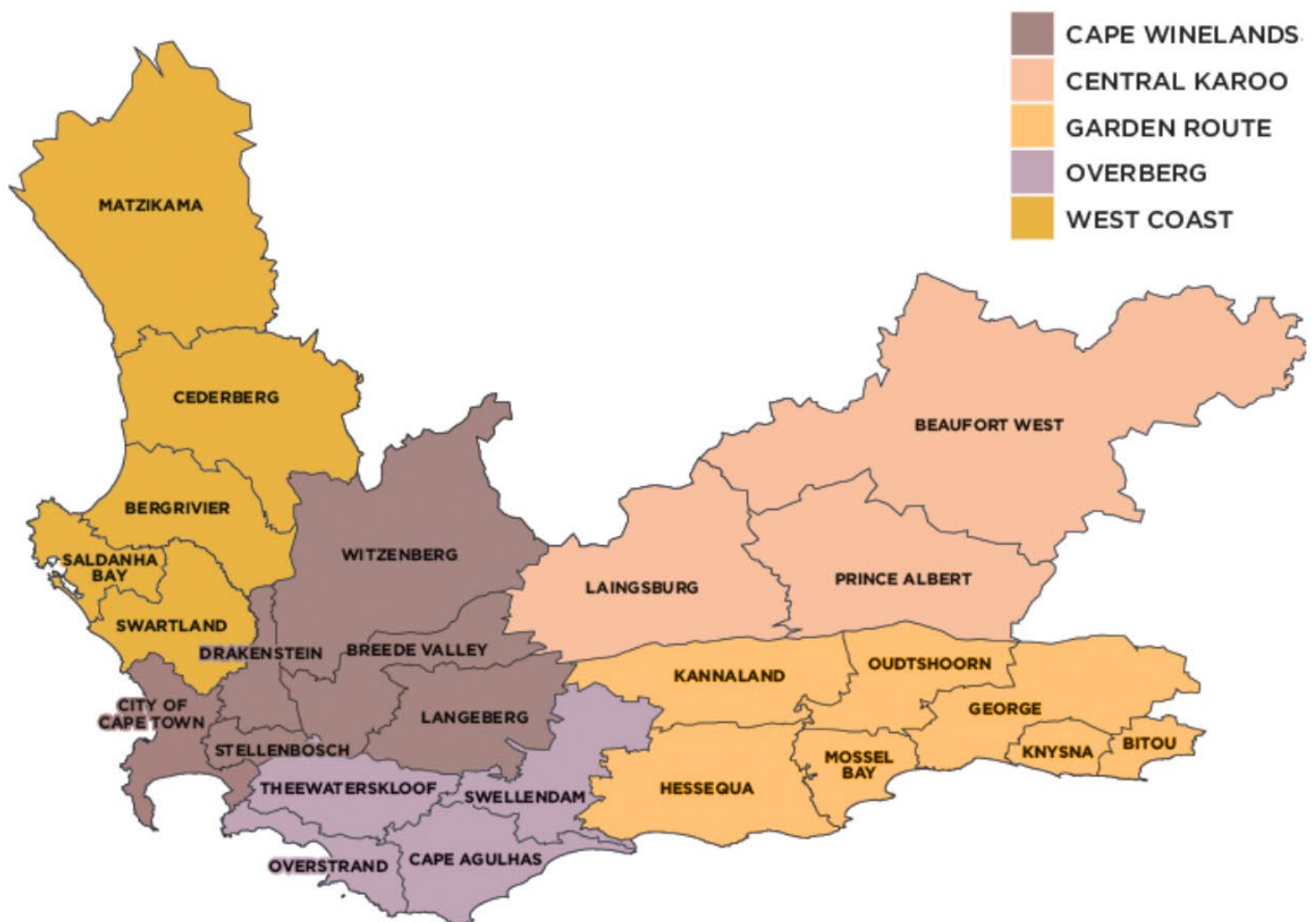


WATER RIGHTS TRACKER

WATER SERVICES AUTHORITY

CITY OF CAPE TOWN

METROPOLITAN MUNICIPALITY



OCTOBER 2026

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Map

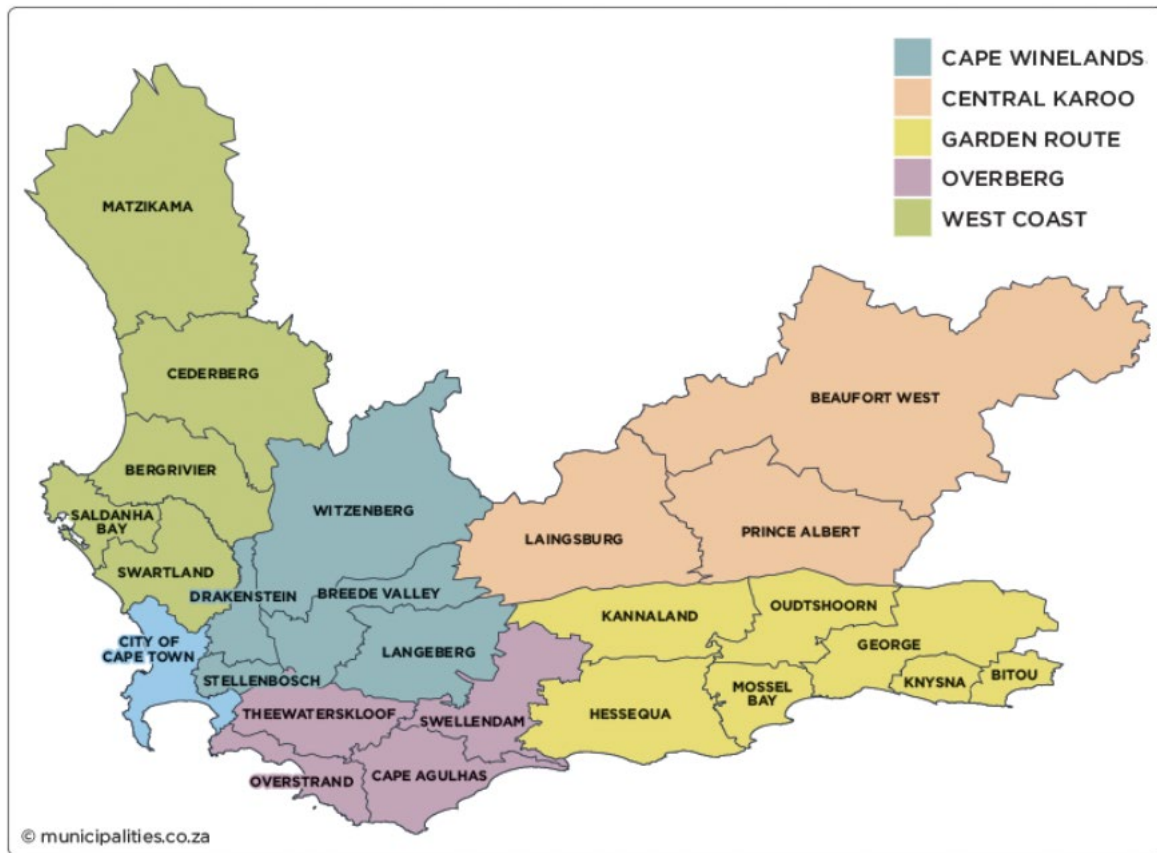


Figure 1: Geographical location of the City of Cape Town Metropolitan Municipality (source Municipalities of South Africa, <https://municipalities.co.za/provinces/view/9/western-cape>).

The City of Cape Town Municipality is the only metropolitan municipality in the Western Cape Province.

Assessment: Progressive realization of the right to water in City of Cape Town Metropolitan Municipality

RIGHTS HOLDERS		
Demographics	Current Population: Ranges from 4,420,472 (Blue Drop) to 4,772,846 (2022 Census) Population growth rate: 2.37% Sex Ratio: Moderate female majority Dependency: 22.4% under 15; dependency ratio 41.0	
Unemployment	25.6%	
KEY IMPLEMENTATION INDICATORS		
Availability	River, Dam, groundwater 58% of capacity used	
Physical access	Communal source +200m	1.0%
	Communal source – 200m	21.6%
	Water source in yard	77.4%
	Piped water in house	85.4%
	Service delivery point/household coverage ratio	0.58
Economic Access	Tariff variation: Domestic, commercial + 7 categories Tariff structure: Increasing block tariff (4 blocks, R18,23-R62.84 FBW: Indigent only Indigency: 65.2% of service delivery points, increasing trend	
Adequacy	Not mentioned	
Quality	Microbiological compliance	99.7%
	Chemical (acute) compliance	100.0%
	Chemical (chronic) compliance	99.9%
Efficiency	WUE Score: 148 l/p/d (Medium) Non-revenue water: 5.9%	
REASONABLE MEASURES		
Policy Efforts	By-law, Indigent Policy and Register, WSDP	
Financial Resources (2024/25)	Budget sufficiency: 100% Revenue coverage: 105% Renewal spending: 29% Maintenance spending rate: 9% Revenue collection rate: 102%	
Human Resources	Blue Drop shortfall: 12 Process Controllers, 2 Supervisors, 0 Technicians, 0 Qualified scientists	
SYSTEMIC DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE		
Leadership issues	Not mentioned	

Water planning issues	-Unreliable statistics some settlements fall outside national service standard -some informal settlements below 50-year flood line
Funding model	Not mentioned
Infrastructure issues	-Ageing infrastructure -Disparities in water access -Increase in demand due to urbanization -A need for greater diversification of water infrastructure
Electricity issues	-Some households lack electricity access
Ecological drivers	-Drought, large-scale wildfires, flood risks, coastal erosion and sea-level rise
Consumer issues	Not mentioned
Water services intermediaries	Not mentioned
Third-party interference	-Illegal connections -Theft and destruction of municipal infrastructure
Intergovernmental coordination	IGC initiative in place
Scale	2 441 km ² 11 WTWs, 31 pump stations, 87 km of bulk water supply lines, 356.8 km of reticulation pipelines and 38 reservoirs
UNIQUE DRIVERS OF HUMAN RIGHTS NON-COMPLIANCE	
Overlapping governance structures	17 wards, no traditional authorities
Low literacy and education levels	No Schooling: 4.1%, tertiary ed.: 7.3%
Infrastructure backlogs	Existing infrastructure backlogs
Limited yellow fleet	Not mentioned
High vacancy rate	MM in position 86 months CFO in position 160 months
Legal non-compliance	Not mentioned

*Indicators highlighted in red flag potential human rights concerns

Narrative

RIGHTS HOLDERS

Population estimates for the City of Cape Town Metropolitan Municipality range from 4 420 472 (Blue Drop) to 4 772 846 (2022 Census). The population growth rate of 2.37% is higher than the national average of 1.3%. There is a moderate female majority and 22.4% of the population are under the age of 15. The dependency ratio of 41 is lower than the reported national 2024 average of 48.4 and lower than the global average of 58.4.¹ There is a low level of unemployment (broad definition used) in this municipality of 25.6%.

KEY IMPLEMENTATION INDICATORS

The City of Cape Town Metropolitan Municipality is authorised to provide water services and can abstract water from the Steenbras lower dam, Kleinplaas balancing dam, Wemmershoek dam, Theewaterskloofdam, De Villiers dam, Victoria dam and Alexandra dam and groundwater.

In terms of physical access, 77.4% of consumers reportedly have a water connection in their yard, and 85.4% enjoy water piped into their dwellings. About 21.6% of the population has access to a communal source within 200m of their dwellings, and 1% rely on communal sources further than 200m away. The service delivery point/household coverage ratio is 0.58 meaning that the current service delivery points cover 58% of the households counted in the 2022 Census.

The City of Cape Town Metropolitan Municipality provides no universal Free Basic Water Allowance, although in terms of law a municipality is not required to have one. About 65.2% (high) of service delivery points are covered by the indigency policy. Since 2017, the number of households benefiting from the indigency policy has increased. The tariff structure (2021/22) shows an increasing block tariff structure (least expensive block is R18.23, most expensive is R62.84). The municipality's tariff structure makes provision for at least 9 usage categories.

No reliable data could be found about the number of water services interruptions experienced by the community. There is little concern about water quality, with the City of Cape Town Metropolitan Municipality reporting microbiological compliance at 99.7% and chemical acute compliance at 100% and chronic at 99.9%.

Water use efficiency is average. The *Blue Drop* score of >148 l/p/d is average. According to the 2021/22 Auditor-General report, 5.9% of all water produced is non-revenue water, which is below the national prescribed standard of 35%.

REASONABLE MEASURES

The City of Cape Town Metropolitan Municipality has a valid indigent policy, water services development plan and water services by law in place.

The Municipality's financial indicators between 2021/22 and 2024/25 show that the municipality's own revenue is enough (105%) to cover its operational expenditure budget.

The municipality's total income, which includes intergovernmental transfers, is enough (100%) to cover capital and operational expenditure. The portion of capital budget allocated to the renewal of assets was 27% and 32% and maintenance expenditure was between 9% and 10%. The revenue collection rate has fluctuated between 96% and 102% according to MFMA Schedule C datasets.

There are 81 municipal officials employed in water treatment. According to the latest *Blue Drop* report, there is a staff shortfall of 12 process controllers and 2 supervisors in the department responsible for water treatment.

SYSTEMIC DRIVERS OF RIGHTS NON-COMPLIANCE

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

- **Leadership issues:** None.
- **Water planning issues:** Unreliable statistics, backlogs and some informal settlements developing below the 50 year flood line.
- **Funding model:** None.
- **Electricity issues:** None that have an impact on water service delivery.
- **Infrastructure issues:** Ageing infrastructure and an increase in water supply demand.
- **Ecological drivers:** Increase in drought risk.
- **Consumer issues:** None.
- **Intermediaries:** None.
- **Third-party interference:** Illegal connections and vandalism of water infrastructure.
- **Scale:** Water services in the City of Cape Town Metropolitan Municipality are spread out over 2 441 km².

OVERSIGHT

1. South African Property Owners Association v City of Cape Town 2026 (5) SA 154 (WCC) (See Table: Oversight Judgments, for further details).

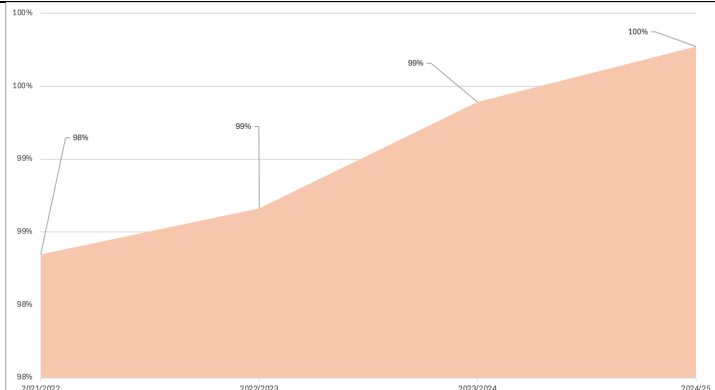
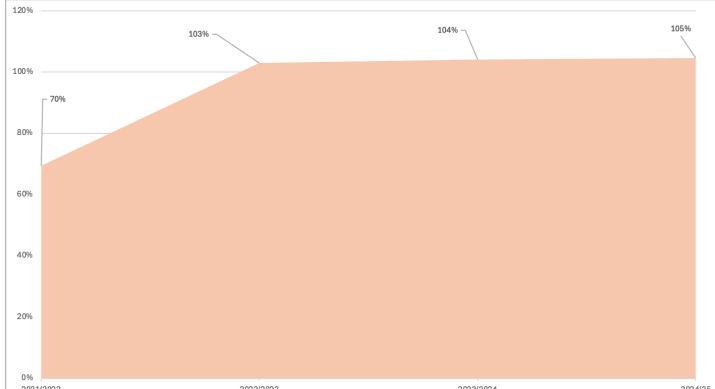
Expanded Table

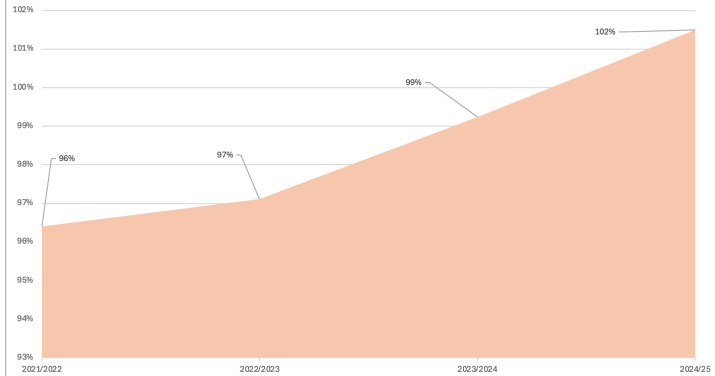
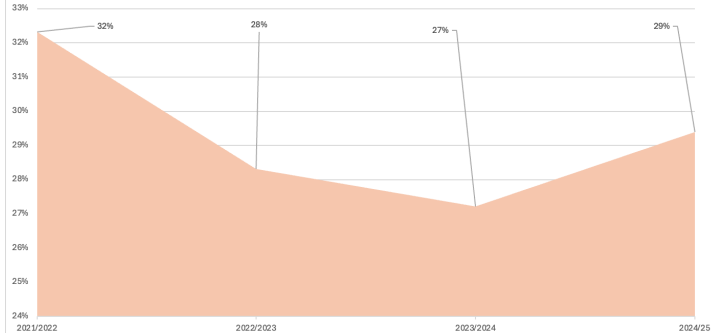
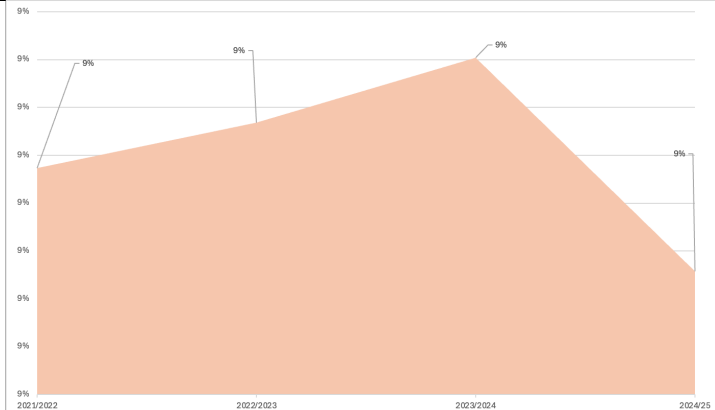
Indicator	Measurement	Sources
Name of the WSA	City of Cape Town Metropolitan Municipality	
Geographical information about the WSA.	The only metropolitan municipality in the Western Cape Province.	City of Cape Town Metropolitan Municipality - Overview
Spatial extent		City of Cape Town Metropolitan Municipality - Overview
Municipal Wards	116	capetown.gov.za/Local-and-communities/meet-the-city/City-Council/Wards
Traditional Authorities	None	capetown.gov.za/Local-and-communities/meet-the-city/City-Council/The-City-Council
Is the WSA authorized to provide water services?	yes	Water and Sanitation City of Cape Town
Is the WSA currently providing water services?	both water treatment and tap water	Water and Sanitation City of Cape Town
Method of service provision	Self	Water and Sanitation City of Cape Town
Context indicators		
Details of any water-related stresses experienced within the past five years.	The Western Cape has experienced several extreme weather events. This includes a severe drought in 2018 and floods in 2021 and 2023.	https://www.gov.za/news/media-statements/water-and-sanitation-flooding-western-cape-catchments-07-dec-2021
Demographics		
Population	4,420,472 (<i>Blue Drop</i>) 4,772,846 (2022 Census) 4,680,000 (IDP)	2023 <i>Blue Drop Report</i> , p. 473; City of Cape Town Metropolitan Municipality - Demographic

		IDP 2022-2027, p. 22
Number of households (Census 2022)	1,452,845	City of Cape Town Metropolitan Municipality - Demographic
Number of domestic household service delivery points (2021/2022) (<i>Non-Financial Census of Municipalities</i>)	849,569	City of Cape Town Metropolitan Municipality - Services
Ratio service delivery points/households	0.58	
Number of non-domestic consumers Affects overall availability of water – big industrial users.	43,186	City of Cape Town Metropolitan Municipality - Services
Males per 100 females	93.6	City of Cape Town Metropolitan Municipality - Demographic
Gender Split	48.4% Male 51.6% Female	
Population growth rate per annum	2.37%	City of Cape Town Metropolitan Municipality - Demographic
Education	No Schooling: 1.9% Higher Education: 20.0%	City of Cape Town Metropolitan Municipality - Demographic
Financial capacity		
Economically active population (15-64)	70.9%	City of Cape Town Metropolitan Municipality - Demographic
Unemployment rate	25.6%	Annual Report 2024/25, p. 15
Dependency ratio	41.0	City of Cape Town Metropolitan Municipality - Demographic
Population under 15	22.4%	City of Cape Town Metropolitan Municipality - Demographic
Universal FBW Allowance	No	Annual Report 2024/25, p. 41
Number of service delivery points receiving FBW: 2021/22	553,752	City of Cape Town Metropolitan

		Municipality - Services																				
Percentage of FBW service delivery points	65.2%																					
Increase/decrease of FBW 2018/2019 – 2021/2022	432,882 to 553,752 Increase	City of Cape Town Metropolitan Municipality - Services																				
Is the WSA currently experiencing financial problems? (As at 2022/23 Third Quarter)	Section 138 1 trigger Section 140 Choose an item.	NT Municipalities Meeting Criteria, item 242																				
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>☒</td></tr><tr><td>Operating at a deficit of more than 5% of the total direct revenue.</td><td>☐</td></tr><tr><td>Negative OR outstanding audit.</td><td>☐</td></tr><tr><td>Negative cash position for two or more consecutive years.</td><td>☐</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>☐</td></tr><tr><td>Failure to make any payment to the Water Board when due that amounts to more than 2% of the operating expenditure.</td><td>☐</td></tr><tr><td>Failure to make any payment to any other creditor when due that amounts to more than 2% of the operating expenditure.</td><td>☐</td></tr><tr><td>Failure to make any payment to Eskom when due that amounts to more than 40% of the operating expenditure.</td><td>☐</td></tr><tr><td>Failure to make any payment to the Water Board when due that amounts to more than 40% of the operating expenditure.</td><td>☐</td></tr><tr><td>Failure to make any payment to any other creditor when due that amounts to more than 40% of the operating expenditure.</td><td>☐</td></tr></table>	Failure to make payments as and when due for longer than 90 days that amount to more than R 1 million.	☒	Operating at a deficit of more than 5% of the total direct revenue.	☐	Negative OR outstanding audit.	☐	Negative cash position for two or more consecutive years.	☐	Failure to make any payment to Eskom when due that amounts to more than 2% of the operating expenditure.	☐	Failure to make any payment to the Water Board when due that amounts to more than 2% of the operating expenditure.	☐	Failure to make any payment to any other creditor when due that amounts to more than 2% of the operating expenditure.	☐	Failure to make any payment to Eskom when due that amounts to more than 40% of the operating expenditure.	☐	Failure to make any payment to the Water Board when due that amounts to more than 40% of the operating expenditure.	☐	Failure to make any payment to any other creditor when due that amounts to more than 40% of the operating expenditure.	☐	NT Municipalities Meeting Criteria
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Failure to make any payment to any other creditor when due that amounts to more than 40% of the operating expenditure.	☐																					
Is municipality considered to be in financial distress?	no	AGSA Web Based Report 2024/25																				
Is the municipality currently subject to a provincial intervention?	no	City of Cape Town Metropolitan Municipality - Council & Management																				
Water management																						
Is the rainfall within the WSA area (July 2022 to January 2023) above or below the average rainfall (464mm) for South Africa?	Above Average 500mm per year	Water Services and the Cape Town Urban Water Cycle, p. 6																				
Water abstraction authorized?	Yes	2023 <i>Blue Drop Report</i> p. 471																				
Volume of authorized/(unauthorized) water abstraction?	766,298 kl/d	2023 <i>Blue Drop Report</i> p. 471																				
How many water treatment plants are in the WSA's water services network?	City of Cape Town WSA manages 1 WTW, 93 pump stations, 11,023 km of bulk water supply lines, NI km of reticulation pipelines and 570 reservoirs. Total design capacity is 1,668.2 MI per day. 1,400.2 MI capacity is available. Average production: 808.4 MI per day	2023 <i>Blue Drop Report</i> , p.458, 469-470, 497																				

	58% of capacity is used 2023 <i>Blue Drop</i> critical risk: 0																		
How many biophysical water sources does this WSA have access to?	<table border="1"> <tr> <td>River</td><td>☒</td></tr> <tr> <td>Dam</td><td>☒</td></tr> <tr> <td>Saltwater</td><td>☐</td></tr> <tr> <td>Groundwater</td><td>☒</td></tr> </table>	River	☒	Dam	☒	Saltwater	☐	Groundwater	☒		2023 <i>Blue Drop</i> Report, p. 497								
River	☒																		
Dam	☒																		
Saltwater	☐																		
Groundwater	☒																		
Names of rivers and dams	Steenbras lower dam, Kleinplaas balancing dam, Wemmershoek dam, Theewaterskloofdam, De Villiers dam, Victoria dam and Alexandra dam, Voel		2023 <i>Blue Drop</i> Report, p. 497																
How many infrastructure water sources does this WSA have?	<table border="1"> <tr> <td>Water reclamation</td><td>☒</td></tr> <tr> <td>Desalination</td><td>☒</td></tr> <tr> <td>From natural source</td><td>☒</td></tr> </table>	Water reclamation	☒	Desalination	☒	From natural source	☒		Water Services and the Cape Town Urban Water Cycle, p. 4										
Water reclamation	☒																		
Desalination	☒																		
From natural source	☒																		
Political Stability																			
Is there a coalition government?	DA DA 134, ANC 43, EFF 10, GOOD 9, CCC 7, ACDP 6, PA 5, VF PLUS 4, ALJAMA 3, ARA 2, AIC 1, CAPEXIT 2, CMC 1, DIP 1, PAC 1, UDM 1, UIM 1		City of Cape Town Metropolitan Municipality - Council & Management																
Has there been mayoral instability in the last 5 years?	None																		
MM/CFO Vacancy Snapshot	<table border="1"> <tr> <td colspan="2">AGSA Website Based Report 2024/25</td></tr> <tr> <td>Is the council established?</td><td>Yes</td></tr> <tr> <td>Council instability the previous year?</td><td>No</td></tr> <tr> <td>MM vacancy at the end of the year?</td><td>No</td></tr> <tr> <td>Number of months the MM has been in position.</td><td>86</td></tr> <tr> <td>CFO vacancy at the end of the year?</td><td>No</td></tr> <tr> <td>Number of months the CFO has been in position.</td><td>160</td></tr> </table>	AGSA Website Based Report 2024/25		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.	86	CFO vacancy at the end of the year?	No	Number of months the CFO has been in position.	160		Municipality: City of Cape Town Metro District: Cape Town Metro 2024-25 Consolidated report on local government audit outcomes AGSA		
AGSA Website Based Report 2024/25																			
Is the council established?	Yes																		
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CFO vacancy at the end of the year?	No																		
Number of months the CFO has been in position.	160																		
Policy Efforts																			
Water By-law																			
Is there a water by-law?	yes		By-law																
Citation of by-law	LAN in PG 7962 of 20 July 2018		By-law																
Mark with "yes" if the by-law makes provision for the following:	<table border="1"> <tr> <td>Matters incidental to providing water services to residents,</td><td>yes</td></tr> <tr> <td>including communal sources</td><td>yes</td></tr> <tr> <td>Protecting water supply systems.</td><td>yes</td></tr> <tr> <td>Prohibiting wasting water</td><td>yes</td></tr> <tr> <td>Prohibiting illegal connections</td><td>yes</td></tr> <tr> <td>Sets out standards for water installations and maintaining water infrastructure</td><td>yes</td></tr> <tr> <td>The installation and upkeep of fire extinguishing systems</td><td>yes</td></tr> <tr> <td>How service charges are calculated and levied</td><td>yes</td></tr> </table>	Matters incidental to providing water services to residents,	yes	including communal sources	yes	Protecting water supply systems.	yes	Prohibiting wasting water	yes	Prohibiting illegal connections	yes	Sets out standards for water installations and maintaining water infrastructure	yes	The installation and upkeep of fire extinguishing systems	yes	How service charges are calculated and levied	yes		By-law
Matters incidental to providing water services to residents,	yes																		
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How service charges are calculated and levied	yes																		

	<table><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>Water restrictions</td></tr></table>	Measures to ensure the quality of potable water	yes	Preventing water pollution	yes	Anything else?	Water restrictions			
Measures to ensure the quality of potable water	yes									
Preventing water pollution	yes									
Anything else?	Water restrictions									
Water Services Development Plan										
Is there a water services development plan?	Yes	Water Services and the Cape Town Urban Water Cycle, p. 66								
The validity duration of the plan (which years)	Revised every five years, and reviewed annually	Water Services and the Cape Town Urban Water Cycle, p. 66								
General Policy Framework										
Is there an Indigent Policy?	yes	Credit Control and Debt Collection Policy, 2024/25								
IDP										
Issues	- Ageing infrastructure - Disparities in water access - Increase in demand due to urbanization - A need for greater diversification of water infrastructure	IDP 2022-27, p. 28								
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>2022/2022</td><td>98%</td></tr><tr><td>2023/2023</td><td>99%</td></tr><tr><td>2024/25</td><td>100%</td></tr></tbody></table>	Period	Budget Sufficiency (%)	2022/2022	98%	2023/2023	99%	2024/25	100%	MFMA Section 71, Schedule C datasets
Period	Budget Sufficiency (%)									
2022/2022	98%									
2023/2023	99%									
2024/25	100%									
Revenue coverage % (Total budgeted revenue (incl. capital transfers) / total budgeted CAPEX+ OPEX) x 100	 <table><caption>Revenue Coverage Data</caption><thead><tr><th>Period</th><th>Revenue Coverage (%)</th></tr></thead><tbody><tr><td>2022/2022</td><td>70%</td></tr><tr><td>2023/2023</td><td>103%</td></tr><tr><td>2024/25</td><td>105%</td></tr></tbody></table>	Period	Revenue Coverage (%)	2022/2022	70%	2023/2023	103%	2024/25	105%	MFMA Section 71, Schedule C datasets
Period	Revenue Coverage (%)									
2022/2022	70%									
2023/2023	103%									
2024/25	105%									

Revenue collection rate % (actual revenue collected / budgeted revenue) x 100	 <table><tr><th>Period</th><th>Revenue collection rate %</th></tr><tr><td>2021/2022</td><td>96%</td></tr><tr><td>2022/2023</td><td>97%</td></tr><tr><td>2023/2024</td><td>99%</td></tr><tr><td>2024/25</td><td>102%</td></tr></table>	Period	Revenue collection rate %	2021/2022	96%	2022/2023	97%	2023/2024	99%	2024/25	102%	MFMA Section 71, Schedule C datasets
Period	Revenue collection rate %											
2021/2022	96%											
2022/2023	97%											
2023/2024	99%											
2024/25	102%											
Capital budget allocated to renewal of existing assets (Amount allocated to renewal / Total capital budget) x 100	 <table><tr><th>Period</th><th>Capital budget allocated to renewal of existing assets %</th></tr><tr><td>2021/2022</td><td>32%</td></tr><tr><td>2022/2023</td><td>28%</td></tr><tr><td>2023/2024</td><td>27%</td></tr><tr><td>2024/25</td><td>29%</td></tr></table>	Period	Capital budget allocated to renewal of existing assets %	2021/2022	32%	2022/2023	28%	2023/2024	27%	2024/25	29%	MFMA Section 71, Schedule C datasets
Period	Capital budget allocated to renewal of existing assets %											
2021/2022	32%											
2022/2023	28%											
2023/2024	27%											
2024/25	29%											
Maintenance spending rate % (Total maintenance expenditure / total revenue collected) x 100	 <table><tr><th>Period</th><th>Maintenance spending rate %</th></tr><tr><td>2021/2022</td><td>9%</td></tr><tr><td>2022/2023</td><td>9%</td></tr><tr><td>2023/2024</td><td>9%</td></tr><tr><td>2024/25</td><td>9%</td></tr></table>	Period	Maintenance spending rate %	2021/2022	9%	2022/2023	9%	2023/2024	9%	2024/25	9%	MFMA Section 71, Schedule C datasets
Period	Maintenance spending rate %											
2021/2022	9%											
2022/2023	9%											
2023/2024	9%											
2024/25	9%											
Infrastructure Resources												
Current infrastructure value	R12,392,355,000	2023 Blue Drop Report, p. 482-483										
Human and Skills Resources												
Total number of staff employed in water treatment	81 (54 supervisory, 27 technical)	2023 Blue Drop Report; p. 463-464, 466										
Supervisor Staff/WTW Ratio	4.5	2023 Blue Drop Report, p. 463-464										
Technical Staff/WTW Ratio	27.0	2023 Blue Drop Report, p. 466										
Staff Shortfall	12 Process Controllers 2 Supervisors 0 Technicians 0 Qualified scientists	2023 Blue Drop Report, p. 463-464, 466										

Implementation			
Physical Access			
Physical access to water, number of consumers, and percentage of total consumers. [households]	Communal source +200m	8,351 1.0%	City of Cape Town Metropolitan Municipality - Services
	Communal source – 200m	183,366 21.6%	
	Water source in yard	657,852 77.4%	
	Total	849,569	
Piped water inside dwelling	85.4%		City of Cape Town Metropolitan Municipality - Demographic
Infrastructure backlog	Not mentioned		
Do schools and clinics have access to water on their premises.	- No information on the status of water service delivery to the 1 374 education facilities. - All 252 health facilities have adequate access to water services.		DWS Website, WSDP Audit, Service Delivery Overview, Service Levels Profile, 2.1.1 Education Plan and 2.1.2 Health Plan.
Economic Access			
Economic access to water.	Free basic water for all	☐	Tariffs 2021/22
	Free basic water for Indigent	☒	
	Cross subsidy	☐	
	Prepaid	☐	
Step tariff for households in rand excl VAT. For 2021/22	0 – 6 kl	18.23	Tariffs 2021/22
	7 – 10.5kl	25.06	
	10.5 – 35kl	34.05	
	36kl <	62.84	
Categories of water use:	- Domestic use - Social Housing Institutions - Indigent use - Commercial - Industrial - Government - Education facilities, sporting bodies and religious institutions - Miscellaneous - Charities		Tariffs 2021/22
Tariffs for schools.	Education facilities have a special tariff of R 32.65 per kiloliter of water used. This is the same tariff as industrial and commercial use.		Tariffs 2021/22
Tariffs for clinics	Although health facilities would typically fall under the “government use” category, the flat rate tariff is the same as that for education facilities.		Tariffs 2021/22
Adequacy			
Number of interruptions in 2024	Not mentioned		
Media reports on outages	https://www.citizen.co.za/news/cape-town-water-outage-shutdown-when-affected-areas-24-june-2024/		

Quality		
What is the WSA's blue drop score?	2023: 98.1% 2011: 97.6%	2023 <i>Blue Drop Report</i> , p. 497
Blue Drop Score Improved/Deteriorated (2011-2023)	Improved	
Blue Drop microbiological compliance score	99.7% (1 Excellent WTW, 0 Unacceptable WTWs)	2023 <i>Blue Drop Report</i> , p. 476-477
Blue Drop chemical (acute) compliance score	100.0% (1 Excellent WTW, 0 Unacceptable WTWs)	2023 <i>Blue Drop Report</i> , p. 478
Blue Drop chemical (chronic health) compliance score	99.9% (1 Excellent WTW, 0 Unacceptable WTWs)	2023 <i>Blue Drop Report</i> , p. 478
Does the WSA have a contract with the lab to test water samples?	Yes	Water Services and the Cape Town Urban Water Cycle, p. 88
<i>Green Drop Risk Rating</i>	Medium Risk	2025 <i>Green Drop Report</i> , p. 96
Efficiency		
Blue Drop Water Use Efficiency Score	148 l/p/d (Excellent)	2023 <i>Blue Drop Report</i> , p. 473
No Drop Score 2021/22	92%	2023 <i>No Drop Report</i> , p. 324
Amount of non-revenue water in liters and in rands value.	R112.03 million in water losses 5.9% of all water flowing through municipal pipelines	AGSA Web Based Report 2023/24
Main reasons for water losses.	- Physical water losses - Unauthorised connection - Metering inaccuracies	Water Services and the Cape Town Urban Water Cycle, p. 99
Oversight		
Department of Water and Sanitation		
<i>Blue Drop actions</i>	None	2023 <i>Blue Drop Report</i> , p. 497
<i>Green Drop actions</i>	None	2025 <i>Green Drop Report</i> , p. 103
Judicial Oversight		
Where any judgements delivered that involved water services delivery?	yes	
Full citation of judgement.	Mazibuko and Others v City of Johannesburg and Others [2009] ZACC 28	
Summary of judgement and the impact for future water services delivery.	The state has a duty not to interfere with the enjoyment of socio-economic rights. The state does not have a duty to immediately realise the right to water for everyone; instead, the state must take reasonable legislative and other measures to progressively realise the right within available state resources. It is not the place of the court to determine or	Paras 47, 48, 50, 71, 78-102, 142

	quantify what is sufficient water. To assess the reasonableness of the legislative and policy measures used: State must be able to show what information it considered and the process it followed to determine its policy. If the process followed is flawed or the information gathered is inadequate or incomplete, appropriate relief may be sought. The Court's evaluation of the City's Free Basic Water Policy: (1) it has different levels of water provision; (2) the city uses pre-paid and credit meters; (3) provision to register as an indigent; (4) it is reasonable to afford basic water to all, rich and poor; (5) it is acceptable to afford basic water on a per household basis and not per person; (6) water policy was revised regularly; (7) communities too have duties, one such duty is to apply to be registered as an indigent if they wish to claim these benefits. Moving from a deemed consumption system to a pre-paid metered system with a free allocation of basic water is not a retrogressive 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.	
Full citation of judgement.	Thubakgale and Others v Ekurhuleni Metropolitan Municipality and Others [2021] ZACC 45	

	Minority, dissenting: This case explores a very wide variety of remedies where socio-economic rights are violated. 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 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. 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. Majority: 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. Appeal was dismissed 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	Paras 2, 50, 60, 63, 64, 65, 70, 72, 80, 157
Full citation of judgment	South African Property Owners Association v City of Cape Town (GOOD Party Intervening) 2026 (5) SA 154 (WCC) 30 April 2026	
	MUNICIPALITY – Billing – <i>Additional fixed charges</i> – City introduced city wide cleaning, fixed water and sewerage charges calculated by property value bands – Property owners and civic groups challenged lawfulness – Court held charges intruded into domain of property rates without compliance with Rates Act and failed to meet requirements of lawful service charges under s 74(2) – Fixed charges unrelated to consumption, inequitable and inconsistent with tariff policy – Conditional counter applications dismissed, statutory provisions upheld – Charges declared unlawful and invalid –	https://www.saflii.org/cgi-bin/disp.pl?file=za/cases/ZAWCHC/2026/197.html&query=city%20near%20of%20near%20cape%20near%20town%20near%20water%20near%20tariffs

	Local Government: Municipal Systems Act 32 of 2000, ss 74, 75 and 75A.	
SAHRC Reports		
Where any reports received and investigated on the right to water by the SAHRC?	no	
Parliament		
Any oversight actions taken in the duration of the current (5 th) administration.	no	
Other Oversight Institutions		
Details of any oversight action taken.	None.	

Sources:

- Municipal Demarcation Board *Municipal Powers and Functions Capacity Assessment 2018: Sectoral Report for Water and Sanitation*
- National Treasury *Municipalities Meeting Criteria for Determining Serious Financial problems in Terms of Sections 138 and 140 of the MFMA* for the fourth quarter of 2022/23
- WeatherSA *Historical Rainmap for July 2022- January 2023* accessed at <https://www.weathersa.co.za/home/historicalrain>
- Independent Electoral Commission *Local Government Elections Dashboard* accessed at <https://results.elections.org.za/dashboards/lge/>
- Department Water and Sanitation *Blue Drop Report 2023*
- World Health Organisation *Statistics* accessed at <https://www.who.int/data/gho/data/indicators/indicator-details/GHO/number-of-diarrhoea-deaths-from-inadequate-water-sanitation-and-hygiene>
- Portfolio Committee on Water and Sanitation *Legacy Report: Report of the Portfolio Committee on Water and Sanitation on its activities undertaken during the 5th Parliament* accessed at https://static.pmg.org.za/Water_and_Sanitation.pdf
- South African Human Rights Commission *Report on the Right to Access Sufficient Water and Decent Sanitation 2014* (2014) (SAHRC, 2014 Water Report)