



## **water & sanitation**

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

Enquiries: P. Makhanya  
Telephone: 083 782 9916  
Reference: 6/2/2/6

### **NATIONAL COUNCIL OF PROVINCES**

#### **FOR WRITTEN REPLY**

#### **QUESTION NO 422**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 04 APRIL 2025**  
**(INTERNAL QUESTION PAPER NO 14)**

**422. Ms A Matshobeni (Eastern Cape: EFF) to ask the Minister of Water and Sanitation:**

(a) What assistance will be provided to the residents of Gompo in the Buffalo City Metropolitan Municipality which has lodged numerous complaints of water leakages with no responses, especially those of Makatala Street and (b) what is the status of the backlog of water complaints and queries that have been lodged such as (i) burst pipes, (ii) leaking service pipes, (iii) leaking valves, (iv) leaking fire hydrants, (v) leaking meters and (vi) leaking stop cocks in the said municipality?

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#### **MINISTER OF WATER AND SANITATION**

a) The Buffalo City Metropolitan Municipality (BCMM) is the Water Services Authority responsible for water service delivery to all areas within the Metro, including Gompo. The municipality has been implementing cost curtailment measures that resulted in underfunding of critical technical positions including posts for operations and maintenance staff. This led to insufficient human resources to attend to reported water leakages. The metro reported that the moratorium was lifted by the City Council from March 2025 and the critical positions are being advertised.

- b) According to the BCMM Call Centre statistics there are in total 361 queries that are outstanding for the entire Coastal Region. The BCMM reports that the two incidents of burst pipes at Bottoman Road have been attended to and resolved.

It should be noted that the Department of Water and Sanitation (DWS) does not provide funding to the metropolitan municipality as it is funded through the Division of Revenue Act (DoRA) and Urban Settlements Development Grant (USDG) from the Department of Human Settlements. Furthermore, the municipality collects revenue from the sale of water which is to be used towards the operations and maintenance of water and sanitation infrastructure.


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DRAFT REPLY: RECOMMENDED/ ~~NOT RECOMMENDED~~/ AMENDED

*SP Phillips*

**DR SEAN PHILLIPS**  
**DIRECTOR-GENERAL**  
**DATE: 11 April 2025**

DRAFT REPLY: APPROVED/  NOT APPROVED/ AMENDED

  
**MISS PEMMY C.P. MAJODINA, MP**  
**MINISTER OF WATER AND SANITATION**  
**DATE: 16/04/2025**