

National Water and Sanitation Summit



18 – 19 February 2022

What if this was the last  ?

“In the future WARS will be fought
over **WATER** and NOT OIL.”

“Saving **WATER** is NOT an event
but a **LIFESTYLE**.”

Economy

Smart Economy

Drive innovation through partnerships between businesses, creation of innovation teams, and involving research units and citizens;

People

Smart People

Co-create and utilise smart solutions through highly intellectual, highly qualified, innovative and willing residents of the city;

Governance

Smart Governance

Ensure transparency, and to improve citizens' involvement through improved governance systems and engaged stakeholders;

Mobility

Smart Mobility

Ensure easy “mobility of people in cities – by developing clean public transport, technology-supported fuels and propulsion systems and citizens’ proactive behaviour”;

Environment

Smart Environment

Promote a sustainable and green economy, and efficient resource management;

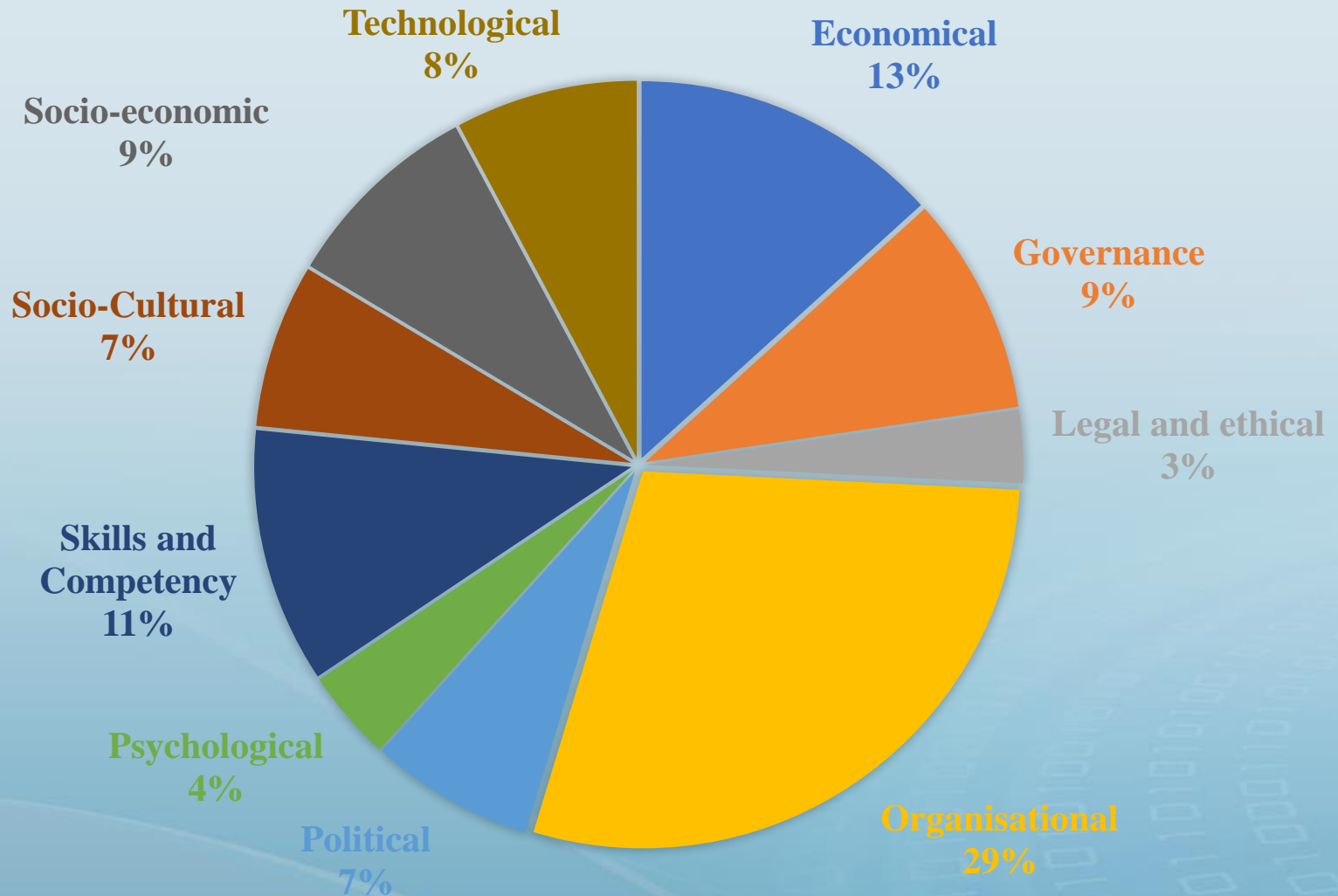
Living

Smart Living

Improve the citizens quality of life (such as cultural, educational and tourism events) and to provide a quality healthcare system.

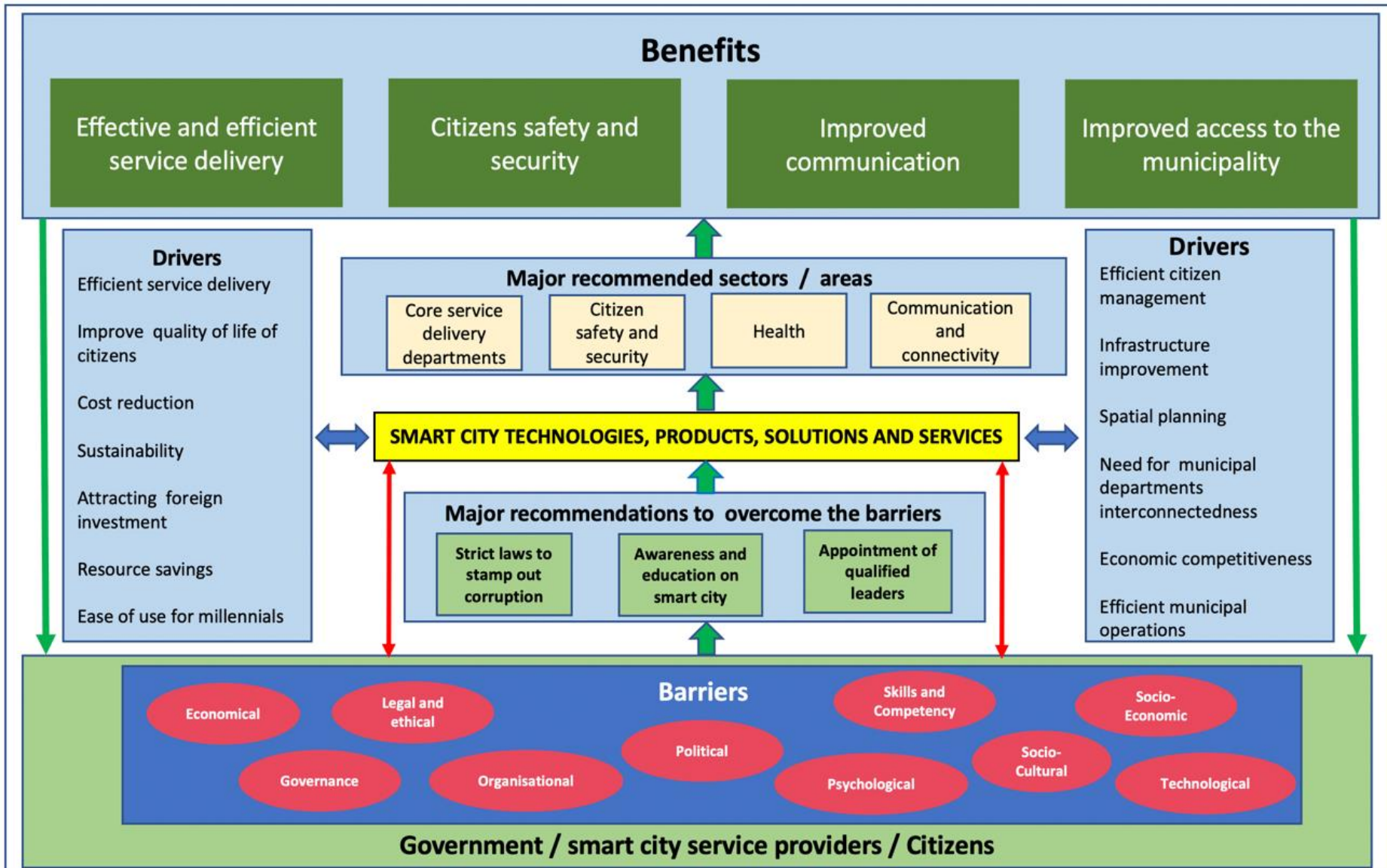
Smart City Drivers

1. Efficient service delivery
2. Improved citizens quality of life
3. Cost reduction
4. Sustainability
5. Attract foreign investment
6. Resource savings
7. Ease of use for millennials
8. Efficient citizen management
9. Infrastructure improvement
10. Spatial planning
11. Need for municipal departments interconnectedness
12. Economic competitiveness
13. Efficient municipal operations



Organisational barriers	Economic barriers
<ol style="list-style-type: none"> 1. Municipal departments work in silos 2. Policy makers / leadership's unwillingness to see the intangible benefits of IT systems 3. The lack of a smart city vision or mission statement 4. Smart city projects are identified as lower priority 5. ICT department is not seen as an enabler of service delivery 	<ol style="list-style-type: none"> 1. The lack of funding 2. High costs associated with smart city technologies / products 3. Municipalities poor revenue generation capability / inability of municipalities to generate revenue
Skills and Competency barriers	Governance barriers
<ol style="list-style-type: none"> 1. Leadership's lack of understanding and connection to the smart city concept 2. Lack of smart city specific skills within the municipality 3. Lack of human capital with technology skills within the municipality 4. Technology readiness of senior management and executives 	<ol style="list-style-type: none"> 1. Corruption 2. Poor alignment between national, provincial, and local governments 3. Municipal management / officials' unwillingness to be transparent about spending 4. Lengthy supply chain processes for agile (fast moving) technologies 5. Mismanagement in municipal supply chain processes

Socio-economic barriers	Technological barriers
<ol style="list-style-type: none"> 1. Lack of infrastructure / ageing infrastructure 2. High income inequality 3. Theft of resources 4. High unemployment levels 5. Lack of access to basic services 6. Poverty 	<ol style="list-style-type: none"> 1. Lack of integration between systems 2. Multiple competing systems 3. Lack of access to data 4. Slow uptake of technology 5. Inconsistent data
Political barriers	Socio-cultural barriers
<ol style="list-style-type: none"> 1. Lack of political buy-in 2. Lack of continuity due to constant change of administration and the five year tenure of officials 	<ol style="list-style-type: none"> 1. Citizens unwillingness to pay for municipal services 2. Vandalism 3. Citizens resistance to change
Psychological barriers	Legal and ethical barriers
<ol style="list-style-type: none"> 1. Leaders resistance to change 2. Municipal staff's fear of losing their job 	<ol style="list-style-type: none"> 1. Municipal Finance Management Act (MFMA) regulations and legislations



- Effectively manage non-revenue water (NRW) through quicker response to bursts and leaks.
- Improve service delivery by empowering the workforce
- Provide timeous an accurate feedback to citizens – Batho Pele
- Effective decision support tools for the executive and senior management
- Effectively and efficiently plan across all internal and external departments
- Effectively manage and control operations (online dashboard and customised reports)
- Monitor water tankers, TLBs, etc.

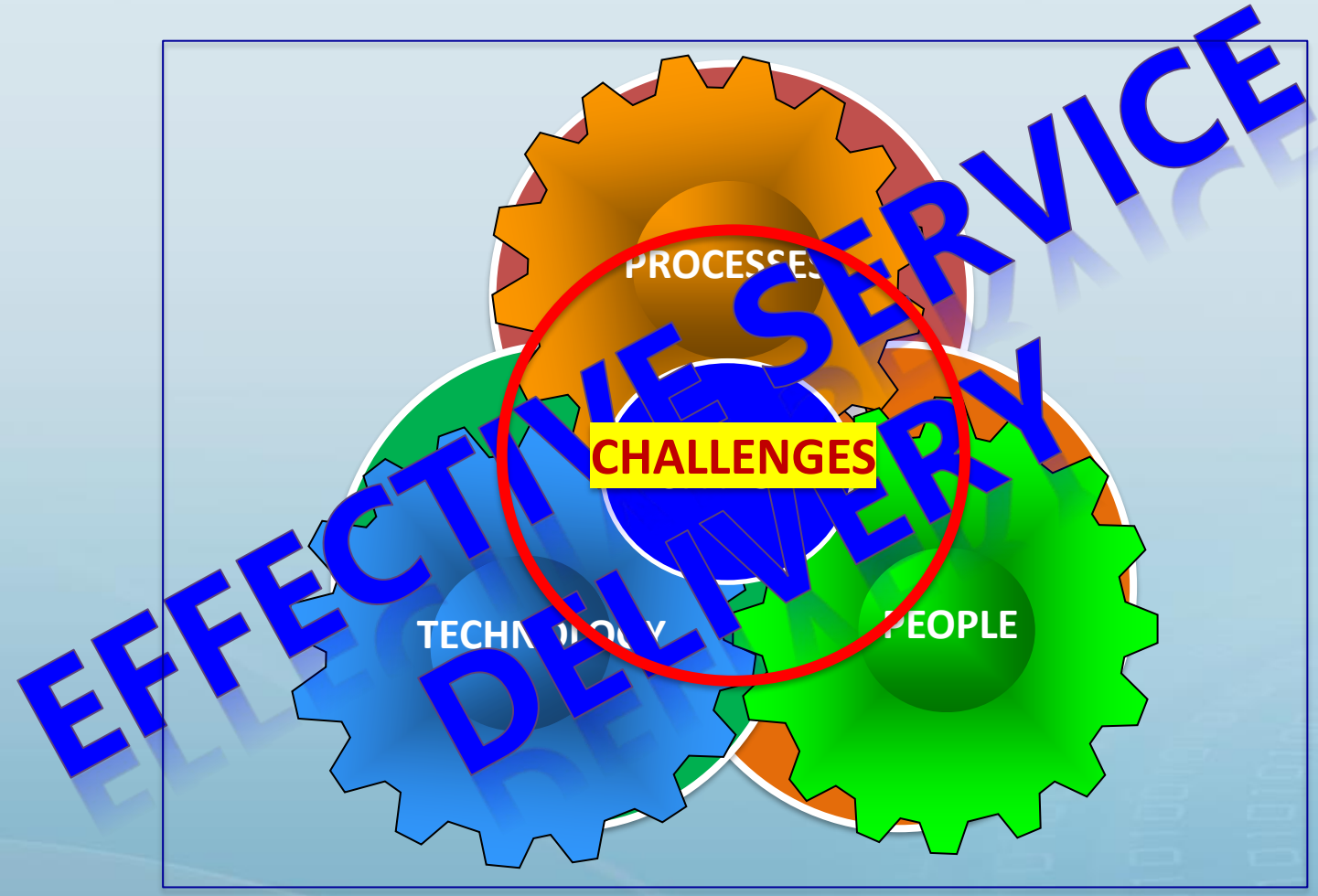
- Efficiently manage overtime
- Integrated asset maintenance and bulk infrastructure management
- Job costing (integration with stores - material management)
- Efficiently and effectively manage field staff
- Receive management reports direct from the system (without manipulation of data)
- Technical System Integration - (Smart Meters, SCADA, Telemetry, Vehicle tracking and billing system)
- Escalation of jobs as per customer charter (Customer SLA's)

- Service Delivery – Citizen Satisfaction
- Excessive Overtime costs / Workforce productivity
- AG Compliance / Good Corporate Governance
- Integrated Planning across Departments
- Real-time and Effective Management decision making tools due to disparate systems
- Driving Efficiency and Productivity
- Infrastructure Management – Business intelligence data



HIGH-LEVEL GOALS AND SD CHALLENGES





- **Holistic Integrated Service Delivery Management**
 - **Customer Care**
 - **End- to-End Operations Management**
 - **Workforce efficiency and productivity**

- Provides a **single view of incidents**

- Facilitates **communication between the municipality and other stakeholders.**

- **Executive Management and Decision-Support Tool**

- **Smart Data Analytics**
 - **Real-Time Monitoring**
 - **Business Intelligence**



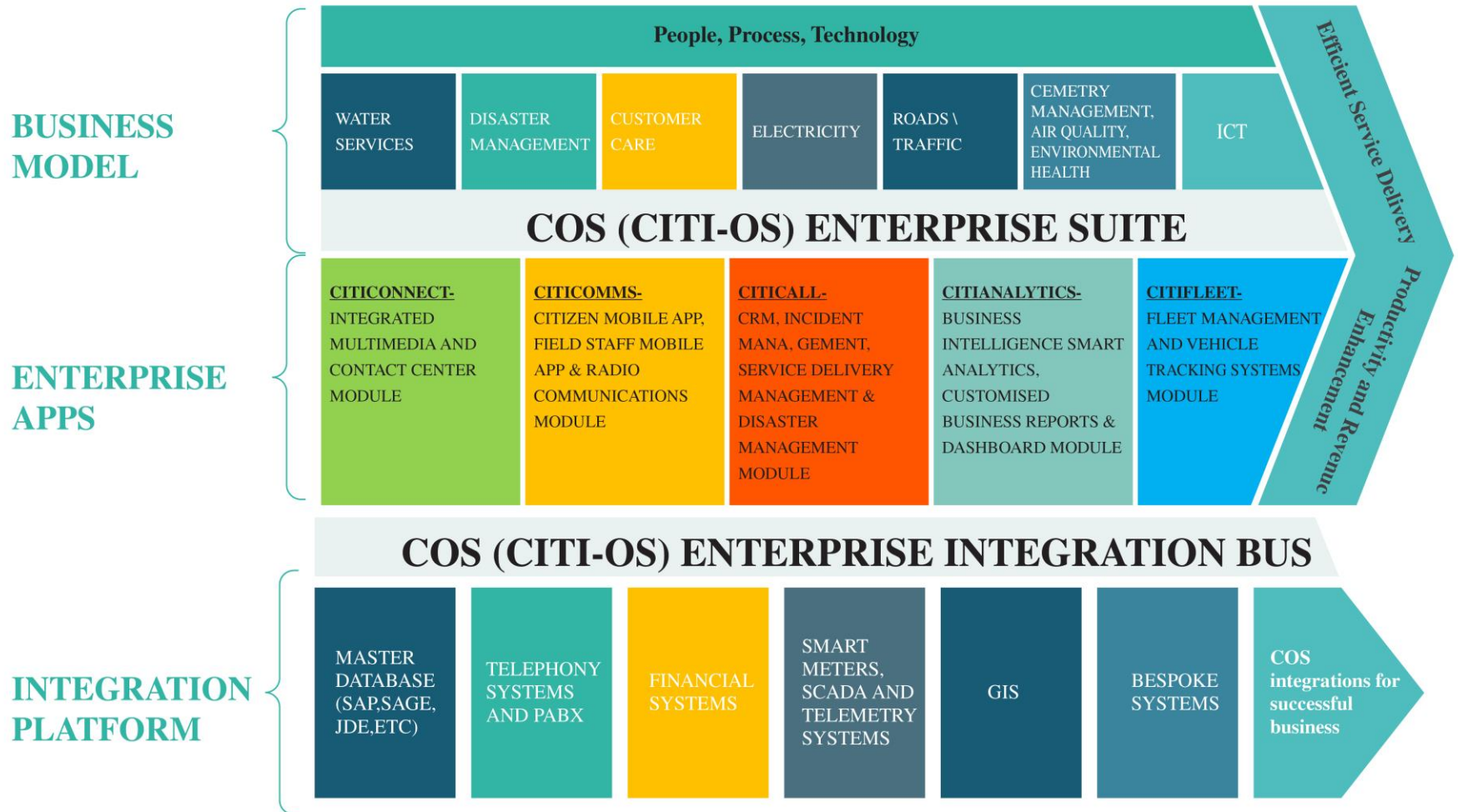
- Citizen engagement tool – Integrated customer care system
 - CitiConnect (Voice, Email, SMS, Social Media)
 - Mobile app – citizen app

- Real-time Service Delivery & Operations Monitoring tool
 - End-to-End holistic operations management tool across departments
 - Improves efficiency and productivity through real-time collaboration

- Executive Decision Support Tool
 - Business Intelligence – Smart Analytics
 - Management Dashboard – real-time operations

- AG Compliance
 - Business Analysis - Standardised Business Processes
 - Standard Operating Procedures







Select Date

1/1/2015

5/7/2021

Clear Selection



Section

- TS-Tanker Services
- VTS-Vacuum Tanker Service
- WR-Water Reticulation
- WTW-Water Treatment Works
- WWR-Waste Water Reticulation
- WWTW-Waste Water Treatme...

Year

- Select all
- (Blank)
- 2015
- 2016
- 2017
- 2018

TownName

- Select all
- Albersville
- Amandawe
- Bazley Beach
- Berea
- Bhudubhudu
- Braemar
- Cape Town
- Cato Ridge
- Centurion
- Craigieburn
- Dewetsdorp
- Dingimbiza

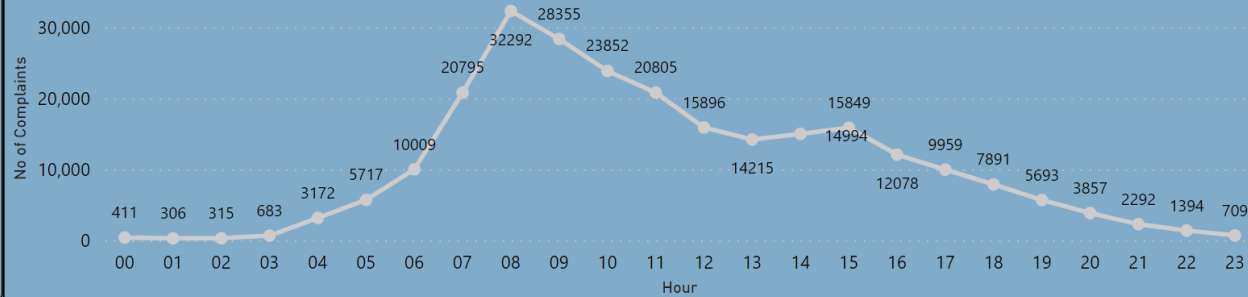
ZoneName

- Select all
- North
- South
- South West
- Unknown

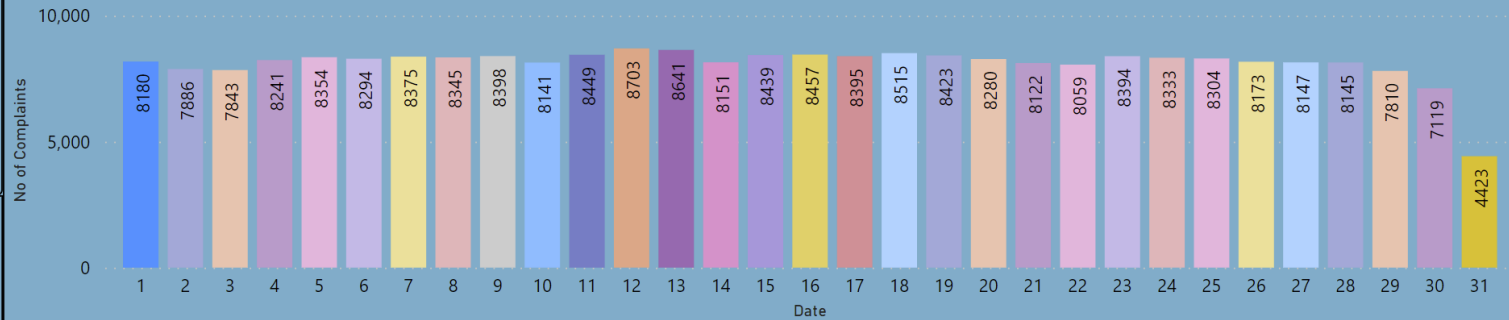
Total Complaints

251539

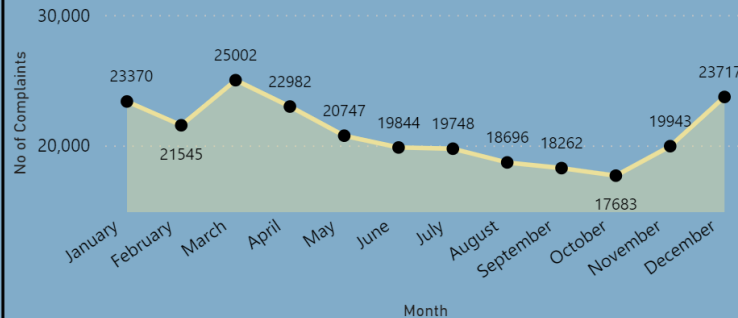
Complaints by Hour



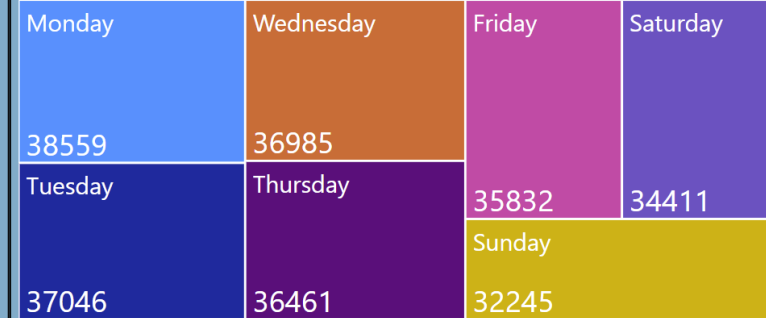
Complaints by Date

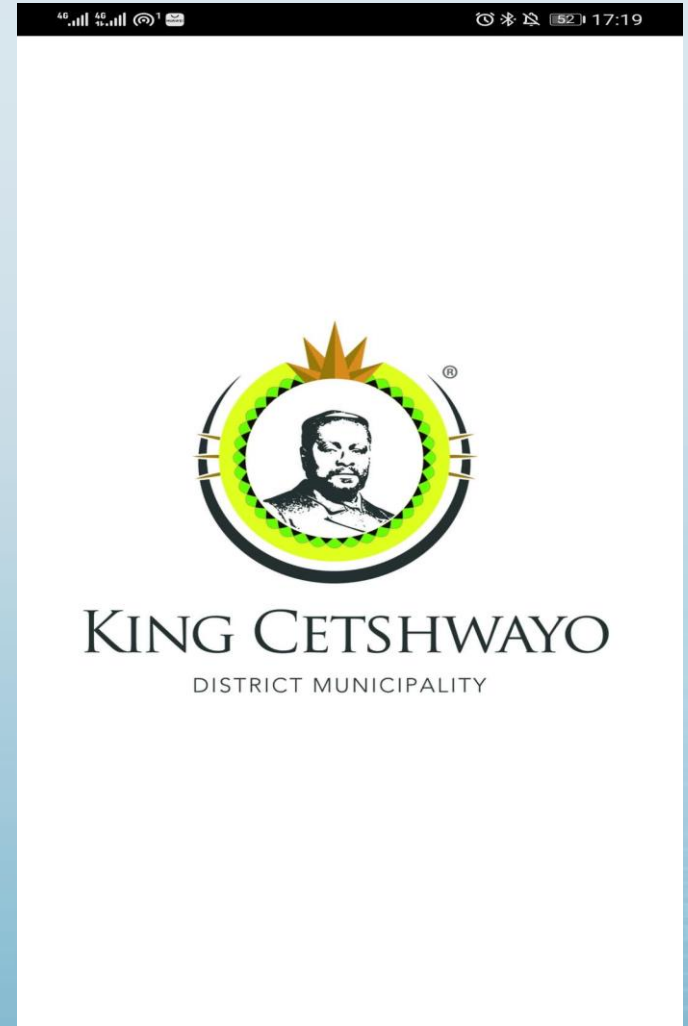
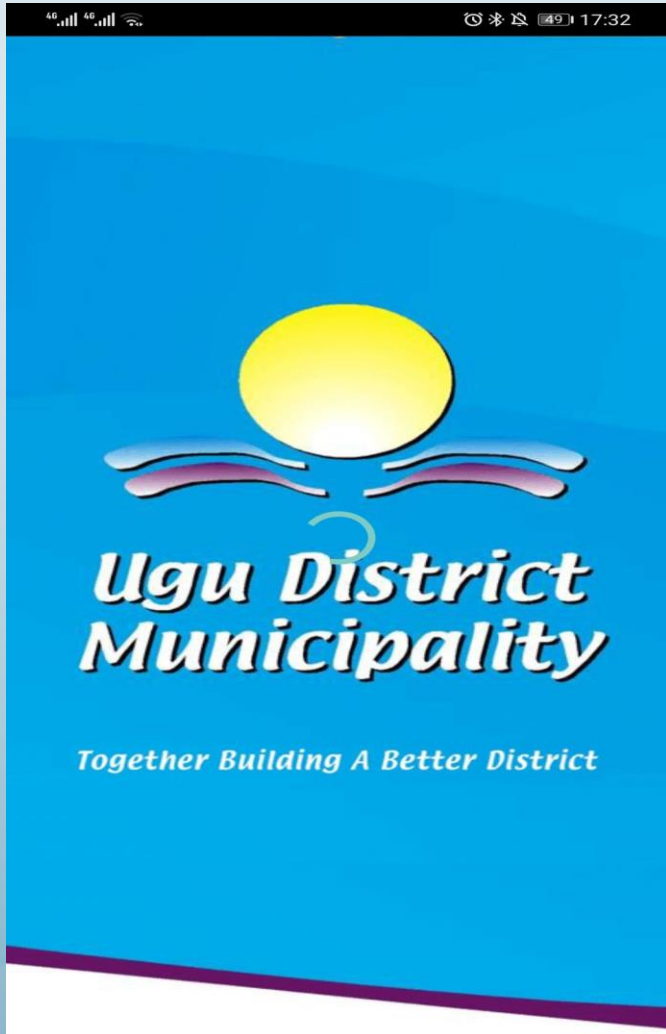


Complaints by Month



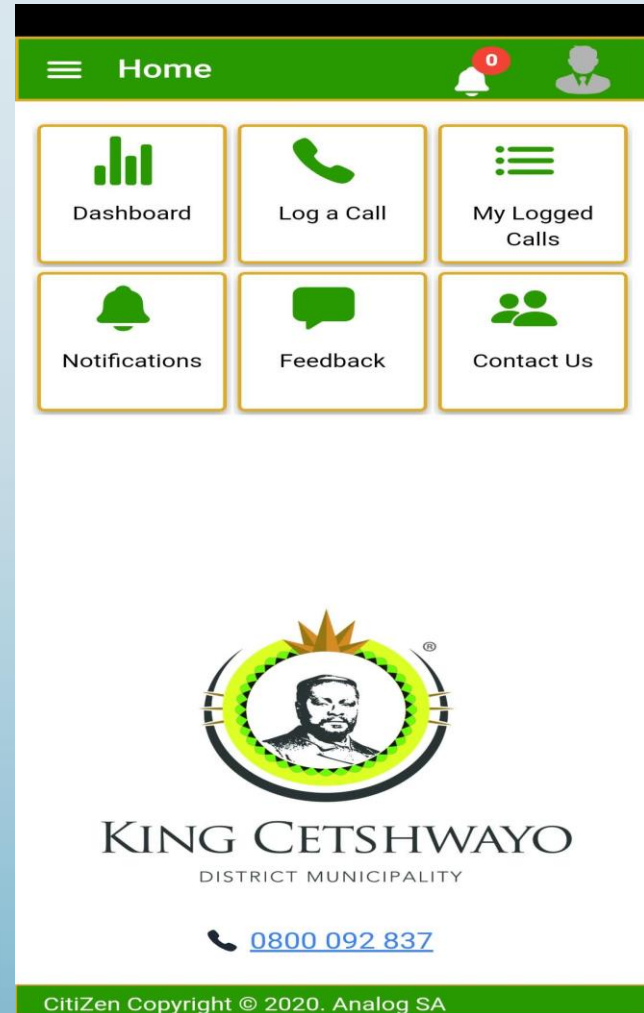
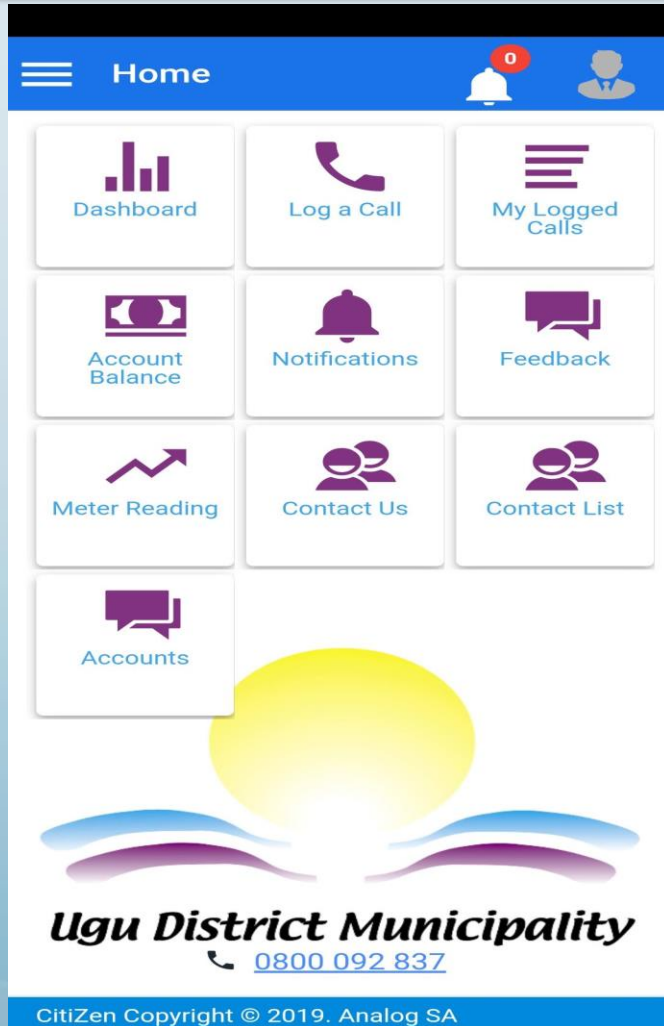
Complaints by Day





➤ Customisable for each Municipality

CitiZen App – Menu



➤ Application Menu

☰
Account Balance 0

Account

Account 1 - 50156474

i


Your account balance is R747,69.

For any account related issues, please contact us on

Phone: **0800 092 837 / 039 688 5830**

Email : enquiries@ugu.gov.za

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STONY RIVER PROPERTIES 74 P.O. BOX 1585 SCOTTBURGH	UGU DISTRICT MUNICIPALITY  Ugu District Municipality	Page 1 of 1 CUSTOMER CARE DEPARTMENT PO BOX 33 Port Shepstone 4240 96 Marine Drive, Dala Beach Fax : 039-688 5871 E Mail : enquiries@ugu.gov.za Website : www.ugu.gov.za Vat Reg No : 4890 10228 Toll Free : 0800 092 837
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TAX INVOICE/STATEMENT

Month	Bill Date	Account	Invoice no	Vat Number	Guarantee	Deposit
October	10/10/2020	50156474	INV50156474 10102020	4820236992		550

Your account at a glance

Reference address : 4	SCOTTBURGH SOUTH(DISTRICT)	No of Days: 30	No of Units: 1
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Service from 2020/09/11 To 2020/10/10 Daily Usage: 1

Date	Details	Debit	Credit	Balance
2020/09/11	Balance Brought Forward	1,499.44		1,499.44
2020/09/11	Other		747.69	751.75
2020/09/11	Payment - Thank You		751.75	0.00
2020/10/08	Water		165.11	165.11
2020/10/10	Water Basic - Urban		164.70	329.81
2020/10/10	10 KL (Start 638 End 6548)		164.70	329.81
2020/10/10	Consumption	16.47		329.81
2020/10/10	Tariff	16.47		329.81
2020/10/10	Uom	164.7		329.81
2020/10/10	Amount	164.7		329.81
2020/10/10	Estimate		164.7	329.81
2020/10/10	Sanitation Fixed Charges - Units 1		299.16	598.97
2020/10/10	Sanitation - Charge Per Kilolitre RES		31.20	630.17
2020/10/10	Vat raised @15.00 (+ VAT Exempted 1)		97.52	727.69
Balance Amount				747.69


Meter Number	Previous Reading	Current Reading	Usage
000WKP98	6638	6648	10

Payment Due Date On 2020/11/09

Kindly note that your current invoice reflects a wrong reading date and the reading history has been omitted. However, the charges have been computed correctly. The municipality is currently attending to it. We apologize for the inconvenience caused.




Post Office
We deliver whatever it takes!
Allocation code 0568



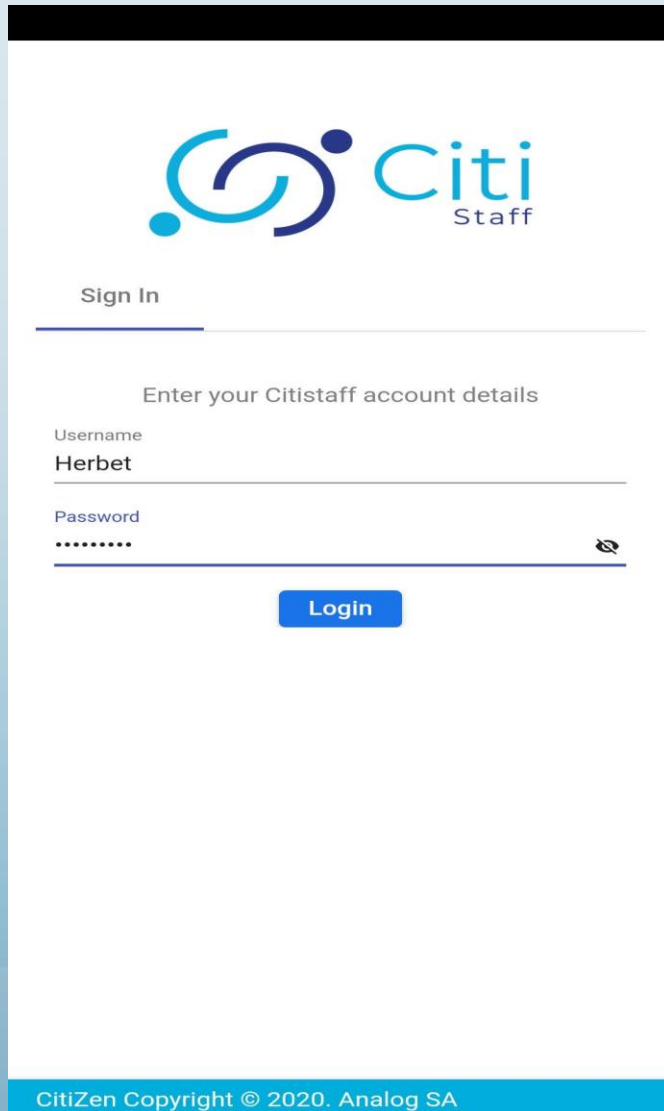
50156474

Date : 50156474
Ref : 50156474
Ugu District Municipality
Account Number : 4066710647
Branch : 632005
Depositor : STONY RIVER PROPERTIES 74



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- View Account balance
- View Statement
- Requires financial
- System integration
- 6 months meter readings



Sign In

Enter your Citistaff account details

Username
Herbet

Password
.....

Login

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Home

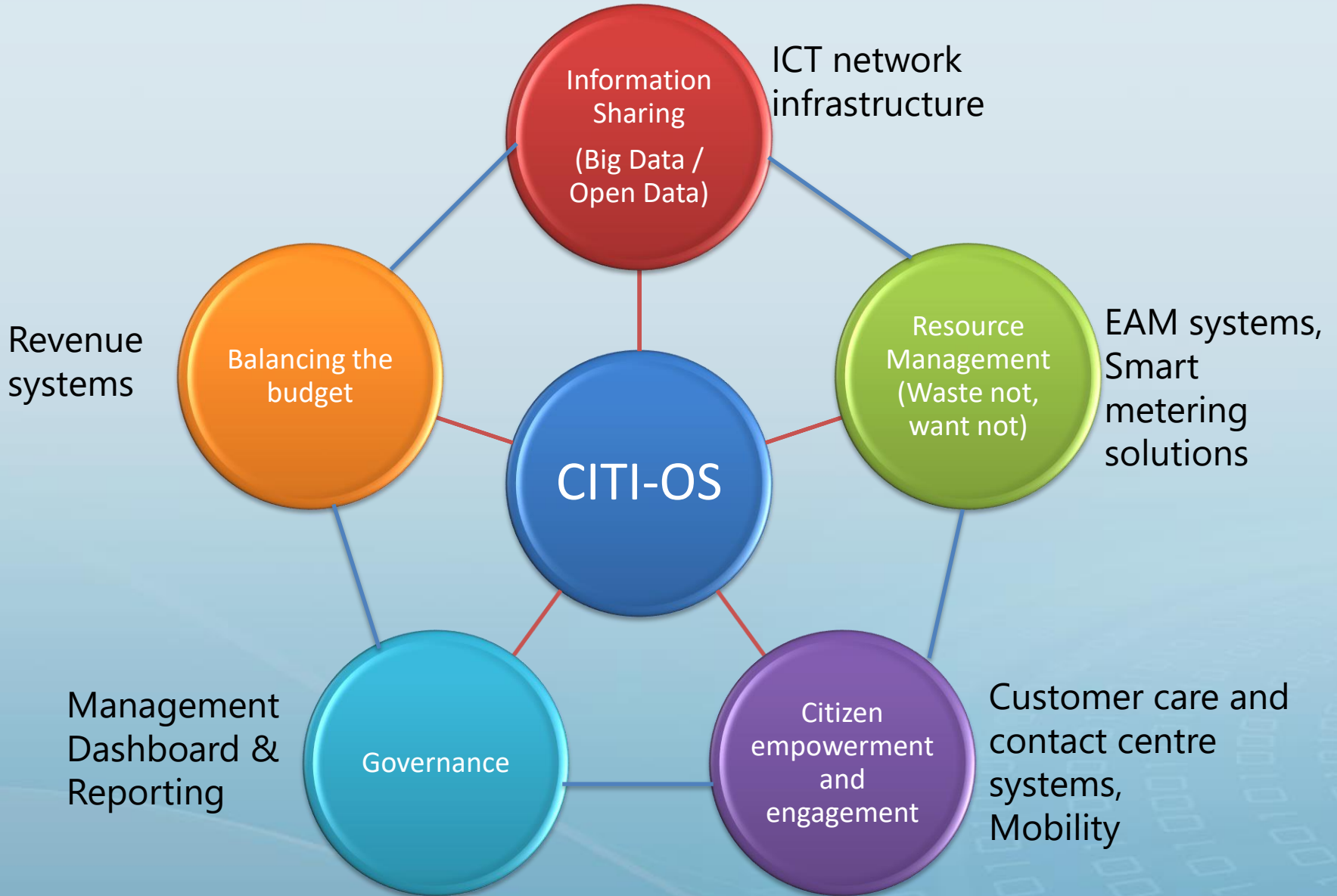
My Task

Disaster List

Dashboard

Citi Staff

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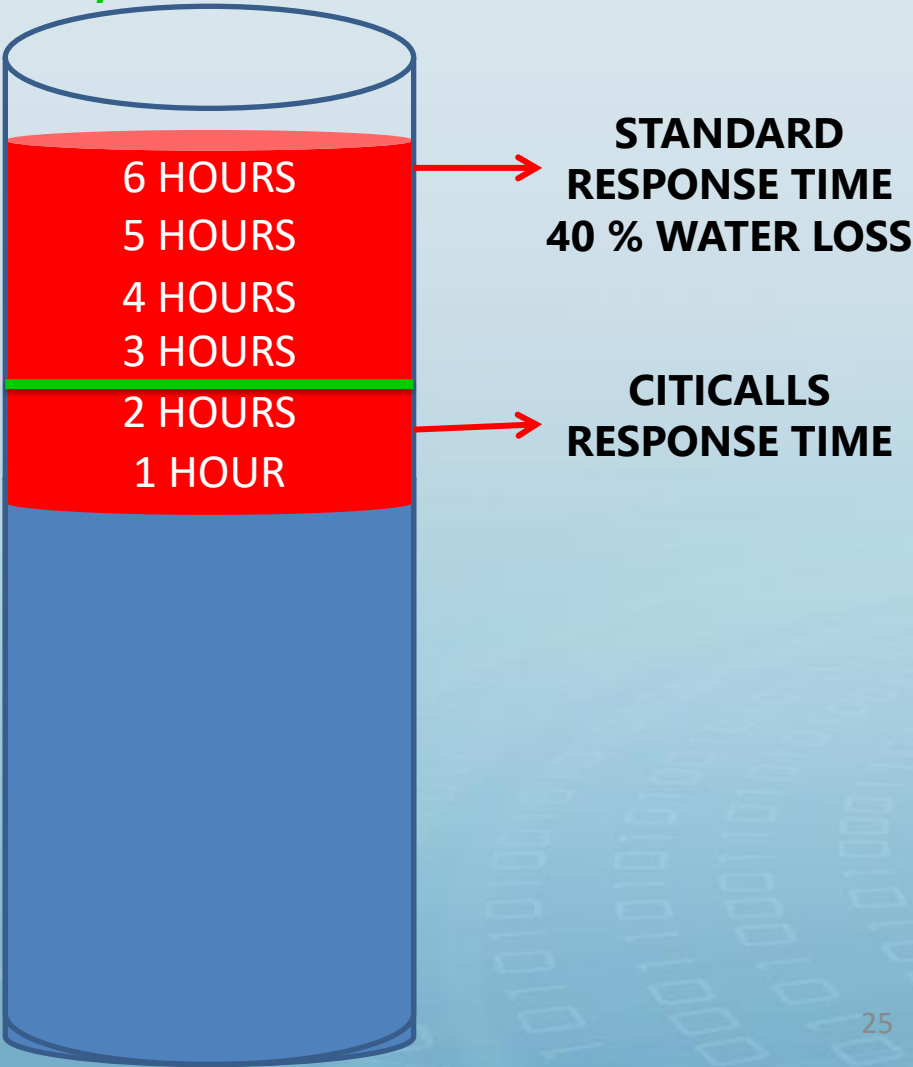


- Find the optimum balance between customer care, operations and maintenance and decision support
- Ensure Good Corporate Governance and AG compliance
- Effectively and Efficiently drives Service Delivery
- Effective Management planning via real-time info sharing
- Empower workforce - improves staff efficiency and productivity
- Quicker response to customer queries enhances citizen satisfaction.

COST SAVING MODEL



CITICALL
26,7 % SAVING



FINANCIAL SAVINGS

R 3,5 Million  R 1,7 Million

EFFICIENCY PROJECT OF THE YEAR

OVERTIME SAVINGS

51%

- R 2,8 Million
- R 1,3 Million

EFFICIENCY

Response

Active



3RD PLACE FINALIST

CUSTOMER SATISFACTION

Customer survey

Answering Times





What can we as citizens do?

- Take an active interest in the governance and management of your city.
- Advocate for the kind of city you believe you need.
- Develop a vision for your building, street, and neighborhood, and act on that vision.
 - What's the water quality like?
 - The better the conditions you create in your community, the greater the effect on quality of life.

THANK YOU

Logan Reddy

CEO: Trendtech (Pty) Ltd t/a ANALOG

Tel: 031 572 6182

Cell: 061 467 2720

Email: info@analogsa.co.za Web: www.analogsa.co.za