



water affairs
Department:
Water Affairs
REPUBLIC OF SOUTH AFRICA



blue drop
CERTIFICATION
drinking water quality
REGULATION

THE BLUE DROP REPORT INDEX

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ACRONYMS

BDS	Blue Drop System
DWA	Department of Water Affairs
DWi	Drinking Water Inspectorate (UK)
GDS	Green Drop System
IWA	International Water Association
NGO	Non-Governmental Organisation
O&M	Operations and Maintenance
RPMS	Regulatory Performance Measurement System
SANS	South African National Standard
SANAS	South African National Accreditation System
SLA	Service Level Agreement
WHO	World Health Organization
WRC	Water Research Commission
WSA	Water Services Authority
WSI	Water Services Institution
WSP	Water Services Provider
WSPP	Water Safety Planning Process
WTP	Water Treatment Plant
WWTP	Wastewater Treatment Plant

Provinces:

EC	Eastern Cape Province
FS	Free State Province
GP	Gauteng Province
KZN	Kwa-Zulu Natal Province
LP	Limpopo Province
MP	Mpumalanga Province
NW	North West Province
NC	Northern Cape Province
WC	Western Cape Province

CHAPTER 1: INTRODUCTION TO THE BLUE DROP REPORT CARD FOR 2010 / 2011



"After climbing a great hill, one finds there are many more hills to climb. I have taken a moment here to rest, to steal a view of the glorious vista that surrounds me, to look back on the distance I have come. But I can only rest for moment, for with freedom comes responsibilities, and I dare not linger, for my long walk has not yet ended."

Nelson Mandela

South Africa climbed many hills since the 1st Blue Drop results were announced in 2009, indicating that a steep climb is indeed required to raise the standard of drinking water quality. The Blue Drop incentive-based regulation programme endeavours to facilitate and drive this continuous improvement process, seeking sustainable improvement in service delivery, progressive improvement in drinking water quality and steadfast coverage of un-serviced areas. This form of incentive- and risk-based regulation holds the intent to synergise with the current goodwill exhibited by municipalities and existing Government support programmes to give the focus, commitment and planning needed.

Regulation is important to ensure effective and efficient delivery of sustainable water services. It clarifies the requirements and obligations placed on water service institutions, thereby protecting consumers from a potentially unsustainable and unsafe service.

Incentive-based Regulation:

The conscious use of rewards as well as penalties to encourage performance excellent and continuous improvement, based upon an innovative performance rating system

Incentive-based Regulation in South Africa (Blue Drop Certification Programme)

The Minister of Water Affairs introduced the concept of Incentive-based Regulation on 11 September 2008 to the water sector at the National Municipal Indaba in Johannesburg. The concept was defined by two programmes: the Blue Drop Certification Programme for Drinking Water Quality Management Regulation and the Green Drop Certification Programme for Wastewater Quality Management Regulation.

The Blue Drop process measures and compares the results of the performance of Water Service Authorities and their Providers, and subsequently rewards (or penalises) the municipality upon evidence of their excellence (or failures) according to the minimum standards or requirements that has been defined. Awareness of this performance is obtained by pressure through the customers, the media, political classes and NGOs. The strategy revolves around the identification of mediocre performing municipalities who consequently correct the identified shortcomings, as well as the introduction of competitiveness amongst the municipalities and using benchmarking in a market where competition is difficult to implement.

Water Safety Planning Process

The purpose of the Water Safety Planning Process (WSPP) is to introduce a holistic approach to drinking water quality management and provide a systematic, transparent approach to the consistent provision of safe water with a clear focus on public health. The emphasis of the Water Safety Planning Process is on water supply management and covers the entire water supply system with participation of all stakeholders.

The Water Safety Planning Process is seen as the future for drinking water quality management globally and represents a proactive approach to water quality assurance. It is not a new concept and builds on existing good practice and includes effective management of all risks as well a response plan to incidents. The process is adapted to each community situation and size of the system and is underpinned by health-based targets. DWA have also included the requirement for a Water Safety Plan into the update to the regulation *Compulsory National Standards for the Quality of Potable Water* (to be gazetted).

Municipal Water Quality WORKplan

The "Municipal Water Quality WORKplan" has been developed to guide municipalities towards meeting the 2014 Presidential Targets for drinking water quality, as well as improved Blue Drop performance. The WORKplan seeks to i) hold up a benchmark on what world best-practice identifies as core values that enable improved organization performance and ii) sets out a WORKplan for the South African water sector, whereby municipal management and national regulation authorities can focus effort and work towards improved and sustainable drinking water and wastewater management. This plan builds on the existing Blue Drop Certification programme, as well as the risk-based approach as outlined in the WSPP, to formulate the calendar and targets for regulation in the sector as they impact on local government. In short, the WORKplan spells out the foreseeable future of drinking water and wastewater quality in the country, and the key areas that will drive change and the milestones that will determine if progress is on par with planning.

Blue Drop HANDBOOK

The Department of Water Affairs was cognisant of the need to develop a new regulatory approach upon the fundamentals of conventional regulation to ensure that credibility was not compromised. The Blue Drop Certification programme is based upon the core fundamentals of regulatory responsibilities and cannot be regarded as a Municipal Support Programme. However, the programme is informative and educational by design and thereby, carries significant inherent capacity building characteristics. It is therefore a beneficial trait that the programme is directly linked to government support initiatives.

In order to provide more clarity with regard to the Blue Drop Certification programme, a Blue Drop HANDBOOK was developed to aid municipalities in preparing for assessments, but also to improve their drinking water quality management business by focussing on essential elements of the business. The HANDBOOK must be read in conjunction with the WORKplan as well as the Green Drop HANDBOOK. It provides technical detail that matches the specific requirements of the Green Drop Certification process, as well as information on how an assessment is conducted. It also ensures the uniform understanding and application of Blue Drop requirements.

Blue Drop Scoring

The main output from the Blue Drop assessment is the:

- Blue Drop score for each municipal drinking water supply system assessed.

Additional performance feature to the 2011 Blue Drop process:

- Municipal Blue Drop score:** a percentage score which is based on the design capacities of the individual systems as a function of the total available design capacity of the supply area, as related to the individual Blue Drop Certification (BDC) score of each system. This score serves as a Performance Indicator that reflect upon the Water Services Institution's water business practice and compliance;

Another performance feature to be added to future assessments:

- Site Inspection score:** a score that reflects the physical condition of the drinking water purification plant. Blue Drop assessments will be verified by means of physical site inspections of randomly selected treatment systems in each municipality. Inspections will be conducted to include (amongst others); appearance of the plant terrain and buildings, structures and equipment, health and safety aspects, on-site monitoring, as well as the workplace satisfaction and process knowledge commitment by the operational staff. (The 2011 Blue Drop Report reflects the findings of random treatment system inspections in some municipalities, future assessments will include site-scores as part of the final Blue Drop score.)

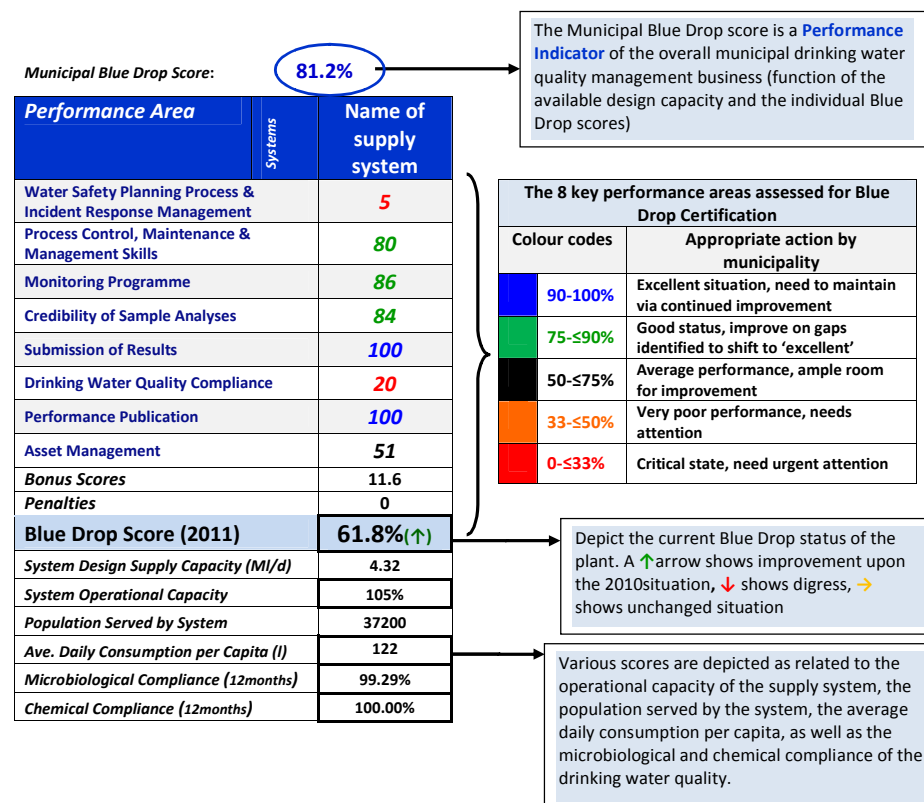
The Blue Drop Report

The Blue Drop Report for 2011 has been designed with the objective to provide the sector and its stakeholders with **current**, **accurate**, **verified** and **relevant** information on three different levels:

- System specific** data and information pertaining to the performance of each supply system on municipal level;
- Province specific** figures and information to highlight the strengths, weaknesses and progress for the collective of municipalities within the province;
- National overview** that collate and elevate the detailed findings on system level to that of a provincial overview, which can then be compared and inculcated as a national view of drinking water quality management performance. Comparative analyses amongst the provincial performances are useful indicators and benchmarks for the various role players.

How to Read the Report Card

The following is an example of a typical municipal Blue Drop report card. Results are provided in colour coded format – each colour has a specific meaning and performance reference.



The Blue Drop Report Card and Scoring Criteria

Assessments are conducted by a panel consisting of a qualified drinking water quality professional as Lead Inspector, 2-4 Inspectors (Assessors) and a Learner Assessor who also coordinate the logistical arrangements of the assessments. The team selection is done based on the outcomes of a Blue Drop Examination which tests the assessor's knowledge and competence in the subject field. Virtual assessments were done in cases where municipalities uploaded their Portfolio of Evidence (or parts of) onto the Blue Drop System.

The following scorecard outlines the key requirements of the Blue Drop assessment and indicates the Portfolio of Evidence that was required by each municipality to calculate a Blue Drop score per water supply system.

BLUE DROP REQUIREMENTS 2011 South African Drinking Water Quality Incentive-based Regulation		
No	Requirements	Target indicator or Source (Requirement Comments)
1	Water Safety Plan Process & Incident Response Management 15%	
	Plan includes Risk Assessments of catchment, treatment works & reticulation The Risk Assessment must indicate that the treatment facility has the ability to adequately treat the water from raw water quality to SANS 241 DWQ (40%)	<ul style="list-style-type: none"> Provide information on the findings of the Risk Assessment (detailing Risk Prioritisation method followed) on the specific water supply system including water resource quality Format not important - various guides, e.g. WHO DWQ Guide; WHO Water Safety Plan Manual; WRC Water Safety Plan Guide; etc The Water Safety Plan must include (adequate) Control Measures for each significant hazard or hazardous event identified
	Implementation, Facilitation and Ownership (10%)	<ul style="list-style-type: none"> Plan must include specified roles & responsibilities; deadlines for required management actions prioritised as High Risk Proof of Management's Commitment to fund availability and implementation of plan
	Implementation of Risk Assessment findings (15%)	Proof of how findings influenced monitoring programme (Indicate how Operational Monitoring verifies efficacy of control measures & How Compliance Monitoring occurs in terms of set Health-based limits)
	Proof of a documented Drinking Water Incident Management Protocol & Water Quality Incident Register (35%)	<ul style="list-style-type: none"> Protocol to specify alert levels, response times, required actions, roles & responsibilities & communication vehicles Must include response on possible risks identified in the Risk Assessment of the Water Safety Plan process
2	Process Control, Maintenance and Management Skill 10%	
	Copies (certified) of Registration Certificates of Water Treatment Works, Process Controllers and Supervisors (Regulation 2834) Classifications on BDS (10%)	<ul style="list-style-type: none"> Classification certificates of all WTW's, process controllers / operators & supervisors / superintendents on the BDS WSI must indicate shift patterns Shift workers performing process controlling tasks: Provide proof of experience and qualifications must to DWA
	Compliance with Regulation 2834 Requirements (40%)	Classification of process controllers must comply with the R2834 requirements
	Verification of Maintenance Team used for general maintenance work at the plant (both Mechanical and Electrical) (10%)	<ul style="list-style-type: none"> Confirm information on in-house staff or external contractor Contract or Logbook with maintenance entries will serve as proof of maintenance done during the 2011 assessment period
	Proof of a 'site-specific' Operation & Maintenance Manual (40%)	<ul style="list-style-type: none"> O&M manual containing: structural, mechanical, electrical detail of plant, design specs, ref to drawings, operational & maintenance schedules, process detail and control, fault finding, monitoring Copy of front page and index to be given to DWA
	BONUS: Proof of Process Controllers subjected to relevant training (past 12 months) 25% <ul style="list-style-type: none"> Any training relevant to the process controller's duties will be considered. Proof essential 	

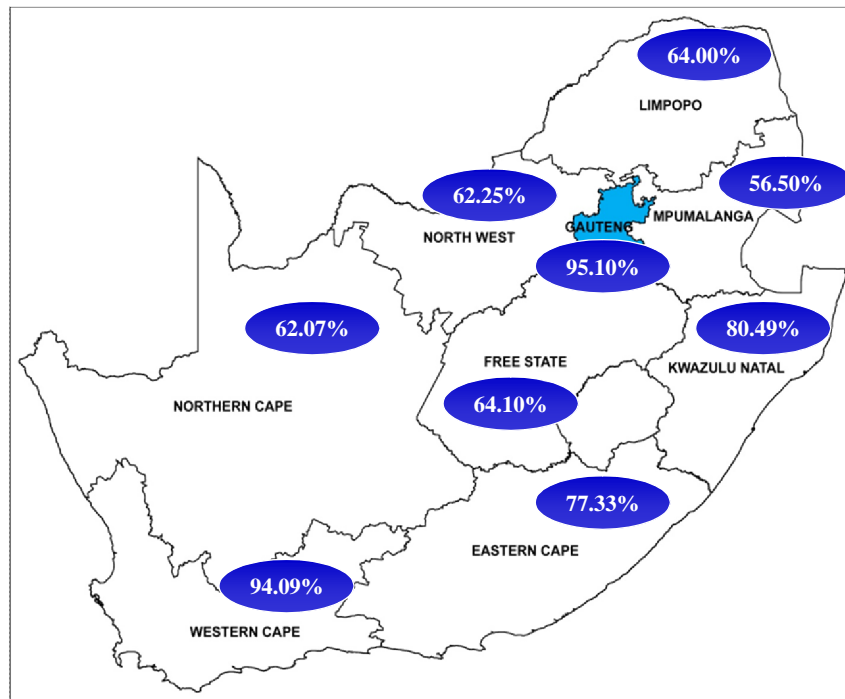
No	Requirements	Target indicator or Source (Requirement Comments)
3	Drinking Water Quality Monitoring Programme 15%	
	Details of sampling sites; determinands and frequencies of Operational Monitoring (30%)	<ul style="list-style-type: none"> Proof of Operational Monitoring: Required sites to monitor: Raw water, after filtration (per process unit) and final water (after disinfection) Determinands: pH, turbidity and disinfectant residual (final only) Frequency of analyses: at least once per shift (i.e. every 8 hours) Proof of equipment used + Calibration records
	Details of sampling sites; determinands and frequencies of Compliance Monitoring (45%)	<ul style="list-style-type: none"> Proof of Compliance Monitoring: Required sites to monitor: Water works final and distribution network Determinands: Full SANS 241 on final (at least once per annum), disinfectant residual, <i>E. coli</i> / faecal coliforms and turbidity on distribution Frequency of analyses: Water works final according SANS 241; distribution monthly. Monitoring programmes must be registered on the BDS
	Adequate monitoring coverage of distribution network (25%)	<ul style="list-style-type: none"> Proof actual sampling point coverage of at least 80% of water supply area. Needs to be done with a map Note: Monitoring Population Coverage compliance figure on BDS will be used. This is to determine whether monitoring frequency complies with SANS 241 (1:10 000). An Average of 80% over at least 11 months required. (Viewed as Monitoring Compliance)
4	Drinking Water Sample Analysis Credibility 5%	
	Provide proof and the name of the Laboratory used (5%)	<ul style="list-style-type: none"> Verify name of lab for operational analysis (in-house or on-site) and lab for compliance analysis (in-house or external) Upload Accreditation status or Z-scores on BDS (needs to be verified per determinand analysed)
	Certificate of Accreditation for applicable methods, Or Z-scores results following participation a recognised Proficiency Testing Scheme (-2 ≥ z-score ≥ 2 are unacceptable) Or Proof of Intra- and Inter-laboratory proficiency (quality assurance as prescribed in Standard Methods) (50%)	<ul style="list-style-type: none"> Check if Laboratory is accredited to perform the specific methods, check acceptability of Z-scores for the water quality determinands Score will be calculated according to the number of determinands analysed according the Registered Monitoring Programme at Accredited Laboratories or those participating in Proficiency testing Schemes. Scores will be calculated on BDS
	Credibility of DWQ Data on the BDS. (Blue Drop Certified Data) (45%)	<ul style="list-style-type: none"> All data is linked with a unique ID to a laboratory and analyses method (as per data requirements of the BDS - Blue Drop Certified Data)
	BONUS: Proof that samplers have been subjected to relevant sampling training that will ensure credibility of sampling process; or Proof of control measures to ensure sampling credibility 30% <ul style="list-style-type: none"> To be eligible, WSI's must provide proof of training of samplers or Sampling Control measures 	

No	Requirements	Target indicator or Source (Requirement Comments)
5	Submission of Drinking Water Quality Results 5%	
	Proof of data submission to DWA on BDS (12 months) (100%)	<ul style="list-style-type: none"> 12 months of data submitted on the Blue Drop System (DWA will only consider data on the BDS) Note: All Compliance Monitoring test results are required to be submitted. Scoring will be done: 12 months = 100%; 11 months = 50%; 10 months = 20%; and/or <10 months = 0%
	PENALTIES: A 100% penalty will apply should the Department find proof during/post assessment that the WSI are guilty of an offence as per Section 82 of the Water Services Act, by only submitted partial information in order to present a false impression on Quality Compliance	
6	Drinking Quality Compliance 30%	
	Provide figures per determinand; nr of analysis per determinand & the nr of non-complying analysis per determinand (20%)	<ul style="list-style-type: none"> SANS 241 - Provide actual hardcopies of ALL compliance analyses for 12 month period of BD evaluation. Micro, e.g. <i>E. coli</i>/faecal coliforms; total coliforms; HPC; etc. & Chemical-health results Assessors will randomly verify actual vs. BDS data
	% compliance per determinand (measured against overall compliance %) (80%)	<ul style="list-style-type: none"> Expectation: 99% compliance with microbiological limits classified as EXCELLENT in SANS 241 <i>E. coli</i>/FC results will be used for score calculation, but chemical non-compliance levels will constitute penalties Note compliance scoring below
	>100 000 population served by water supply system:	<100 000 population served by water supply system:
	<ul style="list-style-type: none"> 99% Compliance = 100% ≥98 < 99% micro compliance = 75% of score ≥97 < 98% micro compliance = 50% of score ≥96 < 97% micro compliance = 40% of score <96% micro compliance = 0% 	<ul style="list-style-type: none"> 97% Compliance = 100% ≥96 < 97% micro compliance = 75% of score ≥95 < 96% micro compliance = 50% of score ≥95 < 97% micro compliance = 40% of score <95% micro compliance = 0%
7	PENALTIES:	<ul style="list-style-type: none"> Applicable if chemical health compliance results equals less than 95% ≥92% < 95% compliance = 50% penalty; < 92% = 100% penalty SANS 241:2006 Section C2 applies (Monitoring Programme Grading System) and/or the Risk Assessment Findings of the Water Safety Plan 30% (Penalty only applies when Micro Compliance equates to a score of more than 50%)
		<ul style="list-style-type: none"> Submission of Data: A significant difference between actual available data and data submitted on BDS. (When there is evidence to imply that compliance data/info has been withheld from the Department) Determined through verification process 25%
		<ul style="list-style-type: none"> Less than 11 months data available to assess Micro & Chemical compliance 15%
7	Publication of Drinking Water Quality Management Performance 5%	
	Annual Publication of DWQ management performance against the requirements of SANS 241 (100%)	<ul style="list-style-type: none"> Evidence of publication provided. <ol style="list-style-type: none"> Newspaper publication = 100% Displayed on municipal Billing = 90% Populating & promoting "My Water" municipal information = 80% Municipal Annual Report = 50% Electronic (Web-page) Information = 40% Should the municipality utilise two or more means of communication, 100% scoring will be applied. Should it be a water supply system that is currently Blue Drop Certified, and no evidence can be given of Blue Drop marketing/awareness, a full score cannot be applied. Maximum score = 80%
	Bonus: Availing information on Drinking Water to relevant public in 3 or more forms listed 20%	

No	Requirements	Target indicator or Source (Requirement Comments)
8	Drinking Water Asset Management 15%	
	Proof of Annual Process Audit implementing process optimisation (20%)	<ul style="list-style-type: none"> Report on technical inspection/assessment of WTW; evidence of implementation of findings This process assessment should've been done within the 12-month assessment period
	Proof of an updated Asset Register (30%)	<ul style="list-style-type: none"> Proof of a complete Asset Register. Detail: relevant equipment & infrastructure; indicate asset installation date & value
	Documented design capacity of the WTW and documented daily operating capacity over the past 12 months (20%)	<ul style="list-style-type: none"> Operational time should not exceed 95% to allow for maintenance Groundwater dependant systems must have a plan which stipulates abstraction patterns that will prevent aquifer damage
	Proof of Maintenance Budget and comparison of Maintenance Costs versus Operating Costs (30%)	<ul style="list-style-type: none"> Present maintenance budget; maintenance costs should be > 5% of operating costs Budget Period of Previous Municipal Financial Year

"It always seems impossible until it's done."
Nelson Mandela

CHAPTER 2: NATIONAL OVERVIEW

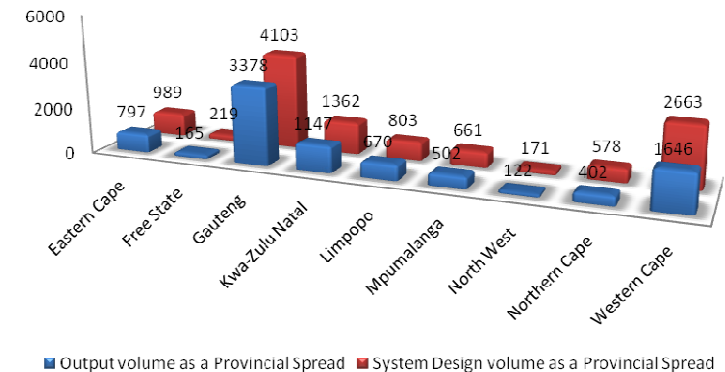


Introduction

Water services delivery is performed by a vast number of Water Services Authorities, Water Boards and Service Providers across South Africa. The Blue Drop Certification programme of 2011 verified the status of drinking water quality and management of supply systems by hundred and sixty two (162) municipalities via a supply infrastructure network of 914 systems.

The Blue Drop Certification programme entered its third year of assessments and verifies the level of management proficiency, water quality and risk management in the municipal water services business.

This chapter provides an overview of the extent of services delivery, findings per provinces, national snapshot, and also give some indications as to the way forward and expectations from the Department of Water Affairs in its regulatory role.



A total output (final) water of 8829 MI/day or 3222585 MI/annum is produced by 914 systems with a design capacity of 11549 MI/day. This means that 76.5% of the design capacity is taken up by the current operational flows, leaving 23.5% to meet the future demand without creating new capacity. These figures correspond closely with the Green Drop estimations that 80% of the wastewater systems capacity is utilised, leaving 20% capacity available.

Analysis of the operational flows indicate that Gauteng manages the bulk of the national supply which account for 38.3%, followed by 18.6% in the Western Cape and 13% in Kwa-Zulu Natal. The balance of the provinces treats the remaining 30.1% drinking water quality supplies utilised in South Africa.

Province	No. Supply Systems Province	System Design Capacity (MI/d)	Estimated Daily Output (MI/d)
MP	80	661	502
NW	43	171	122
FS	76	219	165
GP	32	4103	3378
KZN	178	1362	1147
LP	64	803	670
WC	123	2663	1646
NC	155	578	402
EC	163	989	797
Totals	914	11549	8829

National Blue Drop Analysis

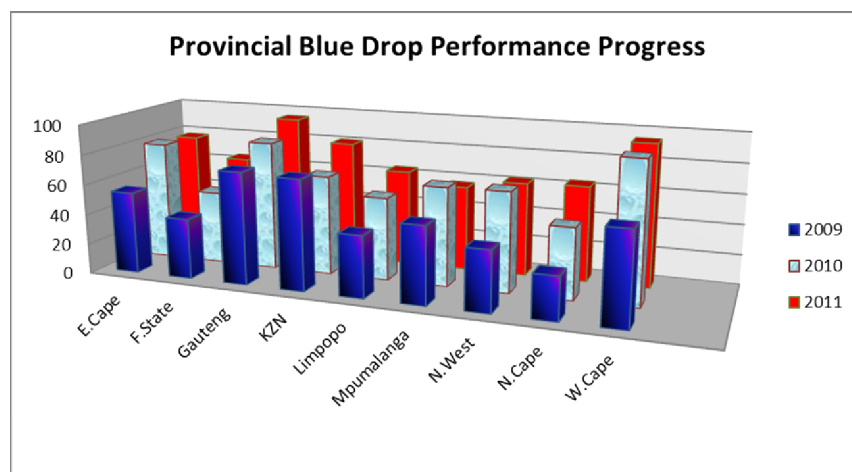
Analysis of the 2020/11 Blue Drop assessments and site inspection results indicate that municipal drinking water quality performance per water supply system vary from 'excellent' to 'unacceptable'.

BLUE DROP COMPARATIVE ANALYSIS				
Performance Category	2009	2010	2011	Performance trend
Incentive-based indicators				
Number of municipalities assessed	107	153	162	↑
Nr of water supply systems assessed	402	787	914	↑
Number of Blue Drop scores ≥50%	183 (45.5%)	370 (47.0%)	536 (58.7%)	↑
Number of Blue Drop scores <50%	219 (54.5%)	417 (53.0%)	378 (41.3%)	↑
Number of Blue Drop awards	25	38	66	↑
NATIONAL BLUE DROP SCORE	51.4%	67.2%	72.9%	↑

N/A = Not applied

↑ = improvement, ↓ = digress, → = no change

A total of 162 municipalities and 914 water supply systems were assessed in 2011, compared to 153 municipalities and 787 systems in 2010. The marked improvement in submission of performance portfolios by municipalities affirms the commitment by municipal management to raise their service standard and performance. The incentive-based regulatory approach seems to have succeeded to raise the overall awareness and to act as positive stimulus for gradual and sustainable improvement across the country. This is evident when comparing the 2009 Blue Drop score of 51.4% to the 2010 improved status of 67.2%, which is again improved upon in 2011 with an average National score of 72.9%.



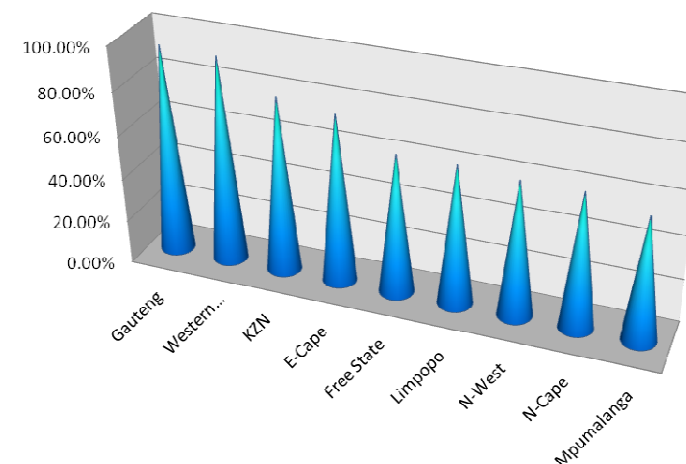
The excellent performers increased from 38 Blue Drop awards in 2010 to 66 in 2011, with Western Cape producing the highest number of Blue Drop systems (29). Readers must be mindful that Blue Drop requirements become more stringent (and detailed) with every assessment cycle. Hence, the 66 systems that achieved Blue Drop status are truly 'excellent', and the municipalities are congratulated for their devoted efforts.

Comparative Analysis of Provincial Performance

Provincial performance profiles are the summation of the respective municipal performances. Each Province has different dynamics with municipal participants that perform exceptionally well, on average, unsatisfactory or very poorly. The key performance indicators are compared for benchmarking and self-assessment purpose in the following table. The table prioritises in terms of highest- to lowest provincial performers:

Province	Provincial Blue Drop Score	Blue Drop Awards 2011	% Systems that achieved ≥50% Blue Drop score	Position on National Performance Log
Gauteng	95.10%	7	87.5	1
W-Cape	94.09%	29	77.2	2
KZN	80.49%	7	73.8	3
E-Cape	77.33%	4	50.9	4
Free state	64.01%	3	38.2	5
Limpopo	64.00%	5	45.3	6
N-West	62.25%	3	25.6	7
N-Cape	62.07%	0	51.0	8
Mpumalanga	56.50%	8	55.0	9

The following pie-chart provides a schematic view of the Provincial Blue Drop scores, where Gauteng takes the lead, followed closely by Western Cape and KZN.



Key Findings and Way Forward

The national position on water service management performance varies from excellent to very poor. The one accomplishment that can be attributed to municipalities in South Africa is the marked increase in submission of evidence for Blue Drop assessments, and the subsequent 100% assessment of all municipalities. This mark an important reference point which few countries can claim credit. As such, the Regulator has a complete database of the exact strengths and gaps per municipality and per water supply system from where gradual and sustainable improvement can be facilitated and measured on a continuous basis.

The value proposition of Blue Drop information to the sector is vast:

- Provides the Regulator with a scientific basis to prioritise regulatory interventions where poor performance and drinking water failures are evident;
- Provides sector partners that are responsible for support with information on the critical aspects that need support and will direct the 'type' of support required;
- Provides Local Government with information and data pertaining to their systems to plan progressively for continued improvement or turnaround where reduced performance is still evident
- Lastly, Blue Drop information provides the public with accurate and verified information on the status of their local municipality's drinking water service management performance.

The way forward is contained in a progressive Blue Drop programme which alternates the Blue Drop assessments with regulatory implementation on ground level, which will be directed by the Blue Drop information. In 2011, the Regulator will continue its 4th Blue Drop Certification Assessment, which will be reported to the sector at the 2012 WISA Conference. In 2012, the Regulation Unit will be engaging (through predetermined Regulatory Inspector Panels) with allocated Water Services Authorities in order to measure progress on the published Blue Drop Reports as well as WS Regulation Performance Publications (RPMS). This means that panels will be:

- Monitoring rectification processes (which will include planning initiatives, technology choices, MG applications, etc);
- Gauge BDS and RPMS activity;
- Work with low performing municipalities to identify key areas of focus for turnaround and to perform proper performance audits;
- Monitoring Service Level Agreements vs. Actual Service Delivery/performance by service providers;
- Allow for the Municipal Cross Pollination programme to take effect;
- Work with Water Resource and Protection unit to inform the licensing processes.

The above outputs will be contained in a Blue Drop Progress Publication in 2013 to inform stakeholders of the progress on the ground. A detailed schedule and WORKplan is available for sector consultation and input at the Municipal Water Quality Conference of June 2011.

Blue Drop Awards 2011

The following municipalities are congratulated for their excellence achievement in terms of their compliance status, standards and good management practice in drinking water quality management and service delivery to their communities. Well done and continue to aspire to advance this good performance to even higher peripheries in the coming year.

66 Blue Drop Certificates are awarded in 2011(alphabetical order):



Eastern Cape:

- **2 Blue Drops** : Buffalo City Local Municipality
- **2 Blue Drops** : Joe Gqabi District Municipality

Free State:

- **2 Blue Drops** : Maluti-a-Phofung Local Municipality
- **1 Blue Drop** : Setsoto Local Municipality

Gauteng:

- **1 Blue Drop** : City of Johannesburg Metropolitan Municipality / Johannesburg Water and Rand Water
- **2 Blue Drops** : City of Tshwane Metropolitan Municipality / Rand Water and Magalies Water
- **1 Blue Drop** : Ekurhuleni Metropolitan Municipality / Rand Water
- **1 Blue Drop** : Emfuleni Local Municipality / Rand Water
- **1 Blue Drop** : Mogale City Local Municipality / Rand Water
- **1 Blue Drop** : Randfontein Local Municipality / Rand Water

Kwa-Zulu Natal:

- **1 Blue Drop** : eThekweni Metro Municipality / Umgeni Water
- **2 Blue Drops** : Ilembe Local Municipality / Umgeni Water and Siza Water
- **1 Blue Drop** : Msunduzi Local Municipality
- **4 Blue Drops** : Ugu District Municipality / Umgeni Water

Limpopo:

- **1 Blue Drop** : Modimolle Local Municipality / Magalies Water
- **2 Blue Drops** : Mopani District Municipality / Lepelle Water and Greater Tzaneen Local Municipality
- **2 Blue Drops** : Polokwane District Municipality / Lepelle Water

Mpumalanga:

- **2 Blue Drops** : Mbombela Local Municipality / Silulumanzi
- **6 Blue Drops** : Steve Tswete Local Municipality / ESKOM

North West:

- **1 Blue Drop** : Matlosana Local Municipality / Midvaal Water Company
- **1 Blue Drop** : Rustenburg Local Municipality / Rand Water
- **1 Blue Drop** : Tlokwe Local Municipality

Northern Cape:

- **1 Blue Drop** : Frances Baard District Municipality / Sedibeng Water
- **1 Blue Drop** : Kgatelopele Local Municipality

Western Cape:

- **1 Blue Drop** : Beaufort West Local Municipality
- **3 Blue Drops** : Bitou Local Municipality
- **1 Blue Drop** : City of Cape Town Metropolitan Municipality
- **3 Blue Drops** : Drakenstein Local Municipality / City of Cape Town and West Coast District Municipality
- **2 Blue Drops** : George Local Municipality
- **2 Blue Drops** : Mossel Bay Local Municipality
- **3 Blue Drops** : Overstrand Local Municipality
- **3 Blue Drops** : Stellenbosch Local Municipality / City of Cape Town
- **3 Blue Drops** : West Coast District Municipality
- **5 Blue Drops** : Witzenberg Local Municipality

Blue Drop Certified Systems for 2011 (alphabetical order):

- | | | |
|-----|-------------------------------------|--|
| 1. | Arnot / Reitkuil | : Steve Tshwete Local Municipality |
| 2. | Bainskloof | : Drakenstein Local Municipality |
| 3. | Beaufort West | : Beaufort West Local Municipality |
| 4. | Bitterfontein | : West Coast District Municipality |
| 5. | Blackheath | : Stellenbosch Local Municipality |
| 6. | Buffelsrivier | : Overstrand Local Municipality |
| 7. | City of Cape Town Metropolitan Area | : City of Cape Town MM |
| 8. | City of Polokwane | : Polokwane Local Municipality |
| 9. | Central & South Tshwane | : City of Tshwane MM |
| 10. | Ceres | : Witzenberg Local Municipality |
| 11. | Danielskuil | : Kgatelopele Local Municipality |
| 12. | Dolphin Coast | : Ilembe District Municipality |
| 13. | Doorenkop 1&2 | : Steve Tshwete Local Municipality |
| 14. | Drakenstein | : Drakenstein Local Municipality |
| 15. | East London (Umzinyana) | : Buffalo City Local Municipality |
| 16. | Ekurhuleni | : Ekurhuleni Metropolitan Municipality |
| 17. | Emfuleni | : Emfuleni Local Municipality |
| 18. | Eskom Hendrina (Pullenshope) | : Steve Tshwete Local Municipality |
| 19. | eThekweni Main | : eThekweni Metropolitan Municipality |
| 20. | Faure | : Stellenbosch Local Municipality |

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| 21. | Ficksburg | : Setsoto Local Municipality |
| 22. | George | : George Local Municipality |
| 23. | Ghost Town to Mazakhele | : Ugu District Municipality |
| 24. | Gouda | : Drakenstein Local Municipality |
| 25. | Greater Gans Bay | : Overstrand Local Municipality |
| 26. | Greater Johannesburg | : City of Johannesburg MM |
| 27. | Groutville | : Ilembe District Municipality |
| 28. | Harrismith(Wilge) | : Maluti-a-Phofung Local Municipality |
| 29. | Hendrina | : Steve Tshwete Local Municipality |
| 30. | King Williams Town | : Buffalo City Local Municipality |
| 31. | Koopmansfontein | : Frances Baard District Municipality |
| 32. | Kurland | : Bitou Local Municipality |
| 33. | Letsitele | : Mopani District Municipality |
| 34. | Mankweng | : Polokwane Local Municipality |
| 35. | Marikana | : Rustenburg Local Municipality |
| 36. | Mathulini, Mthwalume & Qoloqolo | : Ugu District Municipality |
| 37. | Matlosana | : Matlosana Local Municipality |
| 38. | Matsulu | : Mbombela Local Municipality |
| 39. | Middelburg / Mhluzi | : Steve Tshwete Local Municipality |
| 40. | Modimolle | : Modimolle Local Municipality |
| 41. | Mogale City | : Mogale City Local Municipality |
| 42. | Mossel Bay | : Mossel Bay Local Municipality |
| 43. | Msunduzi | : Msunduzi Local Municipality |
| 44. | Nature's Valley | : Bitou Local Municipality |
| 45. | Nelspruit | : Mbombela Local Municipality |
| 46. | North Tshwane (Roodeplaat) | : City of Tshwane MM |
| 47. | Op Die Berg | : Witzenberg Local Municipality |
| 48. | Plettenberg Bay | : Bitou Local Municipality |
| 49. | Presidentsrus | : Steve Tshwete Local Municipality |
| 50. | Prince Alfred Hamlet | : Witzenberg Local Municipality |
| 51. | Qwa Qwa (Makwane) | : Maluti-a-Phofung Local Municipality |
| 52. | Randfontein | : Randfontein Local Municipality |
| 53. | Ruiterbos | : Mossel Bay Local Municipality |
| 54. | Southbroom to Port Edward & Inland | : Ugu District Municipality |
| 55. | Stanford Oog | : Overstrand Local Municipality |
| 56. | Stellenbosch | : Stellenbosch Local Municipality |
| 57. | Sterkspruit | : Joe Gqabi District Municipality |
| 58. | Swartland Bulk | : West Coast District Municipality |
| 59. | Tlokwe | : Tlokwe Local Municipality |
| 60. | Tulbagh | : Witzenberg Local Municipality |
| 61. | Tzaneen | : Mopani District Municipality |
| 62. | Ugie | : Joe Gqabi District Municipality |
| 63. | Umzinto & Pennington to Scottburgh | : Ugu District Municipality |
| 64. | Wilderness | : George Local Municipality |
| 65. | Withoogte Bulk | : West Coast District Municipality |
| 66. | Wolsley | : Witzenberg Local Municipality |

