Completed After Deadline	
201501/17288	2015/01/27 08:35	Esmarie Gabriella Coetzee	Duran	788699245	Poolstraat 16; Erf 545	Water (Shane Roach)	High	Erf 545 Poolstraat 16 LA Waterlek	Closed	L'Agulhas	5	2 days 01:24:14	2015/01/28 08:35	2015/01/29 10:00	Draai Koppie aan.rnW Stanley Action performed on: 29-Jan-2015; Update	O	Completed After Deadline	
201501/17287	2015/01/27 08:30	Esmarie Gabriella Coetzee	Duran	788699245	Hoefwag 100; Erf 612	Water (Shane Roach)	High	Erf 612 Hoefwag 100 L'Agulhas Waterlek	Closed	L'Agulhas	5	2 days 01:29:06	2015/01/28 08:30	2015/01/29 10:00	Draai Koppie aan.rnW Stanley Action performed on: 29-Jan-2015; Update	O	Completed After Deadline	
201501/17286	2015/01/27 08:27	Esmarie Gabriella Coetzee	Duran	788699245	Quarry straat 9; Erf 11	Water (Shane Roach)	High	Erf 11 Quarrystraat 9	Closed	L'Agulhas	5	2 days 01:32:33	2015/01/28 08:27	2015/01/29 10:00	Lekkasje aan die eienaar se kant Action performed on: 29-Jan-2015; Update	O	Completed After Deadline	
201501/17292	2015/01/27 08:47	Esmarie Gabriella Coetzee	Duran	788699245	Skoelstraat 2; Erf 131	Water (Shane Roach)	High	Erf 131 Skoolstraat 2 LA Waterlek	Closed	L'Agulhas	5	2 days 01:27:29	2015/01/28 08:47	2015/01/29 10:15	Gaatjie in meter, vervang meter.rnW Stanley Action performed on: 29-Jan-2	O	Completed After Deadline	
201501/17291	2015/01/27 08:44	Esmarie Gabriella Coetzee	Duran	788699245	Waddestraat 9; Erf 176	Water (Shane Roach)	High	Erf 176 Waddestraat 9 LA Waterlek	Closed	L'Agulhas	5	2 days 01:14:50	2015/01/28 08:44	2015/01/29 09:59	Draai koppie aan.rnW Stanley Action performed on: 29-Jan-2015; Update	O	Completed After Deadline	
201501/17290	2015/01/27 08:43	Esmarie Gabriella Coetzee	Duran	788699245	Bok Skoolstraat 22; Erf 553	Water (Shane Roach)	High	Erf 553 Bok Skoolstraat 22 LA Waterlek	Closed	L'Agulhas	5	2 days 01:16:00	2015/01/28 08:43	2015/01/29 09:59	Geen lekkasje sigbaar Action performed on: 29-Jan-2015; Updated by Esmarie	O	Completed After Deadline	
201501/17272	2015/01/26 10:39	Leah Regina Ward	Newman	721171095	Sedeelan	Water (Shane Roach)	High	Water loop (25/01/2015 28h26)	Closed	Waenhuiskrans	5	2 days 00:00:0-178683	2015/01/27 10:39	2015/01/24 09:15	Die aansluiting is herstel. Action performed on: 24-Jan-2015; Updated by Leah	B	Completed Before Deadline Date	
201501/17271	2015/01/26 10:34	Leah Regina Ward	Mev Engel	284233685	Vouhuustraat 16	Water (Shane Roach)	High	Water loop (25/01/2015 6h55)	Closed	Napier	1	00:00:0-74054	2015/01/27 10:34	2015/01/25 14:00	Die pyp is herstel. Action performed on: 25-Jan-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201501/17268	2015/01/26 10:24	Leah Regina Ward	Mr Gardiner	284233911	Jubileumstraat 20	Water (Shane Roach)	High	Geen water in leivoer (24/01/2015 09h01)	Closed	Napier	1	00:00:0-174263	2015/01/27 10:24	2015/01/24 10:00	Die sloot us skoongemaak. Action performed on: 24-Jan-2015; Updated by Le	B	Completed Before Deadline Date	
201501/17283	2015/01/26 14:19	Leah Regina Ward	R Januarie	824757183	Mandelaelstraat 7; Simuney	Water (Shane Roach)	High	Waterpyp moet verskuif word	Closed	Bredasdorp	4	1 day 18:59:43	2015/01/27 14:19	2015/01/28 09:19	Die waterpyp is verskuif. Updated by Leah Regina Ward on behalf of Deon W	O	Completed After Deadline	
201501/17282	2015/01/26 14:17	Leah Regina Ward	Sheldon Seconds	n/a	Parkstraat 48	Water (Shane Roach)	High	Waterdruk is swak	Closed	Bredasdorp	2	1 day 18:54:15	2015/01/27 14:17	2015/01/28 09:12	Die waterdruk is getoets en die water is baie sterk. Updated by Leah Regina W	O	Completed After Deadline	
201501/17273	2015/01/26 10:44	Leah Regina Ward	Lucille	n/a	Watersuivering; Heuningbergstraat	Water (Shane Roach)	High	Klaep toedraai by die watersuivering (25/01/2015)	Closed	Bredasdorp	4	1 day 21:43:48	2015/01/27 10:44	2015/01/28 08:28	Die klagtes is afgehandel. Updated by Leah Regina Ward on behalf of Deon W	O	Completed After Deadline	
201502/17465	2015/02/09 14:28	Leah Regina Ward	Mnr Viljoen	828260403	Viljoenstraat 34	Water (Shane Roach)	High	Pyp gebars (08/02/2015 02h03)	Closed	Bredasdorp	4	00:00:0-23305	2015/02/10 14:28	2015/02/09 09:00	Die pyp is herstel. Action performed on: 09-Feb-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201502/17463	2015/02/09 14:25	Leah Regina Ward	Mev Viljoen	n/a	Swellendamweg	Water (Shane Roach)	High	Pyp gebars (08/02/2015 12h24)	Closed	Bredasdorp	4	00:00:0-87804	2015/02/10 14:25	2015/02/08 14:00	Die pyp is herstel. Action performed on: 08-Feb-2015; Updated by Leah Regi	B	Completed Before Deadline Date	
201502/17478	2015/02/10 10:53	Esmarie Gabriella Coetzee	Duran Meterleser	788 699 245	Fishermans Place	Water (Shane Roach)	High	Erf 2971 Lekkasje	Closed	Struisbaai	5	00:00:0-86231	2015/02/11 10:53	2015/02/09 10:57	Lekkasje aan eienaar se kantrnSbaai2971 Action performed on: 09-Feb-2015;	B	Completed Before Deadline Date	
201502/17468	2015/02/09 14:32	Leah Regina Ward	Karin	284233006	Sensako	Water (Shane Roach)	High	Pyp gebars	Closed	Napier	1	21:39:05	2015/02/10 14:32	2015/02/10 12:12	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserra	B	Completed Before Deadline Date	
201502/17455	2015/02/09 11:32	Leah Regina Ward	Peter October	734713188	Josephstraat 77	Water (Shane Roach)	High	Pyp stukkend (06/02/2015 18h43)	Closed	Napier	1	00:00:0-230524	2015/02/10 11:32	2015/02/06 19:30	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserra	B	Completed Before Deadline Date	
201502/17454	2015/02/09 11:30	Leah Regina Ward	Deon Wasserman	n/a	Voortrekkers kamp	Water (Shane Roach)	High	Pyp gebars (05/02/2015 21:14)	Closed	Bredasdorp	4	00:00:0-306922	2015/02/10 11:30					

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents_Telepho	Residents_Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update_History	Update_History	Response_time	Result
201501/17015	2015/01/05 15:59	Leah Regina Ward	M Miller	n/a	Grobellastraat 16	Water (Shane Roach)	High	Geen water (31/12/2014 20h48)	Closed	Napier	1	00:00:0-407340	2015/01/06 15:59	2014/12/23 22:50	Die pyp is herstel. Action performed on: 31-Dec-2014; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17169	2015/01/16 10:22	Leah Regina Ward	Randall	733505583	Erf 5230	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	3	00:03:31	2015/01/17 10:22	2015/01/16 10:26	Geen probleem, stopkraan was toegedraai. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17160	2015/01/15 10:52	Leah Regina Ward	Sabrina	284242013	Kerkstraat 4	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	23:35:08	2015/01/16 10:52	2015/01/16 10:28	Herstel geen water probleem. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17229	2015/01/21 09:50	Leah Regina Ward	Wille Murtz	n/a	Beeskampje; Dorpslande	Water (Shane Roach)	High	Daar is nie geen water	Closed	Bredasdorp	4	1 day 00:29:43	2015/01/22 09:50	2015/01/22 10:20	Die pyp is herstel en die water is aan. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17218	2015/01/20 15:56	Leah Regina Ward	Afrikaners	734051946	Blombosstraat 22; Erf 2153	Water (Shane Roach)	High	Pyp stukkend	Closed	Bredasdorp	3	22:46:23	2015/01/21 15:56	2015/01/21 14:43	Privaat probleem eienaar moet self herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17234	2015/01/21 11:18	Esmarie Gabriella Coetzee	Annelisa	284255500	Margineellastraat 22; Erf 2153	Water (Shane Roach)	High	Erf 2153 Margineellastraat lesing asb	Closed	Struisbaai	5	00:03:07	2015/01/22 11:18	2015/01/21 11:22	21.01.2015 Werner AFGEHANDEL Kan nie by die meter kom nie hek is gesluit. f	B	Completed Before Deadline Date	
201501/17200	2015/01/19 14:33	Leah Regina Ward	Phyllis	791499363	Mandela straat F11 Zwellitsha	Water (Shane Roach)	High	Daar is geen water nie agv n lekasje wat herstel is	Closed	Zwellitsha	2	1 day 19:33:08	2015/01/20 14:33	2015/01/21 10:07	Die water is aangesit. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17117	2015/01/12 12:36	Leah Regina Ward	Rudi	n/a	Sensako	Water (Shane Roach)	High	Pyp gebars (09/01/2015 06h31)	Closed	Napier	1	00:00:0-275777	2015/01/13 12:36	2015/01/09 08:00	Die pyp is herstel. Action performed on: 09-Jan-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17114	2015/01/12 12:30	Leah Regina Ward	Shirwan	n/a	L'Aguhas Karavanpark; Hoofweg	Water (Shane Roach)	High	Pyp gebars (06/01/2015 7h11)	Closed	L'Aguhas	5	00:00:0-534616	2015/01/13 12:30	2015/01/06 08:00	Die pyp is herstel. Action performed on: 06-Jan-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17112	2015/01/12 11:20	Leah Regina Ward	L Titus	284233943	Vouhostraat 4	Water (Shane Roach)	High	Pyp is stukkend	Closed	Napier	1	1 day 00:30:48	2015/01/13 11:20	2015/01/13 11:51	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17121	2015/01/12 12:57	Leah Regina Ward	Mev Le Roux	829220488	Sarel Cillierstraat Huis Klippedrif	Water (Shane Roach)	High	Water lekasje (10/01/2015 11h05)	Closed	Napier	1	00:00:0-169050	2015/01/13 12:57	2015/01/10 14:00	Die huisaansluiting is herstel. Action performed on: 10-Jan-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17118	2015/01/12 12:38	Leah Regina Ward	Mev Albertyn	8233559620	Van Riebeeckstraat 31	Water (Shane Roach)	High	Geen water (09/01/2015 17h30)	Closed	Bredasdorp	4	23:21:52	2015/01/13 12:38	2015/01/13 12:00	Die water was aan. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17092	2015/01/09 10:03	Leah Regina Ward	J Kees	785719406	Kiewietstraat 39; Bergsig	Water (Shane Roach)	High	Water lekasje	Closed	Bredasdorp	2	4 days 01:45:03	2015/01/10 10:03	2015/01/13 11:49	Die lekasje is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17088	2015/01/09 09:46	Leah Regina Ward	Mev Albertyn	284242617	Kerkstraat	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	4 days 02:02:51	2015/01/10 09:46	2015/01/13 11:49	Die nuwe pypleiding is gele om die waterdruk te verbeter. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17142	2015/01/14 10:25	Esmarie Gabriella Coetzee	M Visagie	799229565	Malvernweg 20; Erf 559	Water (Shane Roach)	High	Erf 559 Malvernweg 20 Struisbaai Lek @ stopkraan	Closed	Struisbaai	5	00:00:0-169050	2015/01/15 10:25	2015/01/14 14:03	14.01.2015 Chris Dowrie AFGEHANDEL Sit packing in. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17140	2015/01/13 14:30	Leah Regina Ward	L Mass	284253406	Waterkanstraat 12	Water (Shane Roach)	High	Waterdruk is baie swak	Closed	Bredasdorp	4	2 days 20:04:04	2015/01/14 14:30	2015/01/16 10:35	Gaan valves na, en spoel die lyne. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17137	2015/01/13 12:47	Leah Regina Ward	D Giliomee	824415313	Du Preezstraat 21	Water (Shane Roach)	High	Waterdruk is swak	Closed	Bredasdorp	4	2 days 21:48:55	2015/01/14 12:47	2015/01/14 10:36	Gaan valves na, en spoel die lyne. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17152	2015/01/14 11:23	Leah Regina Ward	Mev M Dunn	735293125	Hugostraat 15	Water (Shane Roach)	High	Lekasje in die pad	Closed	Bredasdorp	4	1 day 23:19:42	2015/01/15 11:23	2015/01/16 10:43	Herstel lekasje. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201501/17149	2015/01/14 11:19	Leah Regina Ward	Rentie	284255500	Langstraat 22; Hof	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	04:24:28	2015/01/15 11:19	2015/01/14 10:43	Privaat moet loodgieter inkry. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17127	2015/01/12 14:38	Leah Regina Ward	Day	284233888	H/V Krag & Contour	Water (Shane Roach)	High	Lekasje (Bystand AP Coetzee 11/01/2015)	Closed	Napier	1	21:20:21	2015/01/13 14:38	2015/01/13 11:59	AFGEHANDEL Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17123	2015/01/12 14:04	Leah Regina Ward	Salon Sielle	N/A	Baadijstraat	Water (Shane Roach)	High	Waterdruk baie swak (Bystand John August 10 Januarie 2015)	Closed	Bredasdorp	2	00:00:0-179087	2015/01/13 14:04	2015/01/10 12:00	Die meter is skoonmaak en die water was weer normaal. Action performed on: 10-Jan-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201501/17136	2015/01/13 12:45	Leah Regina Ward	T Du Toit	732290011	Afrikaalaan 78	Water (Shane Roach)	High	Lekasje pyp stukkend geslaan	Closed	Bredasdorp	4	2 days 21:54:05	2015/01/14 12:45	2015/01/16 10:43	Die verving stopkraan. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17935	2015/03/18 10:02	Leah Regina Ward	Juanita	284242186	Goedshedsstraat Lifestyle Centre Industriële Gebied	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	23:05:54	2015/03/19 10:02	2015/03/19 09:08	Die geen water probleem is agv die pypbars. Dit is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17929	2015/03/17 12:41	Esmarie Gabriella Coetzee	A Feuth	723884086	Heidelaan 27; Struisbaai	Water (Shane Roach)	High	SB475 Pyp lek	Closed	Struisbaai	5	00:00:0-6	2015/03/18 12:41	2015/03/17 12:41	Herstel waterlekGaatjie in pypWerner. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17913	2015/03/16 11:09	Esmarie Gabriella Coetzee	A Feuth	7238 554 086	Heidelaan	Water (Shane Roach)	High	Regoorant Erf 475 (Struisbaai) is n pyp wat lek	Closed	Struisbaai	5	1 day 01:32:40	2015/03/17 11:09	2015/03/17 12:42	Herstel waterlekGaatjie in pypWerner. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17911	2015/03/16 10:44	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Stanley Steeg 7	Water (Shane Roach)	High	Waterlek by erf 2637	Cancelled	Struisbaai-Noord	5	1885 days 22:51:47	2015/03/17 10:44	2015/05/15 10:48	xx Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman on 16/05/2015	R	Not Completed And Overdue	
201503/17910	2015/03/16 10:44	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Stanley Steeg 7	Water (Shane Roach)	High	Waterlek by erf 2637	Closed	Struisbaai-Noord	5	60 days 00:03:32	2015/03/17 10:44	2015/05/15 10:48	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17921	2015/03/16 12:18	Esmarie Gabriella Coetzee	Deon Morkel	N/A	Oceanview Rlyaan	Water (Shane Roach)	High	Waerppyp stukkend	Closed	Struisbaai	5	59 days 22:20:49	2015/03/17 12:18	2015/05/15 10:39	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17917	2015/03/16 11:58	Esmarie Gabriella Coetzee	Mev Els	N/A	Marlynsstraat 29	Water (Shane Roach)	High	Geen water vanaf 12:00	Closed	Struisbaai	5	59 days 22:47:09	2015/03/17 11:58	2015/05/15 10:46	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17979	2015/03/23 10:33	Leah Regina Ward	AP Coetzee	738728136	Weesstraat	Water (Shane Roach)	High	Pyp gebars (22/03/2015 21h00)	Closed	Napier	1	00:00:0-38010	2015/03/24 10:33	2015/03/23 10:33	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17973	2015/03/23 10:04	Leah Regina Ward	Lauren	730398526	Josephstraat 24	Water (Shane Roach)	High	Pyp gebars (22/03/2015 9h10)	Closed	Napier	1	00:00:0-73428	2015/03/24 10:04	2015/03/22 13:41	Die pyp is herstel. Action performed on: 22-Mar-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17963	2015/03/23 09:00	Leah Regina Ward	Jean	724232145	Oktoberlaan	Water (Shane Roach)	High	Pyp gebars (18/03/2015 21h16)	Closed	Napier	1	00:00:0-463819	2015/03/24 09:00	2015/03/23 09:00	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17971	2015/03/23 09:40	Leah Regina Ward	Estelle	n/a	Struisbaai Kamp	Water (Shane Roach)	High	Water loop aaneen (22/03/2015 20h20)	Closed	Struisbaai	5	00:00:0-81628	2015/03/24 09:40	2015/03/22 11:00	Die pyp is herstel. Action performed on: 22-Mar-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17969	2015/03/23 09:20	Leah Regina Ward	Harold Kruger	284357691	Moirstraat 43	Water (Shane Roach)	High	Geen water (21/03/2015 20h19)	Closed	Struisbaai	5	00:00:0-157667	2015/03/24 09:20	2015/03/21 13:33	Die lekasje is herstel. Action performed on: 21-Mar-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17880	2015/03/16 09:08	Esmarie Gabriella Coetzee	Rozelle	028-4365561	Chlamystraat	Water (Shane Roach)	High	Waterlek by erf 2180	Closed	Struisbaai	5	00:00:0-259231	2015/03/17 09:08	2015/03/17 09:08	Stoepend was af verving stoepend.mrnHenties. Action performed on: 13-Mar-2015; Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17826	2015/03/09 14:15	Leah Regina Ward	Willem	727587909	Rivierstraat 99	Water (Shane Roach)	High	Water pype uitwys	Closed	Bredasdorp	2	2 days 19:40:37	2015/03/10 14:15	2015/03/12 09:56	Herstel pype. Updated by Leah Regina Ward on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17906	2015/03/16 10:43	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Minnokkastraat 21	Water (Shane Roach)	High	Waterlek by erf 362	Closed	Struisbaai	5	60 days 00:09:41	2015/03/17 10:43	2015/05/15 10:46	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17905	2015/03/16 10:39	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Minnokkastraat 10	Water (Shane Roach)	High	Waterlek by erf 345	Closed	Struisbaai	5	60 days 00:11:40	2015/03/17 10:39	2015/05/15 10:41	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17904	2015/03/16 10:38	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Hoofweg 39	Water (Shane Roach)	High	Waterlek by erf 256	Closed	Struisbaai	5	59 days 22:34:41	2015/03/17 10:38	2015/05/15 09:51	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17898	2015/03/16 10:23	Leah Regina Ward	Conley	836621560	H/V Matthee & Breesstraat	Water (Shane Roach)	High	Water stroom in pad (Bystand Sias 15/03/2015)	Closed	Bredasdorp	4	00:22:50	2015/03/17 10:23	2015/03/16 10:46	Dit is stormwater geen water lekasje. Bystand Sias 15/03/2015. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17909	2015/03/16 10:43	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Journaalsteeg 7	Water (Shane Roach)	High	Waterlek by erf 2628	Closed	Struisbaai-Noord	5	60 days 00:02:59	2015/03/17 10:43	2015/05/15 10:46	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17908	2015/03/16 10:41	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Kiewietstraat 2	Water (Shane Roach)	High	Waterlek by erf 2085	Closed	Struisbaai	5	60 days 00:07:03	2015/03/17 10:41	2015/05/15 10:49	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17907	2015/03/16 10:41	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Clonellastraat	Water (Shane Roach)	High	Waterlek by erf 938	Closed	Struisbaai	5	60 days 00:07:50	2015/03/17 10:41	2015/05/15 10:49	afgehandel. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	O	Completed After Deadline	
201503/17883	2015/03/16 09:34	Leah Regina Ward	Tanzeni	604330181	Mandelastraat Zwellitsha	Water (Shane Roach)	High	Water loop in straat (Bystand Sias 09/03/2015)	Closed	Zwellitsha	3	00:57:01	2015/03/17 09:34	2015/03/16 10:37	Herstel pypbars. Bystand Sias 09/03/2015. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17882	2015/03/16 09:21	Esmarie Gabriella Coetzee	MJ Van der Vyver	721169491	Geelertlaan 29	Water (Shane Roach)	High	Lae water druk	Closed	Struisbaai	5	00:00:0-4	2015/03/17 09:21	2015/03/16 09:21	Waterdruk is 4 bar mrii Williams. Updated by Esmarie Gabriella Coetzee on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17895	2015/03/16 10:21	Leah Regina Ward	Mark	N/A	Vouhostraat	Water (Shane Roach)	High	Water loop (Bystand AP Coetzee15/03/2015)	Closed	Napier	1	00:24:32	2015/03/17 10:21	2015/03/16 10:46	Herstel pypbrekasje. Bystand AP Coetzee 15/03/2015. Updated by Leah Regina Ward on behalf of Deon Wasserman	B	Completed Before Deadline Date	
201503/17894	2015/03/16 10:20	Le																

Table CAW2: Processed pipe failure records

Reference	Date Logged	Logged By	Residents Name	Residents Telepho	Residents Address	Assigned To	Urgency	Complaint	Status	Town	Ward	Duration	DeadlineForCompleti	Date Completed	Update History	Update Attachm	Response time	Result
201502/17591	2015/02/20 09:04	Leah Regina Ward	Pina	284252808	Firlean 5	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	05:34:53	2015/02/21 09:04	2015/02/20 14:39	Waterdruk is swak agv die verving van kleppe. Updated by Leah Regina W	B		Completed Before Deadline Date
201502/17590	2015/02/20 09:03	Leah Regina Ward	Mev Jacobs	284251420	Bredasdorp Square; Courtlaan	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	05:34:48	2015/02/21 09:03	2015/02/20 14:38	Die waterdruk was af agv die pypbrekasie in Kerckstraat. Updated by Leah Regir	B		Completed Before Deadline Date
201502/17598	2015/02/20 13:34	Leah Regina Ward	Mev Less	828927885	Langstraat 35	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	01:08:03	2015/02/21 13:34	2015/02/20 14:43	Water is af agv die pypbrekasie in Kerckstraat, maar is weer aan. Updated by Le	B		Completed Before Deadline Date
201502/17597	2015/02/20 09:22	Leah Regina Ward	C Josephs	627067474	Josephstraat 30	Water (Shane Roach)	High	Water lekasje	Closed	Napier	1	05:19:46	2015/02/21 09:22	2015/02/20 14:42	Dit is 'n privaat probleem eienaar moet self die pype in die muur herstel. Upda	B		Completed Before Deadline Date
201502/17576	2015/02/18 15:44	Leah Regina Ward	Adelina	727024413	Kloofstraat 7	Water (Shane Roach)	High	Geen water	Closed	Bredasdorp	4	00:11:33	2015/02/19 15:44	2015/02/18 15:56	Die stopkraan was toe. Updated by Leah Regina Ward on behalf of Deon Wass	B		Completed Before Deadline Date
201502/17573	2015/02/18 14:10	Esmarie Gabriella Coetzee	S Marthinus	727314914	5 de Laan 15 Struisbaai N	Water (Shane Roach)	High	Sbaai 1718 Water borrel uit in die pad regoor Sde laan 15 wa	Closed	Struisbaai-Noord	5	00:04:51	2015/02/19 14:10	2015/02/18 14:15	Herstel pyp. Afgehandel deur Sylvester. Updated by Esmarie Gabriella Coetzee	B		Completed Before Deadline Date
201502/17572	2015/02/18 10:36	Leah Regina Ward	Ken	733687077	Spoornet; Stasie	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	05:19:06	2015/02/19 10:36	2015/02/18 15:56	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	B		Completed Before Deadline Date
201502/17582	2015/02/19 14:59	Leah Regina Ward	Pepe	n/a	Rahim Moosa 10; Zwellitsha	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	3	17:52:33	2015/02/20 14:59	2015/02/20 08:52	Vind geen probleem nie. Updated by Leah Regina Ward on behalf of Deon Wa	B		Completed Before Deadline Date
201503/17785	2015/03/06 12:21	Esmarie Gabriella Coetzee	Mnr Juberth	028-4356591	Georgestraat	Water (Shane Roach)	High	Water lek op oop erf langs erf 289 Waterlek op hooflyn sien n	Closed	L'Agulhas	5	00:00:0-16	2015/03/07 12:21	2015/03/06 12:21	Vervang Ball valve op hooflyn pyprrnrW Stanley. Updated by Esmarie Gabriella	B		Completed Before Deadline Date
201503/17788	2015/03/06 12:25	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Shannonstraat 41	Water (Shane Roach)	High	Waterlek by erf 398	Closed	L'Agulhas	5	00:02:25	2015/03/07 12:25	2015/03/06 12:28	Draai stopkraan koppie aanrrnrW Stanley. Updated by Esmarie Gabriella Coetz	B		Completed Before Deadline Date
201503/17787	2015/03/06 12:24	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	James Orchardstraat 41	Water (Shane Roach)	High	Waterlek by erf 887	Closed	L'Agulhas	5	00:03:19	2015/03/07 12:24	2015/03/06 12:28	Draai Stopkraan Koppie aanrrnrW Stanley. Updated by Esmarie Gabriella Coetz	B		Completed Before Deadline Date
201503/17786	2015/03/06 12:22	Esmarie Gabriella Coetzee	Pieter Van Zyl	828 060 837	Marlynsstraat 37	Water (Shane Roach)	High	lae water druk	Closed	Struisbaai	5	00:00:40	2015/03/07 12:22	2015/03/06 12:23	oop maak van Sadle op hooflyn pyp.rnrnAfgehandelrnrW Stanley. Updated by	B		Completed Before Deadline Date
201503/17774	2015/03/05 14:51	Esmarie Gabriella Coetzee	Deon Morkel	733688135	Oceanview Rylaan	Water (Shane Roach)	High	Waterlek by erf 2254	Closed	Struisbaai	5	00:00:31	2015/03/06 14:51	2015/03/05 14:52	Maak stop end vas.rnrnW Stanley. Updated by Esmarie Gabriella Coetzee on b	B		Completed Before Deadline Date
201503/17806	2015/03/09 12:21	Leah Regina Ward	Pat Olivier	N/A	Glaskasteel	Water (Shane Roach)	High	Geen water by toilet (Bystand Matweis 06/03/2015 19h20)	Cancelled	Bredasdorp	4	1892 days 21:14:19	2015/03/10 12:21			R	Not Completed And Overdue	
201503/17805	2015/03/09 12:21	Leah Regina Ward	Pat Olivier	N/A	Glaskasteel	Water (Shane Roach)	High	Geen water by toilet (Bystand Matweis 06/03/2015 19h20)	Closed	Bredasdorp	4	23:28:14	2015/03/10 12:21	2015/03/10 11:50	Herstel die geen water probleem Bystand Matweis 06/03/2015) Updated by	B		Completed Before Deadline Date
201503/17812	2015/03/09 12:38	Leah Regina Ward	Polisie	284255400	Begraafplaas	Water (Shane Roach)	High	Pyp gebars (Bystand Matweis 07/03/2015 21h52)	Closed	Bredasdorp	4	23:24:24	2015/03/10 12:38	2015/03/10 12:03	Herstel krane Bystand J van der Watt 07/03/2015 21h50-23h30) Updated by L	B		Completed Before Deadline Date
201503/17811	2015/03/09 12:37	Leah Regina Ward	M. Gabriels	829670802	Kiewietstraat	Water (Shane Roach)	High	Water baie swak (Bystand Werner 07/03/2015 11h00)	Closed	Struisbaai-Noord	5	23:26:00	2015/03/10 12:37	2015/03/10 12:03	Herstel swak water Bystand Werner) Updated by Leah Regina Ward on behal	B		Completed Before Deadline Date
201503/17791	2015/03/06 12:27	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Georgestraat 46	Water (Shane Roach)	High	Waterlek by erf 271	Closed	L'Agulhas	5	00:03:06	2015/03/07 12:27	2015/03/06 12:31	draai stopkraan se koppie aanrrnrW Stanley. Updated by Esmarie Gabriella Co	B		Completed Before Deadline Date
201503/17790	2015/03/06 12:27	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Pandokstraat 18	Water (Shane Roach)	High	Waterlek by erf 299	Closed	L'Agulhas	5	00:02:52	2015/03/07 12:27	2015/03/06 12:30	Draai stopkraan se koppie aanrrnrW Stanley. Updated by Esmarie Gabriella Co	B		Completed Before Deadline Date
201503/17789	2015/03/06 12:26	Esmarie Gabriella Coetzee	Duran (Meterleeser)	788 699 245	Neethlingstraat 10	Water (Shane Roach)	High	Waterlek by erf 501	Closed	L'Agulhas	5	00:02:40	2015/03/07 12:26	2015/03/06 12:29	Eienaar se kant lek./rnrnW Stanley. Updated by Esmarie Gabriella Coetzee on	B		Completed Before Deadline Date
201503/17795	2015/03/06 12:42	Esmarie Gabriella Coetzee	Martin	829 670 802	H/v Vink en Kiewietstraat	Water (Shane Roach)	High	Die waterdruk is baie laan op die hoek van Vink en Kiewiet str	Closed	Struisbaai-Noord	5	21:41:48	2015/03/07 12:42	2015/03/07 10:24	water was toe draai stopkraan ooprrnrW Stanley. Action performed on: 07-Ma	B		Completed Before Deadline Date
201503/17695	2015/03/03 09:10	Leah Regina Ward	Brendon	714719062	3De Laan 8 Struisbaai N	Water (Shane Roach)	High	Pyp lekasje (27/02/2015 17h25)	Closed	Struisbaai	5	00:00:0-335031	2015/03/04 09:10	2015/02/27 09:07	Die pyp is herstel. Action performed on: 27-Feb-2015; Updated by Leah Regim	B		Completed Before Deadline Date
201503/17689	2015/03/03 09:08	Leah Regina Ward	Mrs Morley	825498313	Brookeway Farm	Water (Shane Roach)	High	Water spuit (27/02/2015 7h38)	Closed	Napier	1	00:00:0-345729	2015/03/04 09:08	2015/02/27 09:06	Die hooflyn waterpyp is herstel. Action performed on: 27-Feb-2015; Updated	B		Completed Before Deadline Date
201503/17689	2015/03/03 08:52	Leah Regina Ward	Mnr Pick	n/a	Dalliahstraat 1	Water (Shane Roach)	High	Water lekasje (23/02/2015 20h23)	Closed	Napier	1	00:00:0-619538	2015/03/04 08:52	2015/02/23 01:00	Die pyp is herstel. Action performed on: 23-Feb-2015; Updated by Leah Regim	B		Completed Before Deadline Date
201503/17688	2015/03/03 08:41	Leah Regina Ward	E Mentoor	737247239	Josephstraat 32	Water (Shane Roach)	High	Pyp gebars (23/02/2015 17h02)	Closed	Napier	1	00:00:0-654088	2015/03/04 08:41	2015/02/23 19:00	Die pyp is herstel. Action performed on: 23-Feb-2015; Updated by Leah Regim	B		Completed Before Deadline Date
201503/17703	2015/03/03 09:26	Leah Regina Ward	Monroe	799596975	Hertzogstraat 3	Water (Shane Roach)	High	Pyp lekasje (28/02/2015 13h20)	Closed	Napier	1	00:00:0-249247	2015/03/04 09:26	2015/02/28 12:12	Die pyp is herstel. Action performed on: 28-Feb-2015; Updated by Leah Regim	B		Completed Before Deadline Date
201503/17699	2015/03/03 09:18	Leah Regina Ward	Joumat	n/a	Joumat Steeg; Struisbaai Noord	Water (Shane Roach)	High	Water borrel by FH (28/02/2015 22h03)	Closed	Struisbaai	5	00:00:0-248895	2015/03/04 09:18	2015/02/28 12:10	Die FH is skoonmaak. Action performed on: 28-Feb-2015; Updated by Leah	B		Completed Before Deadline Date
201502/17677	2015/02/27 12:07	Leah Regina Ward	Mev Maree	N/A	Uitkykstraat 18,20	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	3 days 23:47:25	2015/02/28 12:07	2015/03/03 11:55	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O		Completed After Deadline
201502/17676	2015/02/27 12:04	Leah Regina Ward	Mnr Z. Barnard	846141849	Hugostraat 16	Water (Shane Roach)	High	Waterdruk steeds swak	Closed	Bredasdorp	4	3 days 23:49:59	2015/02/28 12:04	2015/03/03 11:54	AGV pyp brekasie maar dit is herstel. Updated by Leah Regina Ward on behal	O		Completed After Deadline
201502/17675	2015/02/27 12:02	Leah Regina Ward	Rina Mitchell	762758218	Sabatstraat 60	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	3	3 days 23:48:58	2015/02/28 12:02	2015/03/03 11:51	Herstel die pyp. Updated by Leah Regina Ward on behalf of Deon Wasserman	O		Completed After Deadline
201502/17673	2015/02/26 15:50	Leah Regina Ward	Van Niekerk	842001194	Parkstraat 16	Water (Shane Roach)	High	Pyp gebars	Closed	Bredasdorp	4	4 days 20:02:10	2015/02/27 15:50	2015/03/03 11:53	Die pyp is herstel. Updated by Leah Regina Ward on behalf of Deon Wasserman	O		Completed After Deadline
201503/17685	2015/03/02 15:43	Leah Regina Ward	Kapula Galery	284242591	Goodshedstraat	Water (Shane Roach)	High	Water spuit	Closed	Bredasdorp	4	20:14:42	2015/03/03 15:43	2015/03/03 11:58	Die stopkraan en meter is vervang. Updated by Leah Regina Ward on behalf of	B		Completed Before Deadline Date
201503/17751	2015/03/05 10:01	Esmarie Gabriella Coetzee	F Duran	788 699 245	Kusweg Oos 31	Water (Shane Roach)	High	Waterlek by erf 579	Closed	Struisbaai	5	4 days 00:46:28	2015/03/06 10:01	2015/03/09 10:48	Draai koppie aanrrnrW Stanley. Action performed on: 09-Mar-2015; Updated	O		Completed After Deadline
201503/17744	2015/03/05 09:40	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Leervissingel 3	Water (Shane Roach)	High	Waterlek by erf 2560	Closed	Struisbaai	5	6 days 23:47:17	2015/03/06 09:40	2015/03/12 09:28	draai koppie aanrrnrHenties. Action performed on: 12-Mar-2015; Updated by	O		Completed After Deadline
201503/17743	2015/03/05 09:39	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Freesiastraat 26	Water (Shane Roach)	High	Waterlek by erf 796	Closed	Struisbaai	5	6 days 23:47:07	2015/03/06 09:39	2015/03/12 09:27	draai koppie aanrrnrHenties. Action performed on: 12-Mar-2015; Updated by	O		Completed After Deadline
201503/17742	2015/03/05 09:39	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Heidelaan 58	Water (Shane Roach)	High	Water lek by erf 790	Closed	Struisbaai	5	6 days 23:46:49	2015/03/06 09:39	2015/03/12 09:26	Draai koppie aanrrnrHenties. Action performed on: 12-Mar-2015; Updated by	O		Completed After Deadline
201503/17753	2015/03/05 10:03	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Heidelaan 39	Water (Shane Roach)	High	Waterlek by erf 650	Closed	Struisbaai	5	4 days 01:52:44	2015/03/06 10:03	2015/03/09 11:56	Lekkasje aan eienaar se kant. Eienaar se verantwoordelikeheid. Action perform	O		Completed After Deadline
201503/17752	2015/03/05 10:02	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Kusweg Oos	Water (Shane Roach)	High	Waterlek by erf 1267	Closed	Struisbaai	5	4 days 00:45:36	2015/03/06 10:02	2015/03/09 10:48	Nuwe meter Rubbers op meter.rnrnW Stanley. Action performed on: 09-Mar-2	O		Completed After Deadline
201503/17736	2015/03/05 08:32	Leah Regina Ward	Stoffel September	713170127	Carolineville 3	Water (Shane Roach)	High	Lekasje is in pad	Closed	Klipdale	2	7 days 01:32:58	2015/03/06 08:32	2015/03/12 10:05	Herstel lekasje in pad. Updated by Leah Regina Ward on behalf of Deon Wasse	O		Completed After Deadline
201503/17708	2015/03/03 09:34	Leah Regina Ward	Rademeyer	844583388	Kleinplasje; Kleinhoewe	Water (Shane Roach)	High	Waterdrukking is swak (01/03/2015 13h43)	Closed	Napier	1	00:00:0-154991	2015/03/04 09:34	2015/03/01 14:31	Geen probleem gevind. Action performed on: 01-Mar-2015; Updated by Leah	B		Completed Before Deadline Date
201503/17707	2015/03/03 09:32	Leah Regina Ward	B Koen	825913704	Hoogstraat NG Kerk	Water (Shane Roach)	High	Pyp lekasje (01/03/2015 11h11)	Closed	Napier	1	00:00:0-159436	2015/03/04 09:32	2015/03/01 13:15	Die lekasje is herstel. Action performed on: 01-Mar-2015; Updated by Leah Re	B		Completed Before Deadline Date
201503/17706	2015/03/03 09:31	Leah Regina Ward	Mick	717139308	Roostraat 59	Water (Shane Roach)	High	Pyp is stukkend (01/03/2015 8h13)	Closed	Napier	1	00:00:0-162963	2015/03/04 09:31	2015/03/01 12:15	Die pyp is herstel. Action performed on: 01-Mar-2015; Updated by Leah Regim	B		Completed Before Deadline Date
201503/17741	2015/03/05 09:38	Esmarie Gabriella Coetzee	Duran (meterleeser)	788 699 245	Agsansingel	Water (Shane Roach)	High	Water lek by erf 1640	Closed	Struisbaai	5	6 days 23:46:36	2015/03/06 09:38	2015/03/12 09:25	AfgehandelrnrHenties. Action performed on: 12-Mar-2015; Updated by Esma	O		Completed After Deadline
201503/17740	2015/03/05 09:36	Esmarie Gabriella Coetzee	Duran (meter lese	788 699 245	Watsoniastraat 11	Water (Shane Roach)	High	Water lek by erf 779	Closed	Struisbaai	5	6 days 23:48:14	2015/03/06 09:36	2015/03/12 09:25	Draai koppie aanrrnrHenties. Action performed on: 12-Mar-2015; Updated by	O		Completed After Deadline
201503/17739	2015/03/05 09:35	Esmarie Gabriella Coetzee	ran (watermeter le	788 699 245	Freesiastraat 8	Water (Shane Roach)	High	Water lek by erf 750	Closed	Struisbaai	5	6 days 23:48:42	2015/03/06 09:35	2015/03/12 09:24	Draai koppie aan.rnrnrHenties. Action performed on: 12-Mar-2015; Updated by	O		Completed After Deadline

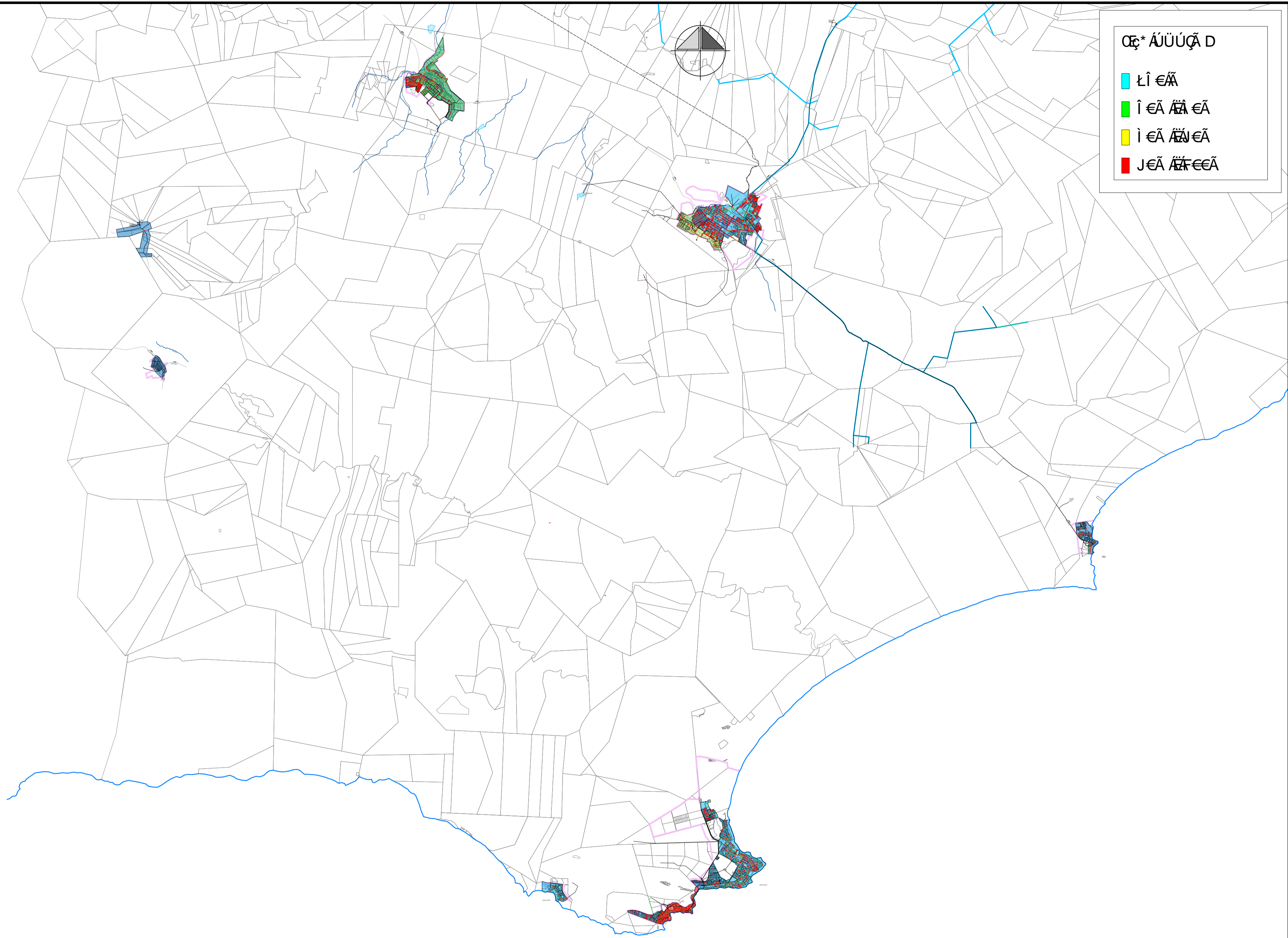


- Úā^Á^] |æ^ (^) ó] () cæ
- Š, ~~~~~i Ē D
- Ć^iæ^~~~~Ē Ē Ē D
- Pā @~~~~Ē Ē Ē D
- x^i^ Pā @~~~~Ē Ē Ē D
- Úiā iæ Áā^ Ć^ (a^i^āD
- Ü&|ā^āā^!o^ā^æ
}!^] |æ^āāā^

R | Āēēē
Úā^Á^] |æ^ (^) ó] () cæ



oā^!^Āōēy āāāē
Úā^Á^] |æ^ (^) ó] () cæ
U^ā^i^o^ā^āāāē | cē āUd āāāāāāāā



- Οε* ΑΥΥÚÇ D
- Λίεα
 - Ίεα Αεαεα
 - ΐεα Αεεεα
 - Jεα Αεεεα