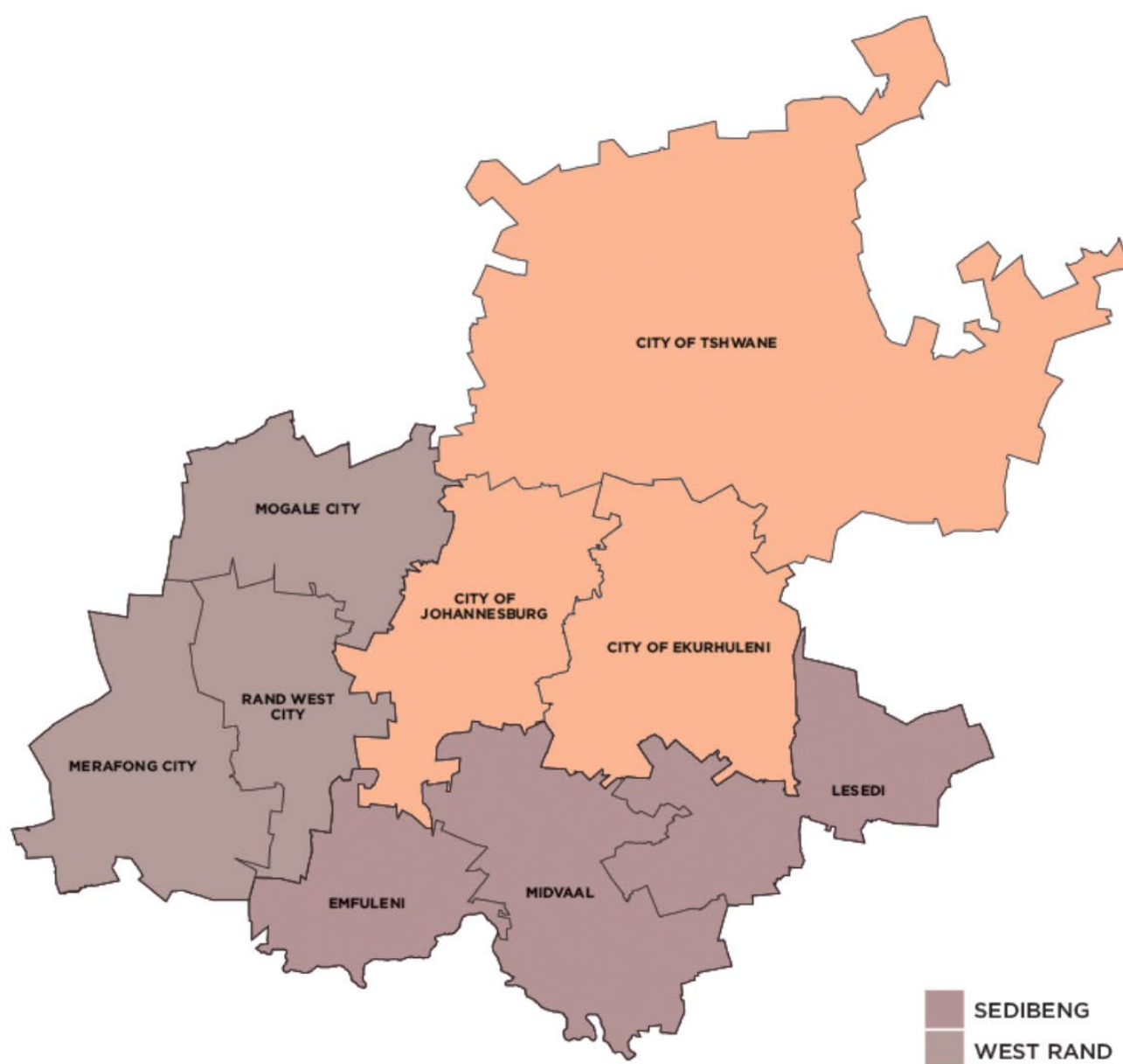


WATER RIGHTS TRACKER

WATER SERVICES AUTHORITY

CITY OF TSHWANE

METROPOLITAN MUNICIPALITY



OCTOBER 2026



Table of Contents

Map	3
Assessment: Progressive realization of the right to water in Tshwane Metropolitan Municipality (TMM)	4
Narrative.....	6
Table	8
Name of the WSA.....	8
Context indicators	8
Demographics	9
Financial capacity	10
Water management	11
Political Stability	12
Policy Efforts.....	13
Water By-law	13
Water Services Development Plan.....	13
General Policy Framework	13
Resource Efforts	14
Financial Resources.....	14
Infrastructure Resources.....	15
Human and Skills Resources.....	15
Implementation	16
Physical Access	16
Economic Access	16
Adequacy	17
Quality.....	17
Efficiency	17
Oversight	18
Department of Water and Sanitation	18
Judicial Oversight	18
SAHRC Reports	19
Department of Water and Sanitation	19
Legislature Oversight.....	20
Other Oversight Institutions.....	20
Sources:.....	20

Map

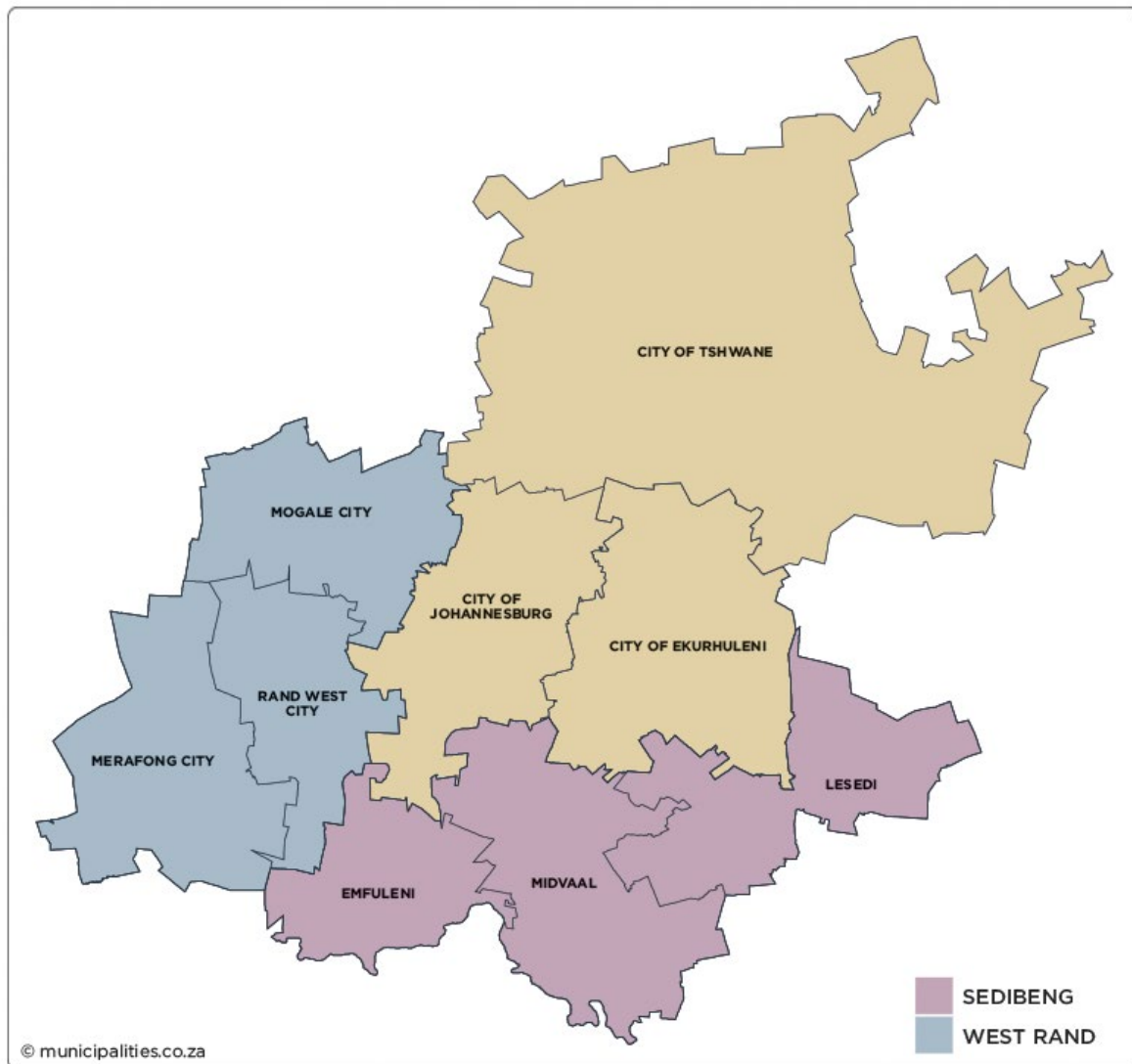


Figure 1: Geographical location of City Of Tshwane Municipality (source Municipalities of South Africa, <https://municipalities.co.za/provinces/view/3/gauteng>)

The City of Tshwane Municipality is one of three metropolitan municipalities in Gauteng.

Assessment: Progressive realization of the right to water in Tshwane Metropolitan Municipality (TMM)

RIGHTS HOLDERS		
Demographics	Current Population: Ranges from 2,494,429 (<i>Blue Drop</i>) to 4,040,315 (2022 Census) Population growth rate: 3.2% Sex Ratio: No sex majority Dependency: 23% under 15; dependency ratio 41	
Unemployment	30.5%	
KEY IMPLEMENTATION INDICATORS		
Availability	Bulk supply primarily from Randwater 56% of own capacity	
Physical Access	Communal source +200m	0%
	Communal source – 200m	8.5%
	Water source in yard	91.5%
	Piped water in house	71.3%
	Service delivery point/household coverage ratio	0.73
Economic Access	Tariff variation: Domestic, industrial + 6 categories Tariff structure: Increasing block tariff (4 blocks, R12.98-R42.35) FBW: Indigent only Indigency: 0.2% of service delivery points, decreasing trend	
Adequacy Percentage households with water interruptions of at least once a month 2020/21 (GCRO)	33%	
Quality	Microbiological compliance	96.1%
	Chemical (acute) compliance	98.3%
	Chemical (chronic) compliance	97.1%
Efficiency	WUE Score: 414 l/p/d (Extremely poor) Non-revenue water: 34.4%	
REASONABLE MEASURES		
Policy Efforts	By-law, Indigent Policy and Register, WSDP	
Financial Resources (2024/25)	Budget sufficiency: 100% Revenue coverage %: 104% Renewal spending: 19% Maintenance spending rate: 3% Revenue collection rate: 95%	
Human Resources	<i>Blue Drop</i> shortfall: 20 Process Controllers, 0 Supervisor, 1 Technician, 1 Qualified scientist	
SYSTEMIC DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE		
Leadership issues	Political instability	
Water planning issues	Unreliable statistics	
Funding model	-High levels of unemployment	
Infrastructure issues	-Rapidly aging infrastructure	

	-High water losses
Electricity issues	Not mentioned
Ecological drivers	-Water resource quality and quantity deterioration. Drought and water management impacts water supply and quality and urbanization impacts water demand
Consumer issues	-Non-paying customers
Water services intermediaries	Not mentioned
Third-party interference	-Illegal connections
Intergovernmental coordination	Not mentioned
Scale	6,298km ² 11 WSS, 84 pump stations, 638 km of bulk water supply lines, 11,160 km of reticulation pipelines and 195 reservoirs
UNIQUE DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE	
Overlapping governance structures	Not mentioned
Low literacy and education levels	No Schooling: 3.9%, higher Education: 22.2%
Infrastructure backlogs	Not mentioned
Limited yellow fleet	Not mentioned
High vacancy rate	Not mentioned

Narrative

RIGHTS HOLDERS

Population estimates for the City of Tshwane Metropolitan Municipality range from 2 494 429 (Blue Drop) to 4 040 315 (2022 Census). The population growth rate of 3.2% is higher than the national average of 1.3%. There is no sex majority and 23% of the population are under the age of 15. The dependency ratio of 41 is lower than the reported national 2024 average of 48.4 and the global average of 58.4.¹ There is a moderate rate of unemployment (expanded definition) at 30.5%.

KEY IMPLEMENTATION INDICATORS

The City of Tshwane Metropolitan Municipality is authorised to provide water services and does so by operating 11 water treatment works. The municipality has access to a variety of biophysical water sources that include Pienaars River, Roodeplaat Dam, Bronkhorstspuit Dam, Rietvlei Dam, Grootfontein, Sterkfontein, Kentron, Bronkhorstspuit River and groundwater.

In terms of physical access, 91.5% of consumers reportedly have a water connection in their yard, and 71.3% enjoy water piped into their dwellings. Another 8.5% of the population have access to a communal source within 200m of their dwellings, and none rely on communal sources further than 200m away. The service delivery point/household coverage ratio is 0.73 meaning that the current service delivery points cover 73% of the households counted in the 2022 Census.

The City of Tshwane Metropolitan Municipality does not provide a universal Free Basic Water Allowance, although in terms of law a municipality is not required to have one. Despite some unemployment, only about 0.2% (extremely low) of service delivery points are covered by the indigency policy. Since 2017, the number of households benefiting from the indigency policy has decreased. The tariff structure (2021/22) shows an increasing block tariff structure (least expensive block is R12.98, most expensive is R42.35). The municipality has 8 tariff categories.

About 33% of households experienced water interruptions once a month in 2020/21 (GCRO). There is little concern with water quality, with the City of Tshwane Metropolitan Municipality reporting microbiological compliance at 96.1% and chemical acute compliance at 98.3% and chronic at 97.1%.

Water use efficiency is extremely poor. The *Blue Drop* score of >414 l/p/d is poor. According to the 2021/22 Auditor-General report, 34.4% of all water produced is non-revenue water, which is of moderate concern.

REASONABLE MEASURES

The City of Tshwane Metropolitan Municipality has an Indigent Policy, a water services by-law and a valid water services development plan.

The Municipality's financial indicators between 2021/22 and 2024/25 show that the municipality's own revenue is enough (104%) to cover its operational expenditure budget. The municipality's total income, which includes intergovernmental transfers, is enough (100%) to cover capital and operational expenditure. The capital budget allocated to renewal of assets ranged from 16% to 21% and maintenance ranged between 3% and 4%. The revenue collection rate has fluctuated between 69% and 101% according to MFMA Schedule C datasets.

There are 34 municipal officials employed in the water and sanitation department. According to the latest *Blue Drop* report, there is a staff shortfall of 20 process controllers, 1 qualified scientist and 1 technician.

SYSTEMIC DRIVERS OF RIGHTS NON-COMPLIANCE

The key systemic drivers of rights non-compliance in the City of Tshwane Metropolitan Municipality are:

- **Leadership issues:** There is some political instability.
- **Water planning issues:** The Municipality struggles with unreliable statistics.
- **Funding model:** There is a high level of unemployment.
- **Electricity issues:** None mentioned.
- **Infrastructure issues:** The infrastructure is rapidly aging and the Municipality is experiencing high water losses.
- **Ecological drivers:** Water resources' quality and quantity is deteriorating. Poor draught and water management together with urbanization impacts water demand.
- **Consumer issues:** Residents do not pay for services.
- **Third-party interference:** Many illegal connections.
- **Scale:** Water services in the City of Tshwane Metropolitan Municipality are spread out over 6 298 km².

OVERSIGHT

1. None specific to this municipality.

Expanded Table

Indicator	Measurement	Sources
Name of the WSA		
Geographical information about the WSA.	One of three metropolitan municipalities in Gauteng.	
Spatial extent	6,298km ²	https://municipalities.co.za/overview/3/city-of-tshwane-metropolitan-municipality
Municipal wards	107	2023–2024 REVIEW OF THE 2022-2026 IDP, p.42
Traditional Authorities	No easily accessible information	
Is the WSA authorized to provide water services?	yes	2023–2024 REVIEW OF THE 2022-2026 IDP, p.261. Water Services Development Plan 2022-26.
Is the WSA currently providing water services?	Water supply.	2023–2024 REVIEW OF THE 2022-2026 IDP, p.261.
Method of service provision	Bulk water to Tshwane is supplied primarily by Rand Water (RW) (±79%), but with secondary contributions also from Magalies Water (MW) (±2.5%) and own sources, such as the Rietvlei WTP, Roodeplaat WTP, Temba WTP, Bronkhorspruit WTP and boreholes and springs (±18.5%).	WJT Verification
Context indicators		
Details of any water-related stresses experienced within the past five years.	Dec 2022: Floods across the province affected many areas including Soweto, Ekurhuleni, Johannesburg, Vereeniging and Brakpan. Major damage to informal settlements. People had to be relocated. Minor damage to infrastructure. Jan 2023: More rain and hailstorms followed, which led to more places being flooded and the impacts were intensified. Loss of life, property and infrastructure damage were reported. The floods were declared a provincial disaster on 23 January 2023. Jan 2023: Loadshedding hit Johannesburg especially hard, which caused a lot of infrastructure damage. This includes pumps, etc. needed to operate water services infrastructure.	WJT Verification

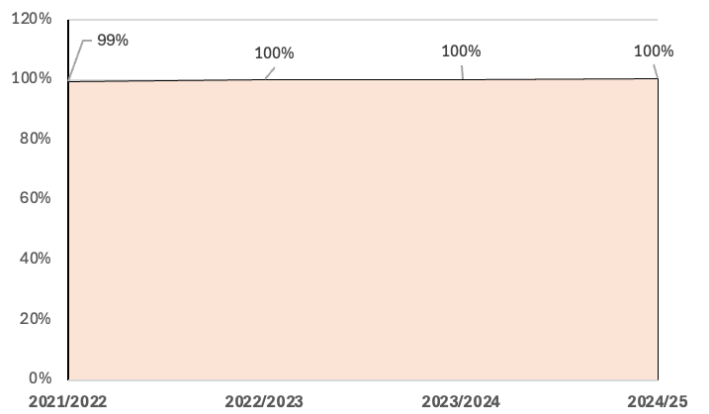
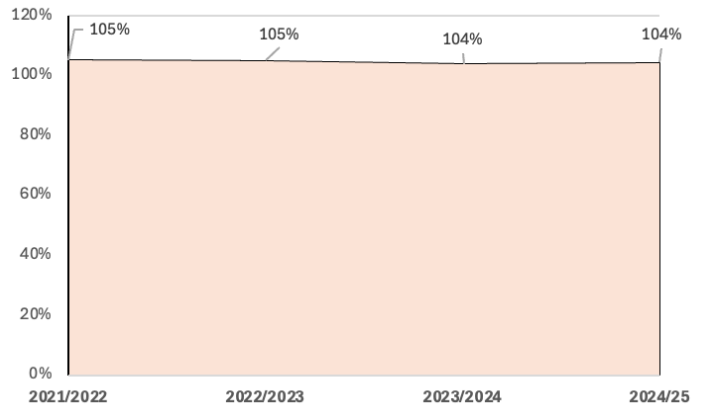
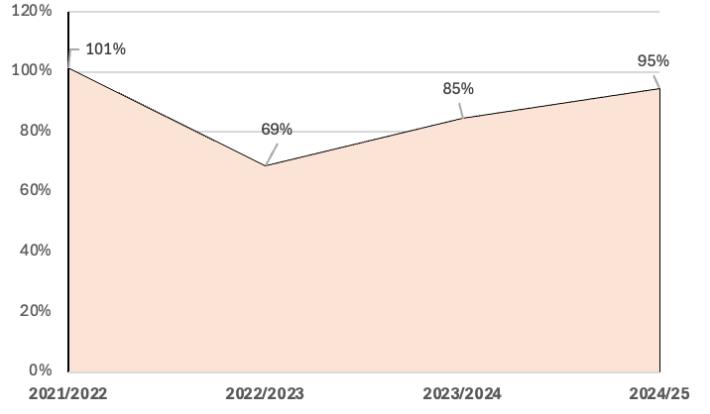
	Jun 2023: Parts of Gauteng including Ekurhuleni, Johannesburg, and Pretoria were hit by an earthquake. No reports on damage caused to water service infrastructure. Gauteng also had outbreaks of cholera and measles in 2023.	
Demographics		
Population	2,494,429 (<i>Blue Drop</i>) 4,040,315 (2022 Census) 3,650,000 (IDP)	2023 <i>Blue Drop Report</i> , p. 165; https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality IDP 2023/24, p. 9
Number of households (Census 2022)	1,322,252	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Number of domestic household service delivery points (2021/2022) (<i>Non-Financial Census of Municipalities</i>)	970,702	https://municipalities.co.za/services/3/city-of-tshwane-metropolitan-municipality
Ratio service delivery points / households	0.73	
Number of non-domestic consumers	20,330	https://municipalities.co.za/services/3/city-of-tshwane-metropolitan-municipality
Males per 100 females	100.5	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Gender Split	50.1% Male 49.9% Female	
Population growth rate per annum	3.2%	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Education	No Schooling: 3.9% Higher Education: 22.2%	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality

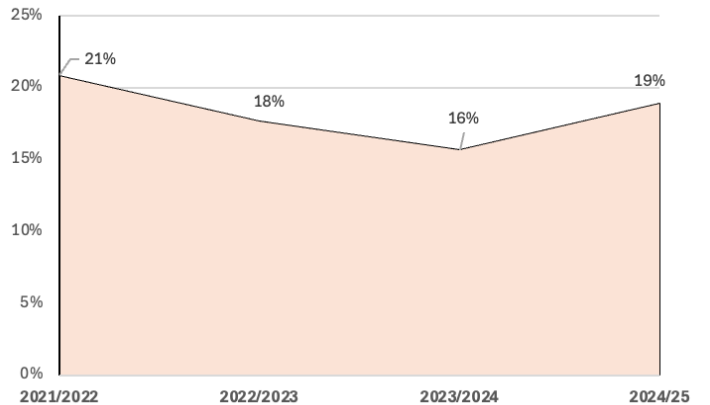
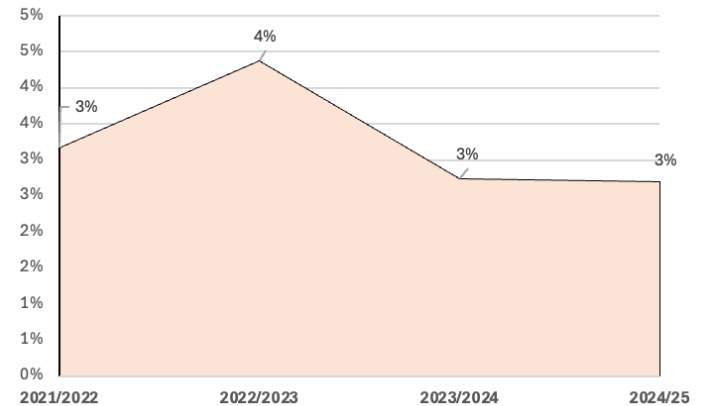
		tshwane-metropolitan-municipality
Financial capacity		
Economically active population (15-64)	70.9%	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Unemployment rate	30.5%	2023–2024 REVIEW OF THE 2022-2026 IDP, p.44.
Dependency rate	41.0	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Population under 15	23.0%	https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Universal FBW Allowance	no	IDP 2023/24 p. 86
Number of service delivery points receiving FBW: 2021/22	154,881	https://municipalities.co.za/services/3/city-of-tshwane-metropolitan-municipality
Percentage of FBW service delivery points	0.2%	
Increase/decrease of FBW 2018/2019 – 2021/2022	525,947 to 154,881 Decrease	https://municipalities.co.za/services/3/city-of-tshwane-metropolitan-municipality
Is the WSA currently experiencing financial problems? (As at 2022/23 Third Quarter)	Section 138 3 triggers Section 140 Choose an item.	
Details of the triggers present.	Failure to make payments as and when due for longer than 90 days that amount to more than R 1 million.	☒
	Operating at a deficit of more than 5% of the total direct revenue.	☒
	Negative OR outstanding audit.	☒
		NT Municipalities Meeting Criteria NT Municipalities Meeting Criteria

	Negative cash position for two or more consecutive years.	☐		
	Failure to make any payment to Eskom when due that amounts to more than 2% of the operating expenditure.	☐		
	Failure to make any payment to the Water Board when due that amounts to more than 2% of the operating expenditure.	☐		
	Failure to make any payment to any other creditor when due that amounts to more than 2% of the operating expenditure.	☐		
	Failure to make any payment to Eskom when due that amounts to more than 40% of the operating expenditure.	☐		
	Failure to make any payment to the Water Board when due that amounts to more than 40% of the operating expenditure.	☐		
	Failure to make any payment to any other creditor when due that amounts to more than 40% of the operating expenditure.	☐		
Is municipality considered to be in financial distress?	yes			NT Municipalities Meeting Criteria, item 73
Is the municipality currently subject to a provincial intervention?	no			AGSA Website Based Report 2021/22
Water management				
Is the rainfall within the WSA area (July 2022 to January 2023) above or below the average rainfall (464mm) for South Africa?	No information			WeatherSA, Historical Rain map
Water abstraction authorized?	Yes			2023 Blue Drop Report p. 163-164
Volume of authorized/(unauthorized) water abstraction?	203,343 kl/d			2023 Blue Drop Report p. 163-164
How many water treatment plants are in the WSA's water services network?	City of Tshwane WSA manages 11 WSS, 84 pump stations, 638 km of bulk water supply lines, 11,160 km of reticulation pipelines and 195 reservoirs. Total design capacity is 316.0 MI per day 323.2 MI of capacity is available Average production: 181.4 MI per day 56% capacity is used. 2023 Blue Drop critical risk: 1(Pretoria Temba)			2023 Blue Drop Report, p.153, 162, p. 179 - 180
How many biophysical water sources does this WSA have access to?	River	☒		2023 Blue Drop Report, p. 179-180
	Dam	☒		
	Saltwater	☐		
	Groundwater	☒		

Names of rivers and dams	Pienaars River, Roodeplaat Dam, Bronkhorstspuit Dam, Rietvlei Dam, Grootfontein, Sterkfontein, Kentron, Bronkhorstspuit River, groundwater			2023 <i>Blue Drop Report</i> , p. 179-180
How many infrastructure water sources does this WSA have?	Water reclamation	☐		IDP 2023/24, p. 101-102
	Desalination	☐		
	From natural source	☒		
Political Stability				
Is there a coalition government?	Yes ANC 75, DA 69, EFF 23, ACTIONSA 19, VF PLUS 17, ACDP 2, AIC 1, ATM 1, COPE 1, DOP 1, GOOD 1, IFP 1, PA 1, PAC 1, RC 1			https://municipalities.co.za/management/3/city-of-tshwane-metropolitan-municipality
Has there been mayoral instability in the last 5 years?	During October 2023, media reports that multiparty coalition partners intervened in the ongoing conflict between its parties on how best to resolve the worker dispute/ strike. Mayor Randall Williams resigned in February 2023. In March 2023, DA Cllr Cilliers Brink was elected as mayor. From media reports it also appears that there was a fair amount of internal conflict in the major political parties that are part of the coalition government. - https://www.timeslive.co.za/politics/2023-10-13-multiparty-coalition-intervenes-to-help-tshwane-mayor-resolve-pay-impasse/#google_vignette - https://www.sowetanlive.co.za/news/south-africa/2023-02-14-speaker-rejects-mayors-resignation-reversal/#google_vignette - https://www.citizen.co.za/news/south-africa/politics/tshwane-mayor-city-finance-service-delivery-march-2023/ - https://www.citizen.co.za/news/south-africa/politics/actionsa-replaces-councillors-in-tshwane/			
MM/CFO Vacancy Snapshot	AGSA Website Based Report 2021/22			AGSA Web Based Report 2021/22
	Is the council established?	Yes		
	Council instability the previous year?	No		
	MM vacancy at the end of the year?	Yes		
	Number of months the MM has been in position.	N/a		
	CFO vacancy at the end of the year?	No		
	Number of months the CFO has been in position.	61		

Policy Efforts		
Water By-law		
Is there a water by-law?	PG 203 Vol 20 of 23 July 2014	By-law
Citation of by-law	23 July November 2014	WJT Verification
Mark with “yes” if the by-law makes provision for the following:	Matters incidental to providing water services to residents,	yes
	including communal sources	yes
	Protecting water supply systems.	yes
	Prohibiting wasting water	yes
	Prohibiting illegal connections	yes
	Sets out standards for water installations and maintaining water infrastructure	yes
	The installation and upkeep of fire extinguishing systems	yes
	How service charges are calculated and levied	yes
	Measures to ensure the quality of potable water	yes
	Preventing water pollution	yes
	Anything else?	Water restrictions
		Water Audit
		Temporary supply from hydrant
Water Services Development Plan		
Is there a water services development plan?	Yes	WSDP 2022-2026
The validity duration of the plan (which years)	No information	IDP 2023/24, p 152
General Policy Framework		
Is there an Indigent Policy?	none, but provision in budget	Indigent Policy
IDP		
Challenges to water services delivery as identified in the IDP.	- Water resource quality and quantity deterioration. - Drought and water management impacts water supply and quality and urbanization impacts water demand - Rapidly aging infrastructure - High water losses - Unplanned settlements - Reducing non-revenue water	<i>Annual Report 2023/24 p. 72-6;</i> WJT Verification

	- Illegal connections - Non-paying customers											
Resource Efforts												
Financial Resources												
Budget sufficiency (Total Budget revenue/total budgeted expenditure)	 <table><thead><tr><th>Period</th><th>Budget sufficiency (%)</th></tr></thead><tbody><tr><td>2021/2022</td><td>99%</td></tr><tr><td>2022/2023</td><td>100%</td></tr><tr><td>2023/2024</td><td>100%</td></tr><tr><td>2024/25</td><td>100%</td></tr></tbody></table>	Period	Budget sufficiency (%)	2021/2022	99%	2022/2023	100%	2023/2024	100%	2024/25	100%	MFMA Section 71 Schedule C 2021 to 2025 Reports
Period	Budget sufficiency (%)											
2021/2022	99%											
2022/2023	100%											
2023/2024	100%											
2024/25	100%											
Revenue Coverage % (Total Budgeted Revenue/Total budgeted CAPEX+OPEXx100)	 <table><thead><tr><th>Period</th><th>Revenue Coverage %</th></tr></thead><tbody><tr><td>2021/2022</td><td>105%</td></tr><tr><td>2022/2023</td><td>105%</td></tr><tr><td>2023/2024</td><td>104%</td></tr><tr><td>2024/25</td><td>104%</td></tr></tbody></table>	Period	Revenue Coverage %	2021/2022	105%	2022/2023	105%	2023/2024	104%	2024/25	104%	MFMA Section 71 Schedule C 2021 to 2025 Reports
Period	Revenue Coverage %											
2021/2022	105%											
2022/2023	105%											
2023/2024	104%											
2024/25	104%											
Revenue Collection Rate % (Actual revenue collected/budgeted revenue x 100)	 <table><thead><tr><th>Period</th><th>Revenue Collection Rate %</th></tr></thead><tbody><tr><td>2021/2022</td><td>101%</td></tr><tr><td>2022/2023</td><td>69%</td></tr><tr><td>2023/2024</td><td>85%</td></tr><tr><td>2024/25</td><td>95%</td></tr></tbody></table>	Period	Revenue Collection Rate %	2021/2022	101%	2022/2023	69%	2023/2024	85%	2024/25	95%	MFMA Section 71 Schedule C 2021 to 2025 Reports
Period	Revenue Collection Rate %											
2021/2022	101%											
2022/2023	69%											
2023/2024	85%											
2024/25	95%											

Capital budget allocated to renewal of existing assets (amount allocated to renewable/total capital budget)	 <table><tr><th>Period</th><th>Percentage</th></tr><tr><td>2021/2022</td><td>21%</td></tr><tr><td>2022/2023</td><td>18%</td></tr><tr><td>2023/2024</td><td>16%</td></tr><tr><td>2024/25</td><td>19%</td></tr></table>	Period	Percentage	2021/2022	21%	2022/2023	18%	2023/2024	16%	2024/25	19%	MFMA Section 71 Schedule C 2021 to 2025 Reports
Period	Percentage											
2021/2022	21%											
2022/2023	18%											
2023/2024	16%											
2024/25	19%											
Maintenance spending rate % (Total maintenance expenditure/total revenue collected) x100)	 <table><tr><th>Period</th><th>Percentage</th></tr><tr><td>2021/2022</td><td>3%</td></tr><tr><td>2022/2023</td><td>4%</td></tr><tr><td>2023/2024</td><td>3%</td></tr><tr><td>2024/25</td><td>3%</td></tr></table>	Period	Percentage	2021/2022	3%	2022/2023	4%	2023/2024	3%	2024/25	3%	MFMA Section 71 Schedule C 2021 to 2025 Reports
Period	Percentage											
2021/2022	3%											
2022/2023	4%											
2023/2024	3%											
2024/25	3%											
Infrastructure Resources												
Current infrastructure value	3,727,014,000	Budget, Sheet A9, Item 138, Adjusted Budget 20/21										
Human and Skills Resources												
Total number of staff employed in the water services provision department.	No information	WJT Verification										
Total number of staff employed in water treatment	34 (30 supervisory, 4 technical)	2023 Blue Drop Report; p. 158, 159-160										
Supervisor Staff/WTW Ratio	2.5	2023 Blue Drop Report, p. 158										
Technical Staff/WTW Ratio	0.4	2023 Blue Drop Report, p. 159-160										
Staff Shortfall	20 Process Controllers 0 Supervisor 1 Technicians 1 Qualified scientists	2023 Blue Drop Report, p. 158, 159-160										

Implementation				
Physical Access				
Physical access to water 2021/22 (Non-financial census)	Communal source +200m	0	0%	https://municipalities.co.za/services/3/city-of-tshwane-metropolitan-municipality
	Communal source – 200m	82,887	8.5%	
	Water source in yard	887,815	91.5%	
	Total Households	970,702		
Piped water inside dwelling	71.3%			https://municipalities.co.za/demographic/3/city-of-tshwane-metropolitan-municipality
Economic Access				
	Registered indigents are granted 12kl of free water.			IDP 2020/21, p 449
Step tariff for households in rand excl VAT. For 2020/21	Prepaid			LAN 783 in PG 130 of 5 August 2020
	0 < 15kl	R 12.98		
	16kl < 35kl	R 20.50		
	36kl < 50kl	R 33.44		
	51kl <	R 42.35		
	Conventional			
	0 < 15kl	R 12.98		
	16kl < 35kl	R 20.50		
	36kl < 50kl	R 33.44		
51kl <	R 42.35			
Categories of water use:	- Prepaid residential - Conventional residential - Business and industrial - Special consumers such as schools, churches and welfare organisations. - Mines domestic - Mines operations - Indigent consumers - Departmental			LAN 783 in PG 130 of 5 August 2020
Tariffs for schools.	0 < 200kl	R 25.28		LAN 783 in PG 130 of 5 August 2020
	201kl <	R 42.35		
Notes.	Policy is clear about which tariff structure applies to schools and health facilities. However, these facilities pay more per/kl of water for the first 35kl of water consumed.			LAN 783 in PG 130 of 5 August 2020
Tariffs for clinics	Assume that health facilities will also fall within the special consumers category.			LAN 783 in PG 130 of 5 August 2020
Do schools and clinics have access to water on their premises.	- Out of 566 educational facilities, 10 have inadequate access to services. - All 60 health facilities have adequate access to services.			WJT Verification

Adequacy		
Percentage households with water interruptions of at least once a month 2020/21	33%	Gauteng City Region Observatory, https://www.gcro.ac.za/outputs/map-of-the-month/detail/water-interruptions-gauteng/
Media reports on outages:	The WSA experienced some water service interruptions, some were less serious and could be restored quickly, while others lasted for several hours. Many of these were as a result of bulk infrastructure failures owing to poor maintenance. Loadshedding and power outages have also negatively impacted this WSA's ability to provide continuous water services. - https://www.sabcnews.com/sabcnews/water-supply-disruptions-in-parts-of-tshwane-due-to-pipeline-leak/ - https://www.news24.com/news24/southafrica/news/power-outages-at-rand-water-affecting-water-supply-in-joburg-tshwane-20230703 - https://www.iol.co.za/news/south-africa/gauteng/city-of-tshwane-warns-residents-of-an-8-hour-water-supply-interruption-dc7b5780-7a9b-411a-8b4b-3978519170fa - https://www.dailymaverick.co.za/article/2023-09-07-financially-distressed-tshwane-battles-with-ongoing-strike-water-shortages-and-service-delivery-failures/	WJT Verification
Quality		
What is the WSA's blue drop score?	2023: 83.2% 2011: 90.4%	2023 Blue Drop Report, p. 179
Blue Drop Score Improved/Deteriorated (2011-2023)	Deteriorated	
Blue Drop microbiological compliance score	96.1% (7 Excellent WTWs; 4 Unacceptable WTWs)	2023 Blue Drop Report, p. 167
Blue Drop chemical (acute) compliance score	98.3% (9 Excellent WTWs; 1 Good WTW, 1 Unacceptable WTW)	2023 Blue Drop Report, p. 167
Blue Drop chemical (chronic health) compliance score	97.1% (8 Excellent WTWs; 1 Good WTW; 2 Unacceptable WTWs)	2023 Blue Drop Report, p. 167
Does the WSA have a contract with the lab to test water samples?	No information.	
Green Drop Risk Rating	Medium Risk	2023 Green Drop Report, p. 173
Efficiency		
Blue Drop Water Use Efficiency Score	414 l/p/d (Extremely high)	2023 Blue Drop Report, p. 165
No Drop Score 2021/22	75%	2023 No Drop Report, p. 120

Amount of non-revenue water in liters and in rands value.	R1.33 billion 34.4% of all water flowing in municipal pipes	AGSA Web Based Report 2023/24
Main reasons for water losses.	High leakage due to ageing network pipes, coupled with reduced responsive time to repair leaks Insufficient budget to fund all identified projects/initiatives High pressures in isolated areas, leading to leaks and bursts Older water meters which under-register consumption, resulting in under-recovery Estimation (under-estimation) of water meter readings System and billing errors Water theft from fire hydrants, illegal connections Water used in infrastructure maintenance (pipe scouring and reservoir cleaning)	WJT Verification
Oversight		
Department of Water and Sanitation		
<i>Blue Drop</i> actions	None	2023 <i>Blue Drop Report</i> , p. 323
<i>Green Drop</i> actions	None	2023 <i>Green Drop Report</i> , p. 335
Judicial Oversight		
Where any judgements delivered that involved water services delivery?	yes	
Full citation of judgement.	Mazibuko and Others v City of Johannesburg and Others [2009] ZACC 28	
Summary of judgement and the impact for future water services delivery.	The state has a duty not to interfere with the enjoyment of socio-economic rights. The state does not have a duty to immediately realise the right to water for everyone; instead, the state must take reasonable legislative and other measures to progressively realise the right within available state resources. It is not the place of the court to determine or quantify what is sufficient water. To assess the reasonableness of the legislative and policy measures used: State must be able to show what information it considered and the process it followed to determine its policy. If the process followed is flawed or the information gathered is inadequate or incomplete, appropriate relief may be sought. The Court's evaluation of the City's Free Basic Water Policy: (1) it has different levels of water provision; (2) the city uses pre-paid and credit meters; (3) provision to register as an indigent; (4) it is reasonable to afford basic water to all, rich and poor; (5) it is acceptable to afford basic water on a per household basis and not per person; (6) water policy was revised regularly; (7) communities too have duties, one such duty is to apply to be registered as an indigent if they wish to claim these benefits. Moving from a deemed consumption system to a pre-paid metered system with a free allocation of basic water is not a retrogressive	Paras 47, 48, 50, 71, 78-102, 142

	step. Discontinuation of water for not reloading the meter with credits is not a discontinuation of service as per the Water Services Act and the municipality do not need to follow the giving notice and other related procedures.	
Full citation of judgement.	Government of the Republic of South Africa v Grootboom [2000] ZACC 19	
Summary of judgement and the impact for future water services delivery.	Access to a right, in this case the water right, would include removing barriers to access the right, empowerment measures, and special measures for vulnerable groups. Measures must ensure access over time to a greater number of people that must be guided by targets. This requires legislation, policies, programmes and plans that ensure the implementation of legislation. All vulnerable groups must at least have access to basic service delivery.	
Full citation of the judgement.	Capricorn District Municipality v SANCO [2014] ZASCA 39	
Summary of judgement and the impact for future water services delivery.	Appeal from the High Court, Limpopo Division. Legal Question: Is the interdict given by the HC a competent order? The interdict mandated Capricorn District to repair and replace all leaking pipes and all defective meters within 12 months. In addition, the HC ordered that the WSA may only recover a flat rate of about R 70 for water services delivered from affected households. Judgement: The appeal succeeded. The SCA found that the HC cannot order the WSA to replace and repair the leaky pipes because water leakages do not adversely affect consumers. This is because water leakages are not captured by any water meter reflecting what is payable to any consumer. (Bear in mind that the community alleged they were liable to pay for the wasted water.) A court may also not determine the rates as which water services are charged as this is in contravention of the separation of powers.	Paras 25 and 21
Barstow and Others v City of Johannesburg Metropolitan Council South Africa [2023] ZAGPJHC 773	Dispute over a faulty meter. Court made an order to the municipality to ignore the faulty water meter readings and rather to take the average reading of a working meter.	
Body Corporate of SS Country View v Cit of Johannesburg Metropolitan Municipality and Another [2023] ZAGPPHC 710	Case on reconnecting water supply pending a billing dispute. Reaffirming the right to procedural fairness. Water may not be disconnected pending the resolution of a billing dispute.	
SAHRC Reports		
Where any reports received and investigated on the right to water by the SAHRC?	no	
	Only reports relating to the sanitation function.	
Department of Water and Sanitation		
Has the DWS issued any directives against the WSA?	No.	

Legislature Oversight		
Other Oversight Institutions		

Sources:

- Auditor-General of South Africa MFMA Report for 2021/22 <https://mfma-2022.agsareports.co.za/province/limpopo>
- Department Water and Sanitation Water Services Development Planning Website Tool <https://ws.dws.gov.za/wsdp/Index.aspx#>
- Department Water and Sanitation Municipal Strategic Self-Assessment for year ended in 2022
- Department Water and Sanitation Blue Drop Progress Report 2022
- Municipal Demarcation Board Municipal Powers and Functions Capacity Assessment 2018: Sectoral Report for Water and Sanitation
- Independent Electoral Commission Local Government Elections Dashboard accessed at <https://results.elections.org.za/dashboards/lge/>
- Municipalities of South Africa <https://municipalities.co.za/provinces/view/5/limpopo>
- National Treasury Municipalities Meeting Criteria for Determining Serious Financial problems in Terms of Sections 138 and 140 of the MFMA for the fourth quarter of 2022/23
- WeatherSA Historical Rainmap for July 2022- January 2023 accessed at <https://www.weathersa.co.za/home/historicalrain>
- World Health Organisation Statistics accessed at <https://www.who.int/data/gho/data/indicators/indicator-details/GHO/number-of-diarrhoea-deaths-from-inadequate-water-sanitation-and-hygiene>