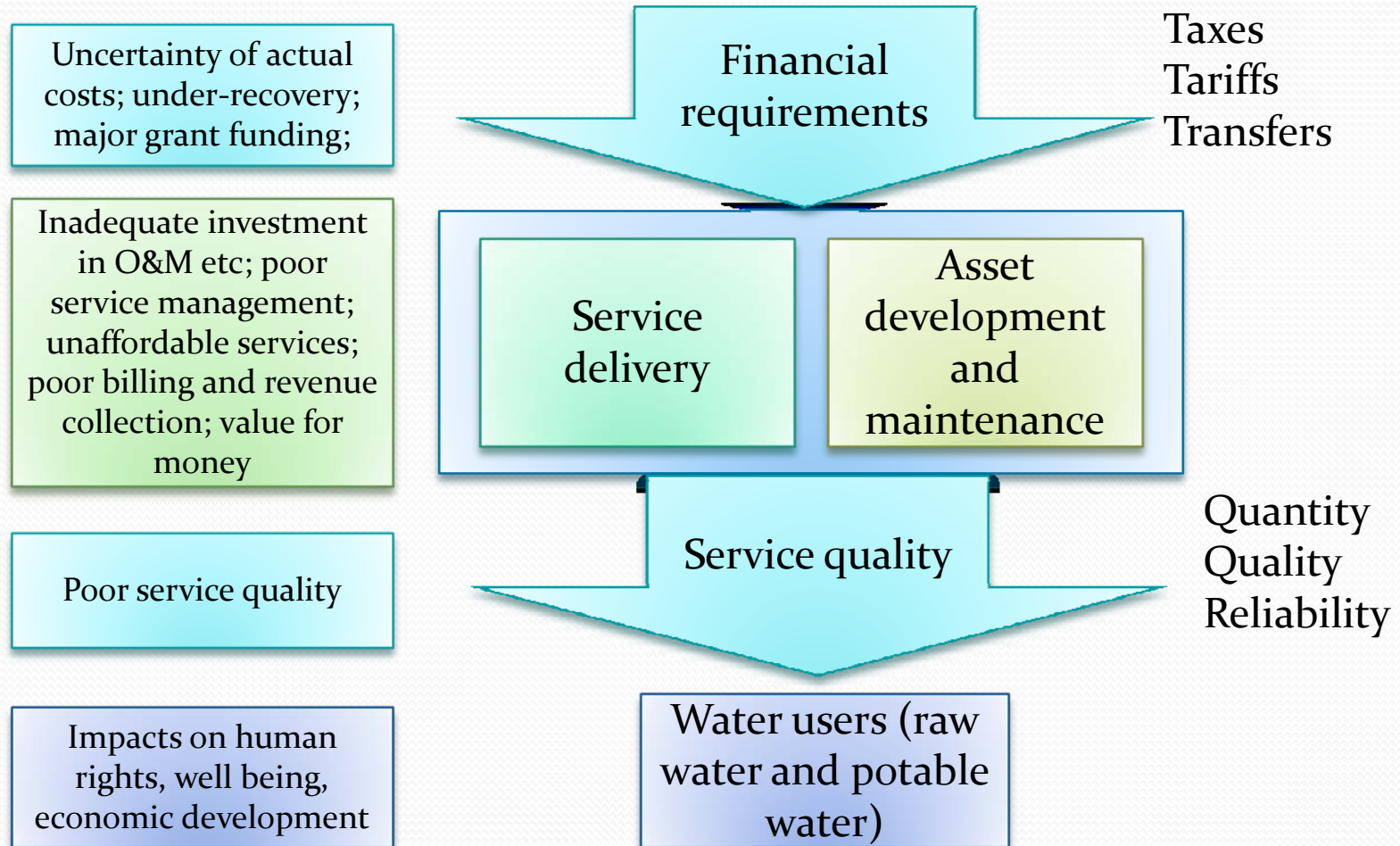
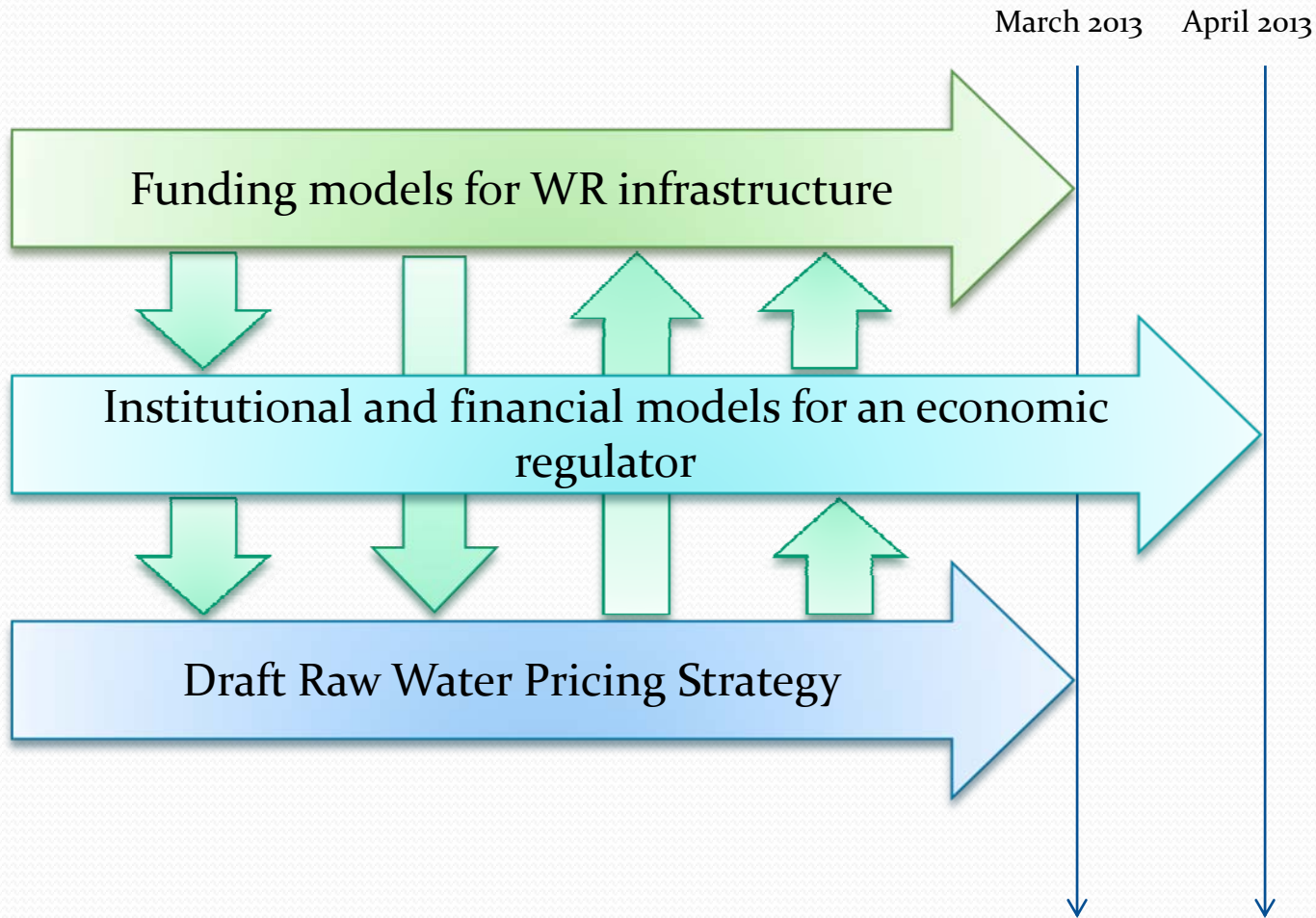


# Problem statement




Need stronger economic regulation

# The bigger picture





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- Insufficient investment in maintenance, refurbishment and replacement of infrastructure;
  - Poor management of services – interrupted supply, water quality, etc;
  - High levels of unaccounted for water – theft, wastage, unbilled;
  - Areas still unserved, particularly sanitation;
  - Weak tariff setting and billing;
  - Value for money in use of MIG and ES;
  - High levels of debt:
    - national and provincial govt to local govt water services;
    - local government to water boards;
    - water boards to DWA;

= unsustainable services; non-viable institutions; degrading infrastructure

= water users don't get the services they are paying for or are entitled to

= impacts on human rights

Therefore: need stronger *economic regulation*