

BACKGROUND & INTRODUCTION TO THE DASHBOARD

- eThekweni has experienced frequent and widespread water outages in recent years. On the current path, water supply disruptions in eThekweni will continue into the coming years.
- There is currently an imbalance in supply and demand which will prevail until the completion of a number of major projects in the uMkhomazi Water System, to be delivered over the course of the next decade.
- There has also been underinvestment in municipal infrastructure resulting in services decline. There is little redundancy in the system, with no reserve supply capacity, with loadshedding, theft and vandalism all increasing the problem. Municipal water losses (both non-revenue and revenue water) are excessive. The eThekweni Metropolitan Municipality (EMM) is actively attending to reducing physical losses with a range of interventions.
- At the same time, many individuals, households and businesses use more water than is necessary during this water shortage, and reducing consumption at all levels is necessary to bring supply and demand back into balance.
- The Presidential eThekweni Working Group (PeWG) convenes stakeholders to work together to strengthen service delivery in EMM. Its programme is organized around 8 workstreams, with Workstream 2 being focused on water and sanitation. The Director General of the national Department of Water and Sanitation co-chairs this workstream with the Deputy City Manager of EMM Trading Services.
- In October 2024, the multi-stakeholder Platform for a Water Secure eThekweni (PWSeT) was established, on the invitation of Workstream 2. This draws the public sector, private sector and civil society together in the effort to strengthen water security.
- The PWSeT initiatives are in development. They mostly centre on improving communication, awareness and information.
- This dashboard is the first of such initiatives. It was developed by the PWSeT Dashboard Working Group. The dashboard will enable all sectors to get a common understanding of the state of the water system and progress in strengthening the system. The intention is to host the dashboard on the DWS and EMM websites and develop it over time.
- We hope you will find this useful and look forward to feedback on its contents. Any comments or feedback can be sent to pwset@dws.gov.za



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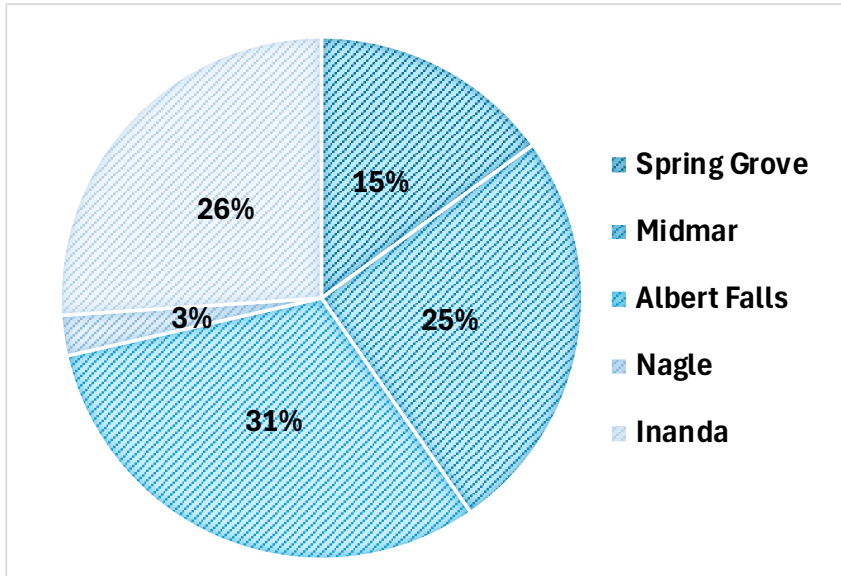
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The above to report all water leaks, burst pipes, water and sewer faults, water quality problems and to make account enquiries.

WATER SUPPLY: where does our water come from?



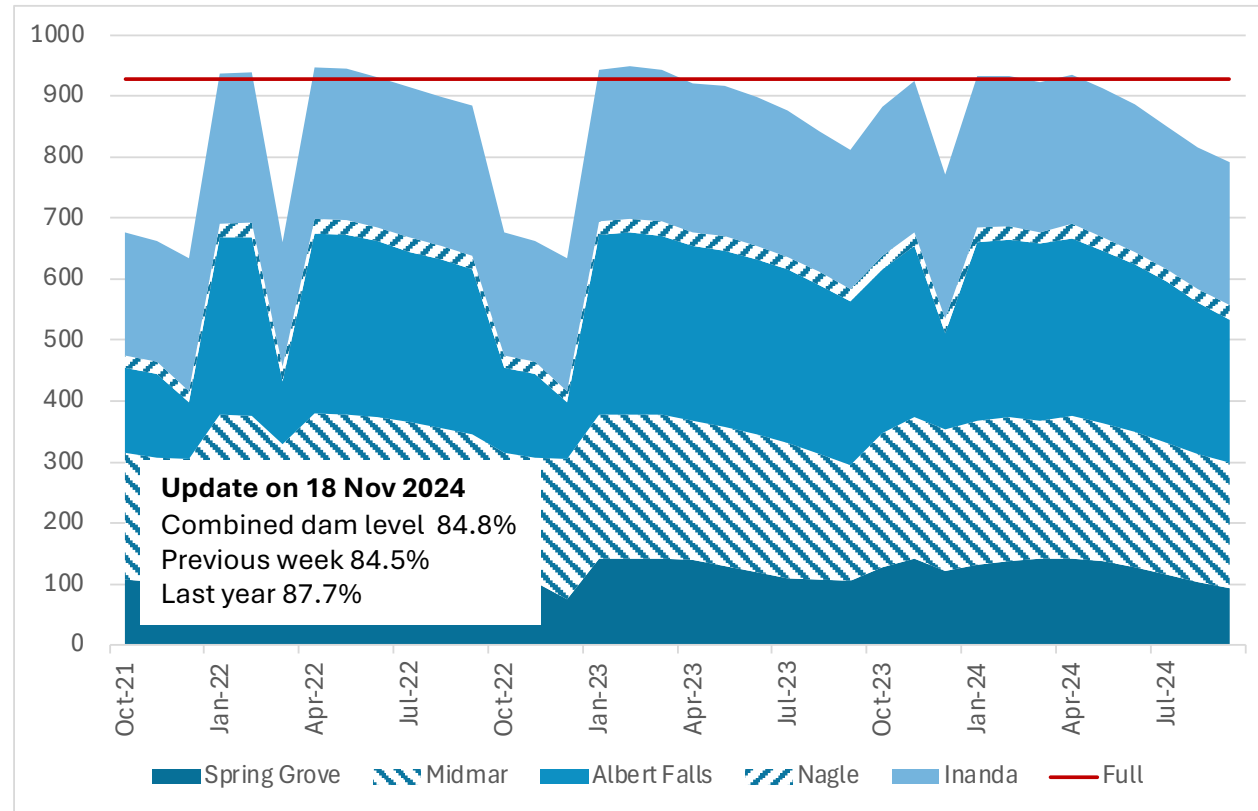
eThekwini water supply comes from 5 dams with a combined capacity of 929 million m³

- More than 98% of treated water is purchased from uMngeni-uThukela Water (UUW)
- The uMngeni water supply system has been over-abstracted by ±20% over past years and the current restriction level requires an 8% saving in demand
- The applicable reconciliation strategy covers uMngeni, North Coast and Middle South Coast water supply systems
- ±20% spare water treatment capacity is available.

5 New water sources to be provided over the next decade are:

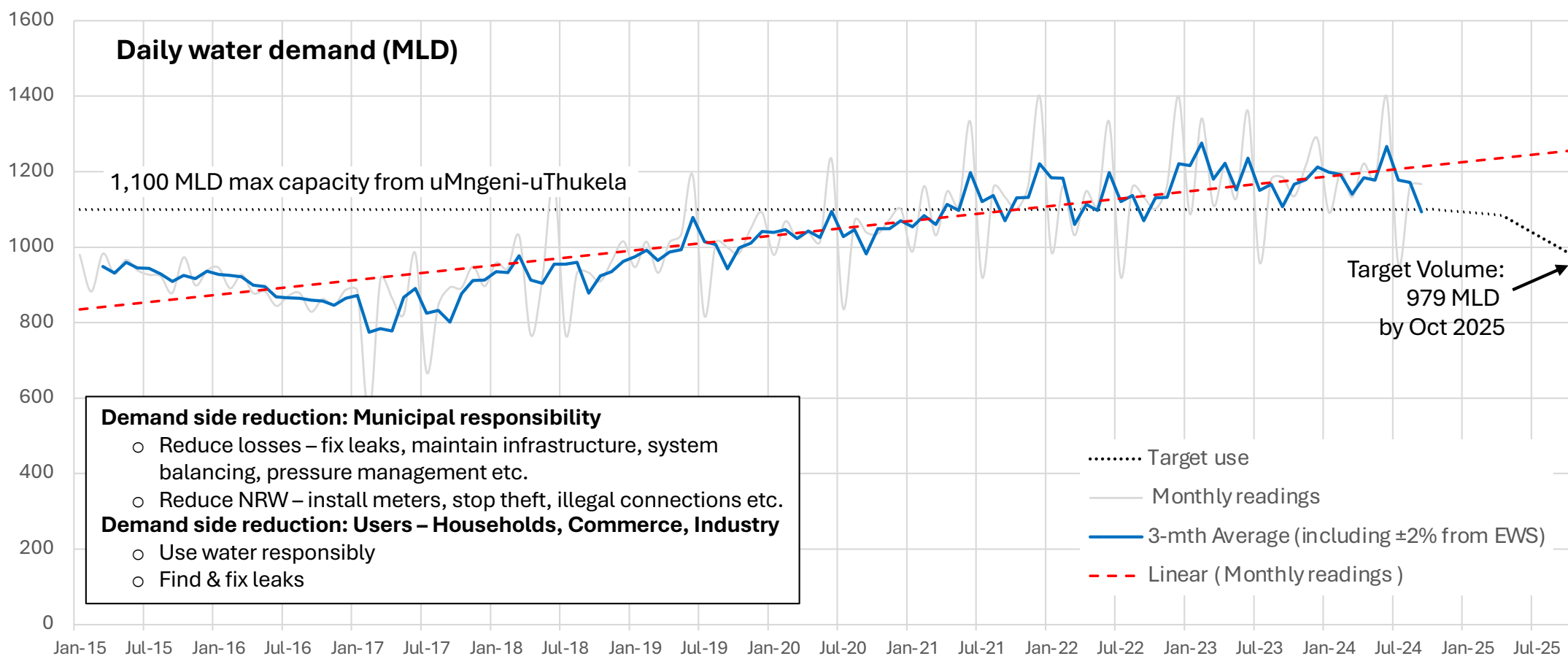
- The Lower uMkhomazi Water Project - 60MLD by 2028
- Water Re-use Plant at Southern Works - 10MLD by 2028
- Water Re-use Plant at Northern Works – 50MLD by 2030
- Water Re-use Plant at Kwamashu Works - 50MLD by 2030
- The Upper uMkhomazi Water Project - 400MLD by 2032.

These new schemes will provide an additional 550ML/day for the eThekwini region which is 50% more than the current demand of 1100ML/day – at current growth and improvement in NRW this will ensure security until 2060

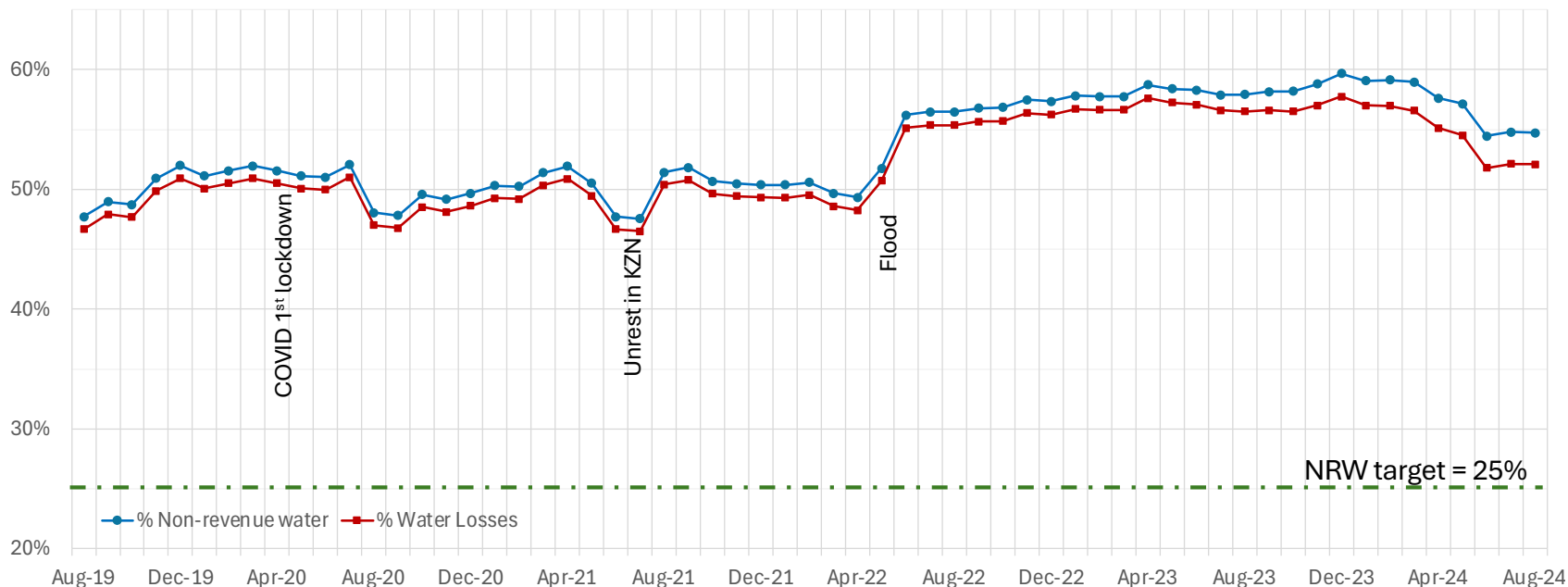


WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by ±90 MLD or 8%
- *Consumption data has been monitored since 2003. There have been major changes in consumption over time: droughts, Covid, non-revenue water impacts, new billing systems, SDG goal attainment and massive rural ingress.*
- *At the same time, population has been increasing around 2,5% pa, although growth has been far more rapid in some areas.*



REDUCING LOSS AND NON-REVENUE WATER



Water Reduction Comms

- Water conservation campaign – April 2024
- All available platforms
- Focus on illegal connections



Water Conservation/Water Demand Management Monthly report for September 2024:

Real loss reduction

- Leak and burst repairs – 87% within 2 hrs
- Speed of isolation – needs improvement
- Pressure management – 10 new valves installed
- Planned maintenance – generally on track

Customer service initiatives

- Meter installations – behind programme
- Meter replacement – ahead of programme
- Data cleansing – ahead of programme
- Disconnections – ahead of programme

NRW (54%) = WATER LOSSES + Unbilled authorised use

Where **WATER LOSSES = Real losses + Commercial losses**

Real losses (28%) include:

- Leaks on mains
- Leaks and overflows on storage infrastructure
- Leaks on service connections outside the property boundary

+

Commercial losses (23%) include:

- Metering inaccuracies (old meters under-record actual consumption)
- Unauthorised consumption (illegal connections and theft)

and **Unbilled authorised (3%) use**, includes:

- Unbilled metered (e.g. municipal use, supply to communal taps in informal settlements) and
- Unbilled, unmetered use (e.g. fire-fighting, flushing of mains, sewers, deemed consumption)