

# WATER SERVICES AUTHORITY

# DISTRICT MUNICIPALITY



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## Map

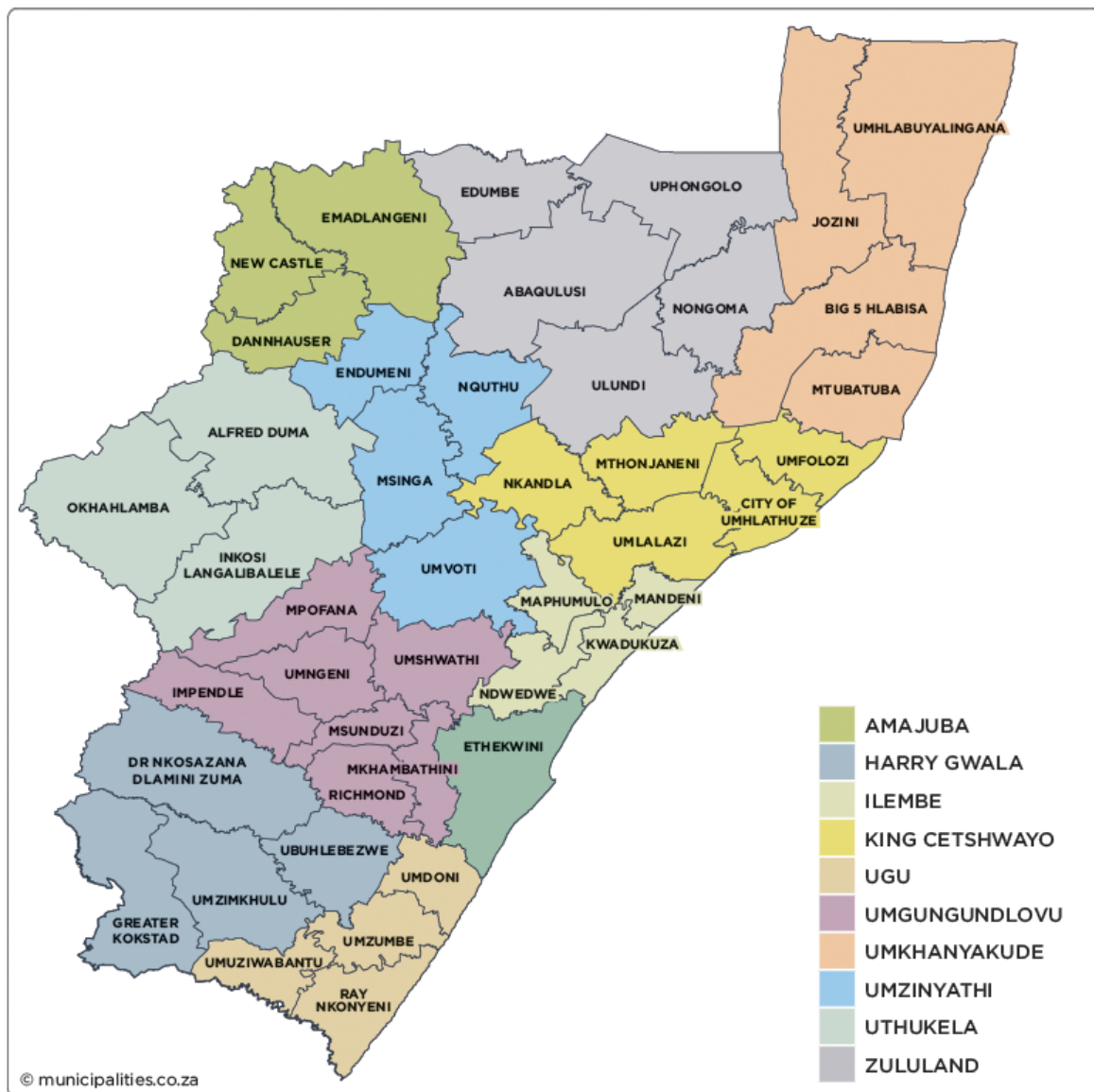


Figure 1: Geographical location of the King Cetshwayo District Municipality (source Municipalities of South Africa, <https://municipalities.co.za/provinces/view/4/kwazulu-natal>).

The King Cetshwayo Municipality is a coastal municipality, situated in North KwaZulu-Natal and one of eleven district municipalities in the province.

## Assessment: Progressive realisation of the right to water in King Cetshwayo District Municipality

| RIGHTS HOLDERS                                  |                                                                                                                                                                                                                                                      |       |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Demographics                                    | Current Population: Ranges from 295,071 ( <i>Blue Drop</i> ) to 1,021,344 (Census 2022)<br>Population growth rate: 1.2%:<br>Sex Ratio: Moderate female majority<br>Dependency: 64.6% under 15, dependency ratio 54.9                                 |       |
| Unemployment                                    | 50% (IDP 2021/2022)                                                                                                                                                                                                                                  |       |
| KEY IMPLEMENTATION INDICATORS                   |                                                                                                                                                                                                                                                      |       |
| Availability                                    | Rivers and dams<br>17% capacity used                                                                                                                                                                                                                 |       |
| Physical Access                                 | Communal source +200m                                                                                                                                                                                                                                | 0%    |
|                                                 | Communal source – 200m                                                                                                                                                                                                                               | 69.3% |
|                                                 | Water source in yard                                                                                                                                                                                                                                 | 30.7% |
|                                                 | Piped water in house                                                                                                                                                                                                                                 | 42.3% |
|                                                 | Service delivery point/household coverage ratio                                                                                                                                                                                                      | 0.4   |
| Economic Access                                 | Tariff variation<br>Tariff structure: Increasing block tariff (4 blocks, R14.81-R40.12)<br>FBW: Indigent only<br>Indigency: 3.3% of service delivery points, decreasing trend                                                                        |       |
| Adequacy                                        | No reliable data                                                                                                                                                                                                                                     |       |
| Quality                                         | Microbiological compliance                                                                                                                                                                                                                           | 80.5% |
|                                                 | Chemical (acute) compliance                                                                                                                                                                                                                          | 83.3% |
|                                                 | Chemical (chronic) compliance                                                                                                                                                                                                                        | 83.2% |
| Efficiency                                      | WUE score: 211 l/p/d (Average)<br>Non-revenue water: 50.5%                                                                                                                                                                                           |       |
| REASONABLE MEASURES                             |                                                                                                                                                                                                                                                      |       |
| Policy Efforts                                  | By-law, WSDP, Indigency Policy and Register                                                                                                                                                                                                          |       |
| Financial Resources (2024/2025)                 | Budget sufficiency: 115%<br>Revenue coverage: 100%<br>Renewal spending: 5%<br>Maintenance spending rate: 17%<br>Revenue collection rate: 100%                                                                                                        |       |
| Human Resources                                 | Blue Drop shortfall: 48 Process Controllers, 0 Supervisors, 2 Technicians, 0 Qualified scientists                                                                                                                                                    |       |
| SYSTEMIC DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE |                                                                                                                                                                                                                                                      |       |
| Leadership issues                               | -Political interference: AGSA reports some tenders awarded to state officials.<br>- Corruption risks noted in IDP are tampering with meters and illegal connections, manipulation of SCM processes, misappropriation of municipal funds, conflict of |       |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | interests and unauthorised water deliveries and unrecorded sale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Water planning issues | <ul style="list-style-type: none"> <li>-Unreliable statistics</li> <li>- The municipality plans to provide at least 90% of the backlog population with a water volume of 5l/capita/day within a 1000m walking distance, and at least 35% of the backlog population with water to the RDP level of service, i.e. 100l/capacity/day.</li> <li>-The municipality plans to address all backlogs in respect of water and sanitation provision, electricity provision and solid waste removal.</li> <li>-Lack of metered water connections in rural areas makes cost recovery difficult.</li> <li>-A large portion of the district is served through water tankers, a very expensive service which does not generate revenue. The gradual phase out water tankers and replacement with metered house connections is prioritised</li> <li>-There is a lack of bulk water meters, which would be able to assist in effective water balancing the identification of losses in the system, either through breaks or unauthorised consumption.</li> </ul> |
| Funding model         | <ul style="list-style-type: none"> <li>-Financial distress: The municipality is in financial distress. The AGSA report states that 38% of municipal debt cannot be recovered.</li> <li>-Grant dependence: The municipality is heavily reliant and dependent on grants. The AGSA reports that 88% is covered through grants.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Infrastructure issues | <ul style="list-style-type: none"> <li>-Municipality has an ageing infrastructure. Eshowe WTW required major refurbishment due to ageing.</li> <li>-The Blue and Green Drop requirements were not met because of ageing infrastructure of the WTW and WWTW within the district</li> <li>- Over 70% of the budget is spent on capital infrastructure, with the aim of meeting the water and sanitation targets.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Electricity issues    | <ul style="list-style-type: none"> <li>-Aging electrical infrastructure need repairs</li> <li>-It is necessary to reduce electricity infrastructure backlog</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Ecological drivers    | <ul style="list-style-type: none"> <li>-The municipality needs to manage invasive alien vegetation</li> <li>- The district has notable wetland areas such as lake Cubhu and Greater Mhlathuze wetland systems, the Mbongolwane Wetland, the Port of Richards Bay, and the Thulazihleka Pan</li> <li>-The municipality stresses that the ecological reserve of all riparian areas should be strictly maintained by avoiding over-abstraction.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consumer issues                                      | <ul style="list-style-type: none"> <li>-Indigent consumers support is provided by municipality</li> <li>-More consumers are served than those on indigent register</li> <li>-Infrastructure vandalism is prevalent in the district</li> <li>-Problems of illegal water connections are rife in the district</li> <li>-Challenges of legal electricity connections are widespread in the district</li> </ul> |
| Water services intermediaries                        | -Not specifically mentioned in the IDP                                                                                                                                                                                                                                                                                                                                                                      |
| Third-party interference                             | -Tender awards interference by third parties can be inferred from AGSA report                                                                                                                                                                                                                                                                                                                               |
| Intergovernmental coordination                       | - King Cetshwayo District Municipality institutionalised its existing IGR structures in compliance with the relevant law.                                                                                                                                                                                                                                                                                   |
| Scale                                                | 8,214km <sup>2</sup><br>0 WTWs, 8 pump stations, 11 km bulk water pipelines, 11 km reticulation pipelines, 5 water reservoirs                                                                                                                                                                                                                                                                               |
| <b>UNIQUE DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE</b> |                                                                                                                                                                                                                                                                                                                                                                                                             |
| Overlapping governance structures                    | 105 municipal wards, 45 traditional authorities                                                                                                                                                                                                                                                                                                                                                             |
| Low literacy and education levels                    | No schooling: 12.7%, tertiary ed: 9.5%                                                                                                                                                                                                                                                                                                                                                                      |
| Infrastructure backlogs                              | <ul style="list-style-type: none"> <li>-The water supply backlog for the district in 2016 was 115,295</li> <li>-The water supply backlog in 2020 was 34,647 or 30,05%.</li> </ul>                                                                                                                                                                                                                           |
| Limited yellow fleet                                 | <ul style="list-style-type: none"> <li>- The overall fleet for Mobile clinic vehicles in the district is old and spent most of the time out for repairs.</li> <li>-Limited yellow fleet capacity in the district</li> </ul>                                                                                                                                                                                 |
| High vacancy rate                                    | <ul style="list-style-type: none"> <li>-AGSA report a high vacancy rate of 21,4%.</li> <li>-The Municipal Manager has been in place for 10 months, and the CFO for 146 months</li> </ul>                                                                                                                                                                                                                    |
| Legal non-compliance                                 | <ul style="list-style-type: none"> <li>-The AGSA report states that some tenders were awarded to other state officials</li> <li>-However, the municipality has achieved unqualified audits with no findings between 2021 and 2023 financial years.</li> </ul>                                                                                                                                               |

\*Indicators highlighted in red flag potential human rights concerns

## Narrative

### RIGHTS HOLDERS

Population estimates for the King Cetshwayo District Municipality range from 295 071 (Blue Drop) to 1 021 344 (2022 Census). The population growth rate of 1.2% is lower than the national average of 1.3%. There is a moderate female majority and 64.6% of the population are under the age of 15. The dependency ratio of 54.9 is higher than the reported national 2024 average of 48.4 and lower than the global average of 58.4.<sup>1</sup> There is a high rate of unemployment (expanded definition) at 50%.

### KEY IMPLEMENTATION INDICATORS

The King Cetshwayo District Municipality is authorised to provide water services and receive water from Mlalazi River, Matigulu River, Goedertrouw River, Melmoth Dam, and the Tugela River.

In terms of physical access, 30.7% of consumers reportedly have a water connection in their yard, and 42.3% enjoy water piped into their dwellings. About 69.3% of the population has 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 0.4 meaning that the current service delivery points cover 40% of the households counted in the 2022 Census.

The King Cetshwayo District Municipality does not provide a universal Free Basic Water Allowance, although in terms of law a municipality is not required to have one. About 3.3% (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 R14.81, most expensive is R40.12). The municipality has one tariff category.

No reliable data could be found about the number of water services interruptions experienced by the community. There is a moderate concern with water quality, with the King Cetshwayo District Municipality reporting microbiological compliance at 80.5% and chemical acute compliance at 83.3% and chronic at 83.2%.

Water use efficiency is average. The *Blue Drop* score of >211 l/p/d is average. According to the 2021/22 Auditor-General report, 50.5% of all water produced is non-revenue water, which is of moderate concern.

### REASONABLE MEASURES

The King Cetshwayo District Municipality has a water services development plan, water services by-law, and indigency policy.

The Municipality's financial indicators between 2021/22 and 2024/25 show that the municipality's own revenue is enough (115%) to cover its operational expenditure budget. The

municipality's total income, which includes intergovernmental transfers, is just enough (100%) to cover capital and operational expenditure. The portion of capital budget allocated to the renewal of assets ranged between 5% and 10% and maintenance expenditure ranged between 16% and 17%. The revenue collection rate has fluctuated between 87% and 100% according to MFMA Schedule C datasets.

There are 31 municipal officials employed in water treatment. According to the latest *Blue Drop* report, there is a staff shortfall of 48 process controllers, and 2 technicians.

### SYSTEMIC DRIVERS OF RIGHTS NON-COMPLIANCE

The key systemic drivers of rights non-compliance in the King Cetshwayo District Municipality are:

- **Leadership issues:** Political interference and allegations of corruption.
- **Water planning issues:** The Municipality struggles with unreliable statistics.
- **Funding model:** The Municipality is in financial distress and largely dependent on grants to fund its budget.
- **Electricity issues:** Ageing infrastructure leads to frequent electricity interruptions that negatively affect the Municipality's ability to provide water services.
- **Infrastructure issues:** The water services structure is old and there are also many infrastructure backlogs.
- **Ecological drivers:** There are some invasive alien species.
- **Consumer issues:** Tampering with prepaid water meters.
- **Third-party interference:** Illegal connections and vandalism of water services infrastructure are a problem.
- **Scale:** Water services in the King Cetshwayo District Municipality are spread out over 8 214 km<sup>2</sup>.

### OVERSIGHT

1. The SAHRC conducted an inquiry into the state of water services and made specific recommendations which King Cetshwayo District Municipality had to implement (See Table: Oversight below).

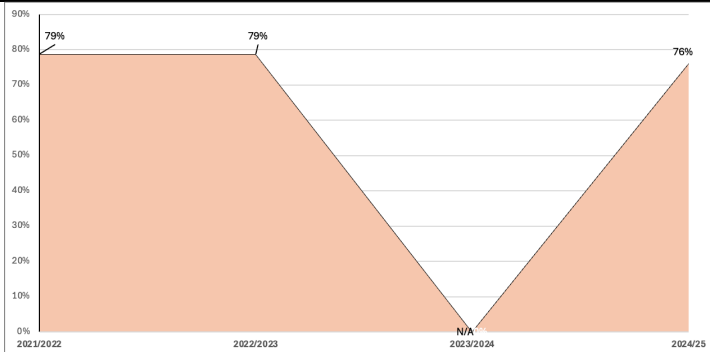
## Expanded Table

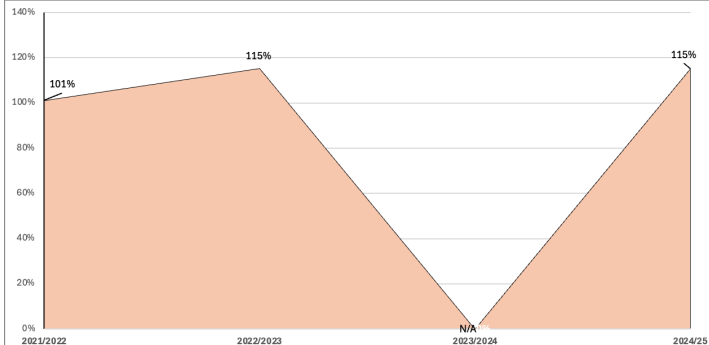
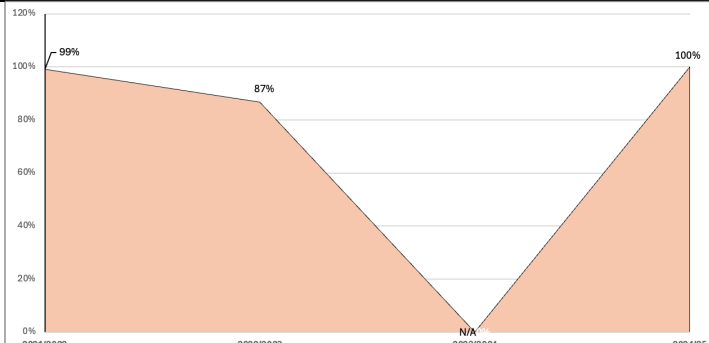
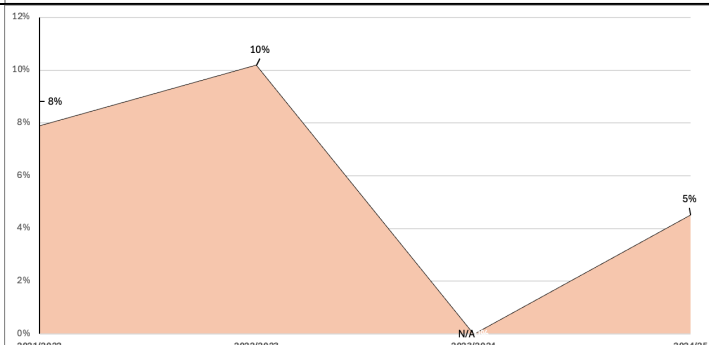
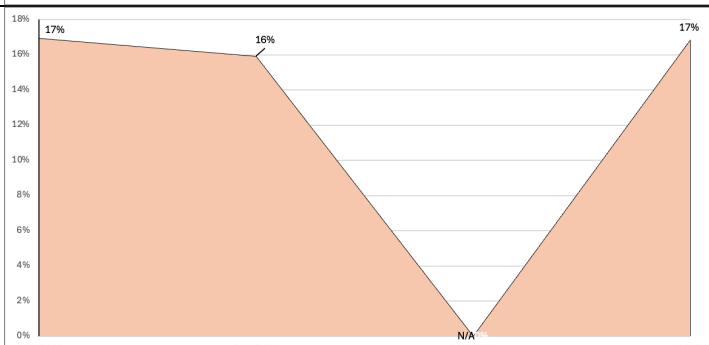
| Indicator                                                                                                             | Measurement                                                                                                                                                                                                                                                                                                                                                                                                        | Sources                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Name of the WSA</b>                                                                                                | King Cetshwayo District Municipality                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                  |
| Geographical information about the WSA.                                                                               | This district municipality is in the north-eastern region of the KwaZulu-Natal Province                                                                                                                                                                                                                                                                                                                            | <a href="#">King Cetshwayo District Municipality - Overview</a>                                                                  |
| Spatial extent                                                                                                        | 8,214km <sup>2</sup>                                                                                                                                                                                                                                                                                                                                                                                               | <a href="#">King Cetshwayo District Municipality - Overview</a>                                                                  |
| Municipal wards                                                                                                       | 105                                                                                                                                                                                                                                                                                                                                                                                                                | IDP 2023/24, p.20                                                                                                                |
| Traditional Authorities                                                                                               | 45                                                                                                                                                                                                                                                                                                                                                                                                                 | IDP 2023/24, p.20                                                                                                                |
| Is the WSA authorized to provide water services?                                                                      | yes                                                                                                                                                                                                                                                                                                                                                                                                                | IDP 2023/24, p 55<br>201                                                                                                         |
| Is the WSA currently providing water services?                                                                        | both water treatment and tap water                                                                                                                                                                                                                                                                                                                                                                                 | IDP 2023/24, p 201                                                                                                               |
| Method of service provision                                                                                           | Self                                                                                                                                                                                                                                                                                                                                                                                                               | IDP 2023/24, p 201                                                                                                               |
| <b>Context indicators</b>                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                  |
| Details of any water related stresses experienced within the past five years.                                         | <p><b>Riots</b> in 2021: 354 fatalities nationwide; widespread destruction of property which included water services infrastructure.</p> <p><b>Floods</b> in 2022: 395 fatalities; 40,723 people affected; 16,262 houses and 264 schools destroyed; exposed to food insecurity, water borne diseases; other infrastructure affected include businesses, roads, bridges, electricity, and water infrastructure.</p> |                                                                                                                                  |
| <b>Demographics</b>                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                  |
| Population                                                                                                            | 295 071 ( <i>Blue Drop</i> )<br>1,021,344(Census 2022)<br>982,726 (IDP)                                                                                                                                                                                                                                                                                                                                            | 2023 <i>Blue Drop Report</i> , p.204;<br><a href="#">King Cetshwayo District Municipality - Demographic</a><br>IDP 2023/24, p 15 |
| Number of households (Census 2022)                                                                                    | 205,739                                                                                                                                                                                                                                                                                                                                                                                                            | <a href="#">King Cetshwayo District Municipality - Demographic</a>                                                               |
| Number of domestic household service delivery points (2021/2022)<br>( <i>Non-Financial Census of Municipalities</i> ) | 79,775                                                                                                                                                                                                                                                                                                                                                                                                             | <a href="#">King Cetshwayo District Municipality - Services</a>                                                                  |
| Ratio service delivery points/households                                                                              | 0.4                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                  |

|                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------|---------------------------------------------------------------------|-------------------------------------|--------------------------------|--------------------------|-----------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------|--------------------------|--|----------------------------------------------------------------------------------------|
| Number of non-domestic consumers<br>Affects overall availability of water – big industrial users.        | 3,153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | King Cetshwayo District Municipality - Services                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Males per 100 females                                                                                    | 89.8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Gender Split                                                                                             | 47.3% Male<br>53.7% Female                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Population growth rate per annum                                                                         | 1.2%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Education                                                                                                | No Schooling: 12.7%<br>Higher Education: 9.5%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Financial capacity                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Economically active population (15-64)                                                                   | 64.6%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Unemployment rate                                                                                        | No information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Dependency ratio                                                                                         | 54.9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Population under 15                                                                                      | 29.9%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | King Cetshwayo District Municipality - Demographic                                                     |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Universal FBW Allowance                                                                                  | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | IDP 2023/24 p 301                                                                                      |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Number of service delivery points receiving FBW: 2021/22                                                 | 2,666                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | King Cetshwayo District Municipality - Services                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Percentage of FBW service delivery points                                                                | 3.3%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Increase/decrease of FBW 2018/2019 – 2021/2022                                                           | 14,289 to 2,666<br>Decrease                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | King Cetshwayo District Municipality - Services                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Is the WSA currently experiencing financial problems? (As at 2022/23 Third Quarter)                      | S 140: 1 trigger and s 138: 2 triggers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                        | NT Municipalities Meeting Criteria, item 126 |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Details of the triggers present.                                                                         | <table><tr><td>Failure to make payments as and when due for longer than 90 days that amount to more than R 1 million.</td><td><input checked="" type="checkbox"/></td></tr><tr><td>Operating at a deficit of more than 5% of the total direct revenue.</td><td><input checked="" type="checkbox"/></td></tr><tr><td>Negative OR outstanding audit.</td><td><input type="checkbox"/></td></tr><tr><td>Negative cash position for two or more consecutive years.</td><td><input type="checkbox"/></td></tr><tr><td>Failure to make any payment to Eskom when due that amounts to more than 2% of the operating expenditure.</td><td><input type="checkbox"/></td></tr></table> | Failure to make payments as and when due for longer than 90 days that amount to more than R 1 million. | <input checked="" type="checkbox"/>          | Operating at a deficit of more than 5% of the total direct revenue. | <input checked="" type="checkbox"/> | Negative OR outstanding audit. | <input type="checkbox"/> | Negative cash position for two or more consecutive years. | <input type="checkbox"/> | Failure to make any payment to Eskom when due that amounts to more than 2% of the operating expenditure. | <input type="checkbox"/> |  | NT Municipalities Meeting Criteria [ the headings of the column in which you see TRUE] |
| Failure to make payments as and when due for longer than 90 days that amount to more than R 1 million.   | <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Operating at a deficit of more than 5% of the total direct revenue.                                      | <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Negative OR outstanding audit.                                                                           | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Negative cash position for two or more consecutive years.                                                | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |
| Failure to make any payment to Eskom when due that amounts to more than 2% of the operating expenditure. | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |                                              |                                                                     |                                     |                                |                          |                                                           |                          |                                                                                                          |                          |  |                                                                                        |

|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                         |                                     |  |                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--|---------------------------------------------------------------------------------|
|                                                                                                                               | Failure to make any payment to the Water Board when due that amounts to more than 2% of the operating expenditure.                                                                                                                                                                                                                                      | <input checked="" type="checkbox"/> |  |                                                                                 |
|                                                                                                                               | Failure to make any payment to any other creditor when due that amounts to more than 2% of the operating expenditure.                                                                                                                                                                                                                                   | <input type="checkbox"/>            |  |                                                                                 |
|                                                                                                                               | Failure to make any payment to Eskom when due that amounts to more than 40% of the operating expenditure.                                                                                                                                                                                                                                               | <input type="checkbox"/>            |  |                                                                                 |
|                                                                                                                               | Failure to make any payment to the Water Board when due amounts to more than 40% of the operating expenditure.                                                                                                                                                                                                                                          | <input checked="" type="checkbox"/> |  |                                                                                 |
|                                                                                                                               | Failure to make any payment to any other creditor when due that amounts to more than 40% of the operating expenditure.                                                                                                                                                                                                                                  | <input type="checkbox"/>            |  |                                                                                 |
| Is municipality considered to be in financial distress?                                                                       | No                                                                                                                                                                                                                                                                                                                                                      |                                     |  |                                                                                 |
| Is the municipality currently subject to a provincial intervention?                                                           | No                                                                                                                                                                                                                                                                                                                                                      |                                     |  | <a href="#">King Cetshwayo District Municipality - Council &amp; Management</a> |
| <b>Water management</b>                                                                                                       |                                                                                                                                                                                                                                                                                                                                                         |                                     |  |                                                                                 |
| Is the rainfall within the WSA area (July 2022 to January 2023) above or below the average rainfall (464mm) for South Africa? | 500-2000mm                                                                                                                                                                                                                                                                                                                                              |                                     |  | WeatherSA, Historical Rain map                                                  |
| Water abstraction authorized?                                                                                                 | No                                                                                                                                                                                                                                                                                                                                                      |                                     |  | 2023 <i>Blue Drop Report</i> p. 202                                             |
| Volume of authorized/(unauthorized) water abstraction?                                                                        | 0 kl/d                                                                                                                                                                                                                                                                                                                                                  |                                     |  | 2023 <i>Blue Drop Report</i> p. 202                                             |
| How many water treatment plants are in the WSA's water services network?                                                      | King Cetshwayo WSA manages 0 WTWs, 8 pump stations, NI km of bulk water supply lines, NI km of reticulation pipelines and 5 reservoirs.<br>Total design capacity is 61.8 MI per day.<br>61.8 MI capacity is available.<br>Average production: 10.6 MI per day<br>17% of capacity is used<br>2023 <i>Blue Drop</i> critical risk: 2 (Khombe, Pikiliyeza) |                                     |  | 2023 <i>Blue Drop Report</i> , pp 191; 201; 226-227                             |
| How many biophysical water sources does this WSA have access to?                                                              | River                                                                                                                                                                                                                                                                                                                                                   | <input checked="" type="checkbox"/> |  | 2023 <i>Blue Drop Report</i> , p. 226-227                                       |
|                                                                                                                               | Dam                                                                                                                                                                                                                                                                                                                                                     | <input checked="" type="checkbox"/> |  |                                                                                 |
|                                                                                                                               | Saltwater                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/>            |  |                                                                                 |
|                                                                                                                               | Groundwater                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/>            |  |                                                                                 |
| Names of rivers and dams                                                                                                      | Mlalazi River, Matigulu River, Goedertrouw River, Melmoth Dam, Tugela River                                                                                                                                                                                                                                                                             |                                     |  | 2023 <i>Blue Drop Report</i> , p. 226-227                                       |
| How many infrastructure water sources does this WSA have?                                                                     | Water reclamation                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/>            |  | IDP 2023/24, p 203                                                              |
|                                                                                                                               | Desalination                                                                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>            |  |                                                                                 |
|                                                                                                                               | From natural source                                                                                                                                                                                                                                                                                                                                     | <input checked="" type="checkbox"/> |  |                                                                                 |

|                                                                  |                                                                                                                                                                                                                                                       |                                                                                 |        |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------|
| Political Stability                                              |                                                                                                                                                                                                                                                       |                                                                                 |        |
| Is there a coalition government?                                 | No<br>IFP 9, ANC 7, DA 1, EFF 1 (40% PR Seats)                                                                                                                                                                                                        | <a href="#">King Cetshwayo District Municipality - Council &amp; Management</a> |        |
| Has there been mayoral instability in the last 5 years?          | The mayor passed away in February 2021<br>- <a href="https://www.citizen.co.za/network-news/Inn/article/king-cetshwayo-district-mayor-passes-away/">https://www.citizen.co.za/network-news/Inn/article/king-cetshwayo-district-mayor-passes-away/</a> |                                                                                 |        |
| MM/CFO Vacancy Snapshot                                          | AGSA Website Based Report 2022/23                                                                                                                                                                                                                     | 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?                                                                                                                                                                                                                    |                                                                                 | No     |
|                                                                  | Number of months the MM has been in position.                                                                                                                                                                                                         |                                                                                 | 10     |
|                                                                  | CFO vacancy at the end of the year?                                                                                                                                                                                                                   |                                                                                 | No     |
|                                                                  | Number of months the CFO has been in position.                                                                                                                                                                                                        |                                                                                 | 146    |
| Policy Efforts                                                   |                                                                                                                                                                                                                                                       |                                                                                 |        |
| Water By-law                                                     |                                                                                                                                                                                                                                                       |                                                                                 |        |
| Is there a water by-law?                                         | yes                                                                                                                                                                                                                                                   | By-law                                                                          |        |
| Citation of by-law                                               | MN 16 in PG 6174 of 15 May 2003                                                                                                                                                                                                                       | By-law                                                                          |        |
| Mark with “yes” if the by-law makes provision for the following: | Matters incidental to providing water services to residents,                                                                                                                                                                                          | Yes                                                                             | By-law |
|                                                                  | 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                                                                             |        |

|                                                                                                | <table><tr><td>How service charges are calculated and levied</td><td>Yes</td></tr><tr><td>Measures to ensure the quality of potable water</td><td>Yes</td></tr><tr><td>Preventing water pollution</td><td>Yes</td></tr><tr><td>Anything else?</td><td></td></tr></table>                                                                                                                                                                                                                                                                     | How service charges are calculated and levied | Yes                    | Measures to ensure the quality of potable water | Yes | Preventing water pollution | Yes | Anything else? |     |         |     |                                                                         |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------|-------------------------------------------------|-----|----------------------------|-----|----------------|-----|---------|-----|-------------------------------------------------------------------------|
| How service charges are calculated and levied                                                  | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Measures to ensure the quality of potable water                                                | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Preventing water pollution                                                                     | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Anything else?                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Water Services Development Plan                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Is there a water services development plan?                                                    | in IDP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | IDP 2023/24, p 201                            |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| The validity duration of the plan (which years)                                                | Adopted in February 2022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | IDP 2023/24, p 201                            |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| General Policy Framework                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Is there an Indigent Policy?                                                                   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | IDP 2021/2022 p. 302                          |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| IDP                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Issues                                                                                         | Ensuring that drinking water always meets the required quality standards.<br>Ensuring effective monitoring of water balance in rural areas.<br>Aging infrastructure.<br>Unaccounted water (non- revenue water).<br>Challenges in meeting the blue and green drop requirements.<br>Failure to collect revenue in rural areas.<br>Failure to retain technical staff due to salary packages offered.<br>Poor quality of water coming from boreholes drilled.<br>Inadequate funding to address the backlogs.<br>Lack of sustainable water source | IDP 2023/24, p 28-29, 240, 243                |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Resource Efforts                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Financial Resources                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| Budget sufficiency (total budget revenue (excl. capital transfers)/ total budgeted OPEX) x 100 |  <table><caption>Budget Sufficiency Data</caption><thead><tr><th>Period</th><th>Budget Sufficiency (%)</th></tr></thead><tbody><tr><td>2021/2022</td><td>79%</td></tr><tr><td>2022/2023</td><td>79%</td></tr><tr><td>2023/2024</td><td>N/A</td></tr><tr><td>2024/25</td><td>76%</td></tr></tbody></table>                                                                                                                                                | Period                                        | Budget Sufficiency (%) | 2021/2022                                       | 79% | 2022/2023                  | 79% | 2023/2024      | N/A | 2024/25 | 76% | MFMA Section 71 Schedule C 2021 to 2025 Reports-2023-24 data is missing |
| Period                                                                                         | Budget Sufficiency (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| 2021/2022                                                                                      | 79%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| 2022/2023                                                                                      | 79%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| 2023/2024                                                                                      | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |
| 2024/25                                                                                        | 76%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                               |                        |                                                 |     |                            |     |                |     |         |     |                                                                         |

| Revenue coverage % (Total budgeted revenue (incl. capital transfers) / total budgeted CAPEX+ OPEX) x 100          |  <table><thead><tr><th>Period</th><th>Revenue coverage %</th></tr></thead><tbody><tr><td>2021/2022</td><td>101%</td></tr><tr><td>2022/2023</td><td>115%</td></tr><tr><td>2023/2024</td><td>N/A</td></tr><tr><td>2024/25</td><td>115%</td></tr></tbody></table>                                   | Period                                            | Revenue coverage %                                       | 2021/2022 | 101% | 2022/2023 | 115% | 2023/2024 | N/A | 2024/25 | 115% | MFMA Section 71 Schedule C 2021 to 2025 Reports-2023-24 data is missing |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------|-----------|------|-----------|------|-----------|-----|---------|------|-------------------------------------------------------------------------|
| Period                                                                                                            | Revenue coverage %                                                                                                                                                                                                                                                                                                                                                                 |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2021/2022                                                                                                         | 101%                                                                                                                                                                                                                                                                                                                                                                               |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2022/2023                                                                                                         | 115%                                                                                                                                                                                                                                                                                                                                                                               |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2023/2024                                                                                                         | N/A                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2024/25                                                                                                           | 115%                                                                                                                                                                                                                                                                                                                                                                               |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 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>99%</td></tr><tr><td>2022/2023</td><td>87%</td></tr><tr><td>2023/2024</td><td>N/A</td></tr><tr><td>2024/25</td><td>100%</td></tr></tbody></table>                              | Period                                            | Revenue Collection Rate %                                | 2021/2022 | 99%  | 2022/2023 | 87%  | 2023/2024 | N/A | 2024/25 | 100% | MFMA Section 71 Schedule C 2021 to 2025 Reports-2023-24 data is missing |
| Period                                                                                                            | Revenue Collection Rate %                                                                                                                                                                                                                                                                                                                                                          |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2021/2022                                                                                                         | 99%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2022/2023                                                                                                         | 87%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2023/2024                                                                                                         | N/A                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2024/25                                                                                                           | 100%                                                                                                                                                                                                                                                                                                                                                                               |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Capital budget allocated to renewal of existing assets (amount allocated to renewable/total capital budget) x 100 |  <table><thead><tr><th>Period</th><th>Capital budget allocated to renewal of existing assets %</th></tr></thead><tbody><tr><td>2021/2022</td><td>8%</td></tr><tr><td>2022/2023</td><td>10%</td></tr><tr><td>2023/2024</td><td>N/A</td></tr><tr><td>2024/25</td><td>5%</td></tr></tbody></table> | Period                                            | Capital budget allocated to renewal of existing assets % | 2021/2022 | 8%   | 2022/2023 | 10%  | 2023/2024 | N/A | 2024/25 | 5%   | MFMA Section 71 Schedule C 2021 to 2025 Reports-2023-24 data is missing |
| Period                                                                                                            | Capital budget allocated to renewal of existing assets %                                                                                                                                                                                                                                                                                                                           |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2021/2022                                                                                                         | 8%                                                                                                                                                                                                                                                                                                                                                                                 |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2022/2023                                                                                                         | 10%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2023/2024                                                                                                         | N/A                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2024/25                                                                                                           | 5%                                                                                                                                                                                                                                                                                                                                                                                 |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Maintenance spending rate % (Total maintenance expenditure/total revenue collected) x100                          |  <table><thead><tr><th>Period</th><th>Maintenance spending rate %</th></tr></thead><tbody><tr><td>2021/2022</td><td>17%</td></tr><tr><td>2022/2023</td><td>16%</td></tr><tr><td>2023/2024</td><td>N/A</td></tr><tr><td>2024/25</td><td>17%</td></tr></tbody></table>                           | Period                                            | Maintenance spending rate %                              | 2021/2022 | 17%  | 2022/2023 | 16%  | 2023/2024 | N/A | 2024/25 | 17%  | MFMA Section 71 Schedule C 2021 to 2025 Reports-2023-24 data is missing |
| Period                                                                                                            | Maintenance spending rate %                                                                                                                                                                                                                                                                                                                                                        |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2021/2022                                                                                                         | 17%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2022/2023                                                                                                         | 16%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2023/2024                                                                                                         | N/A                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| 2024/25                                                                                                           | 17%                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Infrastructure Resources                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                    |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Current infrastructure value                                                                                      | R1,262,202,000                                                                                                                                                                                                                                                                                                                                                                     | Budget, Sheet A9, Item 138, Adjusted Budget 20/21 |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Human and Skills Resources                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                    |                                                   |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Total number of staff employed in water treatment                                                                 | 31 (29 supervisory, 2 technical)                                                                                                                                                                                                                                                                                                                                                   | 2023 Blue Drop Report; pp. 196, 198               |                                                          |           |      |           |      |           |     |         |      |                                                                         |
| Supervisor Staff/WTW Ratio                                                                                        | 1.6                                                                                                                                                                                                                                                                                                                                                                                | 2023 Blue Drop Report, p. 196                     |                                                          |           |      |           |      |           |     |         |      |                                                                         |

|                                                                                                |                                                                                                                                                                                                                                                                                                          |                                     |       |                                                    |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------|----------------------------------------------------|
| Technical Staff/WTW Ratio                                                                      | 0.2                                                                                                                                                                                                                                                                                                      |                                     |       | 2023 <i>Blue Drop Report</i> , p. 198              |
| Staff Shortfall                                                                                | 48 Process Controllers<br>0 Supervisor<br>2Technicians<br>0 Qualified scientists                                                                                                                                                                                                                         |                                     |       | 2023 <i>Blue Drop Report</i> , pp. 196,198         |
| Total number of staff employed in the water services provision department.                     | 50<br>12 posts available                                                                                                                                                                                                                                                                                 |                                     |       | 2023 <i>Blue Drop Report</i> , p 196               |
| Implementation                                                                                 |                                                                                                                                                                                                                                                                                                          |                                     |       |                                                    |
| Physical Access                                                                                |                                                                                                                                                                                                                                                                                                          |                                     |       |                                                    |
| Physical access to water, number of consumers, and percentage of total consumers. [households] | Communal source +200m                                                                                                                                                                                                                                                                                    | 0                                   | 0%    | King Cetshwayo District Municipality - Services    |
|                                                                                                | Communal source – 200m                                                                                                                                                                                                                                                                                   | 55,309                              | 69.3% |                                                    |
|                                                                                                | Water source in yard                                                                                                                                                                                                                                                                                     | 24,466                              | 30.7% |                                                    |
|                                                                                                | Total                                                                                                                                                                                                                                                                                                    | 79,775                              |       |                                                    |
| Piped water inside dwelling                                                                    | 42.3%                                                                                                                                                                                                                                                                                                    |                                     |       | King Cetshwayo District Municipality - Demographic |
| Infrastructure backlog                                                                         | -The water supply backlog for the district in 2016 was 115,295<br>-The water supply backlog in 2020 was 34,647 or 30,05%.                                                                                                                                                                                |                                     |       |                                                    |
| Do schools and clinics have access to water on their premises.                                 | - Some problems with interruptions and contaminated water: <a href="https://www.sabcnews.com/sabcnews/investigation-launched-into-infrastructure-sabotage-amid-eshowe-water-crisis/">https://www.sabcnews.com/sabcnews/investigation-launched-into-infrastructure-sabotage-amid-eshowe-water-crisis/</a> |                                     |       | Media reports                                      |
| Economic Access                                                                                |                                                                                                                                                                                                                                                                                                          |                                     |       |                                                    |
| Economic access to water.                                                                      | Free basic water for all                                                                                                                                                                                                                                                                                 | <input type="checkbox"/>            |       |                                                    |
|                                                                                                | Free basic water for Indigent                                                                                                                                                                                                                                                                            | <input checked="" type="checkbox"/> |       |                                                    |
|                                                                                                | Cross subsidy                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>            |       |                                                    |
|                                                                                                | Prepaid                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/>            |       |                                                    |
| Step tariff for households in rand excl VAT. For 2021/22                                       | 0 < 6kl                                                                                                                                                                                                                                                                                                  | 14.81                               |       | Tariff Policy 2023/24, item 1.1.1                  |
|                                                                                                | 7kl < 20kl                                                                                                                                                                                                                                                                                               | 17.20                               |       |                                                    |
|                                                                                                | 21kl < 40kl                                                                                                                                                                                                                                                                                              | 27.06                               |       |                                                    |
|                                                                                                | 41kl <                                                                                                                                                                                                                                                                                                   | 40.12                               |       |                                                    |
| Categories of water use:                                                                       |                                                                                                                                                                                                                                                                                                          |                                     |       |                                                    |
| Tariffs for schools.                                                                           | 0 < 10kl                                                                                                                                                                                                                                                                                                 | 14.96                               |       | Tariff Policy 2023/24, item 1.1.3                  |
|                                                                                                | 11kl < 149kl                                                                                                                                                                                                                                                                                             | 26.99                               |       |                                                    |
|                                                                                                | 150kl < 499kl                                                                                                                                                                                                                                                                                            | 35.06                               |       |                                                    |
|                                                                                                | 500kl < 699kl                                                                                                                                                                                                                                                                                            | 43.67                               |       |                                                    |
|                                                                                                | 700kl <                                                                                                                                                                                                                                                                                                  | 43.7                                |       |                                                    |
| Tariffs for clinics.                                                                           | 0 < 10kl                                                                                                                                                                                                                                                                                                 | 14.96                               |       | Tariff Policy 2023/24, item 1.1.3                  |
|                                                                                                | 11kl < 149kl                                                                                                                                                                                                                                                                                             | 26.99                               |       |                                                    |
|                                                                                                | 150kl < 499kl                                                                                                                                                                                                                                                                                            | 35.06                               |       |                                                    |
|                                                                                                | 500kl < 699kl                                                                                                                                                                                                                                                                                            | 43.67                               |       |                                                    |

|                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |                                          |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------|
|                                                                  | 700kl <                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 43.7          |                                          |
| Adequacy                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |                                          |
| Number of interruptions in 2024                                  | -Interruptions mentioned in IDP, but the number of these is not provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |                                          |
| Media reports on outages:                                        | <p>The WSA has had some contamination problems:</p> <ul style="list-style-type: none"><li>- <a href="https://www.sabcnews.com/sabcnews/investigation-launched-into-infrastructure-sabotage-amid-eshowe-water-crisis/">https://www.sabcnews.com/sabcnews/investigation-launched-into-infrastructure-sabotage-amid-eshowe-water-crisis/</a></li><li>- <a href="https://www.iol.co.za/dailynews/news/eshowe-community-in-fear-as-chemical-contaminates-tap-water-ecdb2abd-83ad-4c50-bb81-1f99454b441a">https://www.iol.co.za/dailynews/news/eshowe-community-in-fear-as-chemical-contaminates-tap-water-ecdb2abd-83ad-4c50-bb81-1f99454b441a</a></li><li>- <a href="https://www.iol.co.za/mercury/news/water-supply-to-eshowe-surrounding-areas-disrupted-due-to-contamination-caa863ed-7f0b-45f0-9358-2bff8dcbae7f">https://www.iol.co.za/mercury/news/water-supply-to-eshowe-surrounding-areas-disrupted-due-to-contamination-caa863ed-7f0b-45f0-9358-2bff8dcbae7f</a></li></ul> <p>Many water shortages and interruptions took place in 2022/23, some of which escalated to serious protests.</p> <ul style="list-style-type: none"><li>- <a href="https://www.sabcnews.com/sabcnews/more-districts-face-water-shortages/">https://www.sabcnews.com/sabcnews/more-districts-face-water-shortages/</a></li><li>- <a href="https://www.sowetanlive.co.za/news/south-africa/2020-07-06-truck-torched-and-roads-blocked-as-kzn-protests-over-water-intensify/">https://www.sowetanlive.co.za/news/south-africa/2020-07-06-truck-torched-and-roads-blocked-as-kzn-protests-over-water-intensify/</a></li><li>- <a href="https://www.iol.co.za/news/south-africa/kwazulu-natal/salga-sounds-alarm-bells-over-the-water-crisis-faced-by-municipalities-in-kwazulu-natal-6c821faa-ee75-4659-ad43-c474864ad3e4">https://www.iol.co.za/news/south-africa/kwazulu-natal/salga-sounds-alarm-bells-over-the-water-crisis-faced-by-municipalities-in-kwazulu-natal-6c821faa-ee75-4659-ad43-c474864ad3e4</a></li><li>- <a href="https://www.iol.co.za/news/south-africa/kwazulu-natal/watch-jozini-dam-licence-finally-sorted-for-residents-but-they-wont-be-getting-water-soon-f8e6601f-aa1b-4f69-b1e4-cf0e08496aca">https://www.iol.co.za/news/south-africa/kwazulu-natal/watch-jozini-dam-licence-finally-sorted-for-residents-but-they-wont-be-getting-water-soon-f8e6601f-aa1b-4f69-b1e4-cf0e08496aca</a></li></ul> | Media reports |                                          |
| Quality                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |                                          |
| What is the WSA’s blue drop score?                               | 2023: 40.7%<br>2011: 71.3%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               | 2023 <i>Blue Drop Report</i> , p. 226    |
| Blue Drop Score Improved/Deteriorated (2011-2023)                | Deteriorated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |                                          |
| Blue Drop microbiological compliance score                       | 80.5% (5 Excellent WTWs; 5 Unacceptable WTWs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               | 2023 <i>Blue Drop Report</i> , p. 206    |
| Blue Drop chemical (acute) compliance score                      | 83.3% (10 Excellent WTWs; 2 Unacceptable WTWs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               | 2023 <i>Blue Drop Report</i> , pp. 206-7 |
| Blue Drop chemical (chronic health) compliance score             | 83.2% (10 Excellent WTWs; 2 Unacceptable WTWs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               | 2023 <i>Blue Drop Report</i> , p. 206-7  |
| Does the WSA have a contract with the lab to test water samples? | No information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               |                                          |
| Green Drop Risk Rating                                           | High Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               | 2023 <i>Green Drop Report</i> , p. 223   |

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|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Efficiency</b>                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                        |
| Blue Drop Water Use Efficiency Score                                    | 211 l/p/d (Average)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2023 <i>Blue Drop Report</i> , p. 204  |
| No Drop Score 2021/22                                                   | 56%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2023 <i>No Drop Report</i> , p. 148    |
| Amount of non-revenue water in liters and in rands value.               | R51.27 million in water losses which represent 50.5% of water flowing through municipal pipes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | AG Report 2023/24                      |
| Main reasons for water losses.                                          | -Ageing infrastructure, illegal connections, meter inaccuracy, leakage in transmission and excess pressure resulting in burst pipes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | AG Report, para 7                      |
| <b>Oversight</b>                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                        |
| <b>Department of Water and Sanitation</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                        |
| <i>Blue Drop</i> actions                                                | The Regulator note the dire state of management and drinking water quality in the Khombe and Pikiliyeza water supply system. The WSI is placed under regulatory surveillance and the Municipal Manager is required to submit a detailed corrective action plan within 20 days of publishing of this report. The plan must map the activities, responsible persons, timelines, and expected improvement as outlined in the Regulatory Comment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2023 <i>Blue Drop Report</i> , p. 226  |
| <i>Green Drop</i> actions                                               | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2023 <i>Green Drop Report</i> , p. 223 |
| <b>Judicial Oversight</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                        |
| 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 | Paras 47, 48, 50, 71, 78-102, 142      |

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|                                                                                                                     | 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 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.                                                                                     | Nokotyana and Others v Ekurhuleni Metropolitan Municipality and Others [2009] ZACC 33                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                              |
| Summary of judgement and the impact for future water services delivery.                                             | Every municipality, as part of its IDP process, must take all reasonable and necessary steps within the framework of national and provincial housing legislation and policy to ensure that the inhabitants of its area of jurisdiction have access to adequate housing on a progressive basis; that conditions not conducive to the health and safety of the inhabitants of its area of jurisdiction are prevented or removed; and that services in respect of water, sanitation, electricity, roads, storm water drainage and transport are provided in a manner which is economically efficient. Section 3 of the Water Services Act provides that everyone has a right of access to basic water supply and basic sanitation. Every WSA is prompted to take reasonable measures to realise these rights. The section furthermore requires every WSA to provide for measures to realise these rights in its water services development plan. |                                              |
| Middelburg High Court:<br>Parties<br><i>Department Water and Sanitation</i><br><i>Msukaligwa Local Municipality</i> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                              |
| Full citation of judgement.                                                                                         | Thubakgale and Others v Ekurhuleni Metropolitan Municipality and Others [2021] ZACC 45                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                              |
| Summary of judgement and the impact for future water services delivery.                                             | Minority, dissenting:<br><br>This case explores a very wide variety of remedies where socio-economic rights are violated.<br>What effective remedy can be granted by courts where the litigants showed that the state failed to realise the right to access to housing and has conducted itself in a manner that                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Paras 2, 50, 60, 63, 64, 65, 70, 72, 80, 157 |

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|                                                                                | <p>points to a refusal to realise this right. Appropriateness of the relief envisages something that is suitable and capable of addressing the exigencies of a situation. A structural interdict, declaratory relief and contempt of court orders have all been unsuccessful. The court shows that contractual, statutory and delictual remedies are also unavailable. The court then considered constitutional damages to rectify “diffuse and systematic pattern of rights violations” or “systematic, pervasive and enduring infringements of constitutional rights”. This may only be used if it is the most effective relief.</p> <p>Budgetary and fiscal pressures of the municipality must be considered when awarding constitutional damages. Paras 100-116 quantum of damages. A once-off token of R 10 000 per applicant was awarded. Applicants have the right to approach the court again within one year from the granting of the order to reassess the award, should the municipality continue to procrastinate in its constitutional obligations. The municipality is also subject to a supervisory order where it has to report back to the court.</p> <p>Majority:<br/>The approach adopted in the first judgement fails to differentiate between socio-economic rights and other rights. A breach of socio-economic rights arising from non-fulfilment or non-enjoyment of those rights does not entitle parties to an injury or damage that warrants compensation to be ordered.<br/>Appeal was dismissed.</p> <p>For water services delivery: Courts are increasingly impatient and becoming intolerant of service delivery failures. This shows the variety of remedies that could be available to the community where the right to water is infringed.</p> |  |
| Full citation of judgement.                                                    | South African Human Rights Commission v Msunduzi Local Municipality and Others [2021] ZAKZPHC 35                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| Summary of judgement and the impact for future water services delivery.        | Budgetary and procurement restraints cannot be a legitimate reason, where a failure to meet service delivery obligations persisted for 15 years. Court ordered that the municipality must file a plan to remedy the service delivery plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>SAHRC Reports</b>                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| Were any reports received and investigated on the right to water by the SAHRC? | yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| Summary of the report and the impact for future water services delivery.       | <p>Recommendations:</p> <p>(a) <i>Department of Water and Sanitation (DWS)</i></p> <p>i. Annually monitor municipalities’ implementation of Blue Drop and Green Drop report findings, including technical measures proposed and report to the Commission on an annual basis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |

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|  | <ul style="list-style-type: none"> <li>ii. Engage with COGTA and local councils on annual municipal infrastructure self-assessments findings, monitor take-up of recommendations, and report to the Commission annually.</li> <li>iii. Drive a process to ensure the transformation of catch management forums and water user associations to include diverse communities and increase community buy-in and representation, and implement enhanced community awareness, education, and advocacy programmes.</li> <li>iv. Guided by section 62 of the Water Services Act, read with section 154 of the Constitution, pay more focused attention to monitoring the effective performance of water services institutions in the Province.</li> <li>v. Invoke where appropriate powers in terms of section 63 of the WSA to take over water services function, in parallel with COGTA powers in terms of section 139 of the Constitution, to put municipalities under administration for failing to deliver water.</li> <li>vi. Leverage municipal access to grants to encourage municipalities to improve and update their water service delivery and infrastructure maintenance plans.</li> </ul> <p>(b) COGTA</p> <ul style="list-style-type: none"> <li>i. Review the funding model for municipalities and consider the provisioning of a special grant to effect upgrades and rehabilitation of critical water infrastructure and report to the Commission within 12 months from the date of this report.</li> <li>ii. In appropriate instances, enact measures to declare a local state of emergency to escalate immediate restoration of water services, and effect necessary repairs to damaged or neglected infrastructure.</li> <li>iii. Where appropriate, invoke powers in terms of section 139 of the Constitution, to put municipalities under administration for failing to deliver water.</li> <li>iv. Annually monitor municipalities' implementation of Blue Drop and Green Drop report findings, including technical measures proposed and report to the Commission on an annual basis.</li> <li>v. Monitor the implementation of the District Development Model, and Campaign <i>Khawuleza</i>, to fast-track water service delivery.</li> <li>vi. Escalate the support by the water expert task team to monitor and develop plans for municipalities.</li> <li>vii. Monitor the development and implementation of municipal WSDPs, considering introducing incentives for best performers.</li> </ul> |  |
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|  | <ul style="list-style-type: none"> <li>viii. Ensure that the KZN Water Master Plan considers the regression in municipality performance, and identify radical measures to address this, including fraud and corruption, and intra-political party fighting within the public service. The Water Master Plan should further consider future demands for water and include these, noting for instance the impact of the floods on the Plan and budget.</li> <li>ix. Develop an efficient tracking mechanism to ensure the monitoring and evaluation of the Water Master Plan, to identify progress and achievements, with time-bound targets set and submit such to the Commission with 12 months from the date of this report.</li> <li>x. Adopt measures to strengthen inter-governmental relations across the spheres, particularly pertaining to the role of the Office of the Premier, the Legislature and COGTA in monitoring the work of local government and submit within 12 months from the date of this report to the Commission a detailed report on the measures adopted.</li> <li>xi. Monitor findings and implementation of recommendations by municipal infrastructure self-assessments and report to the Commission annually.</li> <li>xii. Leverage municipal access to grants to encourage municipalities to improve and update their water service delivery and infrastructure maintenance plans.</li> <li>xiii. To review the model for grants for infrastructure, and the funds that are needed for maintenance. No municipality seems to be meeting the 8% guideline from revenues recommended by the Treasury.</li> </ul> <p><i>(c) KZN Provincial Legislature Portfolio Committee on Cooperative Governance and Traditional Affairs</i></p> <ul style="list-style-type: none"> <li>i. Monitor municipalities' implementation of Blue Drop and Green Drop report findings, including technical measures proposed.</li> <li>ii. Monitor the implementation of the KZN Water Master Plan, calling for regular reporting by COGTA, particularly pertaining to the delivery of water and sanitation.</li> <li>iii. Monitor findings and implementation of recommendations by municipal infrastructure self-assessments.</li> </ul> |  |
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|  | <p>(d) <i>All the above District Municipalities, as WSAs, and the Local Municipalities appearing before the Commission, in their capacity of providers of water service delivery to households, are recommended to enact the following measures, reporting on their uptake of these recommendations within 12 months of the date of this report</i></p> <ul style="list-style-type: none"> <li>i. Implement appropriate customer care divisions with a dedicated customer services team. Institute call-centre mechanisms to receive and refer complaints, with appropriate standard operating procedures to ensure the maintenance of a register of complaints, maximum (six hour) turn-around time to restore water service delivery, and monitoring of resolution of complaints.</li> <li>ii. Implement local accountability mechanisms with communities, such as sign-off on water delivery by tankers, and filling of Jojo tanks, managed by local ward councillors.</li> <li>iii. Implement appropriate community education and outreach mechanisms to educate and inform communities of their rights and of the municipal services available. Implement campaigns to communicate planning and response measures in instances of water service provision challenges, consulting communities on impact, design and prioritizing of appropriate remedies, and partner with community stakeholders in monitoring implementation and outcomes.</li> <li>iv. Be mindful of and give effect to stakeholders' constitutional rights to just administrative action (Constitution, section 33(1)), and their right to written reasons in instances where their rights have been adversely affected by administrative action (Constitution section 33(2)).</li> <li>v. Strengthen local accountability measures by entering into service level agreements with local industry, to guarantee reliability of water provision.</li> <li>vi. Use the DWS Blue and Green Drop programme as a guideline for running municipal services, and implement the technical and practical measures proposed in these reports.</li> <li>vii. Urgently address the emerging corruption relating to the water tankering system and overtime system, investigating allegations of damage to infrastructure and manipulation of the tender mechanism.</li> <li>viii. Implement consequence management measures for failure by officials to perform.</li> <li>ix. Revise the indigent register model in rural communities, to ascertain those households entitled to receive free</li> </ul> |  |
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|                              | <p>basic water, while ensuring revenue collection from households that can afford to pay for water services. Roll out the installation of smart meters in such areas, and implement community awareness programmes around the need to pay for services.</p> <p>x. Undertake a cost-effectiveness study to consider buying tankers as opposed to outsourcing this service. Move towards implementing permanent solutions to water service provision, utilising tankers only in instances of emergency.</p> <p>xi. Table Municipal Self-Assessment reports with Council, using findings and recommendations to inform planning.</p> <p>xii. Revise the management of demand, recycling and re-using of water for industrial purposes.</p> <p>xiii. Prioritise addressing high water losses and non-revenue water, noting the impact of water leaks in this regard.</p> <p>xiv. Ensure compliance with recommended 8% budgeting provision for operations and maintenance of water infrastructure.</p> <p>xv. Prioritise and address longstanding backlogs in infrastructure maintenance.</p> <p>xvi. Fast track the implementation of the National Water and Sanitation Master Plan.</p> |  |
| Parliament                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| Other Oversight Institutions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
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## Sources:

- Municipal Demarcation Board *Municipal Powers and Functions Capacity Assessment 2018: Sectoral Report for Water and Sanitation*
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