

WATER SERVICES AUTHORITIES SUMMIT

18 and 19 January 2024

How WSAs are going to respond to the Blue Drop, Green Drop and No Drop Reports

GREEN
DROP



BLUE
DROP

NO
DROP

AGREED ACTIONS

1. Objectives of the Summit

The objectives of the summit were:

- All WSAs are familiar with the 2023 No Drop, Blue Drop, and Green Drop results, and their implications
- WSAs know the causes of good performance and poor performance
- WSAs identify the most important issues to be included in action plans to be developed by them
- WSAs with water supply and wastewater in a critical state of performance agree to implement fundamental changes to address the situation
- Municipalities exchange best practices, share lessons learned and identify areas of collaboration
- Various support mechanisms to assist the poor and critical performing entities are identified
- The profile of the issue of the quality of water and sanitation services is raised.

2. Summit Programme

The 2023 No Drop, Blue Drop, and Green Drop results were presented to the delegates. The WSAs were then divided into four groups based on their Drop results. A DWS official made a presentation to each group on the BD, GD and ND results specific to that group, analysis of the results, and initial recommendations for what should be done by the municipalities in that group to address the BD, GD and ND results. The groups deliberated on the presentations and provide inputs, particularly with regard to actions to be taken to address the drop results. The revised presentations were then presented to plenary and agreed to.

3. Agreed Actions by WSAs

3.1 Key agreed actions

- 3.1.1 Each WSA will develop an **action plan** to address the Drop results and submit this to DWS by the end of February 2024.

The actions plans must include putting in place all the required management tools to address poor performance in terms of BD, GD and ND (as described in the guidelines provided by DWS on the IRIS <http://ws.dws.gov.za/iris/documents.aspx>), with timeframes, such as Wastewater Risk Abatement Plans and Process Audits

The actions plans must be divided into actions with short, medium and long-term timeframes.

Those actions without substantial financial implications must have short timeframes.

All municipalities must issue advisory notices without fail when their drinking water quality fails to meet drinking water standards.

- 3.2.2 DWS, COGTA, NT and SALGA will urgently set up a joint facility to implement a **coordinated process of supporting municipalities to undertake Municipal Systems Act S78 assessments** objectively and in terms of the legislated process in the Municipal Systems Act, which also requires Council resolution. This process will focus on all the 67 municipalities in Group 1, which scored 'critical' in terms of the blue drop or green drop assessments. The aim of these S78 assessments will be to review the current WSP mechanism (which is not working) with a review to identifying the best mechanism to provide the service effectively. Municipalities in Group 2, which scored 'poor' in terms of the blue drop or green drop assessments, should also be part of the process.

WATER IS LIFE - SANITATION IS DIGNITY

SOUTH AFRICA IS A WATER- SCARCE COUNTRY



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA



blue drop
CERTIFICATION
drinking water quality
REGULATION



no drop
CERTIFICATION
water use efficiency
REGULATION



green drop
CERTIFICATION
waste water services
REGULATION





3.2 Key common actions to be implemented by all WSAs

- 3.2.1 All WSAs/WSPs to implement **non-revenue water programmes**, with targets and timeframes. The case study of the successful NRW programme in Ekurhuleni provides a good example.
- 3.2.2 All WSAs/WSPs to implement **water conservation and demand management programmes**, with targets and timeframes, to reduce demand towards the international norm of 176l/c/d.
- 3.2.3 All WSAs to consider **ringfencing revenues from water services for water services functions**.
 - a. All WSA will develop an **infrastructure security strategy/ plan**, to combat vandalism and theft of water and sanitation infrastructure.

3.3 Other actions to be implemented by the WSAs in Group 1

The action plans for the municipalities in Group 1 must also include:

- the Municipal Systems Act S78 process referred to above
- addressing the shortages of certified process controllers, including through training of existing staff to enable certification
- improving operational monitoring (on site daily testing)
- improving the condition of wastewater infrastructure in particular
- improving financial management.

3.4 Other actions to be implemented by the WSAs in Group 2

The action plans for the municipalities in Group 2 must also include:

- consideration of the Municipal Systems Act S78 process referred to above
- WSA water safety plans must include identification of potential pollution from upstream WWTW, and consultation with other relevant WSA to address this, within 3 months
- where appropriate the WSA in this group will engage relevant neighboring WSAs regarding joint catchment risk abatement planning to collectively deal with sewage pollution, within 6 months
- prioritization of investment infrastructure and equipment to reduce nonrevenue water (e.g. meters)
- engagement with their communities to address non-payment.
- putting in place responsive systems for leak and sewage spills reporting, within the next 12 months
- plans for mentoring by the good performing WSAs (cross-pollination)
- review of Bylaws to enforce revenue collection
- upskilling of existing staff with support of training bodies.

3.5 Other actions to be implemented by the WSAs in Group 3

The action plans for the municipalities in Group 3 must also include:

- All WSA to ensure registration of plant, Process Controllers and upload monitoring data on IRIS with DWS support, within 6 months
- WSA to assess their compliance against the new Regulation 3630 on classification of works and Process Controller registration and ensure compliance by 26 June 2025



- Where under performance against KPAs are identified in BD, GD and ND reports these must be listed in the risk registers and discussed in Risk Management and Council meetings, within 2 months
- WSA to plan to recruit Supervisors, Engineers, Process Controllers & Scientists to replace the aging workforce (ongoing)
- WSA to partner with private sector and civil society where possible and feasible to improve service delivery and to protect infrastructure (e.g. PPP, collaboration with industry), supported by the Strategic Water Sector Partnership Network and Water Partnership Office (ongoing)
- WSA should plan to invest a portion of revenue for Infrastructure renewal
- WSA should engage with their communities to address non-payment (ongoing)
- WSA must focus on upskilling of existing staff with support of training bodies
- WSA to consider long-term planning (20y)
- WSA to assess possibility of obtaining direct feed from Eskom for their water and sanitation infrastructure to enable exemption from loadshedding.

3.6 Other actions to be implemented by the WSAs in Group 4

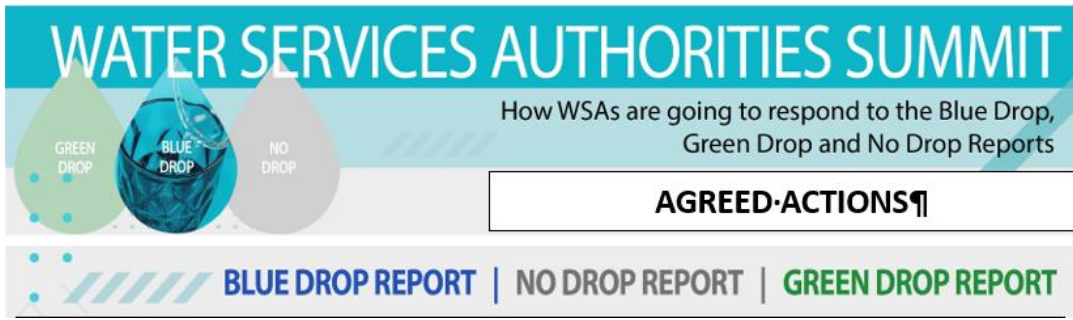
The action plans for the municipalities in Group 4 must also include:

- making sure that all their individual systems obtain good or excellent scores
- reducing NRW and leaks
- improving their operational monitoring (i.e. ensure that proper treatment process are followed, and necessary tests are done on-site)
- improving the condition of their infrastructure particularly wastewater infrastructure
- developing security plans to deal with water infrastructure for the next budgeting cycle, including public awareness
- investment in generators/alternative power supply/energy efficiency programmes in their coming budget cycles
- using next midterm budget reviews to prioritise improvement/action plans
- working with the Water Partnerships Office to mobilise private sector finance e.g. leaking pipe replacement
- embracing and developing new technologies supported by institutions of higher learning
- being open to reasonable requests from less well performing municipalities for knowledge sharing, advice and mentoring, within their available resource constraints
- where appropriate, engaging with relevant neighboring municipalities and other water users regarding joint catchment-based risk abatement planning to collectively deal with pollution
- utilising IGR platforms to share lessons on best practices e.g. Catchment Forums.



4. Actions to be taken by national and provincial government and SALGA

No	Action	Responsibility	Timeframe
1	Plan for coordinated Section 78 process	SALGA, DWS, COGTA,	Progress report by end February 2024
2	Determine possible debt relief measures for water debts	DWS and NT	End January 2024
3	Put in place measures to develop local suppliers of chemicals for water treatment, particularly chlorine	DWS, DTIC and COGTA	Plan by end January 2024
4	Develop standard models for external WSPs	DWS, COGTA and SALGA	Models to be developed by end March 2024
5	Develop clear definitions of the roles and functions of WSAs vs WSPs	DWS	End February 2024
6	Engage further with the Minister of Electricity about exempting municipal water and sanitation services from load shedding	Minister of W&S	End February 2024
7	DWS to publish a similar assessment of the performance of all the Water Boards in terms of BD, GD and ND, and require all the Water Boards to develop actions plans to address weaknesses in performance	DWS	End February 2024
8	DWS and AWSISA to develop plan for building Water Boards' capacity and readiness to provide a retail WSP function to WSAs if requested	DWS and AWSISA	End March 2024
9	DWS and COGTA continue to engage NT with regard to ringfencing of revenues from the sale of water for water functions	DWS and COGTA	Ongoing
10	COGTA to review allocation of WSA status to municipalities	COGTA and DWS	Review to commence by March 2024
11	DWS to strengthen its compliance and enforcement	DWS	Ongoing
12	National Treasury, DWS, COGTA and DHS to work together to utilize grant conditions to incentivize improvements in Blue Drop, Green Drop and No Drop scores	DWS, National Treasury	Before the next grant cycle
13	DWS to plan and implement the required the National Resource infrastructure projects to provide sufficient assurance of supply to municipalities	DWS	ongoing
14	DWS to implement an awareness campaign to address the culture of non-payment for water services	DWS	Over the next year and beyond
15	DWS to increase awareness of assistance available of registration of plant and Process Controllers	DWS	End April 2024
16	Provincial offices of DWS and Municipalities to engage local media and public about individual municipality BD, GD & ND results to ensure they are well understood	DWS	End March 2024
17	National Treasury to review the Local Government Fiscal Framework to enable ringfencing of water revenues for water services	NT	End November 2024
18	DWS will review GD/BD programmes criteria before the next drop cycle to: <ul style="list-style-type: none"> cater for more diverse technologies 	DWS	Before the next drop cycle



No	Action	Responsibility	Timeframe
	<ul style="list-style-type: none"> allow the use of internal resources rather than outsourcing 		
19	Roll out SOP for ground water management to municipalities to enable improvement in the quality of groundwater provided to residents	DWS	End April 2024
20	Investigate making allocation of 10% of MIG repairs and refurbishment should be mandatory for the poor performing municipalities	COGTA and NT	End February

Annexure A: List of Municipalities per group and group categorisation

Group 1

This group consists of 67 municipalities that scored critical on average across their water supply systems and/or wastewater systems in the 2023 full Blue drop and 2022 full Green Drop Assessments

1. Tokologo LM
2. Kareeberg LM
3. Metsimaholo LM
4. Merafong LM
5. Rand West LM
6. Blue Crane Route LM
7. Kouga LM
8. Makana LM
9. Ndlambe LM
10. Kopanong LM
11. Mantsopa LM
12. Matjhabeng LM
13. Moqhaka LM
14. Nala LM
15. Ngwathe LM
16. Phumelela LM
17. Setsoto LM
18. Umkhanyakude DM
19. Umzinyathi DM
20. Zululand DM
21. Mogalakwena LM
22. Polokwane LM
23. Thabazimbi LM
24. Vhembe DM
25. Bushbuckridge LM
26. Lekwa LM
27. Pixley Ka Seme LM
28. Gamagara LM
29. Nama Khoi LM
30. Dr. Ruth S Mompoti DM
31. Maquassi Hills LM
32. Moretele LM
33. Moses Kotane LM
34. Ngaka Modiri Molema DM
35. Langeberg LM
36. Swellendam LM
37. Dr Beyers Naude LM
38. Koukamma LM
39. Sundays River Valley LM
40. Mafube LM
41. Maluti-a-Phofung LM
42. Masilonyana LM
43. Mohokare LM
44. Albert Luthuli LM
45. Dipaleseng LM
46. Msukaligwa LM
47. Thaba Chweu LM
48. !Kai! Garib LM
49. !Kheis LM
50. Dikgatlong LM
51. Emthanjeni LM
52. Ga-Segonyana LM
53. Joe Morolong LM
54. Kamiesberg LM
55. Karoo Hoogland LM
56. Kgatelopele LM
57. Khai-Ma LM
58. Magareng LM
59. Phokwane LM
60. Renosterberg LM
61. Richtersveld LM
62. Siyancuma LM
63. Ubuntu LM
64. Umsobomvu LM
65. Kgetlengrivier LM
66. Kannaland LM
67. Prince Albert LM

Group 2

This group consist of thirty-eight municipalities that scored poor on average across their water supply systems and/or wastewater supply systems in the 2023 full Blue Drop and 2022 full Green Drop assessments

1. Chris Hani DM
2. Letsemeng LM
3. Nketoana LM
4. Amajuba DM
5. King Cetshwayo DM
6. Capricorn DM
7. Greater Sekhukhune DM
8. Lephalale LM
9. Emakhazeni LM
10. Hantam LM
11. Siyathemba LM
12. Cederberg LM
13. Laingsburg LM*
14. Alfred Nzo DM
15. Joe Gqabi DM
16. O R Tambo DM
17. Dihlabeng LM
18. Mangaung Metro
19. Tswelopele LM
20. Emfuleni LM
21. Ugu DM
22. uThukela DM
23. Bela-Bela LM
24. Modimolle-Mookgophong LM
25. Mopani DM
26. Dr J S Moroka LM
27. Emalahleni LM
28. Govan Mbeki LM
29. Thembisile LM
30. Victor Khanye LM
31. Sol Plaatjie LM
32. Thembelihle LM
33. Tsantsabane LM
34. Madibeng LM
35. Matlosana LM
36. Hessequa LM
37. Matzikama LM
38. Oudshoorn LM

Group 3

This group consists of 27 municipalities that scored average across their water supply systems in 2023 full Blue Drop and or 2022 full Green Drop Assessments

1. Amathole District Municipality
2. Beaufort West Local Municipality
3. Bergrivier Local Municipality
4. Breede Valley Local Municipality
5. Buffalo City Metro Municipality
6. Cape Agulhas Local Municipality
7. City of Johannesburg Metropolitan Municipality
8. City of Tshwane Metropolitan Municipality
9. Dawid Kruiper Local Municipality
10. eThekweni Metropolitan Municipality
11. George Local Municipality
12. Harry Gwala District Municipality
13. iLembe District Municipality
14. Knysna Local Municipality
15. Lesedi Local Municipality
16. Mbombela/ Umjindi Local Municipality
17. Midvaal Local Municipality
18. Mkhondo Local Municipality
19. Mogale City Local Municipality
20. Msunduzi Local Municipality*
21. Nelson Mandela Metropolitan Municipality
22. Newcastle Local Municipality
23. Nkomazi Local Municipality
24. Rustenburg Local Municipality
25. Stellenbosch Local Municipality
26. Steve Tshwete Local Municipality
27. uMhlathuze Local Municipality

Group 4

This group consist of twelve municipalities which scored good or excellent on average across their water supply systems and/or wastewater systems in 2023 full Blue Drop and 2022 full Green Drop assessments

1. Bitou Local Municipality
2. City of Cape Town Metro
3. City of Ekurhuleni Metro
4. Drakenstein Local Municipality
5. JB Marks Local Municipality
6. Mosselbay Local Municipality
7. Overstrand Local Municipality
8. Saldanha Bay Local Municipality
9. Swartland Local Municipality
10. Theewaterskloof Local Municipality
11. uMgungundlovu District Municipality
12. Witzenburg Local Municipality