



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

"Water is Life, Sanitation is Dignity"



This document was prepared and published by

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DOCUMENT CONTROL SHEET

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| Project name: | WP11432: Professional service provider under the Water Services Term Contract No. WP11359 to provide specialist and technical support for the No Drop Programme for a period of six months. |
| Report title: | 2023 No Drop Report |
| Report date: | November 2023 |
| Revision status: | Final Draft |

FOREWORD BY THE DIRECTOR GENERAL



You will recall that the Department of Water and Sanitation released the No Drop Watch Report in June 2023. The No Drop Watch report is based on No Drop Criterion 1.2 of the No Drop programme which covers the assessment of water losses and Non- Revenue Water (NRW) in South African Municipalities/ Water Services Authorities (WSA). It gives me great pleasure to present the 2023 No Drop Report.

The purpose of this 2023 No Drop Report is to provide a full overview of the performance of the WSA on Water Demand Management based on a suite of criteria and a range of Key Performance Areas (KPA's). It provides information and comprehension of WSAs planning regime, current status and performance on key areas pertaining to water

use efficiency (based on the June 2021/22 municipal financial year data) against basic regulation and best management practices.

The No Drop assessments have been designed to channel efforts and energy to build competencies pertaining to water use efficiency and are conducted in a differentiated and incremental approach for a few cycles, allowing all categories of Municipalities to put in more efforts and continuously improve their approaches to water use efficient practises. The high value baseline data and information generated by these assessment is also utilised by the Department to identify municipal areas in need of targeted support, as well as elevating priority regions where collective interventions are required.

Let me express my appreciation to the sector partners who have supported and embraced the No Drop concept. The No Drop Certification Programme was introduced in 2014 by the Department in partnership with the Strategic Water Partners Network (SWPN-SA) with the first No Drop Report released in 2015 as part of the Blue Drop assessment Criteria number 6. In 2018 the government of Denmark supported the Department in the development of the No Drop guideline. This guideline is very instrumental in providing guidance and additional information for the WSA to successfully complete their No Drop assessment and maximize their scoring, thus ensuring and encouraging full participation of WSAs in the process. The Department highly recognised and appreciate these partnerships and hope that the 2023 No Drop Report further highlights collaborative opportunities through public-private partnership and stewardship to improve service delivery and expedite the implementation of WC/WDM interventions.

The No Drop programme has been received with open arms and eager anticipation by the Water Services Authorities. It is highly commendable that one hundred and twenty (120) WSAs participated in this 2023 No Drop Assessment cycle.

As the Department, we are committed to ensuring that all 144 WSAs participate in these Assessments as it will become a high value source of data and information in attaining a holistic view of WSA's capacity, capability and performance in addressing Water Conservation and Water Demand Management (WC/WDM) successfully. This will in turn improve the water security in country.

The Department is pleased with excellent status and good practices that have been shown by a number of municipalities in the 2023 assessments, however, also notes the decline in water loss management practices, lack of metering, and poor infrastructure maintenance in majority of the municipalities. The municipalities that did not perform well are encouraged to improve their water loss management practices including the operation and maintenance of meters as well as technical capacity to the acceptable standards and to use these results to define their status, structure plans and resources accordingly.

Furthermore, a detail report on status of water losses and non- revenue water in South African municipalities (2012/2013 to 2022/2023) has been finalised and is being published at the same time as the 2023 No Drop report.

The Department commits to continuously implement this incentive based regulatory programme, enforcing its regulatory mandate thus ensuring improved service delivery and water security.

A handwritten signature in black ink, appearing to read 'SD Phillips', is positioned above the printed name.

Dr SD Phillips

Director-General

ACKNOWLEDGEMENTS

This study would not have been possible without the valuable contributions of the following institutions and stakeholders:

- Department of Water and Sanitation – National Office
- Department of Water and Sanitation – Provincial Offices
- Water Boards
- Metropolitan, District and Local Municipalities
- Professional Service Providers

Their strategic insights, encouragement, participation, and advice are appreciated.

EXECUTIVE SUMMARY

The importance of Water Conservation and Water Demand Management (WC/WDM) has long been recognised in South Africa and features prominently in planning, strategy, policy, legislation and even the South African Constitution.

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSAs' performance.

The No Drop Programme allows DWS as the Regulator to measure performance of WSAs pertaining to water use efficiency as managed by WSAs. The scorecard completed during the No Drop audits is used to assess the core competencies, or criteria that enable acceptable performance in water demand management in the municipal sector. Feedback is generated for the WSAs to define risk profiles and inform plans for improvement.

The comprehensive audit and the resulting No Drop scoring give an inclusive view of the water demand management business of the WSAs. It answers questions on planning, asset management, finance, technical skills, and performance. In the long term the No Drop Scorecards will become a high value source of data and information in specific areas that will be used to attain a holistic view of the WSAs' capacity, capability, and performance in addressing WC/WDM successfully.

The No Drop programme endeavours to:

- Improve service delivery and water security, whilst reducing water losses and non-revenue water.
- Provide a guideline to water services institutions to develop a business approach to achieving WC/WDM objectives.
- Encourage continuous improvement and performance excellence in water use efficiency, water loss and NRW management in South Africa.
- Use credible data to report against defined targets.
- Benchmark within defined municipal- and performance clusters and/or contribute to sector-wide benchmarking initiatives.
- Incorporate the full water services cycle of the WSA by targeting political and management levels, finance and technical departments, and users.
- Alignment with and complement the Blue Drop and Green Drop programmes.

The No Drop Programme has only been implemented once before, in 2014. As a component of the 2014 Blue Drop assessment a full assessment using all criteria was performed on the metros, and a first order assessment, using the three select criteria (water balance, strategy and planning, and compliance and performance), was performed on the other municipalities.

Although the No Drop Programme has not been repeated since 2014, several water loss benchmarking studies have been published since then. The most recent, the No Drop Watch Report, was published in June 2023. It reported on the status of water losses, non-revenue water and water use efficiency in South African municipalities as of June 2022.

Objective of the 2023 No Drop Assessment

The purpose of the 2023 No Drop Assessments was twofold:

- To complete the consultative assessment of the 144 WSAs as per the No Drop Requirements based on the 2021/22 financial year.
- To update the water balance and water loss benchmarking for the 2022/23 financial year. This is reported on in the Status of Water Loss, Water Use Efficiency and Non-Revenue Water in South African Municipalities (2012/13 to 2022/23).

The two reports are published simultaneously. The No Drop Report describes the criteria, methodology and findings of the No Drop Audit based on data related to the 2021/22 municipal financial year. The Water Loss Status report details the water balances and water use efficiencies and trends as of June 2023.

The 2023 No Drop Audit Process and Methodology

The intention to launch the No Drop Programme was announced at 9 Regional Symposiums in 2022. The programme started with virtual preparation and information sessions. The WSAs then submitted their data for a first assessment by the audit teams. Shortcomings identified by the auditors were discussed with the WSA during virtual audit meetings. WSAs could then submit additional data as required. A team of four auditors assessed each data set against fixed criteria using a set scoring system. The completed scorecards were collated, moderated, finalised and sent to the WSAs for their comment. The comments were considered and the necessary actions, if any, were taken by the audit team. Results were accumulated, interpreted, and reported on.

2023 No Drop Criteria

The 2023 No Drop assessments were performed using a reduced set of No Drop Criteria. These criteria were selected to assess a WSA's understanding of their WC/WDM status, the plans, strategies, budgets, and implementation of remedial projects. Below is a brief description of the Criteria.

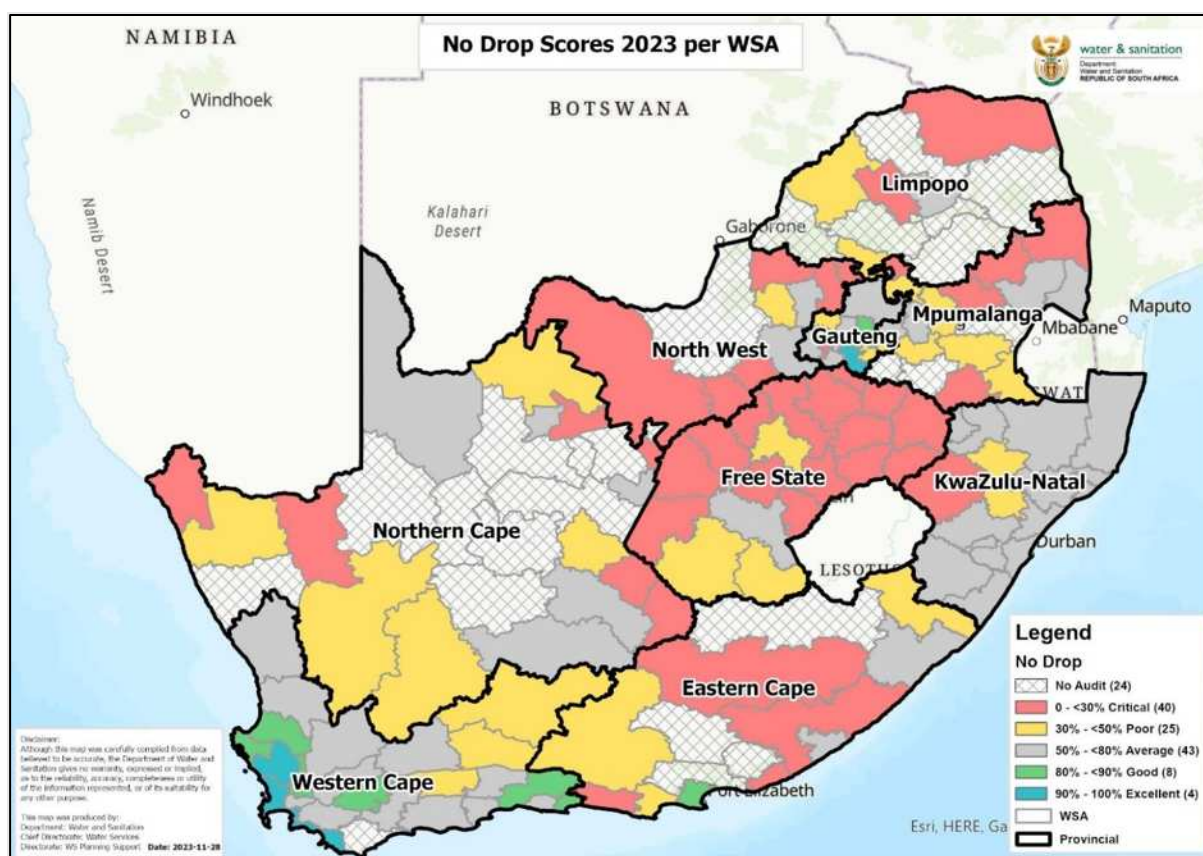
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| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

Summary of the No Drop Results

The No Drop Score is a measure used to assess a WSA's status quo relating to WC/WDM Key Performance Indicators and related business operations, their WC/WDM strategies and budgets, and implementation of WC/WDM projects. A total of 144 WSA's were contacted by The Department for the current No Drop assessments but 24 failed to submit data for the audit. This was disappointing and should be addressed.

The No Drop assessment results indicate that only 4 WSAs scored 90% or above, which falls within an excellent performance category and thus qualified for No Drop Certification. These were Overstrand LM, The City of Cape Town Metropolitan Municipality, Midvaal LM and Swartland LM. Another 8 WSAs achieved a score between 80% and 90%, which is regarded as good performance. These WSAs performed well across all the assessed domains, and have the infrastructure, skills, systems, and processes to support optimal management and reduction of WC/WDM.

43 WSAs scored between 50% and 80%, which is regarded as average performance. The remaining 65 WSAs scored below 50%, whilst 24 WSA scored 0 % (failed to submit audit information), which is regarded as poor to critical performance. Those with critical performance indicates to have little knowledge of their status quo and should invest in developing a credible water balance which can be used to develop a WC/WDM strategy.



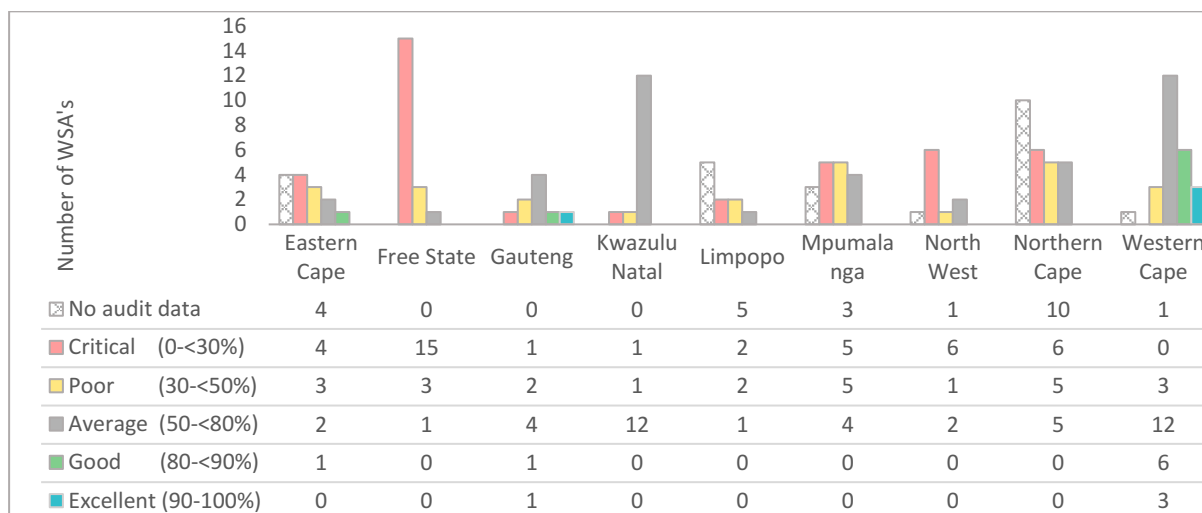
Map of No Drop Scores

No Drop Top scoring WSAs

| WSA | No Drop Score | Category | Province |
|--------------------|---------------|-----------|--------------|
| Overstrand | 101% | Excellent | Western Cape |
| City of Cape Town | 92% | Excellent | Western Cape |
| Midvaal | 91% | Excellent | Gauteng |
| Swartland | 91% | Excellent | Western Cape |
| Langeberg | 87% | Good | Western Cape |
| Saldanha Bay | 84% | Good | Western Cape |
| George | 82% | Good | Western Cape |
| Drakenstein | 82% | Good | Western Cape |
| Nelson Mandela Bay | 81% | Good | Eastern Cape |
| Bitou | 80% | Good | Western Cape |

| | | | |
|--------------------|-----|------|--------------|
| Bergvriër | 80% | Good | Western Cape |
| City of Ekurhuleni | 80% | Good | Gauteng |

The results per province are shown in the following figure. The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown for each of the provinces. The Western Cape and KwaZulu-Natal performed best with over 80% of their WSAs achieving scores above 50% and 67% of Gauteng's WSAs scored above 50%. In addition, almost all WSAs in these provinces submitted data. Of interest is that DWS, Water Boards and WSAs in these provinces regularly engage through various WC/WDM related forums and the WSAs regularly report on their water balances. This focus has contributed to the higher-than-average results in these provinces in terms of submission compliance, data quality, and No Drop Scores.



Summary of No Drop Score Per Province

All WSAs in Free State submitted data and most were well represented at the audit meetings. The interest shown by the WSAs is in contrast to their poor results. This indicates that the WSAs were not able to submit relevant documentation to support scoring.

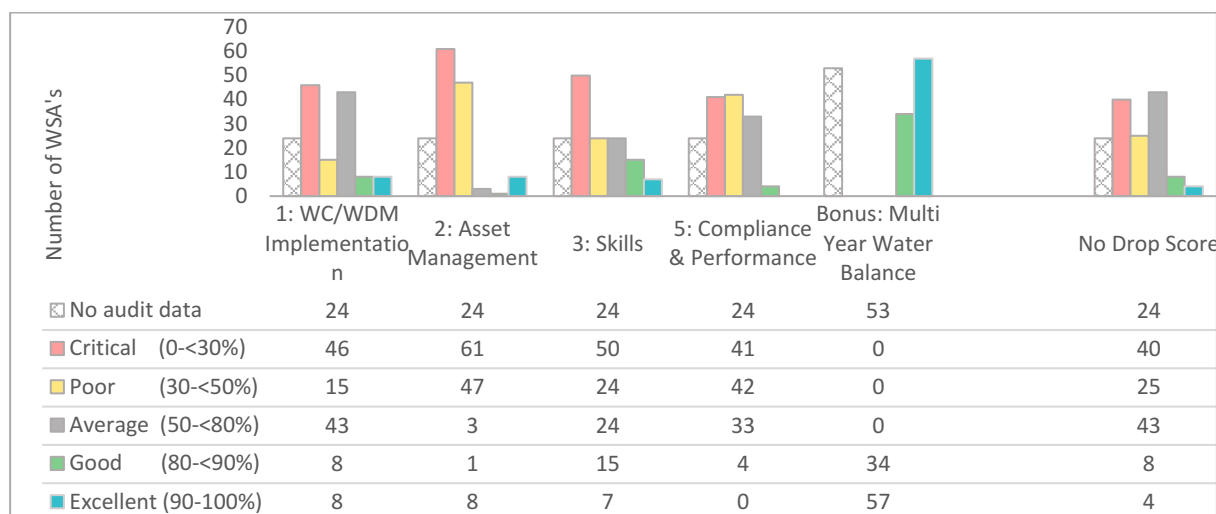
Free State, North West, Northern Cape, and Limpopo are concerning with a high percentage of WSAs showing critical performance. WSAs are not to be discouraged because this was the initial No Drop assessment and lessons learned will be beneficial in future audit cycles in terms of both data preparation and improvement in WC/WDM management and planning. However, more focus and awareness should be raised at the WSAs that lack a status quo analysis as this knowledge is the foundation on which WC/WDM strategies are based.

The graph below summarises the results for all WSAs in the country. The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown for each of the No Drop Criteria and the Final No Drop Score. The results are mapped per WSA in the main report.

More than half the WSAs either failed to respond, achieved poor or critical scores for each of the criteria indicating that there are deficits at WSAs with respect to WC/WDM activities across all the domains audited.

Knowing the status of water resources, current and future demands, having an accurate and up-to-date International Water Association (IWA) standard water balance and having a council approved WC/WDM strategy with an approved budget and implementation timeline is critical for effective WC/WDM. Criteria 1: WC/WDM Implementation is a measure of this knowledge. Only 8 WSAs could fully comply, another eight were assessed to be 'Good' and 46 WSAs were deemed to have critical deficits in this knowledge

base and action plans. These WSAs should start with preparing a water balance monthly, develop and fund a WC/WDM strategy, and implement leak fixing, bulk and consumer metering.



Summary of No Drop Results per Criteria and Final Score

On a positive note, the submission rate of water balances is improving. 81 WSAs submitted water balances for the 2021/22 financial year and 88 WSAs submitted their 2022/23 water balance for the benchmarking update (although not used for the audit). This is the highest submission rate ever.

Several Provinces have active data collection and collation programmes. WSAs in these Provinces are requested to report on a regular basis at structured forums and reconciliation strategy progress meetings. This focus on water balances may be a reason for the improved submission trend. The integrity of the water balances is also higher in these active Provinces.

It is unclear why there are still 53 WSAs that did not submit balances when it has been a requirement to do so for many years and training has been provided for the past 10 years. Possible reasons could include insufficient skills and/or lack of bulk and/or consumer metering.

Meter replacements (Criteria 2: Asset Management) are important to ensure accurate consumer metering and billing because meters deteriorate with use. 61 WSAs did not demonstrate any evidence of a meter replacement programme and only 8 WSAs could prove that they replaced more than 10% of their meters in the audit year, which is the stipulated minimum. It should be noted though that the metric only considered the audit year, and not whether large scale meter replacements had previously been implemented or would be implemented in the future, resulting in little action in the actual audit year.

The metropolitan municipalities were also assessed on their active monitoring of high water loss demand management areas (DMAs). All metros comply to some degree, but most could further extend the systems and/or improve the interpretation of the information or improve the response protocols to events.

Competent and qualified staff are necessary to drive and implement WC/WDM at WSAs. The Technical Skills Audit, Criterion 3, showed that only 22 WSAs could prove that they had these resources and 74 WSAs achieved a Poor or Critical score. This could be due to a real shortage in skills, or lack of an organogram or proof of qualifications regarding the team.

Compliance and Performance gives an indication of the WSAs knowledge, achievements and year-on-year improvements of WC/WDM key performance indicators including physical water losses, commercial water losses, Non-Revenue Water, and per capita water efficiencies. There were only 4 WSAs that obtained Good result, while 33 were Average. It should be noted that the analysis of

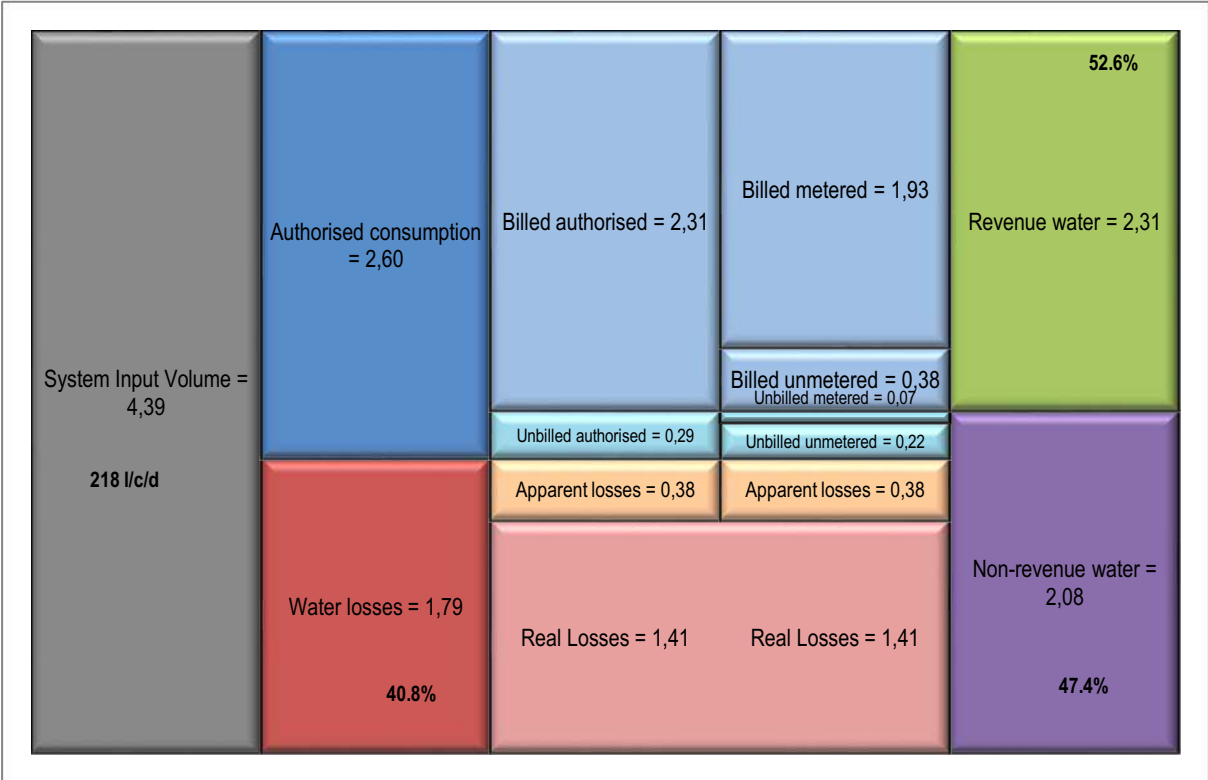
municipal performance per criteria was based on the 124 WSAs that submitted audit information. The 24 WSAs that did not submit audit information are scored 0, in all criteria and the overall No Drop score of this municipalities is 0, thus regarded as critical Performance.

Comparison to 2014 No Drop Audit Results

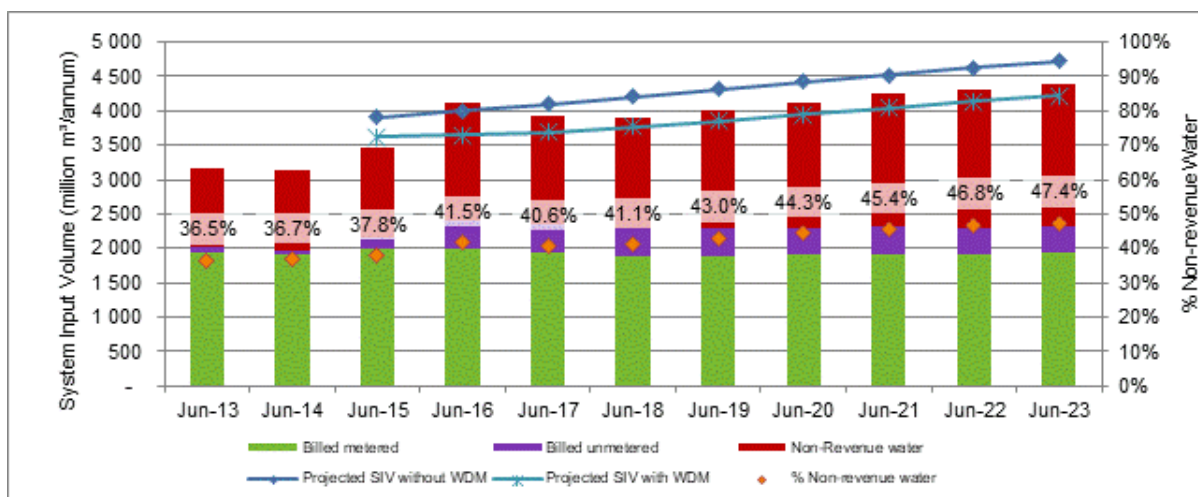
The criteria and weighting used in the 2014 and 2023 audits differed, but comparison does give some indication of the general trend with regard to data submission. Submission rates have improved although there were also WSAs that submitted data in 2014 but not in 2023. Where scores could be compared there was a general decline in No Drop Scores. Although 25 WSAs improved their score by more than 5%, scores declined by more than 5% for another 45.

National Water Balance

The primary intent of the benchmarking report was to provide a status update, as of June 2023, of the levels of NRW, water losses and water use efficiencies in South Africa. The national water balance indicates a SIV of 4.4 billion m³/annum, NRW of 2.1 billion m³/annum (47.4%) and water losses of 1.8 billion m³/annum (40.8%).



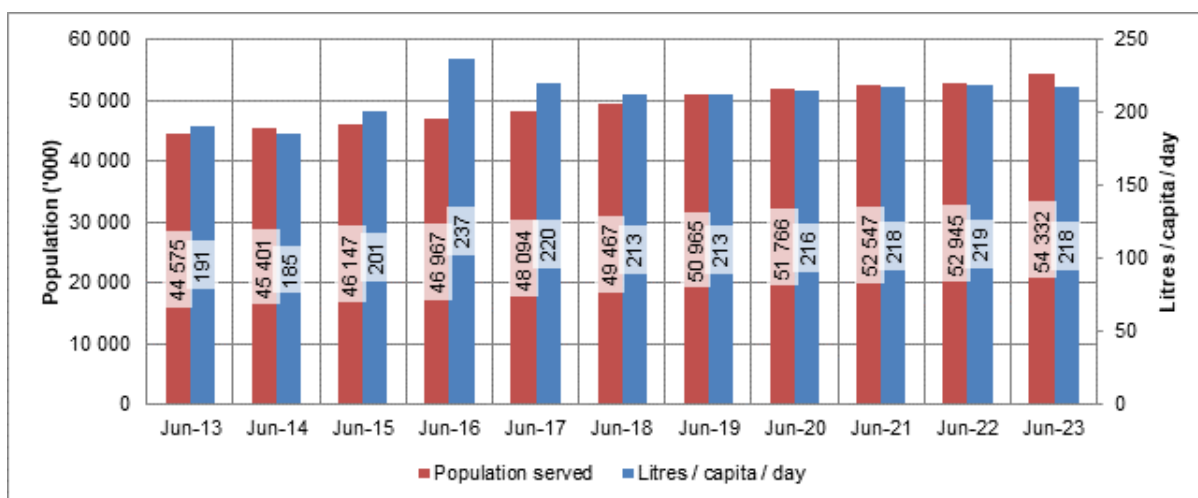
National Water Balance (2022/23) in billions m³/annum (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)



National Water Balance Trend (2022/23) in millions m³/annum

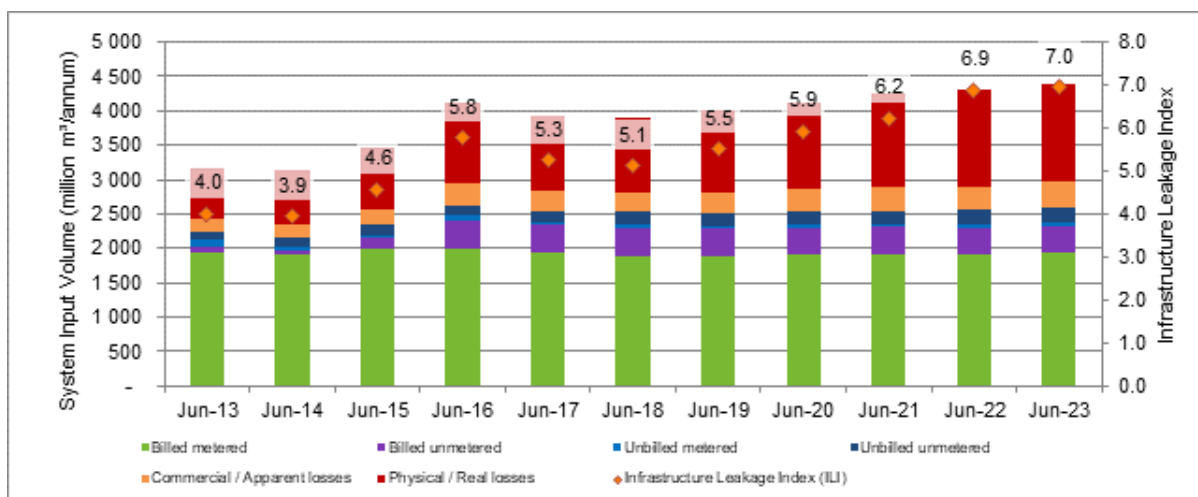
National NRW and water loss trends show a steady increase in NRW over the past 10 years and SIV (demand) projections with WC/WDM have been exceeded.

National trends suggest that the per capita consumption has remained constant over the past years, which is commendable. Nonetheless, the per capita consumption is significantly lower than the previous national average of 237 l/c/d presented in June 2016 because of the prevailing droughts in parts of South Africa, deteriorating infrastructure and service delivery.



National Water Use Efficiency Trend (2022/23) in millions m³/annum

The Infrastructure Leakage Index (ILI) deteriorated drastically from 2016 to date, showing signs of improvement in 2017 and 2018. The ILI of 7.0 indicates poorly managed physical losses. The COVID-19 pandemic has played havoc with municipal water losses and this trend is expected to improve once municipalities have returned to normal, eliminated the leak repair back-logs, and improved revenue collection.



National Water Loss Trend (2022/23) in millions m³/annum

The results indicate increased NRW, water losses, and ILI, but a significant decrease in the national per capita consumption.

Given the increases on three key NRW metrics, WC/WDM must be implemented as a matter of urgency in all Provinces, especially considering that several WSA's have NRW and water losses above 50%. There is significant scope for improvement in reporting levels, data accuracy and a reduction in SIV, NRW, water losses and improved efficiency across South Africa. Only continuous monitoring and analyses will provide a credible benchmark against which progress made with the implementation of WC/WDM can be measured. Continuous monitoring should also influence interventions required to manage demand, water losses, and NRW.

Conclusions

Given that all the WSAs were contacted with regards to the 2023 No Drop Audits, and 83 percent of the WSAs provided documentation and information for the audit it can be concluded that the re-implementation of the No Drop Audit was successful. This is an improvement on the 2014 audit where 67% of the WSA were able to submit No Drop related data. The audit meetings were generally well attended by WSA officials, indicating engagement with the process by WSAs.

The No Drop Scores achieved by the WSAs indicate that several WSAs have made a concerted effort with respect to WC/WDM as related to the No Drop requirements. These WSA are to be commended on the WC/ planning, asset management, technical skills, and performance.

A number of WSAs require critical attention as they have little knowledge of their status quo and should invest in developing a credible water balance which can be used to develop a WC/WDM strategy.

On a provincial level it can be concluded that regular reporting of water balances supports positive audit results. This is demonstrated in Western Cape, KwaZulu Natal and Gauteng. In the Free State, the WSAs attended audit meetings but did not submit data. The conclusion is that they do not have the resources or systems in place to do so.

Other provinces where resources in terms of skills and/or systems are required include North West, Limpopo, and Northern Cape because of a number of WSAs with a poor or critical result or that could not submit any meaningful data.

The No Drop Scores per Criteria indicate that WSAs are lacking across all domains assessed in the 2023 audit. There is an indication that the completion of the Water Balance is better supported than other aspects of the criteria which also relate to knowing the status of water resources, future requirements, a council approved WC/WDM strategy and associated budget for implementation.

There is significant scope for improvement in reporting levels, data accuracy and a reduction in SIV, NRW, water losses and improved efficiency across South Africa. Only continuous monitoring and analyses will provide a credible benchmark against which progress made with the implementation of WC/WDM can be measured. Continuous monitoring should also influence interventions required to manage demand, water losses, and NRW.

Recommendations

The following recommendations are made to build on the progress made with reporting and the implementation of WC/WDM in the municipal environment:

Department of Water and Sanitation

- All Provincial Offices should establish reporting structures, schedule meetings with municipalities to confirm WC/WDM targets, analyse the water balance information, and provide feedback. The reporting structures in well performing Provinces are now well established and managed by the respective Provinces, and most municipalities are reporting quarterly. The initiative has been supported by Directorate: Regulations through sending directives to municipalities who did not respond. A similar approach could be followed for all Provinces to improve communications and water balance reporting.
- The national NRW assessment completed between 2011 and 2021 suggests that about 45% of municipalities cannot provide basic information such as monthly consumption figures. One of the key challenges with gathering the information is the poor communication channels with municipalities. Discussions also indicate that in some cases municipalities are unwilling to provide the information as it reflects badly on them, or they indicated that the information has already been submitted through the Water Services Development Plan (WSDP) and various questionnaires. Government should reconsider communication channels with municipalities. Communication should be more formal, avoid duplication, and target senior management in the organisation.
- The No Drop programme should be fully rolled-out as planned, alongside the other Drop programmes to confirm credibility of the water balance information, to strengthen the reporting requirements by the municipalities and further elevate WC/WDM regulation in the municipal environment. The Department should also enforce its regulatory mandate to penalise municipalities that do not comply with set regulation or make any efforts to comply.
- Ongoing monitoring and reporting of municipal NRW and water loss performance by DWS against determined targets and baselines are critical.
- DWS Provincial Offices / Catchment Management Agencies (CMAs) / Water Boards must increase their skills and capacity to provide WC/WDM support to municipalities, for monitoring and reporting.
- The Regulations Relating to Compulsory National Standards and Measures to Conserve Water (GNR.509 of 8 June 2001) states that a water services institution must fit a suitable water volume measuring device or volume controlling device to every user connection to control demand. Many municipalities do not comply with this regulation, which results in excessive leakages on private properties through leaking taps and toilets as there is no incentive for consumers to fix the leaks. DWS should consider strengthening regulations (not policy) whereby water services institutions are compelled to either measure and control or fix leaks on private properties, as government cannot continue to fund new infrastructure projects to supplement leakage. DWS is already encouraging the fixing of leaks through various programmes.
- The National Water and Sanitation Master Plan (DWS, 2018) states that South Africa is facing a water crisis caused by insufficient water infrastructure maintenance and investment, recurrent droughts driven by climatic variation, inequities in access to water and sanitation, environmental degradation and resource pollution, and a lack of skilled water engineers. This crisis is already having significant impacts on economic growth and on the well-being of everyone in South

Africa. The recommendations of the National Water and Sanitation Master Plan should be implemented as a matter of urgency.

Water Service Authorities

- Municipalities should encourage consumers to appreciate the value of water and enforce the user pays principal, through on-going awareness programmes.
- Municipalities should continue their effort to capitalise on the awareness created and sustain the savings achieved during the drought.
- Municipalities must actively participate and report at the reconciliation strategies meetings and use the outcomes to prioritise resources and budgets.
- Monitoring and reporting on water balances by municipalities could become more self-regulatory if a policy is implemented that no new infrastructure projects will be funded unless the municipality can provide actual consumption figures and proof that their water losses are under control. The IWA water balance should become the backbone of all water related management and decision support systems, especially grant application and awarding processes.
- Municipalities should increase their efforts to achieve the targets set under the reconciliation strategies to ensure water security, and targets must be reviewed regularly.
- Municipalities should increase their efforts to reduce NRW and the negative impact it has on their ability to generate income and operate a viable water service.
- Municipalities should resolve metering and billing issues to increase payment levels, encourage consumer fixing of leaks, prosecute illegal water connections, and reduce theft of water.
- The recommendations of the Second Edition of the National Water Resource Strategy (DWA, June 2013) must be implemented, including the call for greater emphasis on meeting specific targets to reduce water loss. WC/WDM measures will have multiple benefits in terms of the postponement of infrastructure augmentation, mitigation against climate change, support for economic growth, and ensuring that adequate water is available for equitable allocation.
- Municipal asset management needs to be improved to ensure greater sustainability of water supply services.
- There is close correlation between operations, maintenance, low water losses and NRW. Municipalities should implement proactive operations and maintenance programmes to coincide with WC/WDM programmes.
- Closer involvement and collaboration with National Treasury are critical to ensure issues related to funding of WC/WDM programmes, and metering and billing issues are resolved with municipal finance departments.

Stakeholders

- Greater involvement of the private sector through public-private partnership, stewardship, and performance-based contracts should be encouraged to improve service delivery and expedite the implementation of WC/WDM interventions. National Treasury should review the procurement of these contracts to eliminate bottlenecks and attract private investment.
- On-going provision of mentorship to municipalities through the DWS Provincial Offices, Department of Cooperative Governance (DCoG), the South African Local Government Association (SALGA) and other institutions is critical.
- Closer involvement and collaboration with DCoG and SALGA are critical to ensure issues related to human resources skills and capacity in municipalities, payment for services, and unauthorised water use are resolved.
- Closer collaboration is required with other national, provincial, and local government departments that are big water users. These include Departments of Education, Correctional

Services, Health, Public Works, and Housing, to ensure leakages and wastage are brought under control.

Every citizen has a right to, amongst other things, sufficient food, and water, placing water at the forefront of human development and therefore emphasizing the importance of its management and beneficial use. This human right comes with a responsibility and every citizen must use water sparingly, pay for water services, fix household leaks, report municipal leaks, and promote water use efficiency at home, work, and public facilities.

TABLE OF CONTENTS

Contents

| | | |
|----------|---|-----------|
| 1 | Introduction..... | 1 |
| 1.1 | Policy and Legislation | 1 |
| 1.2 | The No Drop Programme..... | 3 |
| 1.2.1 | No Drop Criteria | 4 |
| 1.2.2 | No Drop Report History..... | 7 |
| 2 | 2023 No Drop Assessment..... | 9 |
| 2.1 | 2023 No Drop Objectives..... | 9 |
| 2.2 | 2023 No Drop Audit Process and Methodology | 9 |
| 2.2.1 | Preparation and Information Sessions | 10 |
| 2.2.2 | Data preparation, submission and preassessment | 10 |
| 2.2.3 | Establishment of the Audit Teams | 10 |
| 2.2.4 | The Audit Sessions..... | 10 |
| 2.2.5 | Second Final Data Assessment | 10 |
| 2.2.6 | Moderation of the Scorecards | 11 |
| 2.2.7 | Opportunity for feedback and comments..... | 11 |
| 2.3 | 2023 No Drop Criteria..... | 11 |
| 3 | National No Drop Results | 15 |
| 3.1 | Background..... | 15 |
| 3.2 | No Drop Score..... | 15 |
| 3.3 | No Drop Results per Criteria | 17 |
| 3.3.1 | Criteria 1: WC/WDM Status Quo, Strategy, Planning, and Implementation | 17 |
| 3.3.2 | Criteria 2: Asset Management..... | 21 |
| 3.3.3 | Criteria 3: Technical Skills..... | 22 |
| 3.3.4 | Criteria 5: Compliance and Performance | 24 |
| 3.3.5 | Bonus: Multi Year Water Balance | 25 |
| 3.3.6 | Summary per Criteria | 27 |
| 3.4 | Comparison to 2014 No Drop Results | 28 |
| 4 | 2023 Status of water losses, NRW and water Use Efficiency | 30 |
| 5 | Conclusions..... | 34 |
| 5.1 | Implementation of the 2023 No Drop Audit | 34 |
| 5.2 | No Drop Results | 34 |
| 6 | Recommendations | 36 |
| 6.1 | Department of Water and Sanitation | 36 |

| | | |
|-----------|---|------------|
| 6.2 | Water Service Authorities..... | 37 |
| 6.3 | Stakeholders | 37 |
| 7 | Eastern Cape: No Drop Report..... | 39 |
| 7.1 | Background..... | 39 |
| 7.2 | Audit Meeting Attendance | 39 |
| 7.3 | Audit Results..... | 39 |
| 7.4 | Discussion and Provincial Recommendations | 42 |
| 7.5 | WSA No Drop Scorecards | 42 |
| 8 | Free State: No Drop Report | 71 |
| 8.1 | Background..... | 71 |
| 8.2 | Audit Meeting Attendance | 71 |
| 8.3 | Audit Results..... | 71 |
| 8.4 | Discussion and Provincial Recommendations | 74 |
| 8.5 | WSA No Drop Scorecards | 74 |
| 9 | Gauteng: No Drop Report..... | 113 |
| 9.1 | Background..... | 113 |
| 9.2 | Audit Meeting Attendance | 113 |
| 9.3 | Audit Results..... | 113 |
| 9.4 | Discussion and Provincial Recommendations | 115 |
| 9.5 | WSA No Drop Scorecards | 115 |
| 10 | Kwazulu Natal: No Drop Report..... | 134 |
| 10.1 | Audit Meeting Attendance | 134 |
| 10.2 | Audit Results..... | 134 |
| 10.3 | Discussion and Provincial Recommendations | 136 |
| 10.4 | WSA No Drop Scorecards | 137 |
| 11 | Limpopo: No Drop Report | 166 |
| 11.1 | Audit Meeting Attendance | 166 |
| 11.2 | Audit Results..... | 166 |
| 11.3 | Discussion and Provincial Recommendations | 168 |
| 11.4 | WSA No Drop Scorecards | 168 |
| 12 | Mpumalanga: No Drop Report | 189 |
| 12.1 | Background..... | 189 |
| 12.2 | Audit Meeting Attendance | 189 |
| 12.3 | Audit Results..... | 190 |
| 12.4 | Discussion and Provincial Recommendations | 192 |
| 12.5 | WSA No Drop Scorecards | 192 |

| | | |
|-----------|---|------------|
| 13 | North West: No Drop Report | 227 |
| 13.1 | Background..... | 227 |
| 13.2 | Audit Meeting Attendance | 227 |
| 13.3 | Audit Results..... | 227 |
| 13.4 | Discussion and Provincial Recommendations | 229 |
| 13.5 | WSA No Drop Scorecards | 229 |
| 14 | Northern Cape: No Drop Report | 250 |
| 14.1 | Background..... | 250 |
| 14.2 | Audit Meeting Attendance | 250 |
| 14.3 | Audit Results..... | 251 |
| 14.4 | Discussion and Provincial Recommendations | 254 |
| 14.5 | WSA No Drop Scorecards | 254 |
| 15 | Western Cape: No Drop Report | 307 |
| 15.1 | Background..... | 307 |
| 15.2 | Audit Meeting Attendance | 307 |
| 15.3 | Audit Results..... | 308 |
| 15.4 | Discussion and Provincial Recommendations | 311 |
| 15.5 | WSA No Drop Scorecards | 311 |

LIST OF FIGURES

| | |
|---|-----------|
| Figure 1: Alignment of the Blue, Green and No Drop Programmes | 4 |
| Figure 2: Ten Year Progression of No Drop Criteria | 5 |
| Figure 3: 2023 No Drop Programme Process | 9 |
| Figure 4: WSA audit attendance | 11 |
| Figure 5: Map of No Drop Scores | 15 |
| Figure 6: Summary of No Drop Score Per Province | 16 |
| Figure 7: Map of Criteria 1 Results: WC/WDM Strategy Planning and Implementation | 18 |
| Figure 8: Criteria 1 Results per Province: WC/WDM Strategy Planning and Implementation | 18 |
| Figure 9: Criteria 1 Sub Category Distribution | 20 |
| Figure 10: National Water Balance (2021/22) in billions m ³ /annum (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities) | 20 |
| Figure 11: Map of Criteria 2 Results - Asset Management | 21 |
| Figure 12: Criteria 2 Results per Province - Asset Management | 22 |
| Figure 13: Map of Criteria 3 Results - Technical Skills | 23 |
| Figure 14: Criteria 3 per Province - Technical Skills | 23 |
| Figure 15: Map of Criteria 5 Results - Compliance and Performance | 24 |
| Figure 16: Criteria 5 per Province - Compliance and Performance | 25 |
| Figure 17: Map of Multi Year Water Balance (2020/21 & 2021/22) | 26 |
| Figure 18: Bonus per Province - Multi Year Water Balance (2020/21 & 2021/22) | 27 |
| Figure 19: Summary of No Drop Results per Criteria and Final Score | 27 |
| Figure 20: National Water Balance (2022/23) in millions m ³ /annum (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities) | 30 |
| Figure 21: National Water Balance Trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities) | 31 |
| Figure 22: National per capita consumption and population trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities) | 32 |
| Figure 23: National Water Loss Trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities) | 32 |
| Figure 24: Eastern Cape - Summary of No Drop Results per Criteria and Final Score | 40 |
| Figure 25: Eastern Cape WSA No Drop Results per Criteria and Final Score | 41 |
| Figure 26: Eastern Cape WSAs: Details of Criteria 5 | 41 |
| Figure 27: Eastern Cape WSAs: Details of Criteria 5 | 42 |
| Figure 28: Free State Summary of No Drop Results per Criteria and Final Score | 72 |
| Figure 29: Free State WSA No Drop Results per Criteria and Final Score | 73 |
| Figure 30: Free State WSAs: Details of Criteria 1 | 73 |

| | |
|--|-----|
| Figure 31: Free State WSAs: Details of Criteria 5 | 74 |
| Figure 32: Gauteng Summary of No Drop Results per Criteria and Final Score | 114 |
| Figure 33: Gauteng WSA No Drop Results per Criteria and Final Score | 114 |
| Figure 34: Gauteng WSAs: Details of Criteria 1 | 115 |
| Figure 35: Gauteng WSAs: Details of Criteria 5 | 115 |
| Figure 36: KwaZulu Natal - Summary of No Drop Results per Criteria and Final Score | 135 |
| Figure 37: KwaZulu Natal WSA No Drop Results per Criteria and Final Score | 135 |
| Figure 38: KwaZulu Natal WSAs: Details of Criteria 1 | 136 |
| Figure 39: KwaZulu Natal WSAs: Details of Criteria 5 | 136 |
| Figure 40: Limpopo - Summary of No Drop Results per Criteria and Final Score | 167 |
| Figure 41: Limpopo WSA No Drop Results per Criteria and Final Score | 167 |
| Figure 42: Limpopo WSAs: Details of Criteria 1 | 168 |
| Figure 43: Limpopo WSAs: Details of Criteria 5 | 168 |
| Figure 44: Mpumalanga - Summary of No Drop Results per Criteria and Final Score | 190 |
| Figure 45: Mpumalanga WSA No Drop Results per Criteria and Final Score | 191 |
| Figure 46: Mpumalanga WSAs: Details of Criteria 1 | 191 |
| Figure 47: Mpumalanga WSAs: Details of Criteria 5 | 192 |
| Figure 48: North West - Summary of No Drop Results per Criteria and Final Score | 228 |
| Figure 49: North West WSA No Drop Results per Criteria and Final Score | 228 |
| Figure 50: North West WSAs: Details of Criteria 1 | 229 |
| Figure 51: North West WSAs: Details of Criteria 5 | 229 |
| Figure 52: Northern Cape - Summary of No Drop Results per Criteria and Final Score | 251 |
| Figure 53: Northern Cape WSA No Drop Results per Criteria and Final Score | 252 |
| Figure 54: Northern Cape WSAs: Details of Criteria 1 | 253 |
| Figure 55: Northern Cape WSAs: Details of Criteria 5 | 254 |
| Figure 56: Western Cape - Summary of No Drop Results per Criteria and Final Score | 308 |
| Figure 57: Western Cape WSA No Drop Results per Criteria and Final Score | 309 |
| Figure 58: Western Cape WSAs: Details of Criteria 1 | 310 |
| Figure 59: Western Cape WSAs: Details of Criteria 5 | 311 |

LIST OF TABLES

| | |
|---|-----|
| Table 1: 2023 No Drop Criteria | 11 |
| Table 2: No Drop Top scoring WSAs | 16 |
| Table 3: Comparison of data submissions | 29 |
| Table 4: Comparison of 2014 and Adjusted 2023 No Drop Results | 29 |
| Table 5: Attendance of the audit meetings (hours): Eastern Cape | 39 |
| Table 6: Attendance of the audit meetings: Free State | 71 |
| Table 7: Attendance of the audit meetings: Gauteng | 113 |
| Table 8: Attendance of the audit meetings: Eastern Cape..... | 134 |
| Table 9: Attendance of the audit meetings: Limpopo | 166 |
| Table 10: Attendance of the audit meetings: Mpumalanga | 189 |
| Table 11: Attendance of the audit meetings: North West..... | 227 |
| Table 12: Attendance of the audit meetings: Northern Cape | 250 |
| Table 13: Attendance of the audit meetings: Western Cape..... | 307 |

1 INTRODUCTION

The World Economic Forum Report recognised water as the third highest global risk in terms of impact and it has featured in the top five global risks for the past five years. This risk is an enormous challenge for South Africa which falls within the top quarter (25%) of the world's most water-stressed nations (Water Resources Institute, 2023). According to the 2020/2021 National State of Water Report (NSoW), 98% of the country's available water resources are already allocated (DWS, 2022) and the prognosis is that water demand is expected to sharply increase over the next 20 years while the water supply is likely to decline, therefore anticipating a projected supply deficit of 17% by 2030.

Recently, the National Water Resources Strategy 3 (NWRS-3, DWS, 2023) also acknowledged that as a water-stressed country, South Africa is facing a number of water challenges and concerns, which include security of supply, environmental degradation, resource pollution, and the inefficient use of water, which are all among the chief causes of the supply deficit. As the water demand continues to grow there is a need to find new ways of reducing water demand and increasing availability that move beyond "traditional engineering solutions" of infrastructure development. It is in this regard that, the NWRS-3 asserts that Water Conservation and Water Demand Management (WC/WDM) should be one of the top priorities and a key intervention measure to ensure efficient use of water by all sectors in order to meet the social and economic needs of South Africa both now and in the future.

The importance of WC/WDM has long been recognised in South Africa and has been fully integrated in national policies, strategies, and legal instruments. As such Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, water losses, non-revenue water and water use efficiency. The No Drop programme is one of the key regulatory tools that the Department of Water and Sanitation (DWS) is utilizing to regulate the WSA's performance with respect to water loss and NRW management.

1.1 POLICY AND LEGISLATION

The **Constitution of the Republic of South Africa 108 of 1996** states that every citizen has a right to sufficient food and water and is the origin of the mandate for efficient and effective distribution of water resources. As such water is placed at the forefront of human development, emphasising the importance of water management and its beneficial use. The Constitution provides the foundation for sound water management and the view that the resource must be used carefully to meet the condition of sufficiency for all.

The **National Water Act (No. 36 of 1998)** recognises that water is a scarce and precious resource that belongs to all the people of South Africa, and that the goal of water resource management is to achieve the sustainable use of water for the benefit of all South Africans. The Act aims to develop, protect, use, conserve, manage and control water resources overall, promoting the integrated management of water resources with the participation of all stakeholders. Therefore, the National Water Act addresses the development of strategies to facilitate adequate water resource management, alongside related legislation.

The **Water Services Act (No. 108 of 1997)** provides a framework for the provision of water supply and sanitation services to end users such as households, businesses, and industries, within municipalities. It sets the standards for the local and provincial spheres of government and establishes the norms and standards for tariffs. The main objectives of the Water Services Act are to provide for:

- The right of access to basic water supply and the right to basic sanitation, by securing sufficient water and an environment not harmful to human health or well-being.
- Setting of national standards and norms as well as standards for tariffs in respect of water services.

- Preparation and adoption of water services development plans (WSDPs) by WSAs.
- A regulatory framework for water services institutions and water services intermediaries.
- Establishment and disestablishment of Water Boards and water services committees and their duties and powers.
- Monitoring of water services, and intervention by the Minister or by the relevant Provincial government departments.
- Financial assistance to water services institutions.
- Gathering information in a national information system and the distribution of that information.
- Accountability of water services providers (WSPs).
- The promotion of effective water resource management and conservation.

The Regulations relating to Compulsory National Standards and Measures to Conserve Water (GNR.509 of 8 June 2001) under the Water Services Act (No. 108 of 1997) provide for the protection of consumers and WSAs, and for ensuring the application of sound management principles. Key clauses related to the preparation of the (international Water Association) IWA water balance are the following:

Regulation 10 – Water services audit as a component in the WSDP

10 (1) A water services authority must include a water services audit in its annual report on the implementation of its Water Services Development Plan (WSDP) required in terms of section 18(1) of the Act.

10(2) A water services audit must contain details for the previous financial year and, if available, comparative figures for the preceding two financial years of:

- (a) the quantity of water services provided.
- (b) the levels of services rendered.
- (d) cost recovery.
- (e) meter installation and meter testing.
- (g) water conservation and demand management including at least:
 - (i) the results of the water balance as set out in Regulation 11
 - (ii) the total quantity of water unaccounted for (water losses)
 - (iii) the demand management activities undertaken
 - (iv) the progress made in the installation of water efficient devices

Regulation 11: Water and effluent balance analysis and determination of water losses.

11 (1) Within two years of the promulgation of these Regulations, a water services institution must every month:

- (a) measure the quantity of water provided to each supply zone within its supply area.
- (b) determine the quantity of unaccounted for water by comparing the measured quantity of water provided to all user connections within that supply zone.

11 (2) A water services institution must:

- (a) take steps to reduce the quantity of water unaccounted for (water losses).
- (b) keep record of the quantities of water measured and of the calculations made.

The legislative framework presented above provides a clear pathway for WSAs to ensure effective management of NRW. With respect to data collection, the following issues must be noted:

- WSAs are required to develop monthly water balances and submit to the Department quarterly.
- WSAs have had 22 years during which to become accustomed to the practice of NRW data collection as the Regulations were promulgated in 2001.

- Irrespective of the monitoring and enforcement of the Regulations by the DWS, the development of a water balance for all water supply systems should be an ongoing and consistent practice, to identify areas requiring immediate action and to inform appropriate resource allocation for municipalities.
- The Regulations refer to monitoring cost recovery. This implies that the data collection process requires coordinated effort from both the technical and financial departments of municipalities to achieve a common goal, namely, improved NRW management and long term, sustainable water service provision.

The **National Water Resources Strategy 3 (NWRS-3, DWS, 2023)** builds on the NWRS-1 (DWS, 2004) and NWRS-2 (DWS, 2013). The purpose of the NWRS-3 is to ensure that national water resources are protected, used, developed, conserved, managed, and controlled in an efficient and sustainable manner. The NWRS-3 has been aligned to the National Development Plan (NDP), which seeks to eliminate poverty and reduce inequality by 2030. It also incorporates water supply and sanitation aspects in order to give effect to the National Water and Sanitation Master Plan (NW&SMP), which is subsidiary to, and operationalizes the NWRS-3. The NWRS-3 acknowledges that reducing water demand and increasing efficiency of water supply, meaningfully reduce water demand by effectively implementing WC/WDM measures, implementing cost reflective water and sanitation tariffs, implementing the No Drop certification tool, and implementing the War on Leaks Programme remain the key ongoing challenges related to reducing water losses, NRW and inefficiencies.

The **National Water and Sanitation Master Plan (2018)** recognises that building a water secure future will require proactive infrastructure management, effective water infrastructure operations and maintenance, and an overall reduction in future water demand, while considering infrastructure development and augmentation, if necessary. Management of NRW is central to the achievement of these objectives, based on the principle that measurement and monitoring of water resources is the foundation of sound decision making, allocation of resources, and effective implementation.

The **DWS Strategic Plan for fiscal years 2020/21 to 2024/25 (Vote 41)** sets out a performance target approach to WC/WDM, highlighting its importance as one of the priority implementation areas for the DWS. The Strategic Plan also clarifies that set targets could be met using existing grant mechanisms, considering the impact of WC/WDM on bulk infrastructure requirements. The strategy includes a requirement for the development of individual sector WC/WDM strategies for agricultural, water services and industrial, mining, and power generation, with targets set for each water use sector.

1.2 THE NO DROP PROGRAMME

The No Drop is an incentive based regulatory programme. It was conceptualised and developed in 2014 in collaboration with SWPN-SA building on the relevance and significance of the Blue and Green Drop programmes. The No Drop programme seeks to encourage and acknowledge continuous improvements in water loss management, and to institutionalise best practices in Water Service Authorities (WSAs) across South Africa.

The No Drop Programme allows DWS as the Regulator to measure performance pertaining to water use efficiency as managed by WSAs. The scorecard is completed during the No Drop audits and used to assess the core competencies, or criteria, that enable acceptable performance in water demand management in the municipal sector. Feedback is generated for the WSAs to define risk profiles and inform plans for improvement.

The comprehensive audit and the resulting No Drop scoring give an inclusive view of the water demand management business of the WSAs. It answers questions on planning, asset management, finance, technical skills, and performance. In the long term the No Drop Scorecards will become a high value source of data and information in specific areas that will be used to attain a holistic view of the WSAs' capacity, capability, and performance in addressing WC/WDM successfully.

The No Drop programme endeavours to:

- Improve service delivery and water security, whilst reducing water losses and non-revenue water.
- Provide a guideline to water services institutions to develop a business approach to achieving WC/WDM objectives.
- Encourage continuous improvement and performance excellence in water use efficiency, water loss and NRW management in South Africa.
- Use credible data to report against defined targets.
- Benchmark within defined municipal- and performance clusters and/or contribute to sector-wide benchmarking initiatives.
- Incorporate the full water services cycle of the WSA by targeting political and management levels, finance and technical departments, and users.
- Align with and complement the Blue Drop and Green Drop programmes.

| blue drop CERTIFICATION drinking water quality REGULATION | | no drop CERTIFICATION water use efficiency REGULATION | | green drop CERTIFICATION waste water service REGULATION | |
|--|------------------------------|--|------------------------------|--|------------------------------|
| 1 | WSP | 1 | WCWDM Strategy & planning | 1 | W ₂ RAP |
| 2 | Asset management | 2 | Asset management | 2 | Asset management |
| 3 | Technical skills | 3 | Technical skills | 3 | Technical skills |
| 4 | Credibility & accountability | 4 | Credibility & accountability | 4 | Credibility & accountability |
| 5 | Compliance | 5 | Performance & Compliance | 5 | Compliance |
| | | 6 | Local regulation | 6 | Local regulation / Bylaws |
| | | 7 | Customer care | | |

Figure 1: Alignment of the Blue, Green and No Drop Programmes

The No Drop Certification scorecard seeks to select the key areas (institutional, social, technical, economical, and legal proficiency) required for the sector that, if strengthened, will help improve the current level of water losses and NRW in the municipal sector in South Africa.

1.2.1 No Drop Criteria

The No Drop Programme consists of a set of criteria which is used to assess, verify, and validate a municipality's water use efficiency. The criteria are weighted to focus on the aspects that require the most attention and are progressively phased in with an increase in criteria weighting over a ten-year period as shown in Figure 2. This is to ensure constant and progressive movement over a ten-year period; however, it should be noted that this progressive development of the criteria is applied differently to Metros, compared with other WSAs to accommodate the level of WC/WDM efforts.

Initially priority is given to criteria which reflect on the municipality's knowledge of their planning, the status and performance against basic compliance. The following cycles will introduce the criteria of credibility and customer care. Finally, the focus will shift to proactive work with increased weighting

being attributed to Asset management and Local Regulation. Compliance and performance will always remain a substantial feature in the weighting.

| Criterion | Description | No Drop Weighted Scores (%) | | | | | |
|------------|----------------------------|-----------------------------|-------|-------|--------|--------|--------|
| | | 2023 | 2025 | 2027 | 2029 | 2031 | 2033 |
| 1 | WCDM strategy and planning | 45.00 | 30 | 20 | 20 | 20 | 20 |
| 2 | Asset management | 10 | 10 | 10 | 15 | 20 | 20 |
| 3 | Technical skills | 10 | 10 | 10 | 5 | 5 | 5 |
| 4 | Credibility | 0 | 15 | 15 | 10 | 10 | 10 |
| 5 | Compliance and performance | 35% | 35 | 35 | 35 | 30 | 30 |
| 6 | Local regulation | 0 | 0 | 0 | 5 | 5 | 5 |
| 7 | Customer care | 0 | 0 | 10 | 10 | 10 | 10 |
| Bonus | | (10%) | (17%) | (17%) | (17%) | (17%) | (17%) |
| Qualifiers | | none | none | none | (100%) | (100%) | (100%) |
| TOTAL | | 100 | 100 | 100 | 100 | 100 | 100 |

Figure 2: Ten Year Progression of No Drop Criteria

The No Drop criteria are as follows:

1) Strategy and planning:

The municipality must demonstrate a thorough understanding of its current situation regarding water use as compared to its available resources and Water Use Authorisations/Licenses. It must further demonstrate a thorough understanding of its water use patterns by providing credible water balance diagrams based on IWA guidelines. The diagrams must be prepared monthly and submitted to the Department quarterly. Using the Water Resource Balance diagram as well as the IWA Water Balance diagram, the municipality must present a workable Council approved Water Demand Management strategy, along with evidence of implementation thereof, indicating how the municipality aims to achieve its own internal targets, National Reconciliation Strategy as well as Presidential targets.

2) Asset management:

Water distribution infrastructure is to be managed in a manner which will ensure that WC/WDM targets are met. Several performance areas will be measured under this criterion, which include:

- Asset registers must be presented which demonstrate the municipality's understanding of the age, condition and replacement needs of its complete catalogue of infrastructure related to Water Use Efficiency (WUE).
- A Mains Replacement Programme with evidence of implementation will demonstrate whether municipalities are keeping pace with the replacement needs of its aging networks.
- A Consumer Meter Replacement Programme and Valve and Bulk Meter Programme will demonstrate the same for other infrastructure components critical to WDM.
- The municipality must present on its initiatives relating to the monitoring and analysis of, and response to, high water loss supply zones.

3) Technical skills:

The municipality must employ personnel that are sufficiently qualified to drive and to add impetus to its WC/WDM initiatives. The necessary competence in skills must be represented in:

- The WC/WDM management structures.
- The networks operations and maintenance staff.
- The teams responsible for data collection (meter readers).

4) Credibility:

WC/WDM initiatives are developed based on data received from its network monitoring systems. It is therefore critical that the dataset is accurate and credible. Consumers also demand that the billing system employed results in billing which is consistently accurate. To this end the municipality is required to provide evidence which demonstrates

- The systems employed in the meter reading to billing process and the accuracy of systems as employed.
- How it ensures the integrity of its data, for example by way of an independent audit
- That flow meter data specifically, is accurate.

5) Compliance and performance:

WC/WDM compliance and performance is measured against Regulations 509 (Regulations relating to compulsory standards to measure and conserve water) and several best practice targets. These include:

- All consumption points should be metered or controlled.
- All consumption points must be billed inclusive of points which qualify for discounts and free services.
- Flat rate or deemed consumption billing systems must be avoided.
- Leaks in the reticulation systems must be repaired in the shortest possible time.
- A household leak repair Programme must be rolled out to all domestic consumers.
- Physical water loss indicators must be known and must demonstrate a year-on-year improvement in water loss performance.
- Commercial water loss indicators must be known and must demonstrate a year-on-year improvement.
- Water use efficiency indicators must be known and must demonstrate a year-on-year improvement.
- Pressure management systems must indicate that pressures in distribution systems remain under control.

6) Local regulations:

Municipalities must apply themselves in their local authority roles as far as WC/WDM is concerned. It is expected that municipalities will use the authority bestowed on them to good effect to ensure that WC/WDM receives sufficient attention by all who fall under the jurisdiction of the municipality. To this end, municipalities must:

- Implement a relevant metering, billing, and credit control policy.
- Implement a relevant consumer meter replacement policy.
- Gazette and apply relevant and up-to-date bylaws which include and support their WC/WDM efforts. The bylaws will, at the very least, promote the removal of wasteful devices, and address

unlawful use of water, waste of water, authorised use of water fittings, use of measuring control devices and water restrictions.

- Maintain an up-to-date indigent database.
- Ensure that consumer water use installations comply to the relevant SABS specifications as far as water use installations are concerned.

7) Customer care:

- The municipality will engage with its customers in a constructive manner to ensure that WDM targets are reached and sustained. This engagement will be demonstrated through:
- A Customer Charter which clearly defines the responsibilities of both the municipality and the consumer with respect to WUE.
- A Customer Care Centre and customer care reports through which the municipality's dedication to the resolution of queries are demonstrated.
- The municipality will issue informative billing in line with the Municipal Systems Act 32 of 2000.
- The municipality will run ongoing Community Awareness Campaigns through various media channels to solicit consumer support for WDM initiatives.
- The municipality will run an ongoing Schools Awareness Campaign to solicit support for WDM initiatives.

1.2.2 No Drop Report History

The foundations of the current methodology for calculating and understanding NRW and water losses were established in 2002. They were based on an adaptation of the International Water Association (IWA) principles of calculating water losses and are documented in *Development of a pragmatic approach to benchmark water losses in potable water distribution systems in South Africa*, published in 2002.

The methodology was applied and reported on in several studies supported by the Water Research Commission (WRC) before the first comprehensive national benchmark study, *The State of Non-Revenue Water in South Africa*, was published in 2012. This study was followed by several benchmarking initiatives by the Department. These initial benchmarking studies identified that water usage and water loss were a prime risk to the municipal sector in terms of water availability and financial sustainability and that this primary risk translated to a direct risk to all water users.

As a response to this risk and in line with the Minister's request to enhance public and private partnerships, the Strategic Water Partners Network – South Africa (SWPN-SA) and the Department of Water and Sanitation developed The No Drop Programme. The No Drop Programme included:

- Developing a set of criteria to collectively assess and measure an organisation's ability to manage their WC/WDM initiatives.
- A strategy for auditing WSAs using the criteria, initially with a first order assessment and progressing with time to a comprehensive audit.

In 2014 a first order No Drop assessment was performed and reported on in *the 2014 No Drop Report*. This was augmented by the *No Drop 2015 Full Metro Assessment* which evaluated the metros using the full set of No Drop Criteria.

Since then, several detailed benchmarking assessments and updates have been completed and the historical results were collated in the *Status of water loss, water use efficiency and non-revenue water in South African Municipalities (2010/11 to 2020/21)*, published in 2022. The most recent benchmarking exercise was based on the 2021/22 financial year and the results were published in June 2023 in the *No Drop Watch Report*. The Watch Report was based on only No Drop Criteria 1.2 and reported on the

2021/22 status of municipality's water losses, non-revenue water and water use efficiency against best practice and regulatory compliance.

Given the results of the benchmarking reports and that the No Drop Programme is included as priority reform within the water sector as part Project Vulindlela, along the Blue Drop and Green Drop Programmes, The Department prioritised to re-implement the No Drop Programme.

In 2018, The Department, through the support of the Denmark Government, developed the No Drop Guideline which aimed at providing additional information and guidance to WSA during the No Drop assessments.

2 2023 NO DROP ASSESSMENT

2.1 2023 NO DROP OBJECTIVES

The purpose of the 2023 No Drop Assessments was twofold:

- To complete the consultative assessment of the 144 WSAs as per the No Drop Requirements based on the 2021/22 financial year.
- To update the water balance and water loss benchmarking for the 2022/23 financial year. This is reported on in the Status of Water Loss, Water Use Efficiency and Non-Revenue Water in South African Municipalities (2012/13 to 2022/23)

The two reports are published simultaneously. The No Drop Report describes the criteria, methodology and findings of the No Drop Audit, and the Water Loss Status report details the water balances, water use efficiencies and trends which relate to Criteria 1.2 and 5.2 to 5.5.

It is important to note that the No Drop Audit was based on the 2021/22 financial year whereas the benchmarking was based on the 2022/23 financial year. Unfortunately, it was not possible to perform the No Drop Audit on the 2022/23 data because it was not yet available at the start of the audit process. The Benchmark Report was published separately to allow continuity with respect to the previous benchmark report formats, but key findings are discussed in the following chapter.

2.2 2023 NO DROP AUDIT PROCESS AND METHODOLOGY



Figure 3: 2023 No Drop Programme Process

The programme is outlined in Figure 3 and detailed in the following sections. It is important to note that the 2023 No Drop audit was virtual.

2.2.1 Preparation and Information Sessions

The intention to undertake the No Drop audit was announced in May 2022 during a series of Blue Drop symposiums at all the 9 Provinces. Subsequently a series of information and training sessions were held in July 2023 to kickstart the audit process. These were attended by DWS provincial officials as well as Water Service Authorities (WSA). It was during these sessions that the audit process and timelines were presented, the No Drop criteria explained, and the data submission system provided and demonstrated.

2.2.2 Data preparation, submission and preassessment

WSAs were given a timeframe of 2 weeks to collate and submit the 2021/22 data. The submitted data was assessed, and the scorecard populated with relevant data and information that WSAs provided. This first assessment of data enabled the audit team to collate shortcomings and questions that were addressed with the WSA during their audit sessions.

2.2.3 Establishment of the Audit Teams

Audit teams were established for each province. The team comprised of a representative from DWS national, a representative from the relevant provincial DWS office and a lead and support auditor from the service provider. There were other DWS officials that attended audit meetings in an advisory or support function.

2.2.4 The Audit Sessions

The WSAs were afforded an opportunity to book their audit sessions at a time convenient to them within a 3-week period. During the audit session the lead auditor reported back on the data which had already been evaluated, gave the WSA an opportunity to verify the data and reported any short-comings or omissions that had been identified.

The WSA was then given a seven-day opportunity after the session to submit additional data.

2.2.5 Second Final Data Assessment

All relevant data submitted by the WSA was assessed according to the No Drop Criteria and the scorecards were completed by each member of the audit team.

Audit attendance and submissions per province is shown in Figure 4. There were 240 WSA officials that attended 120 audit meetings while 24 WSAs did not use the opportunity to attend audit meeting.

Of interest is the high number of WSA officials that attended the Free State audit meetings, in contrast to the poor No Drop results. This indicates that they were not able to submit the required data, but that they are willing to go through the process in preparation for future No Drop audits. There was very poor attendance by the WSAs in Limpopo.

Detailed analysis of the data, but not shown in the table, is that the metros, except Tshwane and Buffalo City, had more than 2 officials at their meetings. This indicates good levels of support within the metro, and possibly input required from several departments. There were 4 WSAs that submitted data but did not attend an audit meeting. There were 3 WSAs that attended audit meetings, but still did not submit data.

| Province | No. WSAs | Audits | Staff |
|--------------------|------------|------------|------------|
| Eastern Cape | 14 | 11 | 27 |
| Free State | 19 | 19 | 49 |
| Gauteng | 9 | 7 | 26 |
| Kwazulu Natal | 14 | 14 | 26 |
| Limpopo | 10 | 3 | 2 |
| Mpumalanga | 17 | 14 | 25 |
| North West | 10 | 9 | 17 |
| Northern Cape | 26 | 18 | 28 |
| Western Cape | 25 | 24 | 40 |
| Grand Total | 144 | 119 | 240 |

Figure 4: WSA audit attendance

2.2.6 Moderation of the Scorecards

The individual scores and comments were collated for each WSA. The results were moderated and if required, when scoring differed significantly, the submitted data was reviewed by the moderator and the scores finalised.

2.2.7 Opportunity for feedback and comments

The scorecards were distributed to the WSAs, and they were given an opportunity to see the scores and enquire or seek clarity as per the data or information they submitted. The enquiries were considered by the project team and addressed appropriately, either with a correction to the scoring, or in the audit findings included in this report.

2.3 2023 NO DROP CRITERIA

The reduced criteria for the 2023 No Drop Audit are detailed in Table 1. The relevant weighting for each criterion is specified for WSAs that are metropolitan municipalities, and WSAs that are not.

Table 1: 2023 No Drop Criteria

| Criterion | Details | Weighting | |
|--|---|-----------|-------|
| | | Metro | Other |
| Criterion 1: WC/WDM Strategy, Planning, and implementation | | 45% | 45% |
| 1.1 Water Resource Balance (5%) | <p>Provide a detailed raw water resource balance diagram complete with</p> <ul style="list-style-type: none">a) current demand,b) available supply as per WUL or SLA,c) projected (5 year) demand estimates with andd) without implementing WDM. <p>Note: A water balance must be provided per system if water is abstracted from more than one catchment.</p> | 5% | 5% |

| Criterion | Details | Weighting | |
|---|---|------------|------------|
| | | Metro | Other |
| 1.2 Water Balance | <p>Provide MONTHLY and ANNUAL composite IWA water balance diagrams and supporting documents for the complete system as part of the water audit (as a component in the WSDP) as per Regulation 509 of 2001 Clause 10 of the Water Supply Regulations. Balance diagram to specify as a minimum the main components of the IWA balance including Water Losses broken down into:</p> <ol style="list-style-type: none"> System input volumes Billed metered and unmetered usage. Unbilled Authorised Consumption Water losses broken down into Real and Apparent Losses Free Basic Water, and Non- Revenue Water and to be supported by a schematic showing bulk meters, zones, and main infrastructure components <p>Note: WSI to provide the IWA water balance as an output on the Standard IWA water balance spreadsheets. WSI's to ensure that units are clearly indicated against numeric values in water balance (e.g., 100 kl/annum, 50 m³/day, etc)</p> | 20% | 20% |
| 1.3 WDM Strategy and Business Plan and Implementation | <ol style="list-style-type: none"> Evidence must be provided of a Council approved WC/WDM strategy and business plan consisting of at least the following: <ul style="list-style-type: none"> Background and Context Situation Assessment including a Needs Statement Key Issues and Challenges Focus Areas of Intervention List of Proposed Interventions Set targets for demand, NRW, commercial and real losses. Allocations of responsibilities to specific persons/positions in the organization (not Departments) Budget and Multi-year Implementation Timeline Provide evidence of implementation against the above Plan in terms of: <ul style="list-style-type: none"> List of Interventions (Projects) Movement against targets for demand, NRW, commercial and real losses Budget and Multi-year Implementation Timeline (Reg 509 of 2001 Clause 10) | 20% | 20% |
| Criterion 2: Asset Management | | 10% | 10% |
| 2.1 Consumer meter maintenance and replacement programme (5%) | <p>Provide details of compliance with Reg 509 of 2001 Clause 10(e) (Meter installation and testing details), including at least</p> <ul style="list-style-type: none"> number of new meters installed (as a % of total) Meters replaced (as a % of total) Meters tested and results (as a % of total) Removal of unlawful connections (as a % of total) Provide details of both proactive and reactive meter maintenance programme <p>Evidence must be presented on responses to exception reports</p> | 5% | 10% |

| Criterion | Details | Weighting | |
|--|--|------------|------------|
| | | Metro | Other |
| 2.2 Monitoring and analysis of, and response to high water loss supply zones (Metros Only) | <p>Provide details in accordance with Reg 509 of 2001 Clause 11 on:</p> <p>a) active monitoring of ALL supply zones in terms of:</p> <ul style="list-style-type: none"> • flow and pressure logging, • MNF analysis, • pressure analysis, • burst frequencies, • bulk meter readings, • use of SCADA systems and • pipe replacement. <p>b) evaluation of data and</p> <p>c) response protocols and processes when anomalies are identified (excessive pipe leakages, reservoir overflows, illegal or unmetered connections, etc.) (works order will be accepted as evidence that the protocols have been implemented).</p> | 5% | 0% |
| Criterion 3: Technical Skills | | 10% | 10% |
| 3.1 Availability and competence of the water loss manager and team | <p>a) The Institution must present evidence of a competent Water Loss Management Team indicating the WDM responsible persons (in form of an Organogram) with % vacant in accordance with Clause 66 (Staff matters) of the Municipal Systems Act 32 of 2000.</p> <p>b) Proof required on team manager competency (Qualification & Experience) with the following additional requirement: Manager to have suitable tertiary qualification with suitable experience.</p> <p>c) The Institution must present evidence of a competent structured Maintenance Team (in form of Organogram with well-defined positions and job descriptions; Contract or Invoice). Logbook with maintenance entries will serve as adequate evidence.</p> <p>d) Additional proof required on team competency for the team presented under (c) above (e.g., Qualification & Experience & Trade-test)</p> <p>e) Indicate number of qualified plumbers per 1000 connections</p> | 10% | 10% |
| Criterion 5: Compliance and Performance | | 35% | 35% |
| 5.1 Repair of Reticulation Leaks | <p>Provide details of leak repair schedule indicating:</p> <p>a) date reported</p> <p>b) date fixed</p> <p>c) repair time</p> <p>d) backlogs</p> <p>e) % repairs exceeding 48 hours to comply with Reg 509 of 2001 Clause 12</p> <p>Target: All reticulation leaks must be repaired within 48 hours of becoming aware thereof</p> | | |
| 5.2 Physical water losses | <p>Physical (real) water loss key performance in terms of the ILI as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000.</p> <ul style="list-style-type: none"> • CARL = Current Annual Real Losses • UARL = Unavoidable Annual Real Losses • ILI = CARL / UARL <p>Evaluation is based on the KPI and improvement over the previous year</p> | | |
| 5.3 Commercial water losses | <p>Commercial water loss key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000.</p> <p>Evaluation is based on the KPI and improvement over the previous year</p> | | |

| Criterion | Details | Weighting | |
|---|---|-------------|-------------|
| | | Metro | Other |
| 5.4 Non-Revenue Water | <p>Non-revenue water key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000.</p> <p>Evidence must be provided that the consumption of informal settlements is included in the non-revenue water calculation.</p> <p>Evaluation is based on the KPI and improvement over the previous year.</p> | | |
| 5.5 Water use efficiency | <p>Water use efficiency key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000.</p> <ul style="list-style-type: none"> • SIV = System input volume <p>Evaluation is based on the KPI and improvement over the previous year</p> | | |
| TOTAL | | 100% | 100% |
| Bonus: Multi year water balance | Water balances for multiple years in line with Reg 509 of 2001 Clause 10 | 10% | 10% |
| Penalty: WC/WDM project not in IDP/WSDP | Components under Criteria 1.3 not been included in the IDP or WSDP | | |

3 NATIONAL NO DROP RESULTS

3.1 BACKGROUND

There are 144 Water Services Authorities in South Africa providing drinking water to domestic, commercial, and business users. WSAs can be either Metropolitan Municipalities, Local Municipalities or District Municipalities. The WSAs are supported by Water Services Providers (WSPs) (including Water Boards).

3.2 NO DROP SCORE

The No Drop Score is a measure used to assess a WSA's WC/WDM status in terms of their WC/WDM Key Performance Indicator's status quo, WC/WDM business operations, strategies, budgets and implementation plans for WC/WDM projects.

The No Drop Results for each WSA are mapped in Figure 5.

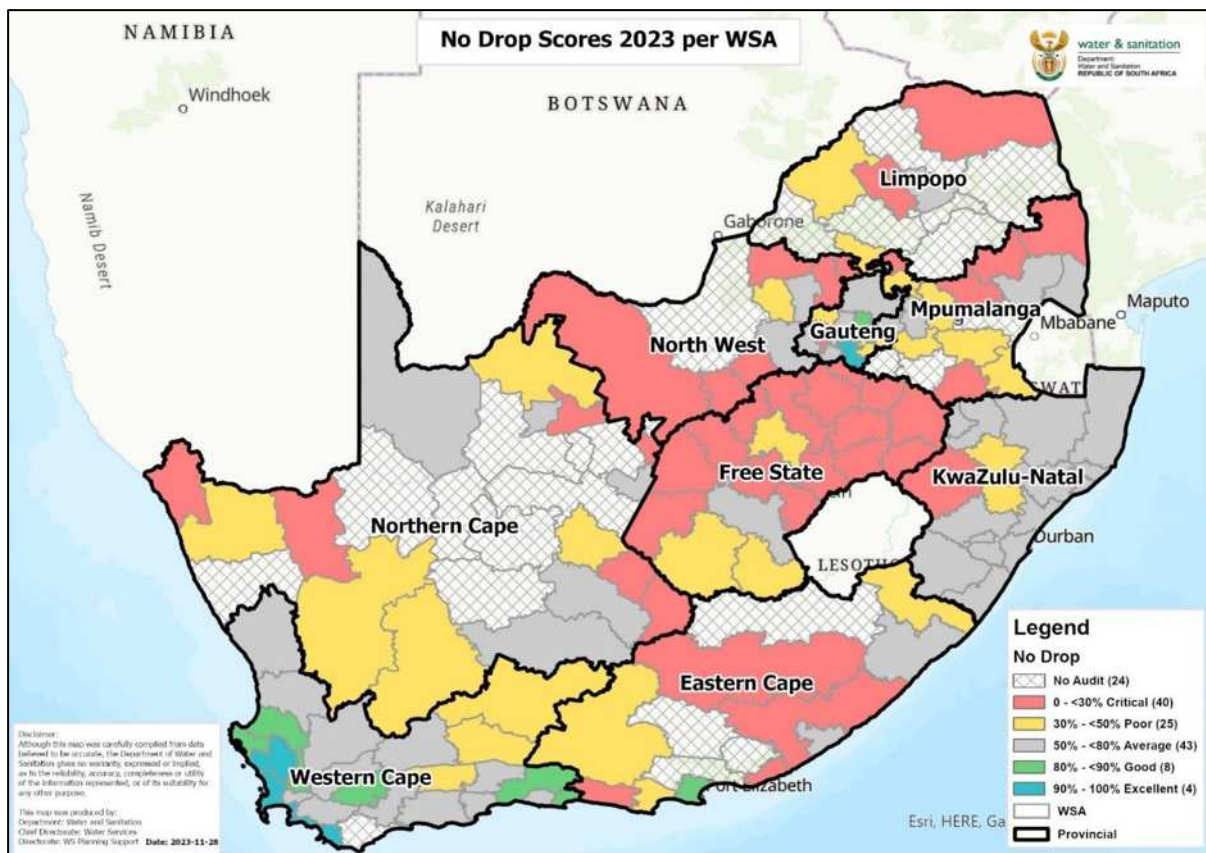


Figure 5: Map of No Drop Scores

Notable results include:

- Only 4 WSAs scored above 90%
- 8 WSAs achieved a score between 80% and 90%.
- 65 WSAs scored below 50%.
- 24 failed to submit any relevant information for the current audit.
- The 12 WSAs that scored 80% and above are listed in Table 2.

Table 2: No Drop Top scoring WSAs

| WSA | No Drop Score | Category |
|--------------------|---------------|-----------|
| Overstrand | 101% | Excellent |
| City of Cape Town | 92% | Excellent |
| Midvaal | 91% | Excellent |
| Swartland | 91% | Excellent |
| Langeberg | 87% | Good |
| Saldanha Bay | 84% | Good |
| George | 82% | Good |
| Drakenstein | 82% | Good |
| Nelson Mandela Bay | 81% | Good |
| Bitou | 80% | Good |
| Bergervier | 80% | Good |
| City of Ekurhuleni | 80% | Good |

The results per province are shown in Figure 6. The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown for each of the provinces.

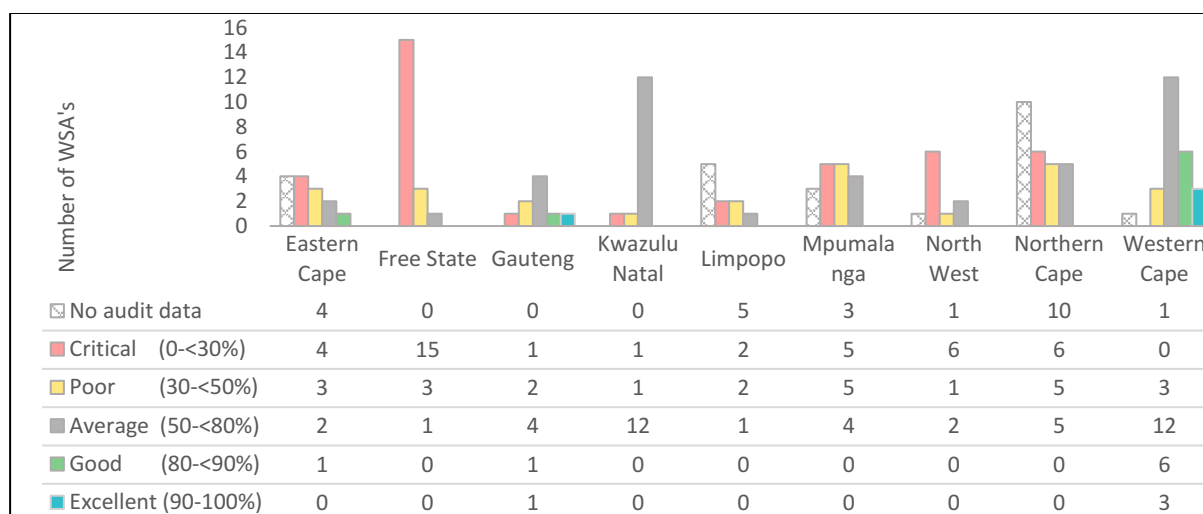


Figure 6: Summary of No Drop Score Per Province

On a provincial level:

- The Western Cape and KwaZulu Natal performed best with over 80% of their WSAs achieving scores above 50%.
- 67% of Gauteng's WSAs scored above 50%.
- All WSAs in KwaZulu Natal and Gauteng responded to the audit.
- All WSAs in Free State responded to the audit, but 80 percent of the WSA were scored as 'Critical'.
- Free State, North West, Northern Cape, and Limpopo are concerning with a high percentage of critical WSAs.

These results give a broad overview of the provincial performance and indicate that Western Cape, KwaZulu Natal and Gauteng are generally performing better than the other provinces. The well-established reporting structures and technical support provided by institutions such as Water Boards (example of Umgeni WB in KwaZulu Natal) in these provinces have encouraged and enabled most of their WSAs to report on their water balances regularly, mostly quarterly. The results per individual criteria can be used to determine whether there are general trends within the provinces ultimately, the need for improvement can only be assessed for each individual WSA.

All WSAs in Free State submitted data and most were well represented at the audit meetings. The interest shown by the WSAs is in contrast to their poor results. This indicates that the WSAs were not able to submit relevant documentation to support scoring.

Free State, North West, Northern Cape, and Limpopo are concerning with a high percentage of WSAs that are of critical performance. Provinces are not to be discouraged because this is still the initial No Drop assessment, lessons were learned and WSAs would prepare better in the next cycles. However, attention should be raised at this WSAs for the lack of the status quo analysis.

3.3 NO DROP RESULTS PER CRITERIA

3.3.1 Criteria 1: WC/WDM Status Quo, Strategy, Planning, and Implementation

For a full description of this criteria please refer to Section 2.3. In summary, Criteria 1 assessed each WSA's:

- understanding of its current and future water use as compared to its available resources and as per Water Use Authorisations and where applicable service level agreements (SLAs).
- system input, water usage and losses, through the provision of a monthly IWA standard water balance.
- council approved Water Demand Management Strategy, along with evidence of implementation thereof within the audit year, indicating how the municipality aims to achieve its own internal targets, regional and national targets.

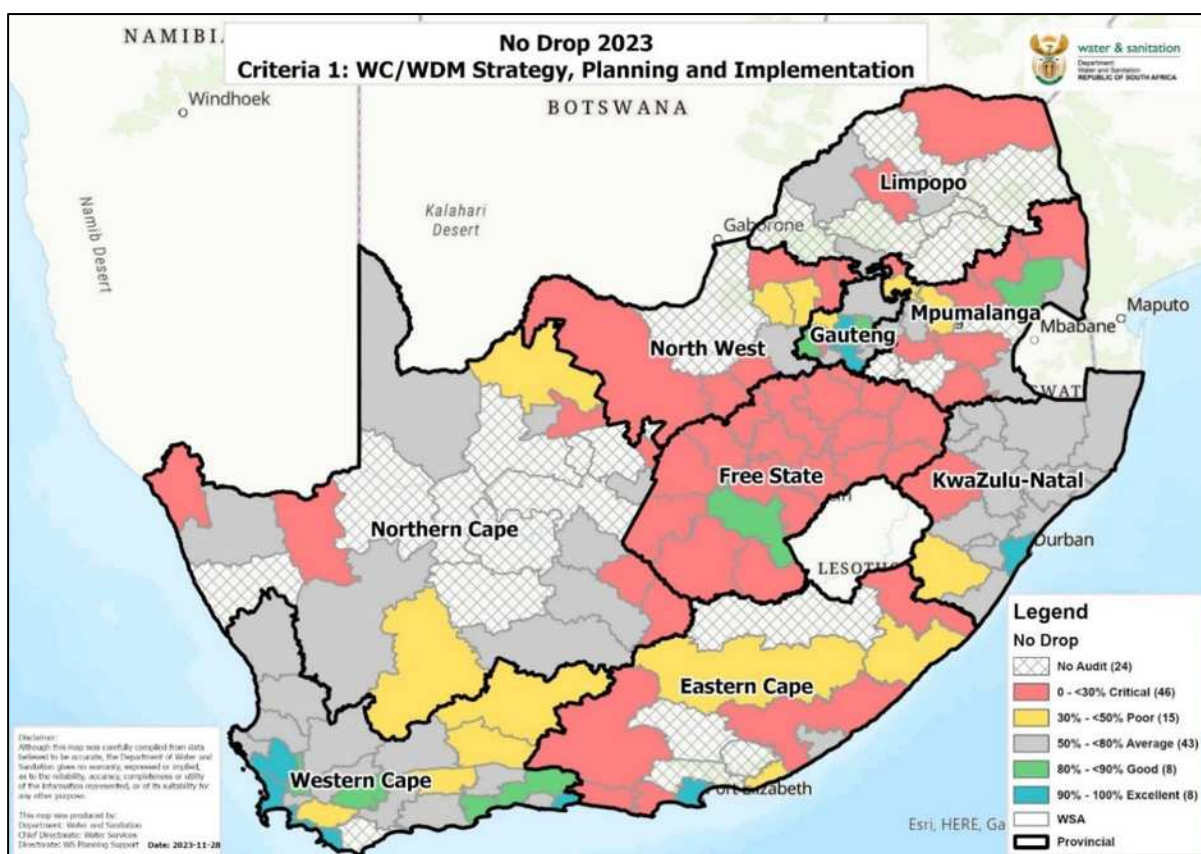


Figure 7: Map of Criteria 1 Results: WC/WDM Strategy Planning and Implementation

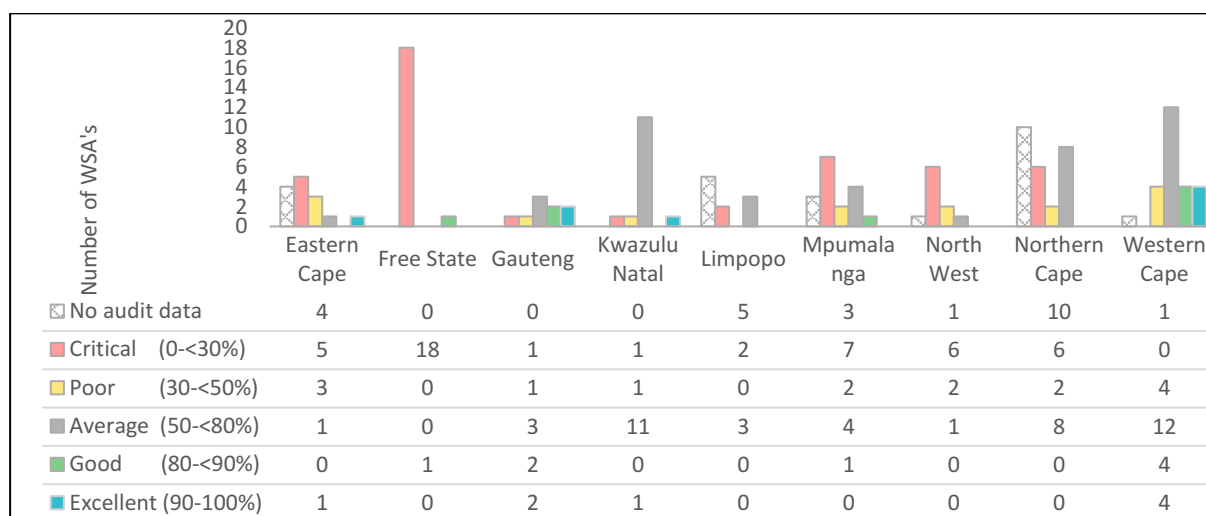


Figure 8: Criteria 1 Results per Province: WC/WDM Strategy Planning and Implementation

The majority of WSAs in Western Cape, Gauteng and KwaZulu Natal scored positively with over 80% achieving a score of Average or above for Criteria 1. These WSAs have a good understanding of their current and future water demands, available water resources and water balances. They have a good understanding of the status quo with regards to water losses, NRW and water use efficiencies and have strategies in place to make improvements. It was noted that, generally, having sufficient approved budgets and inclusion in the IDP would improve the average scores.

WSAs Performance is summarised:

- 8 WSA's scored 90% and higher.
 - Cape Town, Bitou, Overstrand and Swartland scored 100%.
- 8 WSAs scored over 80%
- 15 WSA scored poorly.
- 43 WSAs achieved a score of Average,
 - but 13 of these achieved a score above 70%
 - and another 9 scored about 60%
- 46 WSA were scored as Critical, mainly because the WSAs could not provide an IWA water balance and a council approved strategy to support the scoring. This is a major challenge for the sector, as implementation of the WC/WDM projects is reliant on status quo analysis and relevant planning related to identified challenges.

All the metros scored above 75%, except Buffalo City which scored poorly on its WC/WDM strategy (Refer to Figure 26: Eastern Cape WSAs: Details of Criteria 5). Each province should interrogate the details of the Criteria 1 Sub-categories to identify areas of improvement, but of concern is:

- All WSAs in Free State, except Mangaung scored as Critical.
- Eastern Cape, Limpopo, Mpumalanga, North West, and Northern Cape have more than 50% of the WSAs as Critical.

To gain more insight into, and therefore understanding of these results consider Figure 9 which shows all three sub-criteria and the final criteria 1 score (left axis) for each WSA (Bottom axis). The WSAs are ranked according to increasing Criteria 1, which results in its upward trend.

What one can conclude from the chart is that there is variability with regard to the drivers of Criteria 1 and its sub-criteria but there are some trends which can be identified. WSAs scoring critically for Criteria 1 are plotted to the left of the red vertical line. Very few scored above 50% for any of the sub-criteria. WSAs that score above 80% for Criteria 1 are plotted to the right of the blue line. As would be expected the high achieving WSAs showed good results of all the sub-criteria. Only a few scored below 50% for any of the sub-criteria. WSA plotted between the vertical lines showed variability. Many achieved 100% for a sub-criteria but were negatively affected by others. An interesting result is that the red dots are almost consistently about 70% and higher than the resulting yellow series. This means that WSAs in this range are producing water balances which scored better than the strategies and resource diagrams. This is probably because WSAs have had to regularly report on their water balance over the last years. It shows that the requirement for regular reporting has resulted in better compliance.

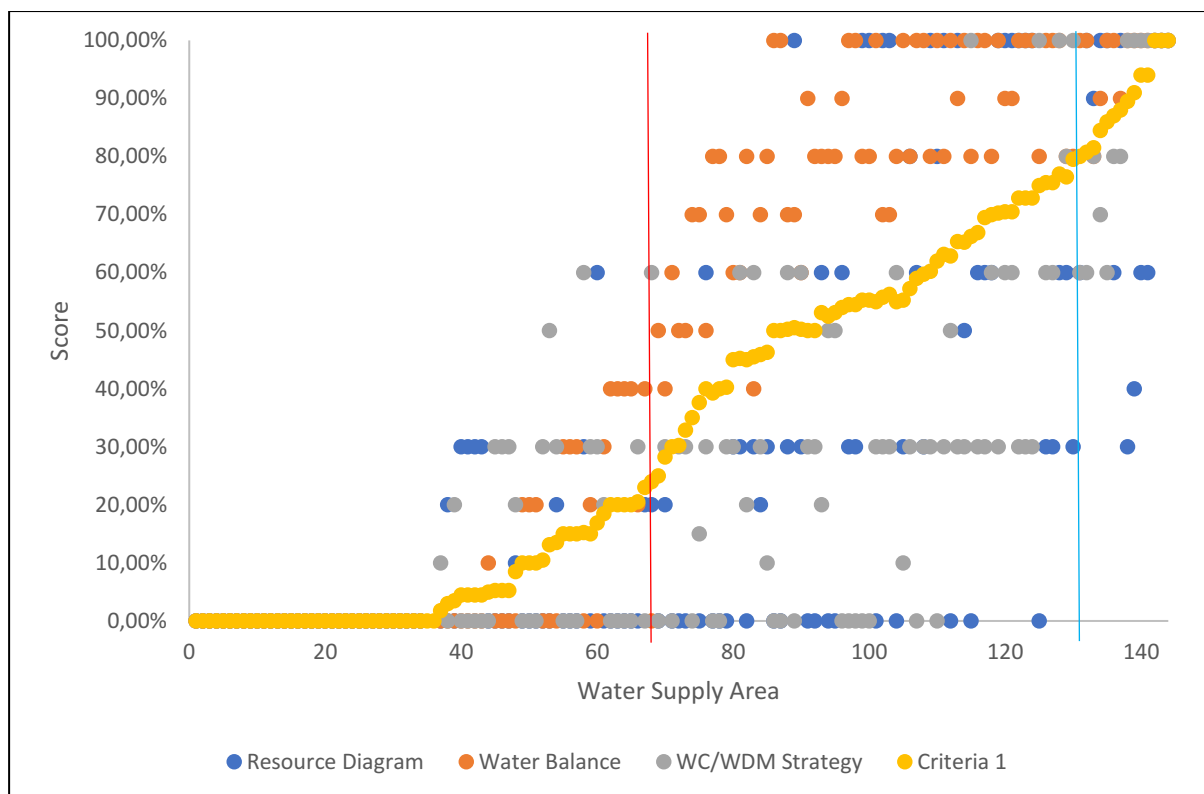


Figure 9: Criteria 1 Sub Category Distribution

The national water balance for 2021/22 was updated in the 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities. It is shown in Figure 10 and differs from that in the No Drop Watch report as it was based on an improved dataset. It indicates an SIV of 4.31 billion m³/annum, NRW of 2.01 billion m³/annum (46.8%) and water losses of 1.75 billion m³/annum (40.7%).

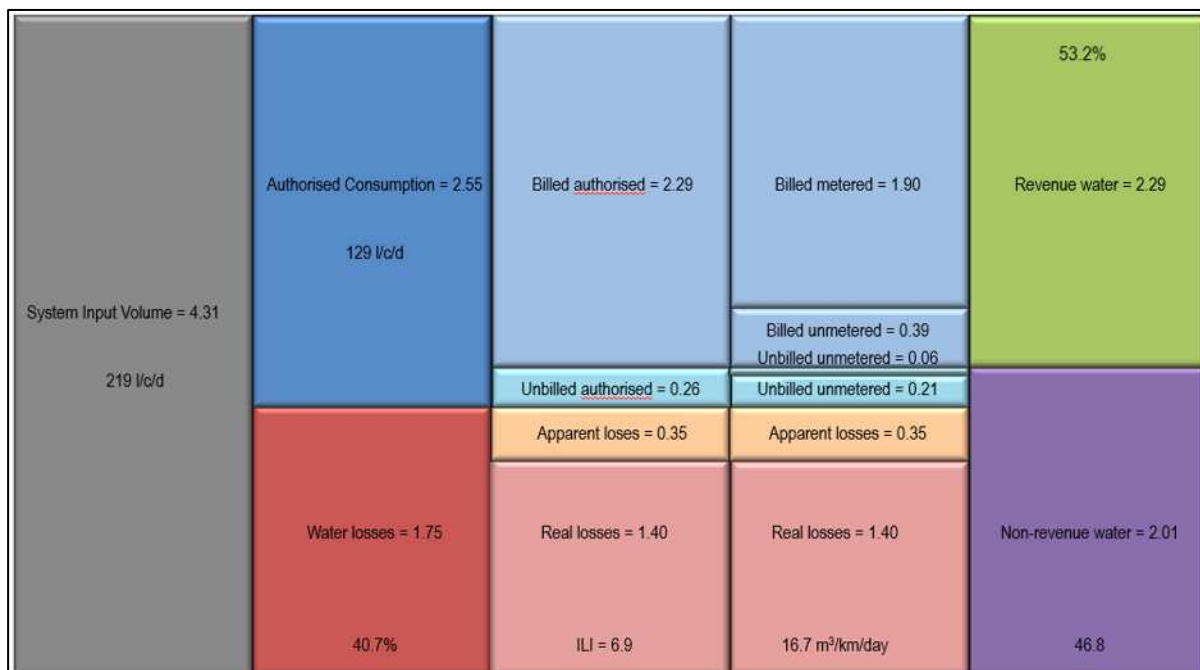


Figure 10: National Water Balance (2021/22) in billions m³/annum (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)

3.3.2 Criteria 2: Asset Management

Water distribution infrastructure is to be managed in a manner which will ensure that WC/WDM targets are met. In this criterion the WSA's compliance with Regulations 509 of 2001 Clause 10(e) was assessed. To do so the WSA was required to provide evidence relating to their consumer meter replacement programme. The metros were also assessed on their initiatives relating to the monitoring and analysis of and response to high water loss supply areas.

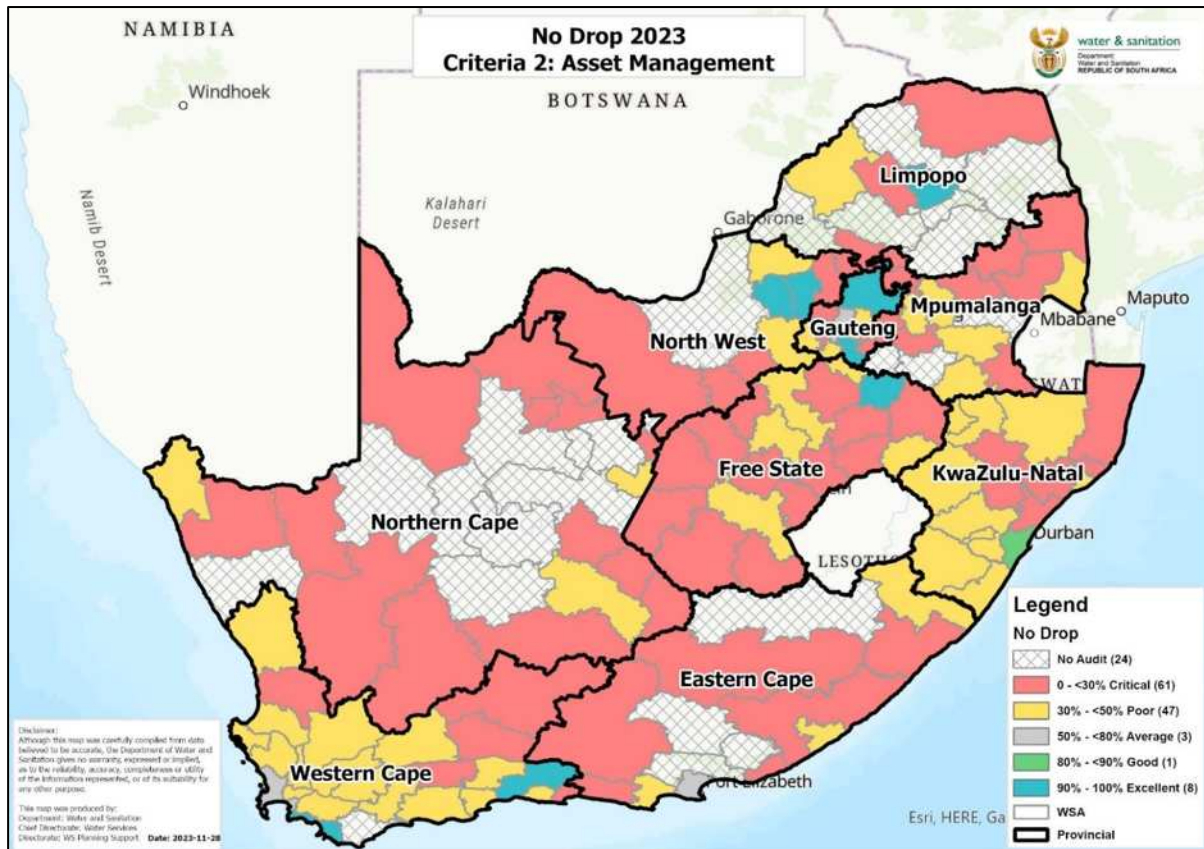


Figure 11: Map of Criteria 2 Results - Asset Management

The metrics for this Criterion generally did not allow for a range of scores. Scores were either around 100%, 40% or 0.

- 8 WSAs indicated that more than 10% of their consumer meters were repaired or replaced with 7 scoring 100%: Mafube, Midvaal, Polokwane, Kgetlengrivier, Rustenburg, George, Overstrand
- 51 WSAs could prove that there was a programme in place but had replaced or repaired less than 10 percent of the meters.
- Most WSAs in Gauteng, KwaZulu Natal and Western Cape provided evidence that meter replacement programmes were in place.
- The majority of WSA in Eastern Cape, Free State, Limpopo, Mpumalanga, and Northern Cape did not provide evidence of a consumer meter replacement programme.

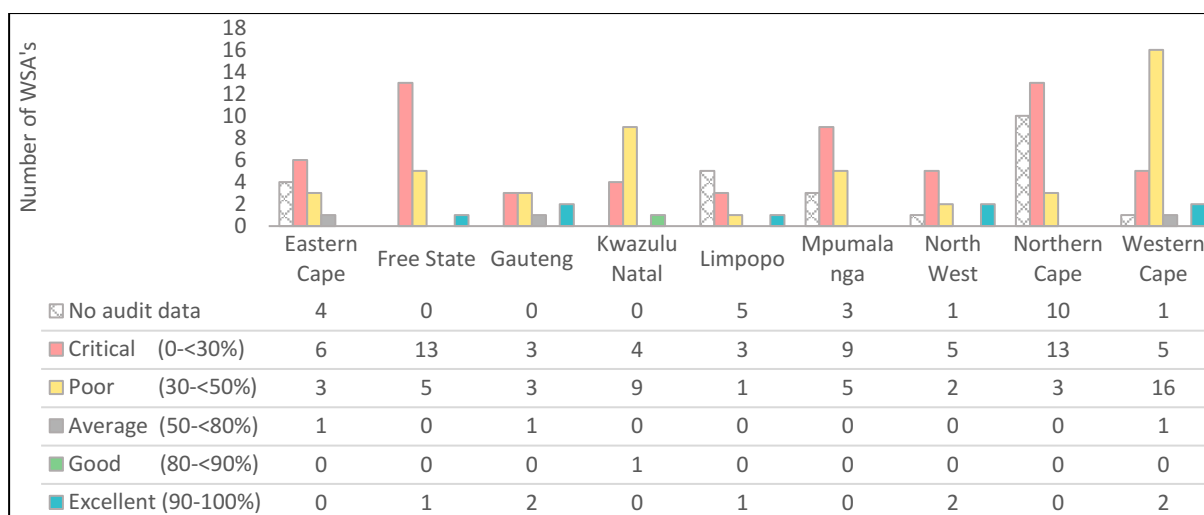


Figure 12: Criteria 2 Results per Province - Asset Management

The information required for actual water use and correct billing of consumers is dependent on meter readings. The Department required to understand the extent of WSAs consumer meter replacement programmes, as it directly contributes to the credibility of the water balance.

It should be noted that this statistic may be skewed depending on large scale initiatives to install smart metering, either in the year of the audit (resulting in good scores) or before or after the audit year (resulting in low scores for the audit year). In other words, taking a snapshot of what happened in a particular year may not be the best manner in which to adjudicate the criterion. Also, as noted by several WSAs an economic assessment of the meter replacement programme should be performed, including consideration of revenue recovery. It is recognised that WSAs cannot afford not to replace the consumer meters that are out of their lifespan as they are likely underreading. The benefit of replacing an aging meter which would be under reading should be compared to the ultimate financial benefit from the meter given the context of each WSA. This also indicates that the metric for this criterion should be refined in next round of assessments.

3.3.3 Criteria 3: Technical Skills

This criterion evaluated whether the WSA has a sufficiently qualified WC/WDM team to drive and to add impetus to its WC/WDM initiatives. The necessary competence in skills must be represented in all domains related to WC/WDM.

Proof of qualifications and experience was required. It should be noted that this was challenging for several WSAs given the limited time available to address their internal processes around POPIA. This negatively impacted their scores.

Some WSAs submitted very detailed organograms for all divisions of the WSA. Vacant positions are of concern in many WSAs.

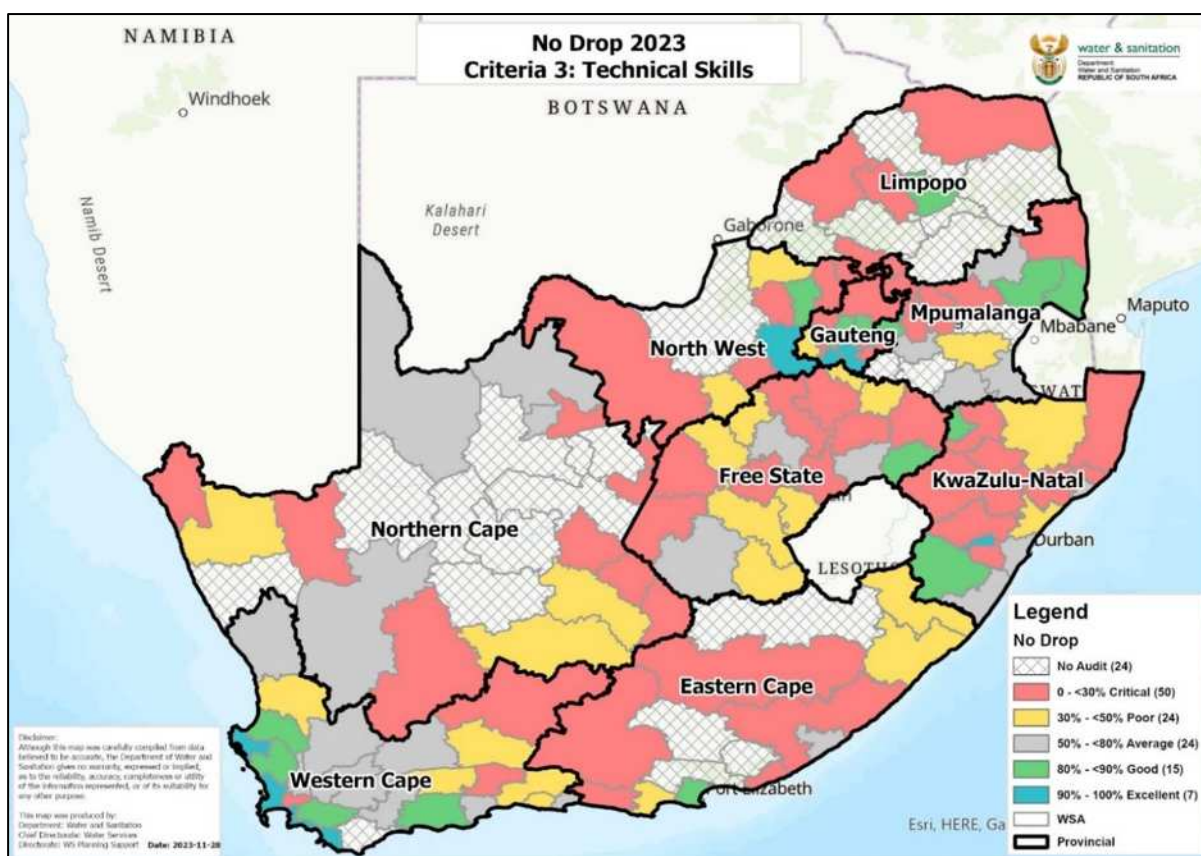


Figure 13: Map of Criteria 3 Results - Technical Skills

- 7 WSAs achieved a score of 100% (Excellent). These were Emfuleni, Midvaal, Msunduzi, City of Cape Town, JB Marks, Overstrand and Saldanha Bay
- 74 WSAs are ranked as Poorly or Critically skilled.

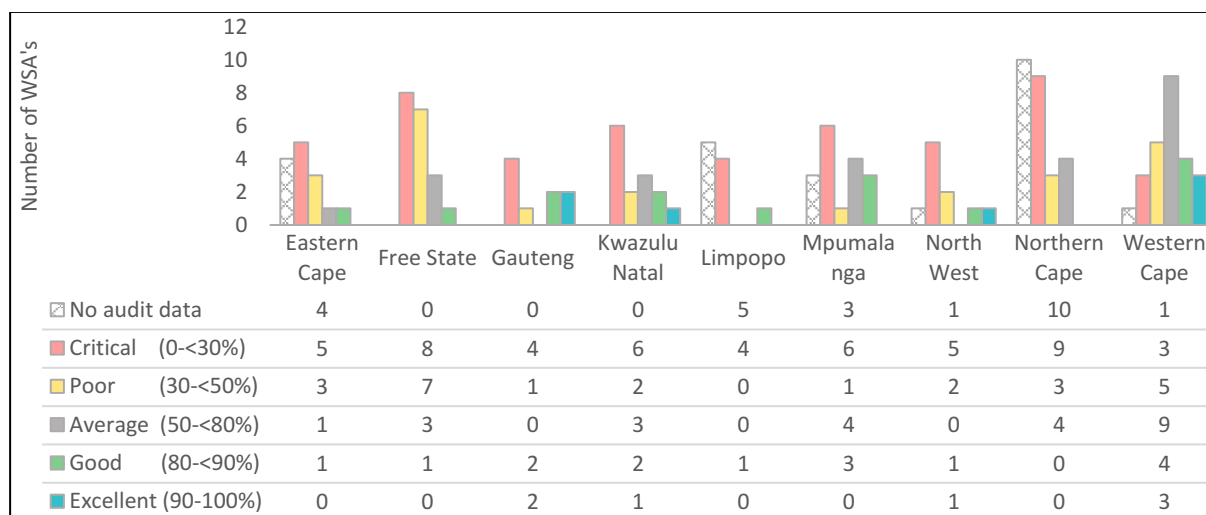


Figure 14: Criteria 3 per Province - Technical Skills

The Western Cape has the highest percentage of capacitated WSAs. All provinces, except Western Cape, have over 50% of their WSAs poorly or critically skilled in terms of WC/WDM. It is concerning that WC/WDM skills are in short supply in most provinces. This data supports the current results and the number of WSA's that are regarded as No Drop compliant from the basic WC/WDM requirements.

The lack of adequate skills and Personnel at municipalities to effect change should be emphasised and further discussed with The Department of Cooperate Governance.

The Department is also using this criterion to collect information for the development of organogram/ and to determine the capacity required for WCWDM per category of the WSAs.

3.3.4 Criteria 5: Compliance and Performance

WDM compliance and performance is measured against several best practice targets. For the 2023 audit these included:

- Leaks in the reticulation systems must be repaired in under 48 hours.
- Physical water loss indicators must be known and demonstrate a year-on-year improvement in water loss performance.
- Commercial water loss indicators must be known and demonstrate a year-on-year improvement.
- Non-Revenue Water Ratio indicators must be known and demonstrate a year-on-year improvement.
- Water use efficiency indicators must be known and demonstrate a year-on-year improvement.

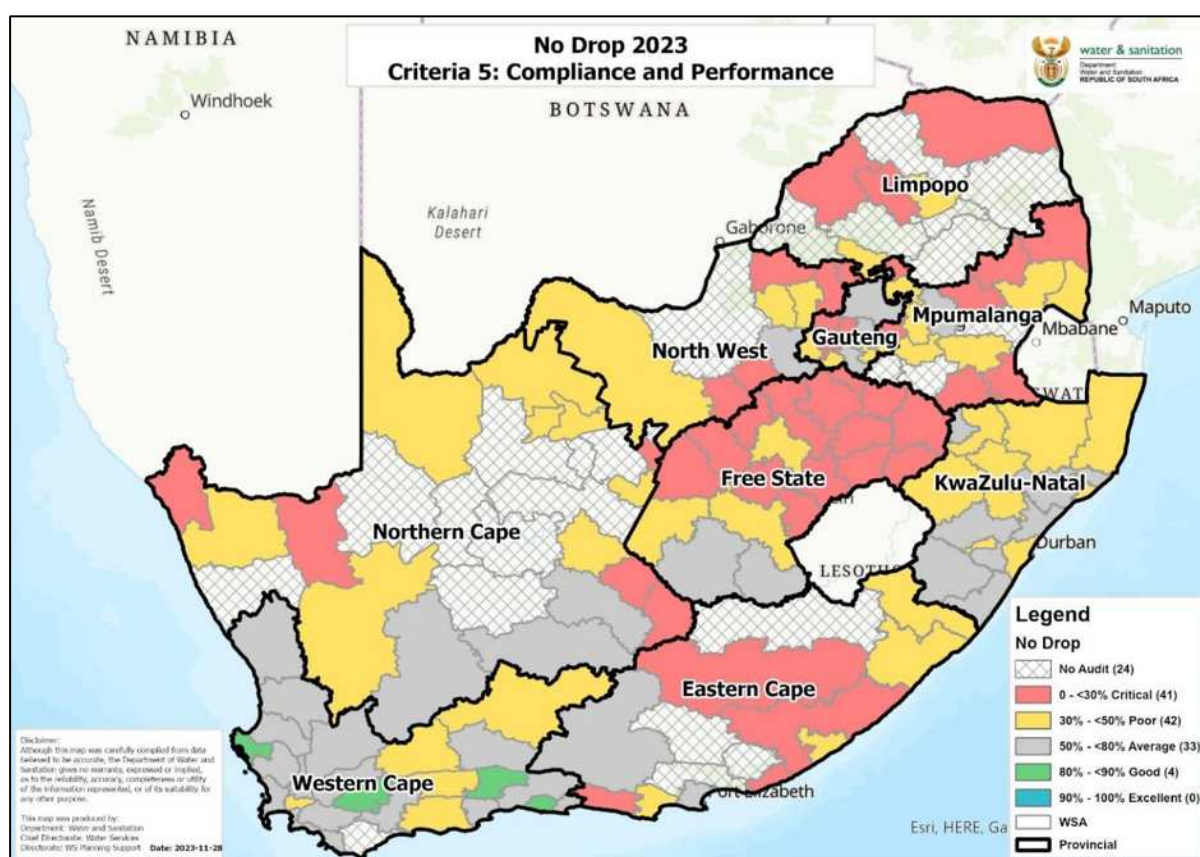


Figure 15: Map of Criteria 5 Results - Compliance and Performance

No WSAs achieved a score of Excellent. Only 4 WSAs achieved a score of Good. These include Knysna, Langeberg, Oudtshoorn and Saldanha Bay. In total only 26% (37 WSAs) of the WSAs scored an Average or Good status for this criterion.

42 WSA scored below 50% with a further 41 WSAs scored below 30%.

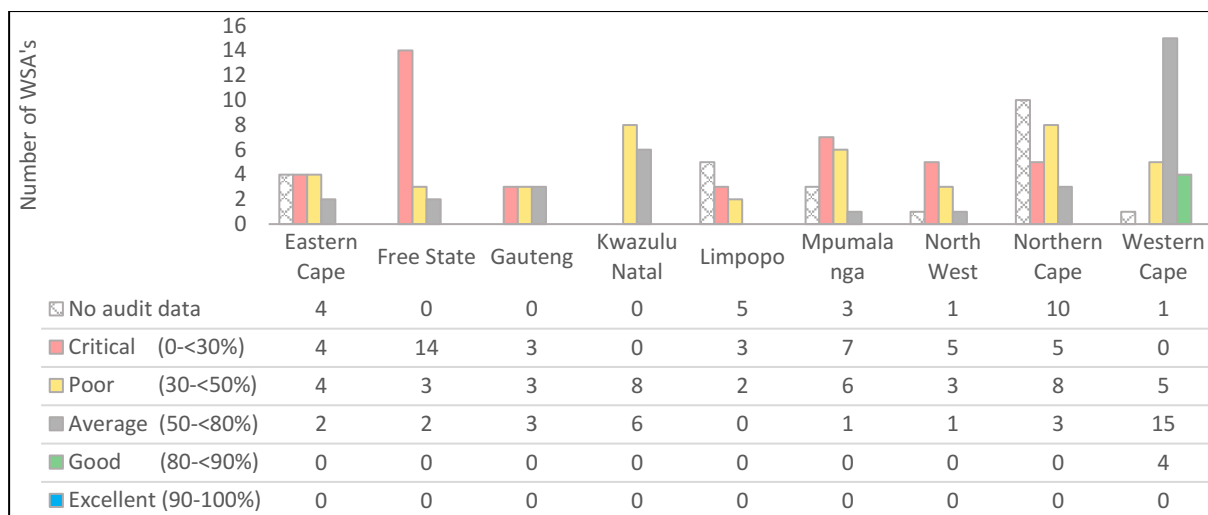


Figure 16: Criteria 5 per Province - Compliance and Performance

- Only the Western Cape has the majority of WSAs with average and better compliance and performance. Many of the WSAs that scored as average have already achieved low KPI's, making improvement, and an excellent scoring, relatively more difficult.
- KwaZulu Natal have approximately 45% of their WSAs achieving above 50% (Average and Good).
- All provinces, except KwaZulu Natal and Western Cape, have over 75% of their WSAs achieving below 50% (Poor and Critical).

These results confirm that there is a need across the country to focus efforts on WC/WDM initiatives. Over 45% of the WSAs are in a Critical state - they either do not know their water loss, NRW or efficiency KPIs, or they have deteriorated since the previous year. Considering the results of the sub-criteria is required to gain a deeper understanding of the results. This is done in the provincial and WSA reporting.

3.3.5 Bonus: Multi Year Water Balance

WSAs were awarded a bonus if they submitted a multi-year IWA balance.

- 57 WSAs did not submit an IWA water balance for the 2021/22.
- 81 WSA submitted a water balance for 2021/22. Of these
 - 34 WSAs only submitted for 2021/22, and
 - 57 WSAs submitted a multi-year water balance.

Note that these submission results relate specifically to the data submitted for the audit and differ from the submission statistics in the 2023 benchmark report where 88 WSA submitted data. The improvement for 2022/23 must be noted.

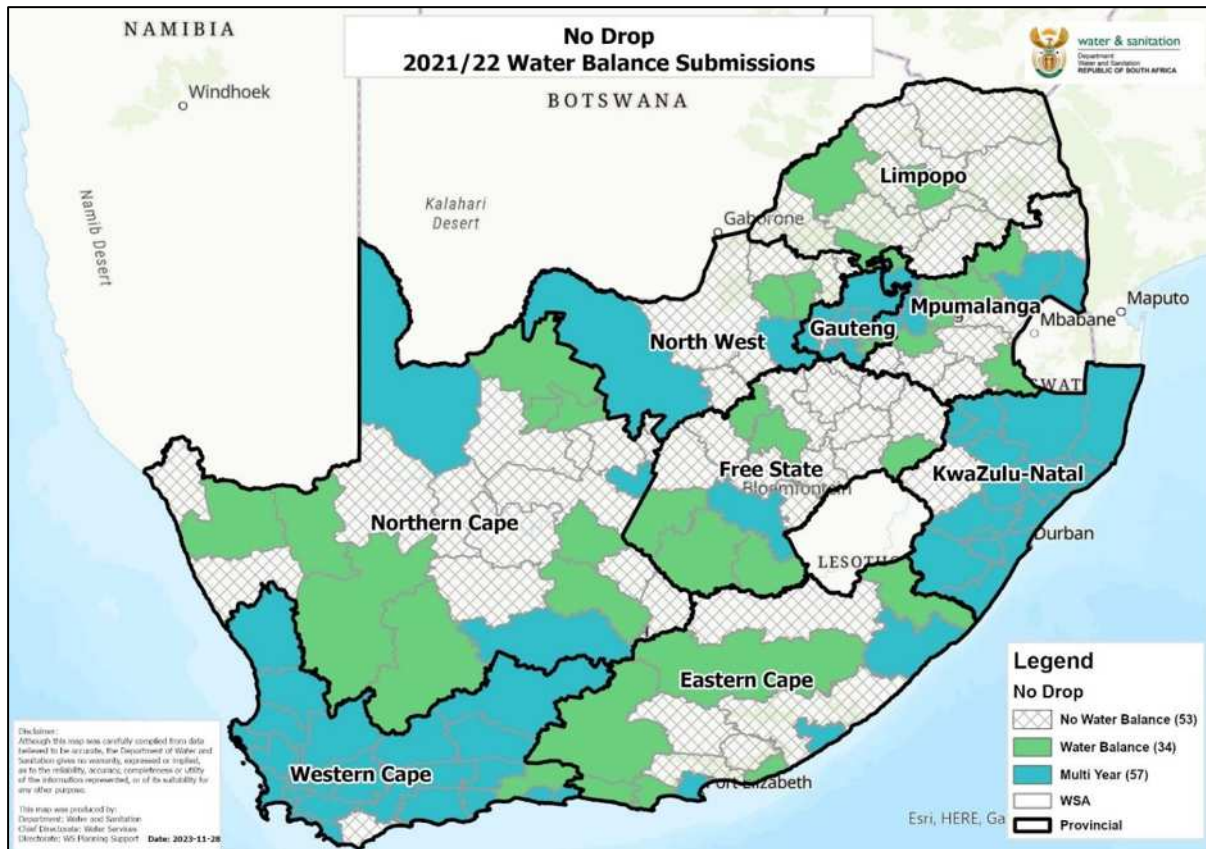


Figure 17: Map of Multi Year Water Balance (2020/21 & 2021/22)

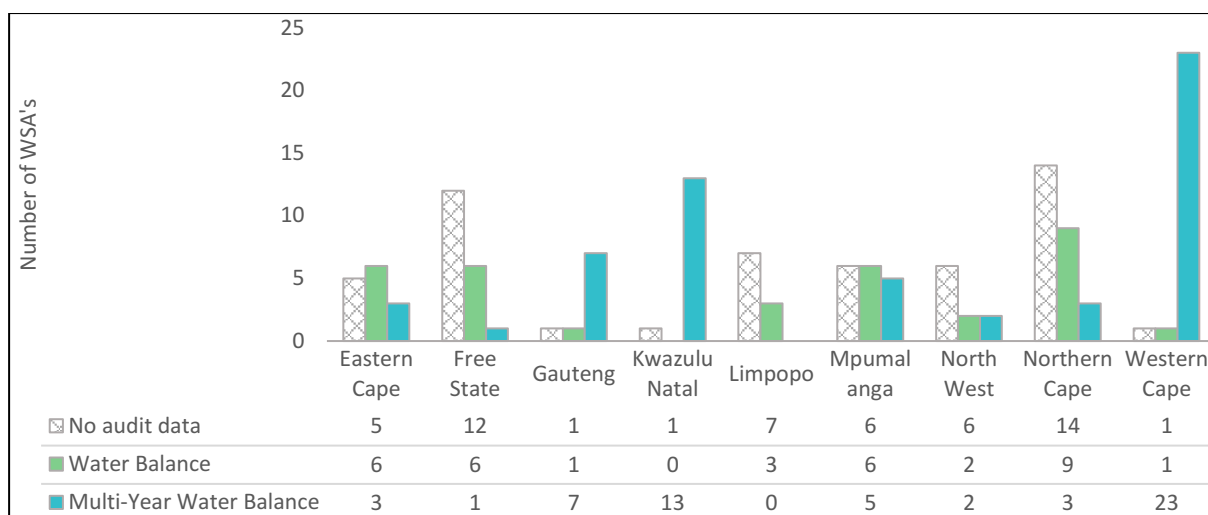


Figure 18: Bonus per Province - Multi Year Water Balance (2020/21 & 2021/22)

- The majority of WSAs in Western Cape, KwaZulu Natal and Gauteng submitted monthly water balances spanning more than 1 year.
- There was a very poor response from the other provinces, particularly in the Free State, Limpopo, North West, and Northern Cape.

3.3.6 Summary per Criteria

Figure 19 summarises the results for all WSAs in the country. The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown for each of the No Drop Criteria and the Final No Drop Score. The results are also mapped in the above sections.

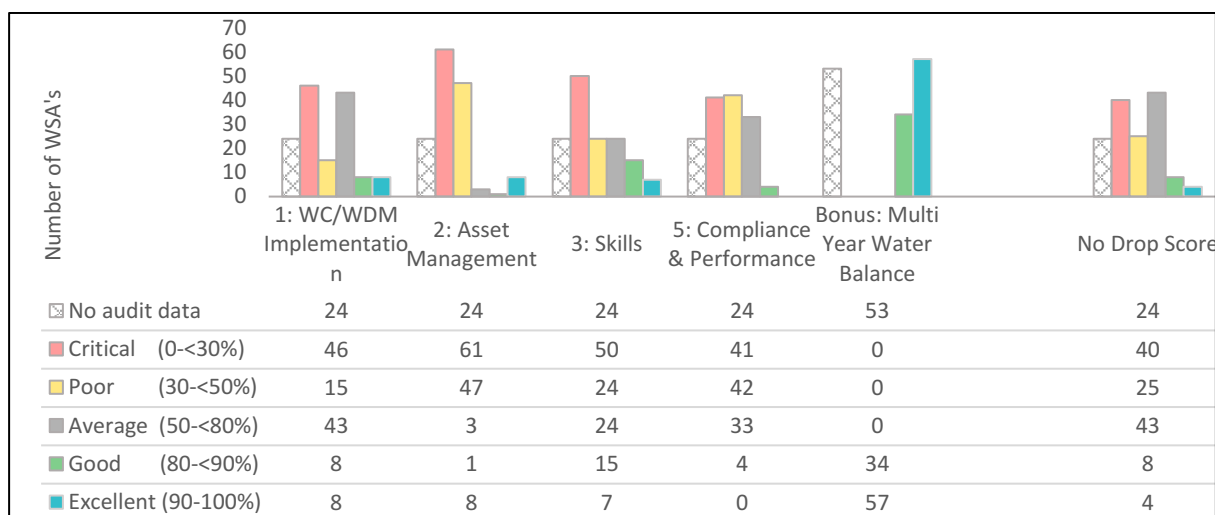


Figure 19: Summary of No Drop Results per Criteria and Final Score

More than half the WSAs either failed to respond or achieved poor or critical scores for each of the criteria indicating that there are deficits at WSAs in WC/WDM activities across all the domains audited.

Knowing the status of water resources, current and future demands, having an accurate and up-to-date IWA standard water balance and having a council approved WC/WDM strategy with an approved budget and implementation timeline is critical for effective WC/WDM. Criteria 1: WC/WDM Implementation is a measure of this knowledge. Only 8 WSAs could fully comply, and another 8 were assessed to be 'Good' in this regard. 46 were deemed to have critical deficits in this knowledge base and action plans. These

WSAs should start with preparing a water balance on a monthly basis, develop and fund a WC/WDM strategy, and implement leak fixing, bulk metering, and consumer metering.

On a positive note, the submission rate of water balances is improving. 81 WSAs submitted water balances for the 2021/22 financial year and, although not used for the audit, 88 WSAs submitted their 2022/23 water balance for the benchmarking update. This is the highest submission rate ever. Several Provinces have active data collection and collation programmes combined with regular engagements. WSAs in these Provinces are requested to report on a regular basis at structured forums and reconciliation strategy progress meetings. In the last few years there have also been requirements to submit water balances to the DWS National Office. This focus on water balances may be a reason for the improved submission trend, and in the active Provinces, improved data quality. It is unclear why there are still 53 WSAs that did not submit balances when it has been a requirement to do so for many years and training has been provided for the past 10 years. Possible reasons could include insufficient skills and/or lack of bulk and/or consumer metering.

Meter replacements (Criteria 2: Asset Management) are important to ensure accurate metering and billing because meters deteriorate with use. 61 WSAs did not demonstrate any evidence of a meter replacement programme and only 8 WSAs could prove that they replaced more than 10% of their meters in the audit year, which is the stipulated minimum. It should be noted though that the metric only considered the audit year, and not whether large scale meter replacements had previously been implemented or would be implemented in the future, resulting in little action in the audit year.

Competent and qualified staff are necessary to drive and implement WDM/WC at WSAs. The Skills Audit, Criterion 3, showed that only 22 WSAs could prove that they had these resources. 74 WSAs achieved only a Poor or Critical score. This could be due to a real shortage in skills, or lack of an organogram or proof of qualifications regarding the team.

Compliance and Performance gives an indication of the WSAs knowledge, achievements and year-on-year improvements of WC/WDM key performance indicators including physical water losses, commercial water losses, Non-Revenue Water and per capita water efficiencies. Only 4 WSAs were found to have a Good result, and 33 were Average.

3.4 COMPARISON TO 2014 NO DROP RESULTS

The criteria and weighting used in 2014 differed from that used in 2023. A direct comparison of each WSA's scores should therefore not be given too much importance. However, summarising the numbers that have improved or deteriorated gives some idea of the direction of the general trend of WC/WDM programmes since 2014.

The number of submissions is compared in Table 3. 14 WSAs that submitted in 2014 failed to submit data for the 2023 assessment. However, 38 WSAs submitted data in 2023 and not in 2014, resulting in a net improvement of 24 datasets.

Table 3: Comparison of data submissions

| Province | 2015: No 2023: No | 2015: Yes 2023: No | 2015: No 2023: Yes | Net Improvement |
|---------------|----------------------|-----------------------|-----------------------|--------------------|
| Eastern Cape | 0 | 4 | 2 | -2 |
| Free State | 0 | 0 | 11 | 11 |
| Gauteng | 0 | 0 | 1 | 1 |
| KwaZulu Natal | 0 | 0 | 1 | 1 |
| Limpopo | 2 | 3 | 1 | -2 |
| Mpumalanga | 3 | 0 | 8 | 8 |
| North West | 1 | 0 | 4 | 4 |
| Northern Cape | 4 | 6 | 6 | 0 |
| Western Cape | 0 | 1 | 4 | 3 |
| Total | 10 | 14 | 38 | 24 |
| | 24 | | | |

For a more meaningful comparison of results an adjusted 2023 No Drop Score was calculated by applying weightings similar to those used in 2014: Criteria 1.2 (30%), Criteria 1.3 (30%) and Criteria 5 (40%). Where municipalities have been amalgamated since 2014, a manual adjustment was made. The findings are tabulated in Table 4.

Table 4: Comparison of 2014 and Adjusted 2023 No Drop Results

| Province | Deterioriated | Maintained | Improved |
|---------------|---------------|------------|-----------|
| Eastern Cape | 3 | 1 | 3 |
| Free State | 7 | 2 | 0 |
| Gauteng | 6 | 0 | 2 |
| KwaZulu Natal | 7 | 2 | 4 |
| Limpopo | 1 | 1 | 2 |
| Mpumalanga | 2 | 1 | 3 |
| North West | 4 | 0 | 0 |
| Northern Cape | 4 | 2 | 4 |
| Western Cape | 11 | 2 | 7 |
| Total | 45 | 11 | 25 |

Although a direct comparison cannot be made, the following trends are evident:

- On a positive note:
 - 38 WSA submitted data in 2023 when they that did not submit water balance data in 2014.
 - 11 WSAs maintained a score within 5% of the 2014 score.
 - 25 WSAs improved their score by more than 5%
- Unfortunately:
 - 14 WSAs that provided data in 2014 did not submit data in 2023.
 - The score decreased by more than 5% for 45 WSAs.
 - 10 WSAs did not submit data for either audit.

4 2023 STATUS OF WATER LOSSES, NRW AND WATER USE EFFICIENCY

The primary intent of this benchmarking report was to provide a status update, as of June 2023, of the levels of NRW, water losses and water use efficiencies in South Africa. It supplements the 2023 No Drop Report which was based on information for the 2021/22 financial year. The No Drop Audit process was used to collect the data, but the 2022/23 data was only for benchmarking and assessing the status of NRW. It was not used in the assessments. Therefore, submission of this data or failure thereof did not affect their No Drop scores in no way.

A total of 88 datasets (61%) were received from WSAs for the 2022/23 period, which is the highest number to date. Less than 50% of WSAs were able to submit water balance data in previous surveys.

The national water balance indicates an SIV of 4.4 billion m³/annum, NRW of 2.1 billion m³/annum (47.4%) and water losses of 1.8 billion m³/annum (40.8%).

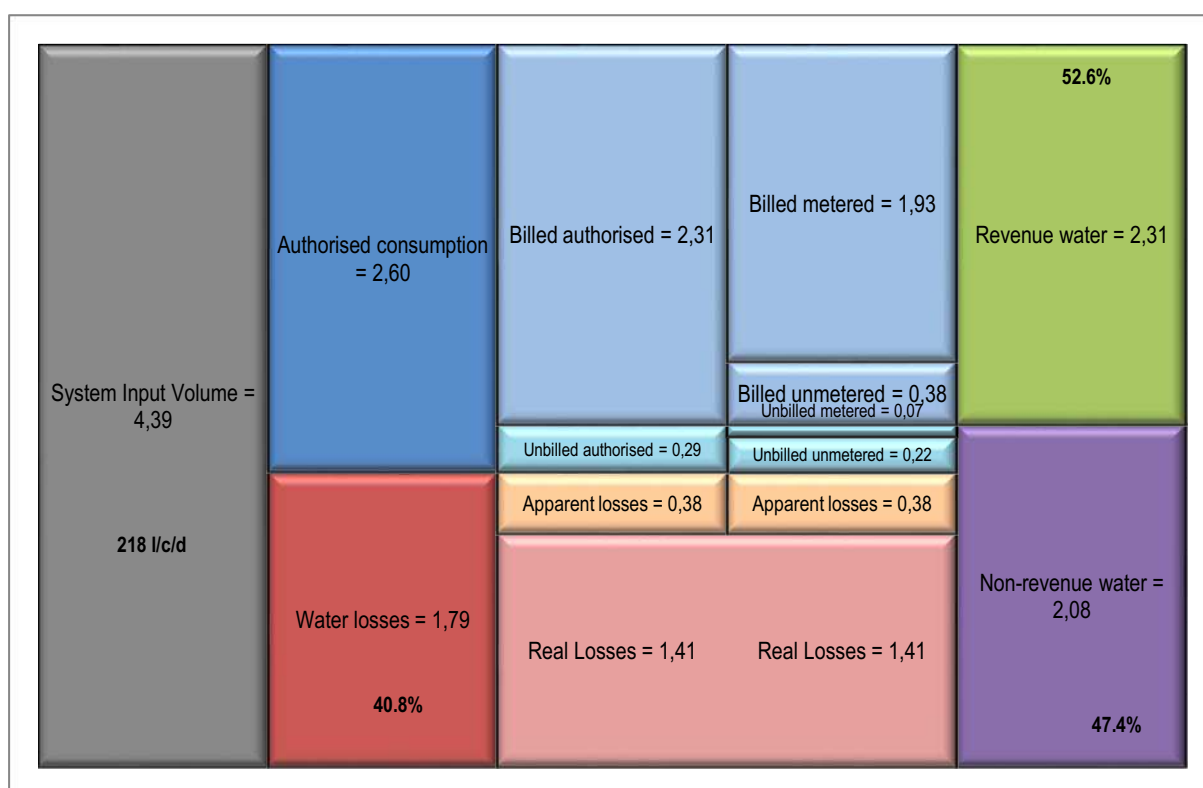


Figure 20: National Water Balance (2022/23) in millions m³/annum (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)

National NRW and water loss trends show a steady increase in NRW over the past 10 years and SIV (demand) projections with WC/WDM have been exceeded. There is significant scope for improvement of NRW and all municipalities would benefit from targeted demand management programmes, including community education and awareness, leak repair, infrastructure refurbishment, pressure management, and installation of bulk meters, amongst other measures.

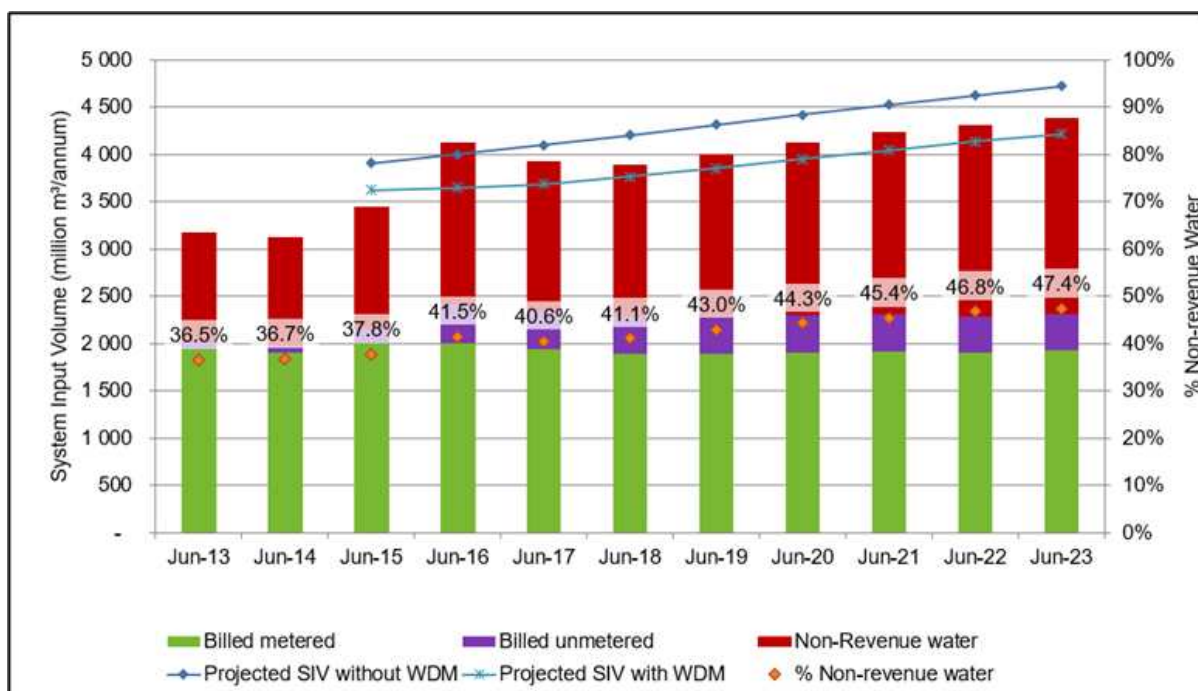


Figure 21: National Water Balance Trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)

Historical values were updated with the inclusion of more and better data which explains why some values differ from those previously reports.

National trends suggest that the per capita consumption has remained relatively constant over the past 10 years, which is commendable. However, WC/WDM efforts must be elevated considering the level and reliability of service and inefficiencies, and that South Africa is one of the 30 driest countries in the world. Nonetheless, the per capita consumption is significantly lower than the previous national average of 237 l/c/d presented in June 2016 because of the prevailing droughts in parts of South Africa, deteriorating infrastructure, and service delivery.

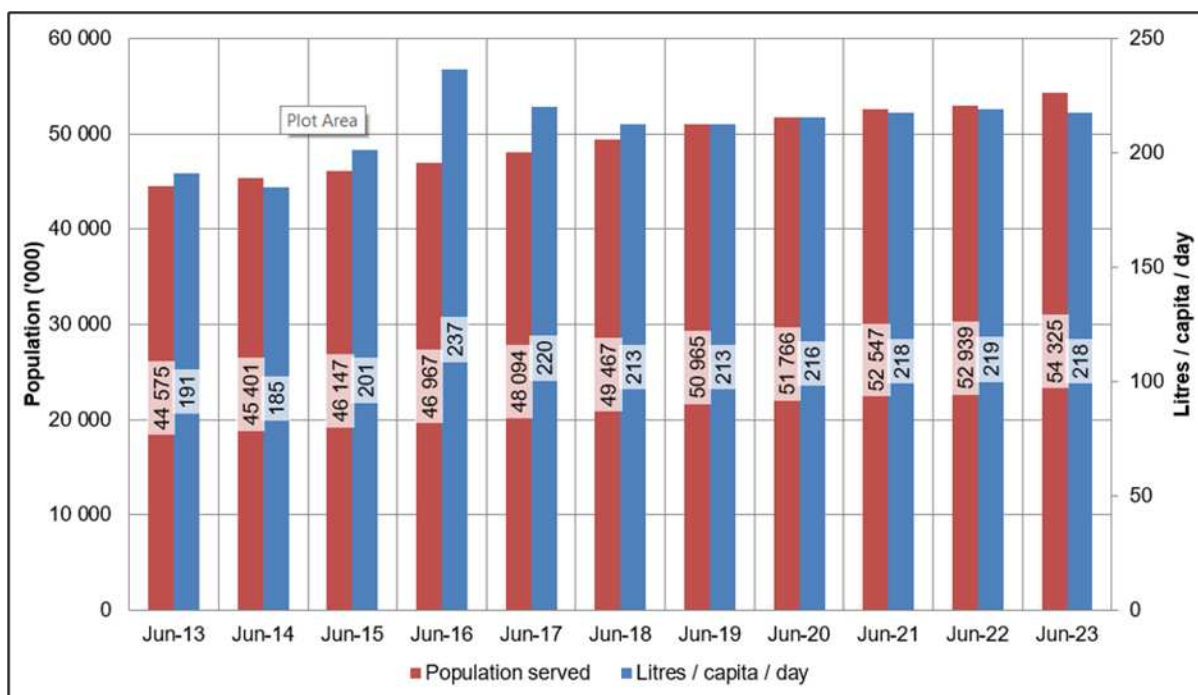


Figure 22: National per capita consumption and population trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)

The ILI deteriorated drastically from 2016 to date, showing signs of improvement in 2017 and 2018. The ILI of 7.0 indicates poorly managed physical losses. The COVID-19 pandemic has made a widespread destruction with municipal water losses and this trend is expected to improve once municipalities have returned to normal, eliminated the leak repair back-logs, and improved revenue collection.

[[OBJ]]

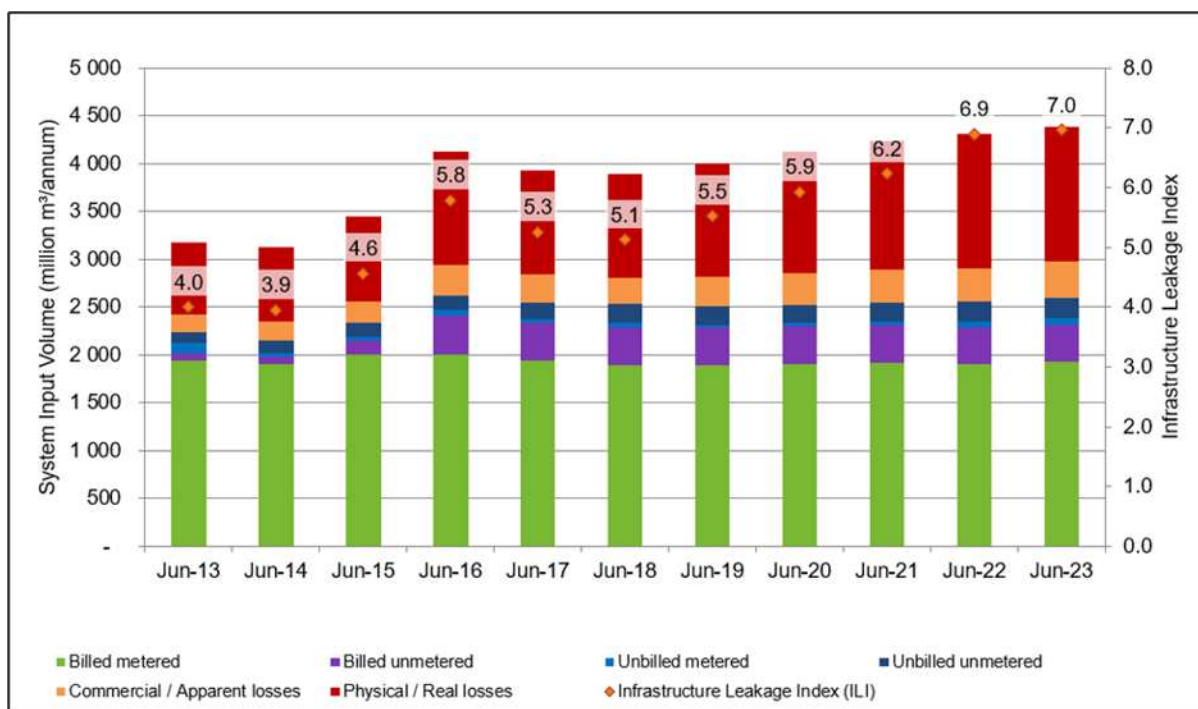


Figure 23: National Water Loss Trends (Source: 2023 Status of water losses, non-revenue water and water use efficiency in South African Municipalities)

The results indicate increased NRW, water losses, and ILI, but a significant decrease in the national per capita consumption. Given the increases on three key NRW metrics, WC/WDM must be implemented as a matter of urgency in all Provinces, especially considering that several WSAs have NRW and water losses above 50%. There is significant scope for improvement in reporting levels, data accuracy and a reduction in SIV, NRW, water losses and improved efficiency across South Africa. Only continuous monitoring and analyses will provide a credible benchmark against which progress made with the implementation of WC/WDM can be measured. Continuous monitoring should also influence interventions required to manage demand, water losses, and NRW.

5 CONCLUSIONS

5.1 IMPLEMENTATION OF THE 2023 NO DROP AUDIT

Given that 83 percent (120) of the WSAs participated in the audit it can be concluded that the re-implementation of the No Drop Audit was successful. This is an improvement on the 2014 audit where 67% of the WSA were able to submit No Drop related data.

The audit meetings were well attended by the WSAs and the DWS Regional Staff. With almost half the officials from the Provincial DWS Office attending audit meetings as observers, rather than auditors, one can conclude that the regions were engaged participants in the process. Similarly, more than half of the audit meetings were attended by more than 1 WSA representative, showing that these WSAs were also engaged in the audit process.

5.2 NO DROP RESULTS

The No Drop Scores indicate that several WSAs have made a concerted effort with respect to WC/WDM related to the No Drop Criteria. 4 WSAs scored above 90% and another 8 between 80% and 90%. These WSAs have the systems and procedures in place that have resulted in insight into and understanding of their water availability and WC/WDM status quo. With the systems and knowledge, they have been able to develop and fund WC/WDM strategies and track the results of the implemented initiatives.

With only 12 WSAs scoring above 80% in combination with 65 WSAs scored below 50% and a further 24 failing to submit any related data, there is considerable scope for improvement, across all aspects of WC/WDM management.

On a provincial level it can therefore be concluded that regular reporting of water balances supports positive audit results. KwaZulu Natal and Western Cape have the best scores with over 80% of the WSAs scoring over 50%. All WSAs in KwaZulu Natal and all but 1 WSA in Western Cape also submitted data for their audits. WSAs in these provinces are required to report their water balances regularly to the DWS Provincial offices which probably contributed to their achievements. The WSA in Gauteng also regularly report on their water balances and 67% of Gauteng's WSAs scored above 50% and all WSAs submitted data.

There are provinces where interventions are required. These are Free State where the WSAs were engaged in the audit process but were unable to submit meaningful data. The conclusion is that they don't have the resources or systems in place to do so. Other provinces where resources in terms of skills and/or systems are required include North West, Limpopo, and Northern Cape where there were a number of WSA with a poor or critical result or could not submit any meaningful data.

Considering the results per No Drop Criteria, it was found that more than half the WSAs either failed to respond or achieved poor or critical scores for each of the criteria. It can be concluded that WSAs are struggling across all domains.

Asset management is a particular challenge and 108 WSAs did not attend to the required number of meters. They were either not recording or had no meter replacement and maintenance programmes in place or attended to less the prescribed number of meters. It should be noted though that the metric only considered the audit year, and not whether large scale meter replacements had already been implemented or would be implemented in the future. Both of which would have resulted in little action in the audit year and consequently a low score.

The results indicate that technical skills are also a challenge as only about 30% of WSAs scored above 50% for this criterion. This could be due to a real shortage in skills, or lack of an organogram or proof of qualifications regarding the team. It must be noted that the POPI Act made it challenging to obtain the required information in some WSAs.

Although it has been a requirement for over a decade for WSAs to report their water balance, it is still evident that many WSA are not able to do so. The challenges in this regard, which were reported on in the audit meetings, included lack of skilled resources, insufficient knowledge regarding the supply systems and insufficient SIV and consumer metering. However, the submission trend is improving which is probably as a result of regular and consistent reporting requests over the last years.

There is a lack of knowledge in the WSAs. Only 40% of WSAs could prove good knowledge of their water resources and WC/WDM status quo, along with a council approved WC/WDM strategy with adequate budgets and proof of implementation. The reasons could include, inter alia, skills shortages, insufficient bulk and consumer metering and/or financial constraints.

Performance with respect to WC/WDM and NRW is poor. Only 4 WSAs indicated Excellent water use efficiencies, and KPIs whilst also showing a year-on-year improvement resulting in a score above 80%. 34 WSAs achieved above 50%.

Comparing the results from 2014 one can conclude that there has been some improvement on submission rates. 38 WSAs were able to submit water balances for the 2023 audit, that did not submit for the 2014 audit. Unfortunately, 14 WSAs that submitted in 2014 failed to submit data for 2023, for reasons unknown. For those that submitted data for both audits there was a general decline in No Drop Score. Although 25 WSAs improved their score by more than 5%, scores declined by more than 5% for another 45.

6 RECOMMENDATIONS

The following recommendations are made to build on the progress made with reporting and the implementation of WC/WDM in the municipal environment:

6.1 Department of Water and Sanitation

- All Provincial Offices should establish reporting structures, schedule meetings with municipalities to confirm WC/WDM targets, analyse the water balance information, and provide feedback. The reporting structures in well performing Provinces are now well established and managed by the respective Provinces, and most municipalities are reporting quarterly. The initiative was supported by Directorate: Regulations and sending directives to municipalities who did not respond. A similar approach could be followed for all Provinces to improve communications and water balance reporting.
- The national NRW assessment completed between 2011 and 2021 suggests that about 45% of municipalities cannot provide basic information such as monthly consumption figures. One of the key challenges with gathering the information is the poor communication channels with municipalities, Discussions also indicate that in some cases municipalities are unwilling to provide the information as it reflects badly on them, or they indicated that the information has already been submitted through the Water Services Development Plan (WSDP) and various questionnaires. Government should reconsider communication channels with municipalities. Communication should be more formal, avoid duplication, and target senior management in the organisation.
- The No Drop programme should be fully rolled-out as planned, alongside the other Drop programmes to confirm credibility of the water balance information, to strengthen the reporting requirements by the municipalities and further elevate WC/WDM regulation in the municipal environment. The Department should also enforce its regulatory mandate to penalise municipalities that do not comply with set regulation.
- Ongoing monitoring and reporting of municipal NRW and water loss performance by DWS against determined targets and baselines are critical.
- DWS Provincial Offices / Catchment Management Agencies (CMAs) / Water Boards must increase their skills and capacity to provide WC/WDM support to municipalities, for monitoring and reporting.
- The Regulations Relating to Compulsory National Standards and Measures to Conserve Water (GNR.509 of 8 June 2001) states that a water services institution must fit a suitable water volume measuring device or volume controlling device to every user connection to control demand. Many municipalities do not comply with this regulation, which results in excessive leakages on private properties through leaking taps and toilets as there is no incentive for consumers to fix the leaks. DWS should consider strengthening regulations (not policy) whereby water services institutions are compelled to either measure and control or fix leaks on private properties, as government cannot continue to fund new infrastructure projects to supplement leakage. DWS is already encouraging the fixing of leaks through various programmes.
- The National Water and Sanitation Master Plan (DWS, 2018) states that South Africa is facing a water crisis caused by insufficient water infrastructure maintenance and investment, recurrent droughts driven by climatic variation, inequities in access to water and sanitation, environmental degradation and resource pollution, and a lack of skilled water engineers. This crisis is already having significant impacts on economic growth and on the well-being of everyone in South Africa. The recommendations of the National Water and Sanitation Master Plan should be implemented as a matter of urgency.

6.2 Water Service Authorities

- Municipalities should encourage consumers to appreciate the value of water through on-going awareness programmes.
- Municipalities must actively participate and report at the reconciliation strategies meetings and use the outcomes to prioritise resources and budgets.
- The municipalities must include Water Use Efficiency key performance indicators and targets in the Service Delivery and Budget Implementation Plan.
- Municipalities should continue their effort to capitalise on the awareness created and sustain the savings achieved during drought.
- Municipalities must actively participate and report at the reconciliation strategies meetings and use the outcomes to prioritise resources and budgets.
- Monitoring and reporting on water balances by municipalities could become more self-regulatory if a policy is implemented that no new infrastructure projects will be funded unless the municipality can provide actual consumption figures and proof that their water losses are under control. The IWA water balance should become the backbone of all water related management and decision support systems, especially grant application and awarding processes.
- Municipalities should increase their efforts to achieve the targets set under the reconciliation strategies to ensure water security, and targets must be reviewed regularly.
- Municipalities should increase their efforts to reduce NRW and the negative impact it has on their ability to generate income and operate a viable water service.
- Municipalities should resolve metering and billing issues to increase payment levels, encourage consumer fixing of leaks, prosecute illegal water connections, and reduce theft of water.
- The recommendations of the Third Edition of the National Water Resource Strategy must be implemented, including the call for greater emphasis on meeting specific targets to reduce water loss. WC/WDM measures will have multiple benefits in terms of the postponement of infrastructure augmentation, mitigation against climate change, support for economic growth, and ensuring that adequate water is available for equitable allocation.
- Municipal asset management needs to be improved to ensure greater sustainability of water supply services.
- There is close correlation between operations, maintenance, low water losses and NRW. Municipalities should implement proactive operations and maintenance programmes to coincide with WC/WDM programmes.
- Closer involvement and collaboration with National Treasury are critical to ensure issues related to funding of WC/WDM programmes, and metering and billing issues are resolved with municipal finance departments.
- The municipality should endeavour to implement the recommendations of the No Drop assessment, which will lead to improved sustainability, and security of water services.

6.3 Stakeholders

- Greater involvement of the private sector through public-private partnership, stewardship, and performance-based contracts should be encouraged to improve service delivery and expedite the implementation of WC/WDM interventions. National Treasury should review the procurement of these contracts to eliminate bottlenecks and attract private investment.
- On-going provision of mentorship to municipalities through the DWS Provincial Offices, Department of Cooperative Governance (DCoG), the South African Local Government Association (SALGA) and other institutions is critical.

- Closer involvement and collaboration with DCoG and SALGA are critical to ensure issues related to human resources skills and capacity in municipalities, payment for services, and unauthorised water use are resolved.
- Closer collaboration is required with other national, provincial, and local government departments that are big water users. These include Departments of Education, Correctional Services, Health, Public Works, and Housing, to ensure leakages and wastage are brought under control.
- Every citizen has a right to, amongst other things, sufficient food, and water, placing water at the forefront of human development and therefore emphasizing the importance of its management and beneficial use. This human right comes with a responsibility and every citizen must use water sparingly, pay for water services, fix household leaks, report municipal leaks, and promote water use efficiency at home, work, and public facilities.

7 EASTERN CAPE: NO DROP REPORT

7.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

7.2 AUDIT MEETING ATTENDANCE

Table 5: Attendance of the audit meetings (hours): Eastern Cape

| Province | Staff |
|--|-----------|
| <input checked="" type="checkbox"/> Eastern Cape | |
| Alfred Nzo DM | 2 |
| Amathole DM | 1 |
| Blue Crane Route | 0 |
| Buffalo City | 2 |
| Chris Hani DM | 4 |
| Dr Beyers Naude | 3 |
| Joe Gqabi DM | 1 |
| Kouga | 4 |
| Kou-Kamma | 1 |
| Makana | 0 |
| Ndlambe | 3 |
| Nelson Mandela Bay | 4 |
| O.R.Tambo DM | 2 |
| Sundays River Valley | 0 |
| Grand Total | 27 |

The Audit meetings were well attended by the WSAs, particularly by Chris Hani DM, Kouga and Nelson Mandela Bay. There was also good representation from the DWS Regional officials. Blue Crane Route and Makana failed to attend their meeting.

7.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

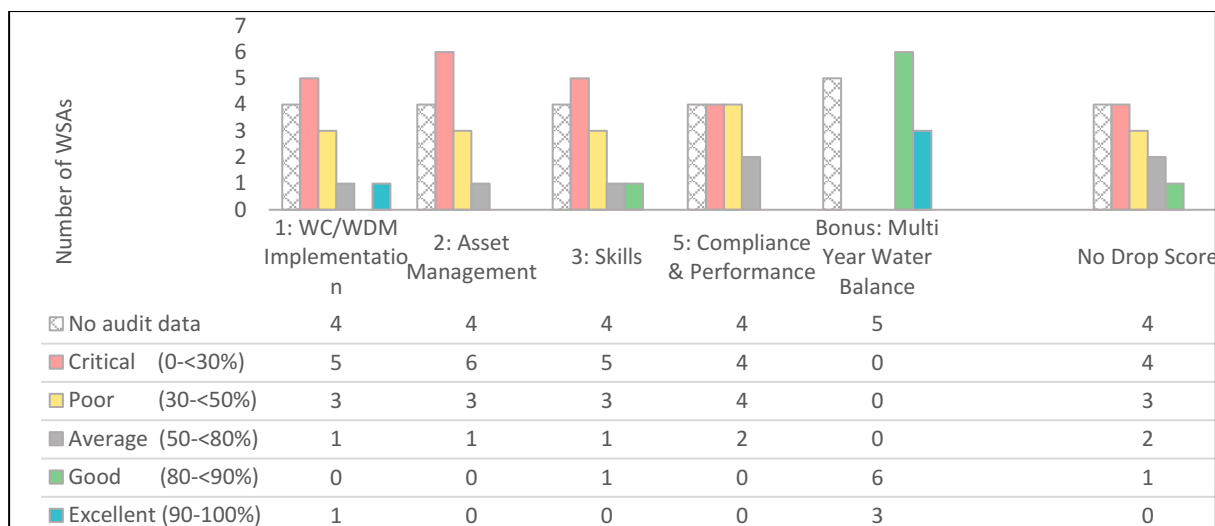


Figure 24: Eastern Cape - Summary of No Drop Results per Criteria and Final Score

- 4 WSAs failed to take part in the audit and 7 were not able to achieve an average score.
- Nelson Mandela Bay achieved an 80% score with good results across all criteria which should help to improve the loss, NRW and efficiency KPIs.
- Buffalo City has good knowledge of their status quo in terms of resource diagrams and water balances but should derive a comprehensive WC/WDM strategy and business plan to budget and implement remedial projects.
- OR Tambo achieved a score above 50% but all other WSAs are concerning as they lack knowledge of their resources and water balance. WC/WDM strategies and business plans should be determined after water balances are completed.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.



Figure 25: Eastern Cape WSA No Drop Results per Criteria and Final Score

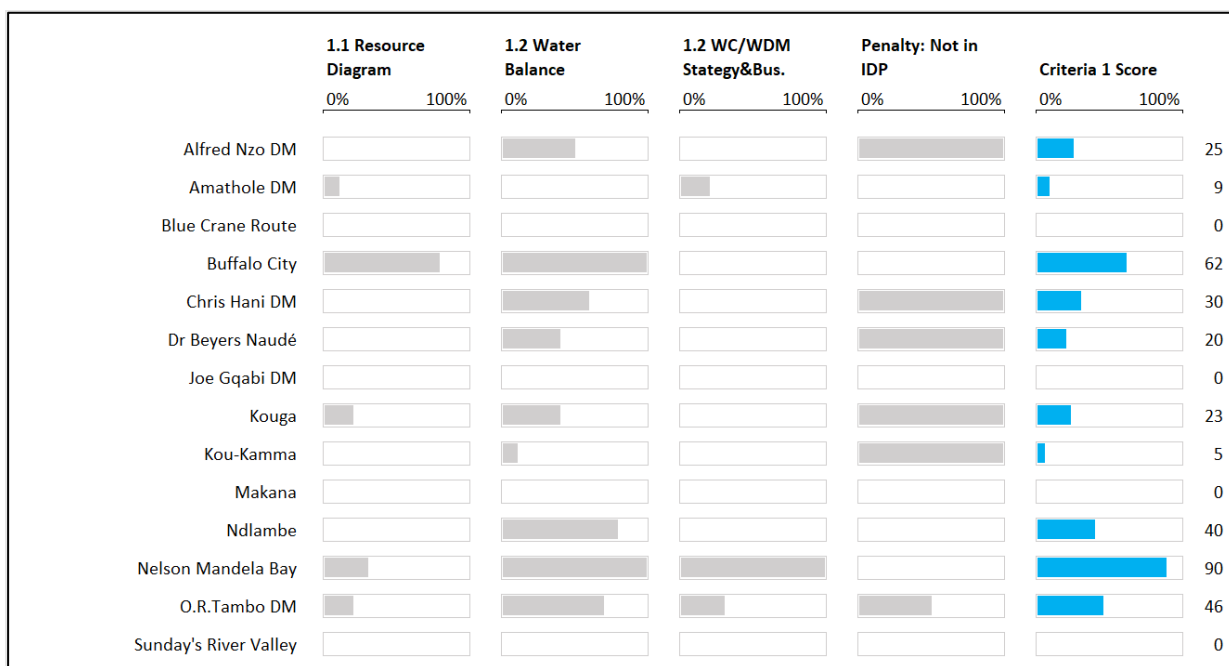


Figure 26: Eastern Cape WSAs: Details of Criteria 5

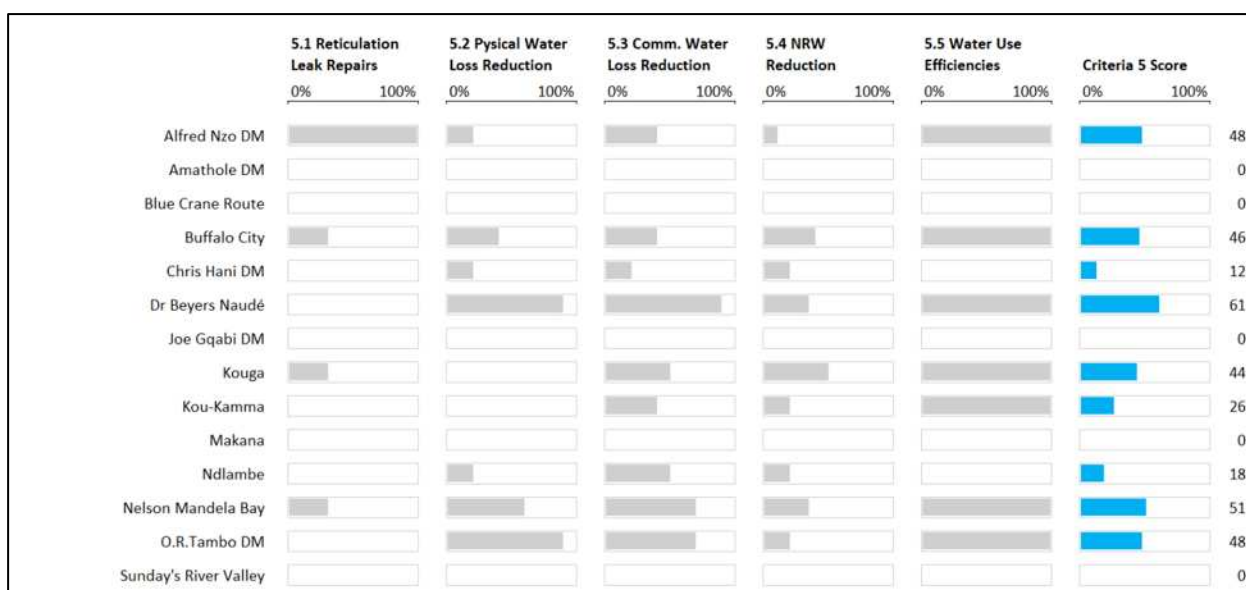


Figure 27: Eastern Cape WSAs: Details of Criteria 5

7.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were well attended by the WSAs and the Regional Staff. This indicates enthusiasm which should be capitalised on to improve the WC/WDM situation in the province.

The results in the province were generally poor:

- Only 3 WSAs achieved a No Drop Score above 50%, with Nelson Mandel Bay scoring over 80%.
- 4 WSAs did not respond to the audit and 1 did not submit any auditable data.
- Areas which require attention and improvement include:
 - Water Resource Diagrams
 - WC/WDM Strategies and Business Plans
 - Consumer meter replacement programmes
 - Leak Repair response times

It is recommended that the enthusiasm shown by the attendance at the audit meetings is harnessed to improve the WC/WDM situation in the province.

WSAs with very poor scores should start with the basics of assessing their WC/WDM status quo in determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

7.5 WSA NO DROP SCORECARDS



no drop
CERTIFICATION

water use efficiency
REGULATION

ALFRED NZO DISTRICT MUNICIPALITY

| No Drop Score (2021/22) | | | | 36% | |
|--|-----------------|--------|-----|-------------------------|-------------------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 25% | | | 0% 20% 40% 60% 80% 100% |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 36% | | | |
| Bonus | | 0% | | | |
| Score | | 36% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | 0.0 0.2 0.4 0.6 0.8 1.0 | |
| 1.2: Water Balance | 0.5 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | | 0.0 0.2 0.4 0.6 0.8 1.0 | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.1 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Low | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Alfred Nzo District Municipality

Regulatory Impression

The score of 36% indicates very poor performance.

- There is a need for targeted turnaround interventions at Alfred Nzo District Municipality. Alfred Nzo District Municipality demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was low.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

AMATHOLE DISTRICT MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 4% | |
|--|---------|-----------------|-------|------------|--|--|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 9% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | | 10% | 0% | | | |
| 3 : Technical Skills | | 10% | 0% | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | |
| Weighted Sub-Total | | | 4% | | | |
| Bonus | | | 0% | | | |
| Score | | | 4% | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 1.1: Water Resources | | 0.1 | | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | |
| 1.2: Water Balance | | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.2 | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | |
| | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | |
| 5.2: Physical Water Losses | | 0.0 | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |
| Amathole DM | | | | | | |

Amathole DM

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at Amathole DM for all aspects of WC/WDM.

- Amathole DM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

BLUE CRANE ROUTE LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | |
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| | | | | | | | | | |
| | | | | | 0% 20% 40% 60% 80% 100% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
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| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | Physical Water Losses | | | | |
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| | | | | | Commercial Water Losses | | | | |
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| | | | | | Non Revenue Water | | | | |
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| | | | | | Water Use Efficiency | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| | | | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | |
| Blue Crane Route LM | | | | | | | | | |

Blue Crane Route LM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.



| No Drop Score (2021/22) | | | | 64% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 62% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 46% | | | |
| Weighted Sub-Total | | 54% | | | |
| Bonus | | 10% | | | |
| Score | | 64% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.8 | | | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.8 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Buffalo City

Regulatory Impression

The score of 64% indicates average performance at Buffalo City.

- There is ample room for improvement. Buffalo City has demonstrated some understanding of its water use situation and WC/WDM strategy and there is room for improvement.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- The systems and processes should be improved to actively monitor all high water loss in DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- There is human resource at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

CHRIS HANI DISTRICT MUNICIPALITY
























| No Drop Score (2021/22) | | | | 20% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 30% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 12% | | | |
| Weighted Sub-Total | | 20% | | | |
| Bonus | | 0% | | | |
| Score | | 20% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.6 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.2 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Chris Hanl DM | | | | | |

Regulatory Impression

The score of 20% indicates that there is a critical need for urgent interventions to be implemented at Chris Hani DM for all aspects of WC/WDM.

- Chris Hani DM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There is human resource at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There is no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, non-revenue water (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000).

| No Drop Score (2021/22) | | | | 37% | |
|---|-----------------|---|--|--|---------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 20% |  |  | No Drop Score |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 20% |  | | |
| 5 : Compliance and Performance | 35% | 61% |  | | |
| Weighted Sub-Total | | 32% | | | |
| Bonus | | 5% | | | |
| Score | | 37% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 |  |  | Water Resources | |
| 1.2: Water Balance | 0.4 |  | | Water Balance | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | WC/WDM Strategy and Business Plan | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  |  | Reticulation Leak Repair | |
| 5.2: Physical Water Losses | 0.9 |  | | Physical Water Losses | |
| 5.3: Commercial Water Losses | 0.9 |  | | Commercial Water Losses | |
| 5.4: Non Revenue Water | 0.4 |  | | Non Revenue Water | |
| 5.5: Water Use Efficiency | 0.9 |  | | Water Use Efficiency | |
| Water Balance Integrity | | Medium |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Dr Bevers Naudé LM

Dr Beyers Naude LM

Regulatory Impression

The score of 37% indicates very poor performance.

- There is a need for targeted turnaround interventions at Dr Beyers Naudé LM. Dr Beyers Naudé LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was medium.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There is human resource at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.





















| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|--|-------------------------------|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | <div>0%20%40%60%80%100%</div> | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
| | | | | | | <div>0.00.20.40.60.81.0</div> | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | <div>0.00.20.40.60.81.0</div> | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Joe Gaabi DM | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 39% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 23% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 40% |  | | |
| 5 : Compliance and Performance | 35% | 44% |  | | |
| Weighted Sub-Total | | 34% | | | |
| Bonus | | 5% | | | |
| Score | | 39% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.2 |  | | | |
| 1.2: Water Balance | 0.4 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.5 |  | | | |
| 5.4: Non Revenue Water | 0.5 |  | | | |
| 5.5: Water Use Efficiency | 0.9 |  | | | |
| Water Balance Integrity | | Medium |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 39% indicates very poor performance.

- There is a need for targeted turnaround interventions at Kouga LM. Kouga LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is human resource at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time as stipulated in regulation.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

KOU-KAMMA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 11% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 5% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 26% | | | |
| Weighted Sub-Total | | 11% | | | |
| Bonus | | 0% | | | |
| Score | | 11% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.1 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 11% indicates that there is a critical need for urgent interventions to be implemented at Kou-Kamma LM for all aspects of WC/WDM.

- Kou-Kamma LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There is no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

MAKANA LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |







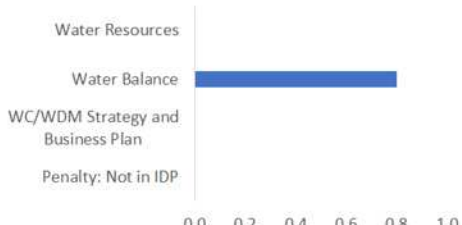














Makana IM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 24% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | |  | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 40% |  | | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 0% |  | | |
| 5 : Compliance and Performance | 35% | 18% |  | | |
| Weighted Sub-Total | | 24% | | | |
| Bonus | | 0% | | | |
| Score | | 24% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | |  | | |
| 1.1: Water Resources | 0.0 |  | | | |
| 1.2: Water Balance | 0.8 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | |  | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | | | |
| 5.2: Physical Water Losses | 0.2 |  | | | |
| 5.3: Commercial Water Losses | 0.5 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.0 |  | | | |
| Water Balance Integrity | | Low |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Ndlambe Local Municipality

Regulatory Impression

The score of 24% indicates that there is a critical need for urgent interventions to be implemented at Ndlambe Local Municipality for all aspects of WC/WDM.

- Ndlambe Local Municipality has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12). The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 81% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|--|--|----------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 90% | | <div><div>No Drop Score</div><div><div></div></div></div> <div><div>WC/WDM Strategy & Implementation</div><div><div></div></div></div> <div><div>Asset Management</div><div><div></div></div></div> <div><div>Technical Skills</div><div><div></div></div></div> <div><div>Compliance & Performance</div><div><div></div></div></div> <div><div>0%20%40%60%80%100%</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 80% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 51% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 71% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 81% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.3 | | <div><div>Water Resources</div><div><div></div></div></div> <div><div>Water Balance</div><div><div></div></div></div> <div><div>WC/WDM Strategy and Business Plan</div><div><div></div></div></div> <div><div>Penalty: Not in IDP</div><div><div></div></div></div> <div><div>0.00.20.40.60.81.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div><div>Reticulation Leak Repair</div><div><div></div></div></div> <div><div>Physical Water Losses</div><div><div></div></div></div> <div><div>Commercial Water Losses</div><div><div></div></div></div> <div><div>Non Revenue Water</div><div><div></div></div></div> <div><div>Water Use Efficiency</div><div><div></div></div></div> <div><div>0.00.20.40.60.81.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | High | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nelson Mandela Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 81% indicates good performance at Nelson Mandela Bay.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Nelson Mandela Bay has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high and commendable.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- The systems and processes should be improved to actively monitor all highwater loss DMAs, interpret the relevant monitoring data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- There is Human Resources at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time resulting in indication of backlogs.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

O.R. TAMBO DISTRICT MUNICIPALITY



| No Drop Score (2021/22) | | | | 51% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 46% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 41% | | | |
| Bonus | | 10% | | | |
| Score | | 51% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.2 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.9 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

O.R. Tambo District Municipality

Regulatory Impression

The score of 51% indicates average performance at O.R. Tambo District Municipality.

- There is ample room for improvement. O.R. Tambo District Municipality has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

SUNDAY'S RIVER VALLEY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|-----|-----|-----|-----|------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Technical Skills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Compliance & Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0% | 20% | 40% | 60% | 80% | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0.0 | 0.2 | 0.4 | 0.6 | 0.8 | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0.0 | 0.2 | 0.4 | 0.6 | 0.8 | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunday's River Valley LM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

8 FREE STATE: NO DROP REPORT

8.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

8.2 AUDIT MEETING ATTENDANCE

Table 6: Attendance of the audit meetings: Free State

| Province | Staff |
|--------------------|-----------|
| Free State | |
| Dihlabeng | 5 |
| Kopanong | 1 |
| Letsemeng | 2 |
| Mafube | 3 |
| Maluti-a-Phofung | 5 |
| Mangaung | 4 |
| Mantsopa | 5 |
| Masilonyana | 1 |
| Matjhabeng | 5 |
| Metsimaholo | 1 |
| Mohokare | 3 |
| Moqhaka | 3 |
| Nala | 2 |
| Ngwathe | 2 |
| Nketoana | 3 |
| Phumelela | 0 |
| Setsoto | 0 |
| Tokologo | 3 |
| Tswelopele | 1 |
| Grand Total | 49 |

The WSAs were well represented, with most having several officials present. Dihlabeng, Maluti-a-Phofung and Matjhabeng each had 5 representatives. Phumelela and Setsoto did not attend an audit meeting.

8.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

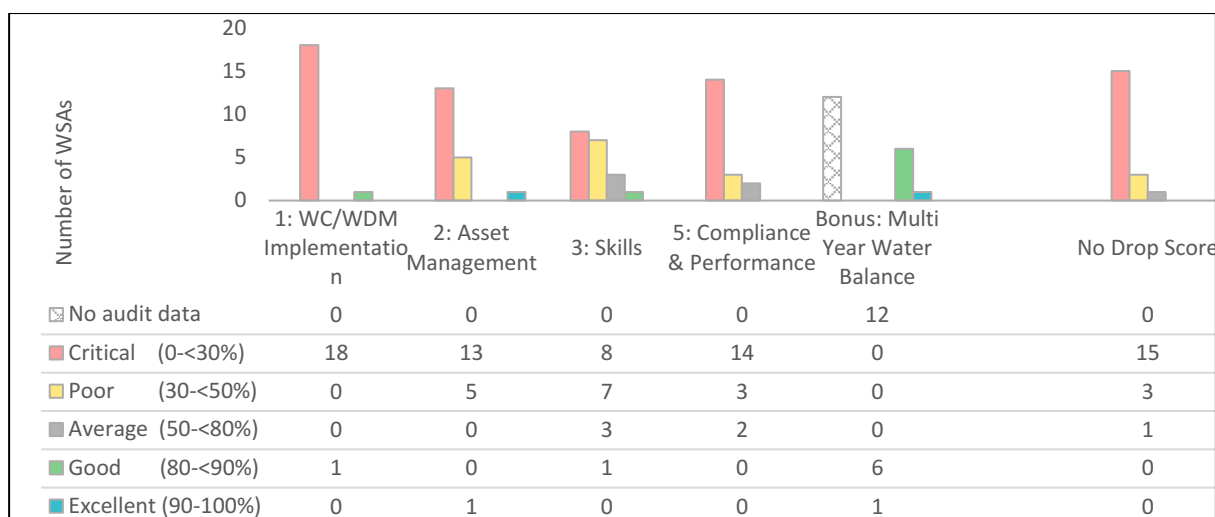


Figure 28: Free State Summary of No Drop Results per Criteria and Final Score

- Mangaung achieved a score of 70%, which was accomplished in terms of its good WC/WDM strategy supported by a multi-year water balance of medium integrity. Improved staffing and asset management will further improve its WC/WDM KPIs and No Drop Score.
- The rest of the province made a valuable effort to attend the meetings and submit what data they could. However, the scores indicate that there is much opportunity for improvement.
- The other WSAs should calculate IWA standard water balances and devise comprehensive WC/WDM strategies and business plans to have approved budgets for WC/WDM projects.
- 5 WSA proved that they have a consumer meter management system in place.
- 15 WSA scored as having Poor or Critical Technical Skills available for WC/WDM.
- 14 WSAs scored critically with respect to knowing their performance KPI's and leak repair programmes.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.



Figure 29: Free State WSA No Drop Results per Criteria and Final Score



Figure 30: Free State WSAs: Details of Criteria 1

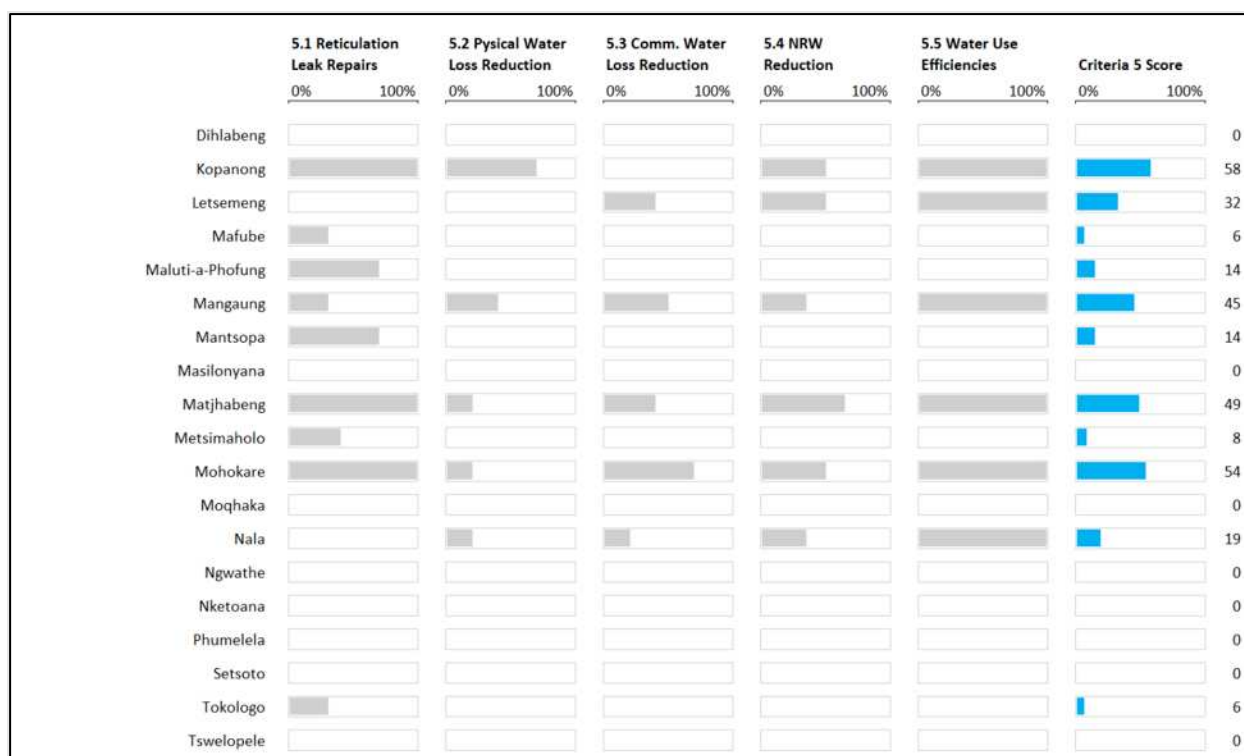


Figure 31: Free State WSAs: Details of Criteria 5

8.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were well attended by the WSAs but not by the Regional Staff, and all WSA participated in the audit process. This is in contrast to the very poor audit results in the province.

The results in the province were very poor:

- All WSAs scored below 50% except Mangaung who achieved 70%
- All WSAs participated in the audit meetings although several scored very poorly.
- Areas which require attention and improvement include:
 - Water Resource Diagrams
 - WC/WDM Strategies and Business Plans
 - Consumer meter replacement programmes
 - Leak Repair response times

It is recommended that the enthusiasm shown by the attendance is harnessed to improve the WC/WDM situation in the province.

WSAs should start with the basics of assessing their WC/WDM status quo by determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

8.5 WSA NO DROP SCORECARDS



DIHLABENG LOCAL MUNICIPALITY

| No Drop Score (2021/22) | | | | 6% | |
|--|-----------------|---------|--|--|--|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 6% | | | |
| Bonus | | 0% | | | |
| Score | | 6% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| <div><div><div>Rank</div><div>No Drop</div><div>Water Loss</div><div>ILI</div><div>Efficiency</div><div>Score</div></div><div><div> Excellent</div><div>90-100%</div><div><10%</div><div><2</div><div><150</div><div>0.9-1.0</div></div><div><div> Good</div><div>80-90%</div><div>10-20%</div><div>2-4</div><div>150-200</div><div>0.8-0.9</div></div><div><div> Average</div><div>50-80%</div><div>20-30%</div><div>4-6</div><div>200-250</div><div>0.5-0.8</div></div><div><div> Poor</div><div>31-50%</div><div>30-40%</div><div>6-8</div><div>250-300</div><div>0.3-0.5</div></div><div><div> Critical</div><div>0-31%</div><div>>40%</div><div>>8</div><div>>300</div><div>0-0.3</div></div></div> <div>Dihlabeng LM</div> | | | | | |

Regulatory Impression

The score of 6% indicates that there is a critical need for urgent interventions to be implemented at Dihlabeng LM for all aspects of WC/WDM.

- Dihlabeng LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

KOPANONG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 33% | |
|--|-----------------|------------|-----|-----------------------------------|----------------------------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 15% | | | No Drop Score |
| 2 : Asset Management | 10% | 0% | | | WC/WDM Strategy & Implementation |
| 3 : Technical Skills | 10% | 60% | | | Asset Management |
| 5 : Compliance and Performance | 35% | 58% | | | Technical Skills |
| Weighted Sub-Total | | 33% | | | Compliance & Performance |
| Bonus | | 0% | | | |
| Score | | 33% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | Water Resources | |
| 1.2: Water Balance | 0.2 | | | Water Balance | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | WC/WDM Strategy and Business Plan | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | | Reticulation Leak Repair | |
| 5.2: Physical Water Losses | 0.7 | | | Physical Water Losses | |
| 5.3: Commercial Water Losses | 0.0 | | | Commercial Water Losses | |
| 5.4: Non Revenue Water | 0.5 | | | Non Revenue Water | |
| 5.5: Water Use Efficiency | 0.7 | | | Water Use Efficiency | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Kopanong LM

Regulatory Impression

The score of 33% indicates very poor performance.

- There is a need for targeted turnaround interventions at Kopanong LM. Kopanong LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The WSA could provide performance indicators for physical water losses (ILI), non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

LETSEMENG LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION



















| No Drop Score (2021/22) | | | | 16% | |
|--|-----------------|------------|-----|------------|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 10% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 32% | | | |
| Weighted Sub-Total | | 16% | | | |
| Bonus | | 0% | | | |
| Score | | 16% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.2 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Letsemeng LM

Regulatory Impression

The score of 16% indicates that there is a critical need for urgent interventions to be implemented at Letsemeng LM for all aspects of WC/WDM.

- Letsemeng LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

| No Drop Score (2021/22) | | | | 16% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 100% |  | | |
| 3 : Technical Skills | 10% | 40% |  | | |
| 5 : Compliance and Performance | 35% | 6% |  | | |
| Weighted Sub-Total | | 16% | | | |
| Bonus | | 0% | | | |
| Score | | 16% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.0 |  | | | |
| 5.4: Non Revenue Water | 0.0 |  | | | |
| 5.5: Water Use Efficiency | 0.0 |  | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

MaTube IM

Regulatory Impression

The score of 16% indicates that there is a critical need for urgent interventions to be implemented at Mafube LM for all aspects of WC/WDM.

- Mafube LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MALUTI-A-PHOFUNG LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 26% | |
|--|-----------------|-------------|--|--|----------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 21% | <div></div> | | |
| 2 : Asset Management | 10% | 40% | <div></div> | | |
| 3 : Technical Skills | 10% | 80% | <div></div> | | |
| 5 : Compliance and Performance | 35% | 14% | <div></div> | | |
| Weighted Sub-Total | | 26% | | | |
| Bonus | | 0% | | | |
| Score | | 26% | <div></div> | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.0 | <div></div> | | | |
| 1.2: Water Balance | 0.2 | <div></div> | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | <div></div> | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.7 | <div></div> | | | |
| 5.2: Physical Water Losses | 0.0 | <div></div> | | | |
| 5.3: Commercial Water Losses | 0.0 | <div></div> | | | |
| 5.4: Non Revenue Water | 0.0 | <div></div> | | | |
| 5.5: Water Use Efficiency | 0.0 | <div></div> | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| <div></div> Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| <div></div> Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| <div></div> Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| <div></div> Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| <div></div> Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Maluti a Phofung | | | | | |

Regulatory Impression

The score of 26% indicates that there is a critical need for urgent interventions to be implemented at Maluti a Phofung for all aspects of WC/WDM.

- Maluti a Phofung demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

T

MANGAUNG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|------------|----------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 82% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 38% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 45% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 60% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Medium | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 70% indicates average performance at Mangaung. Improvements should be implemented where gaps have been identified.

- Mangaung has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- The systems and processes should be improved to actively monitor all high water loss DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MANTSOPA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 11% | |
|--|-----------------|------------|-----|------------|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 5% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 14% | | | |
| Weighted Sub-Total | | 11% | | | |
| Bonus | | 0% | | | |
| Score | | 11% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.7 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 11% indicates that there is a critical need for urgent interventions to be implemented at Mantsopa LM for all aspects of WC/WDM.

- Mantsopa LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MASILONYANA LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |

Masilonyana LM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

Very limited data was submitted for the audit. It appears as if the WSA is not able to comply with the regulatory requirements.

MATJHABENG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 36% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 20% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 49% | | | |
| Weighted Sub-Total | | 36% | | | |
| Bonus | | 0% | | | |
| Score | | 36% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.4 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.2 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 36% indicates very poor performance.

- There is a need for targeted turnaround interventions at Matjhabeng LM. Matjhabeng LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

METSIMAHOLO LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| BLANK | | | | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|------------|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at Metsimaholo LM for all aspects of WC/WDM.

- Metsimaholo LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MOHOKARE LOCAL MUNICIPALITY





















no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 32% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 20% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 54% | | | |
| Weighted Sub-Total | | 32% | | | |
| Bonus | | 0% | | | |
| Score | | 32% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.4 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 32% indicates very poor performance.

- There is a need for targeted turnaround interventions at Mohokare LM. Mohokare LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | | 6% | |
|---|---------|------------|-----------------|---|--|--|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 5% |  | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | | 10% | 40% |  | | |
| 3 : Technical Skills | | 10% | 0% |  | | |
| 5 : Compliance and Performance | | 35% | 0% |  | | |
| Weighted Sub-Total | | | 6% | | | |
| Bonus | | | 0% | | | |
| Score | | | 6% |  | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | | Score (Max = 1) | | | |
| 1.1: Water Resources | | | 0.3 |  | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div><div></div><div></div><div></div><div></div></div> <div>0.00.20.40.60.81.0</div> | |
| 1.2: Water Balance | | | 0.0 |  | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 |  | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | | Score (Max = 1) | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 |  | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0.00.20.40.60.81.0</div> | |
| 5.2: Physical Water Losses | | | 0.0 |  | | |
| 5.3: Commercial Water Losses | | | 0.0 |  | | |
| 5.4: Non Revenue Water | | | 0.0 |  | | |
| 5.5: Water Use Efficiency | | | 0.0 |  | | |
| Water Balance Integrity | | | Low |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | |

Moqhaka LM

Regulatory Impression

The score of 6% indicates that there is a critical need for urgent interventions to be implemented at Moqhaka LM for all aspects of WC/WDM.

- Moqhaka LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

NALA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 20% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 20% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 19% | | | |
| Weighted Sub-Total | | 20% | | | |
| Bonus | | 0% | | | |
| Score | | 20% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.4 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.2 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.2 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 20% indicates that there is a critical need for urgent interventions to be implemented at Nala LM for all aspects of WC/WDM.

- Nala LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

NGWATHE LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | <div>0.00.20.40.60.81.0</div> | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |




















Newatthe LM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

Very limited data was submitted for the audit. It appears as if the WSA is not able to comply with the regulatory requirements.

| No Drop Score (2021/22) | | | | 4% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 4% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 20% |  | | |
| 5 : Compliance and Performance | 35% | 0% |  | | |
| Weighted Sub-Total | | 4% | | | |
| Bonus | | 0% | | | |
| Score | | 4% |  | | |
| Penalty 1: No evidence of approved budget | | -1.6% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.0 |  | | | |
| 5.4: Non Revenue Water | 0.0 |  | | | |
| 5.5: Water Use Efficiency | 0.0 |  | | | |
| | | | | | |
| Water Balance Integrity | | Low |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Nketoana LM | | | | | |

Regulatory Impression

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at the WSA for all aspects of WC/WDM.

- They demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

PHUMELELA LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 2% | |
|--|---------|-----------------|-------|---|---|--|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 5% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | | 10% | 0% | | | |
| 3 : Technical Skills | | 10% | 0% | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | |
| Weighted Sub-Total | | | 2% | | | |
| Bonus | | | 0% | | | |
| Score | | | 2% | | | |
| Penalty 1: No evidence of approved budget | | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 1.1: Water Resources | | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | | 0.0 | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |

Regulatory Impression

The score of 2% indicates that there is a critical need for urgent interventions to be implemented at Phumelela for all aspects of WC/WDM.

- Phumelela demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team. There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.





















| No Drop Score (2021/22) | | | | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----------------------------------|---|----------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 1% indicates that there is a critical need for urgent interventions to be implemented at Setsoto for all aspects of WC/WDM.

- Setsoto demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.


























| No Drop Score (2021/22) | | | | | 4% | |
|---|---------|-----------------|-------|---|---|--|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% |  | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | |
| 2 : Asset Management | | 10% | 0% |  | | |
| 3 : Technical Skills | | 10% | 20% |  | | |
| 5 : Compliance and Performance | | 35% | 6% |  | | |
| Weighted Sub-Total | | | 4% | | | |
| Bonus | | | 0% | | | |
| Score | | | 4% |  | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 1.1: Water Resources | | 0.0 | |  | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | |
| 1.2: Water Balance | | 0.0 | |  | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | |  | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | | 0.3 | |  | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | |
| 5.2: Physical Water Losses | | 0.0 | |  | | |
| 5.3: Commercial Water Losses | | 0.0 | |  | | |
| 5.4: Non Revenue Water | | 0.0 | |  | | |
| 5.5: Water Use Efficiency | | 0.0 | |  | | |
| Water Balance Integrity | | Low | |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | |

Tokologo LM

Regulatory Impression

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at Tokologo LM for all aspects of WC/WDM.

- Tokologo LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations. No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

| No Drop Score (2021/22) | | | | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----------------|---|---|--|---------|------|---------|------------|-----|------------|-------|---|---------|------|----|------|---------|--|--------|--------|-----|---------|---------|---|--------|--------|-----|---------|---------|--|--------|--------|-----|---------|---------|--|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 40% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 4% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 |  | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 |  | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 |  | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 |  | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 |  | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 |  | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score |  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at Tswelopele LM for all aspects of WC/WDM.

- Tswelopele LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of consumer meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

9 GAUTENG: NO DROP REPORT

9.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

9.2 AUDIT MEETING ATTENDANCE

Table 7: Attendance of the audit meetings: Gauteng

| Province | Staff |
|----------------------|-----------|
| Gauteng | |
| City of Ekurhuleni | 6 |
| City of Johannesburg | 4 |
| City of Tshwane | 2 |
| Emfuleni | 1 |
| Lesedi | 1 |
| Merafong City | 5 |
| Midvaal | 4 |
| Mogale City | 0 |
| Rand West City | 3 |
| Grand Total | 26 |

Gauteng WSAs were generally well represented, particularly Ekurhuleni, Merafong and City of Johannesburg.

9.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

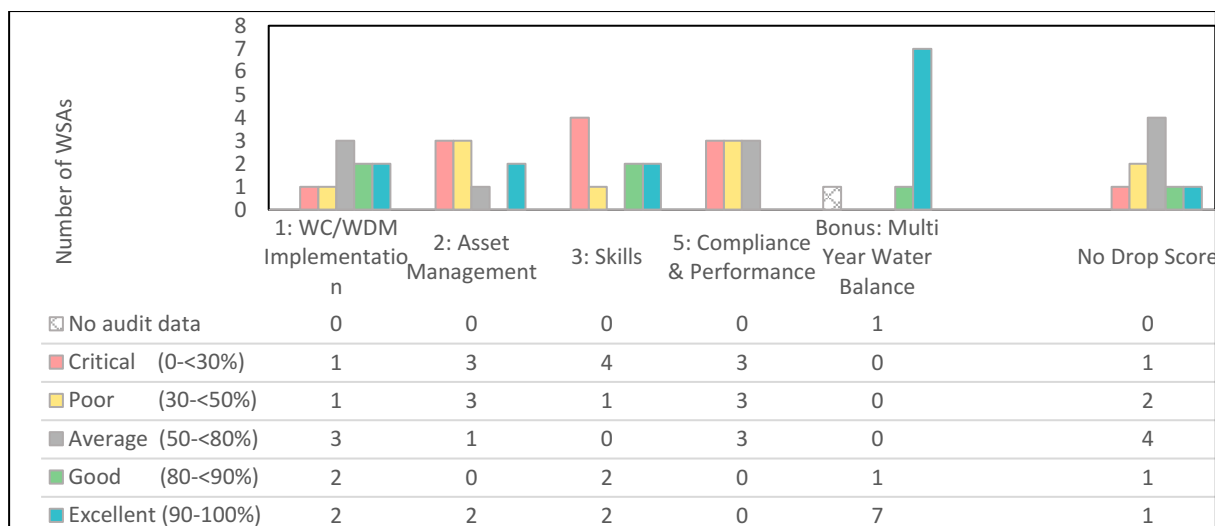


Figure 32: Gauteng Summary of No Drop Results per Criteria and Final Score

- The province achieved mixed results.
- All 9 WSAs participated in the audit, although 1 WSA failed to submit any meaningful data.
- The 3 metros scored above 70% with Ekurhuleni achieving 80%.
- Midvaal achieved a 91% score and Merafong 70%.
- Lesedi, Mogale City and Rand West are of concern. The latter submitted very little appropriate data.
- Meter maintenance and replacement, leak repairs and skills shortages are areas of improvement required in most WSAs.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.

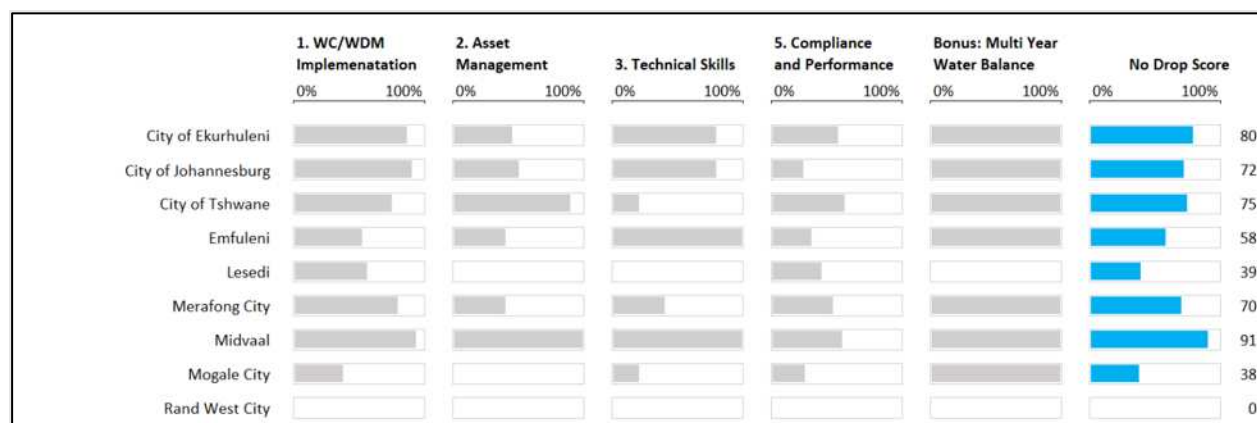


Figure 33: Gauteng WSA No Drop Results per Criteria and Final Score

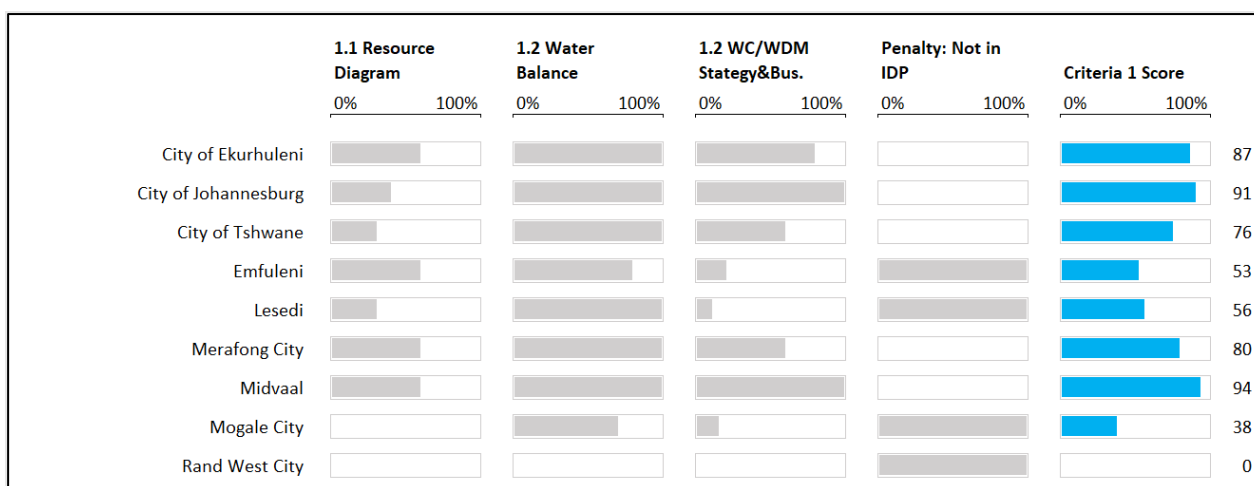


Figure 34: Gauteng WSAs: Details of Criteria 1



Figure 35: Gauteng WSAs: Details of Criteria 5

9.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were well attended by the WSAs and the Regional Staff. This enthusiasm is reflected in the high scores at several of the WSAs.

The results in the province were generally good:

- Only 2 WSAs scored below 50% and Rand West City did not submit any data.
- In general, the WSAs have good knowledge of their resources, licences and allocations and have complete monthly water balances spanning 2 years or more.
- The WC/WDM strategies and business plans could be improved at Lesedi, Emfuleni and Mogale City.
- The province is fortunate in that 4 WSAs appear to have good Technical Skills. Vacancies were identified as being problematic in the City of Tshwane.
- Leak repair systems and response times require attention at most WSAs.

WSAs should interrogate their scorecards to identify areas of improvement which will further improve their scores.

The poor performance by Rand West City should be addressed.

9.5 WSA NO DROP SCORECARDS



CITY OF EKURHULENI

| No Drop Score (2021/22) | | | | 80% | | |
|--|-----------------|------------|--|--|----------|--|
| Criteria | Weight | Score | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 87% | | <div><div>No Drop Score</div><div><div></div></div></div> <div><div>WC/WDM Strategy & Implementation</div><div><div></div></div></div> <div><div>Asset Management</div><div><div></div></div></div> <div><div>Technical Skills</div><div><div></div></div></div> <div><div>Compliance & Performance</div><div><div></div></div></div> <div><div>0%20%40%60%80%100%</div></div> | | |
| 2 : Asset Management | 10% | 45% | | | | |
| 3 : Technical Skills | 10% | 80% | | | | |
| 5 : Compliance and Performance | 35% | 51% | | | | |
| Weighted Sub-Total | | 70% | | | | |
| Bonus | | 10% | | | | |
| Score | | 80% | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | Score (Max = 1) | | | | | |
| 1.1: Water Resources | 0.6 | | <div><div>Water Resources</div><div><div></div></div></div> <div><div>Water Balance</div><div><div></div></div></div> <div><div>WC/WDM Strategy and Business Plan</div><div><div></div></div></div> <div><div>Penalty: Not in IDP</div><div><div></div></div></div> <div><div>0.00.20.40.60.81.0</div></div> | | | |
| 1.2: Water Balance | 1.0 | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.8 | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | Score (Max = 1) | | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div><div>Reticulation Leak Repair</div><div><div></div></div></div> <div><div>Physical Water Losses</div><div><div></div></div></div> <div><div>Commercial Water Losses</div><div><div></div></div></div> <div><div>Non Revenue Water</div><div><div></div></div></div> <div><div>Water Use Efficiency</div><div><div></div></div></div> <div><div>0.00.20.40.60.81.0</div></div> | | | |
| 5.2: Physical Water Losses | 0.6 | | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | | |
| Water Balance Integrity | | High | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |

Regulatory Impression

The score of 80% indicates good performance at City of Ekurhuleni. City of Ekurhuleni has demonstrated a good understanding of its water use situation and WC/WDM strategy.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- The systems and processes should be improved to actively monitor all high water loss DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 72% | |
|--|-----------------|------------|-----|-----------------------------------|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 91% | | | |
| 2 : Asset Management | 10% | 50% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 24% | | | |
| Weighted Sub-Total | | 62% | | | |
| Bonus | | 10% | | | |
| Score | | 72% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.4 | | | Water Resources | |
| 1.2: Water Balance | 1.0 | | | Water Balance | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | WC/WDM Strategy and Business Plan | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | Reticulation Leak Repair | |
| 5.2: Physical Water Losses | 0.2 | | | Physical Water Losses | |
| 5.3: Commercial Water Losses | 0.4 | | | Commercial Water Losses | |
| 5.4: Non Revenue Water | 0.2 | | | Non Revenue Water | |
| 5.5: Water Use Efficiency | 0.4 | | | Water Use Efficiency | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

City of Johannesburg

Regulatory Impression

The score of 72% indicates average performance at the City of Johannesburg.

- Improvements should be implemented where gaps have been identified. The City of Johannesburg has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- The systems and processes should be improved to actively monitor all high water loss DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 75% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 76% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 90% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 56% | | | |
| Weighted Sub-Total | | 65% | | | |
| Bonus | | 10% | | | |
| Score | | 75% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.5 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

City of Tshwane

Regulatory Impression

The score of 75% indicates average performance at the City of Tshwane.

- Improvements should be implemented where gaps have been identified. The metro has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The systems and processes should be improved to actively monitor all high water loss DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

EMFULENI LOCAL MUNICIPALITY








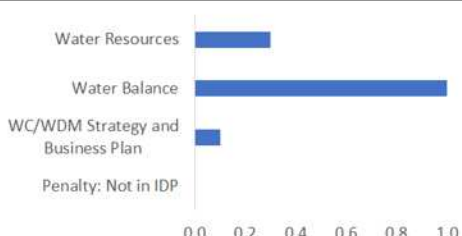



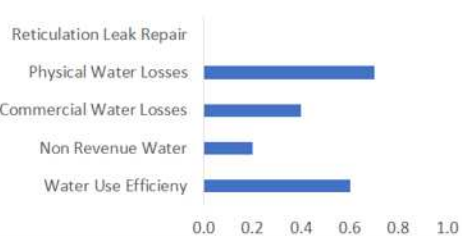












| No Drop Score (2021/22) | | | | 58% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 53% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 30% | | | |
| Weighted Sub-Total | | 48% | | | |
| Bonus | | 10% | | | |
| Score | | 58% | | | |
| Penalty 1: No evidence of approved budget | | -1.6% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 58% indicates average performance at Emfuleni LM.

- There is ample room for improvement. Emfuleni LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 39% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 56% |  |  | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 0% |  | | |
| 5 : Compliance and Performance | 35% | 38% |  | | |
| Weighted Sub-Total | | 39% | | | |
| Bonus | | 0% | | | |
| Score | | 39% |  | | |
| Penalty 1: No evidence of approved budget | | -0.8% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 |  |  | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.1 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  |  | | |
| 5.2: Physical Water Losses | 0.7 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.6 |  | | | |
| Water Balance Integrity | | Medium |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 39% indicates very poor performance.

- There is a need for targeted turnaround interventions at Lesedi LM. Lesedi LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MERAFONG CITY



| No Drop Score (2021/22) | | | | 70% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 80% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 47% | | | |
| Weighted Sub-Total | | 60% | | | |
| Bonus | | 10% | | | |
| Score | | 70% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Merafong City | | | | | |

Regulatory Impression

The score of 70% indicates average performance at Merafong City.

- Improvements should be implemented where gaps have been identified. Merafong City has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MIDVAAL LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 91% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 94% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 100% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 54% | | | |
| Weighted Sub-Total | | 81% | | | |
| Bonus | | 10% | | | |
| Score | | 91% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

Midvaal LM achieved an excellent score of 91% and should be congratulated on their WC/WDM efforts.

- The WSA is encouraged to ensure that the score is sustained. Midvaal LM has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 38% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 38% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 25% | | | |
| Weighted Sub-Total | | 28% | | | |
| Bonus | | 10% | | | |
| Score | | 38% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Mogale City LM | | | | | |

Regulatory Impression

The score of 38% indicates very poor performance.

- There is a need for targeted turnaround interventions at Mogale City LM. Mogale City LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|---|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
| | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |

Rand West Local Municipality

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

The WSA can significantly enhance its regulatory compliance if information can be better structured and presented.

10 KWAZULU NATAL: NO DROP REPORT

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

10.1 AUDIT MEETING ATTENDANCE

Table 8: Attendance of the audit meetings: Eastern Cape

| Province | Staff |
|----------------------|-----------|
| Kwazulu Natal | |
| Amajuba DM | 2 |
| City of uMhlathuze | 2 |
| eThekweni | 1 |
| Harry Gwala DM | 1 |
| iLembe DM | 3 |
| King Cetshwayo DM | 3 |
| Msunduzi | 1 |
| Newcastle | 3 |
| Ugu DM | 2 |
| Umgungundlovu DM | 1 |
| Umkhanyakude DM | 1 |
| Umzinyathi DM | 2 |
| Uthukela DM | 2 |
| Zululand DM | 2 |
| Grand Total | 26 |

The WSAs and Regional offices were represented at all the meetings, and all WSAs took part in the audit meetings.

10.2 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

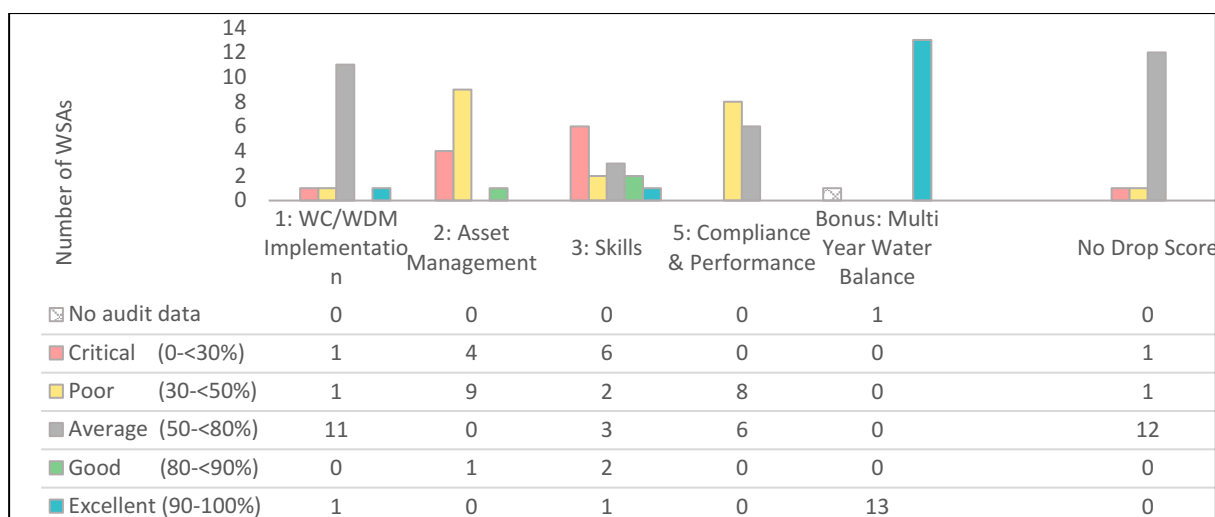


Figure 36: KwaZulu Natal - Summary of No Drop Results per Criteria and Final Score

- The focus on WC/WDM within the province resulted in all WSAs taking part in the audit and all but 2 WSAs achieved an average status or higher.
- Of significance is the high percentage of WSAs which scored average and above for the WC/WDM strategies and implementation. This was achieved through the submission of multi-year water balances, generally of good integrity.
- Most WSAs had WC/WDM strategies, but budgets were insufficient or not proven.
- There are opportunities to improve the skills base within this province.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.

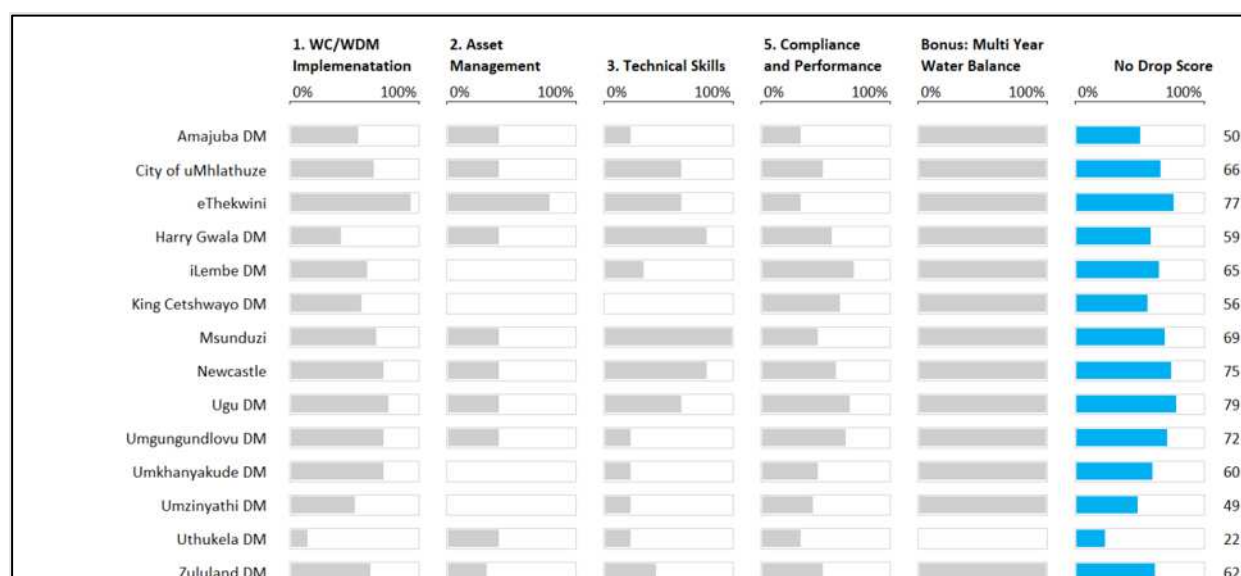


Figure 37: KwaZulu Natal WSA No Drop Results per Criteria and Final Score

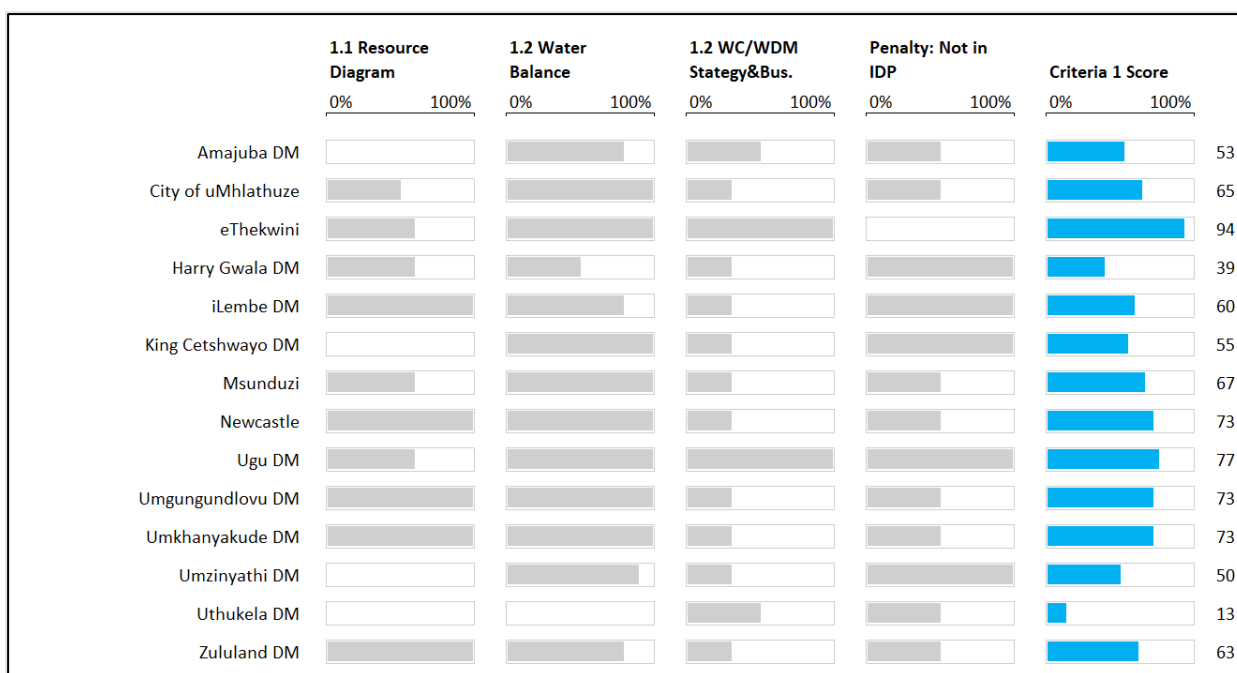


Figure 38: KwaZulu Natal WSAs: Details of Criteria 1

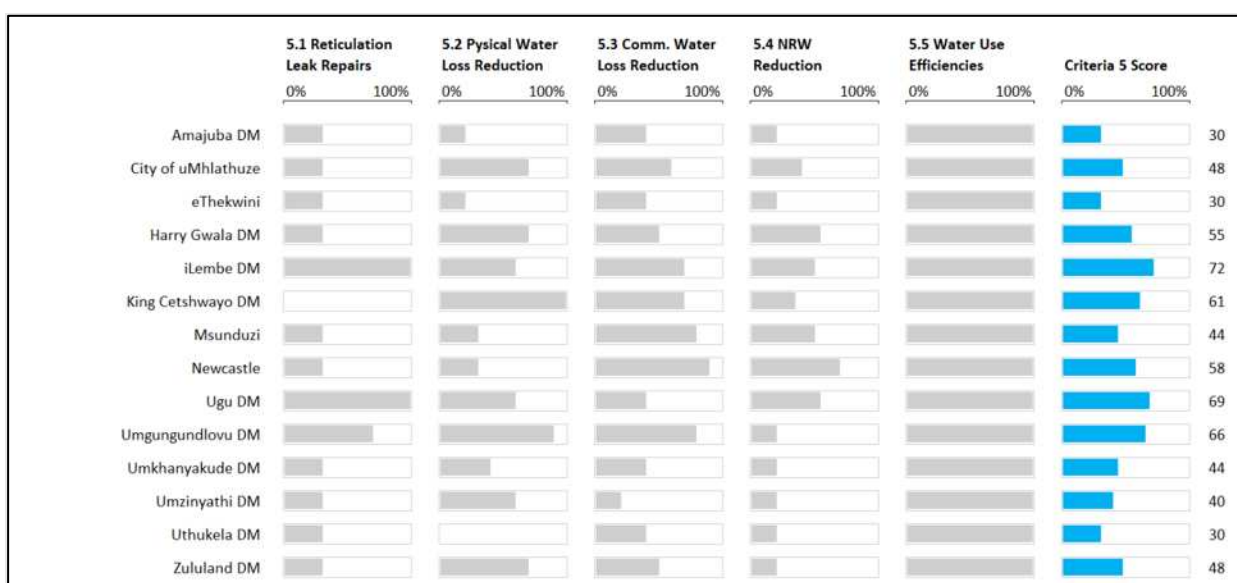


Figure 39: KwaZulu Natal WSAs: Details of Criteria 5

10.3 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were consistently attended by the WSAs and the Regional Staff, and all WSA participated in the audit process. There is a strong focus on WC/WDM within the province with support from various institutions. This is reflected in the good results for the province:

- All but 2 WSAs, Umzinyathi DM and Uthukela DM, scored above 50%.
- Ugu DM, eThekweni, Newcastle and Umgungundlovu DM scored above 70%.
- Criteria where most WSAs could improve include:
 - Consumer meter replacement
 - Technical Skills
 - Leak repair within 48 hours

It is recommended that the focus on WC/WDM within the province is maintained and that adequate WC/WDM budgets are included in the IDP.

Resource diagrams should be developed where required.

Uthukela and Umzinyathi DMs should be assisted to ensure their WC/WDM status reaches the level of the other WSAs in the province.

10.4 WSA NO DROP SCORECARDS



AMAJUBA DISTRICT MUNICIPALITY

| No Drop Score (2021/22) | | | | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|-----------------------------------|----------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 53% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 30% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | -2.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.8 | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.5 | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.2 | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.2 | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | High | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 50% indicates average performance at Amajuba DM.

- There is ample room for improvement. Amajuba DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium to high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 66% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 65% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 56% | | | |
| Bonus | | 10% | | | |
| Score | | 66% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.5 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |



















City of uMhlathuze

City of uMhlathuze

Regulatory Impression

The score of 66% indicates average performance at City of uMhlathuze.

- There is ample room for improvement. City of uMhlathuze has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 77% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 94% |  | | |
| 2 : Asset Management | 10% | 80% |  | | |
| 3 : Technical Skills | 10% | 60% |  | | |
| 5 : Compliance and Performance | 35% | 30% |  | | |
| Weighted Sub-Total | | 67% | | | |
| Bonus | | 10% | | | |
| Score | | 77% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.6 |  | | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | | | |
| 5.2: Physical Water Losses | 0.2 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.4 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 77% indicates average performance.

- Improvements should be implemented where gaps have been identified. The metro has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area.
- The integrity of the water balance was considered to be high. Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The systems and processes should be improved to actively monitor all high water loss DMAs, interpret the relevant data and to respond according to protocols (Reg 509 of 2001 Clause 11).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

HARRY GWALA DISTRICT MUNICIPALITY





















| No Drop Score (2021/22) | | | | 59% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 39% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 55% | | | |
| Weighted Sub-Total | | 49% | | | |
| Bonus | | 10% | | | |
| Score | | 59% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.5 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 59% indicates average performance at Harry Gwala DM.

- There is ample room for improvement. Harry Gwala DM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 65% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 60% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 30% |  | | |
| 5 : Compliance and Performance | 35% | 72% |  | | |
| Weighted Sub-Total | | 55% | | | |
| Bonus | | 10% | | | |
| Score | | 65% |  | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 |  | | | |
| 5.3: Commercial Water Losses | 0.7 |  | | | |
| 5.4: Non Revenue Water | 0.5 |  | | | |
| 5.5: Water Use Efficiency | 0.8 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

ILEMBE DM

Regulatory Impression

The score of 65% indicates average performance at iLembe DM.

- There is ample room for improvement. iLembe DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

KING CETSHWAYO DISTRICT MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 56% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 61% | | | |
| Weighted Sub-Total | | 46% | | | |
| Bonus | | 10% | | | |
| Score | | 56% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 1.0 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 1.0 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

































King Cetshwayo DM

King Cetshwayo DM

Regulatory Impression

The score of 56% indicates average performance at King Cetshwayo DM.

- There is ample room for improvement. King Cetshwayo DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 69% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 67% |  | <div>No Drop Score </div> <div>WC/WDM Strategy & Implementation </div> <div>Asset Management </div> <div>Technical Skills </div> <div>Compliance & Performance </div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 100% |  | | |
| 5 : Compliance and Performance | 35% | 44% |  | | |
| Weighted Sub-Total | | 59% | | | |
| Bonus | | 10% | | | |
| Score | | 69% |  | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 |  | <div>Water Resources </div> <div>Water Balance </div> <div>WC/WDM Strategy and Business Plan </div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | <div>Reticulation Leak Repair </div> <div>Physical Water Losses </div> <div>Commercial Water Losses </div> <div>Non Revenue Water </div> <div>Water Use Efficiency </div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.3 |  | | | |
| 5.3: Commercial Water Losses | 0.8 |  | | | |
| 5.4: Non Revenue Water | 0.5 |  | | | |
| 5.5: Water Use Efficiency | 0.3 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 69% indicates average performance at Msunduzi LM.

- There is ample room for improvement. Msunduzi LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

NEWCASTLE LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 75% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 73% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 58% | | | |
| Weighted Sub-Total | | 65% | | | |
| Bonus | | 10% | | | |
| Score | | 75% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.3 | | | | |
| 5.3: Commercial Water Losses | 0.9 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |



















Newcastle LM

Newcastle LM

Regulatory Impression

The score of 75% indicates average performance at Newcastle LM.

- Improvements should be implemented where gaps have been identified. Newcastle LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 79% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 77% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 60% |  | | |
| 5 : Compliance and Performance | 35% | 69% |  | | |
| Weighted Sub-Total | | 69% | | | |
| Bonus | | 10% | | | |
| Score | | 79% |  | | |
| Penalty 1: No evidence of approved budget | | -7.9% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.6 |  | | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 |  | | | |
| Penalty 1: No evidence of approved budget | -0.1 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | | | |
| 5.2: Physical Water Losses | 0.6 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.6 |  | | | |
| 5.5: Water Use Efficiency | 0.9 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Ugu DM

Regulatory Impression

The score of 79% indicates average performance at Ugu DM.

- Improvements should be implemented where gaps have been identified. Ugu DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 72% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 73% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 66% | | | |
| Weighted Sub-Total | | 62% | | | |
| Bonus | | 10% | | | |
| Score | | 72% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.7 | | | | |
| 5.2: Physical Water Losses | 0.9 | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| | | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 72% indicates average performance at Umgungundlovu DM.

- Improvements should be implemented where gaps have been identified. Umgungundlovu DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

UMKHANYAKUDE DISTRICT MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION




















| No Drop Score (2021/22) | | | | 60% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 73% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 44% | | | |
| Weighted Sub-Total | | 50% | | | |
| Bonus | | 10% | | | |
| Score | | 60% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Umkhanyakude DM

Regulatory Impression

The score of 60% indicates average performance at Umkhanyakude DM.



















- There is ample room for improvement. Umkhanyakude DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 49% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 20% |  | | |
| 5 : Compliance and Performance | 35% | 40% |  | | |
| Weighted Sub-Total | | 39% | | | |
| Bonus | | 10% | | | |
| Score | | 49% |  | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.9 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 |  | | | |
| 5.3: Commercial Water Losses | 0.2 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Umzingathi DM | | | | | |

Regulatory Impression

The score of 49% indicates very poor performance.

- There is a need for targeted turnaround interventions at Umzinyathi DM. Umzinyathi DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 22% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 13% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 20% |  | | |
| 5 : Compliance and Performance | 35% | 30% |  | | |
| Weighted Sub-Total | | 22% | | | |
| Bonus | | 0% | | | |
| Score | | 22% |  | | |
| Penalty 1: No evidence of approved budget | | -2.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.0 |  | | | |
| 1.2: Water Balance | 0.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.5 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.6 |  | | | |
| Water Balance Integrity | | Low |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 22% indicates that there is a critical need for urgent interventions to be implemented at Uthukela DM for all aspects of WC/WDM.

- Uthukela DM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

ZULULAND DISTRICT MUNICIPALITY



| No Drop Score (2021/22) | | | | 62% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 63% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 30% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 52% | | | |
| Bonus | | 10% | | | |
| Score | | 62% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Zululand DM

Regulatory Impression

The score of 62% indicates average performance at Zululand DM.

- There is ample room for improvement. Zululand DM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

11 LIMPOPO: NO DROP REPORT

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

11.1 AUDIT MEETING ATTENDANCE

Table 9: Attendance of the audit meetings: Limpopo

| Province | Staff |
|--------------------|----------|
| Limpopo | |
| Bela-Bela | 2 |
| Capricorn DM | 0 |
| Lephalale | 1 |
| Modimolle | 0 |
| Mogalakwena | 1 |
| Mopani DM | 0 |
| Polokwane | 2 |
| Sekhukhune DM | 0 |
| Thabazimbi | 0 |
| Vhembe DM | 0 |
| Grand Total | 6 |

Only four WSAs attended an audit meeting and only 5 complied with the audit. This is not satisfactory and should be addressed.

11.2 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

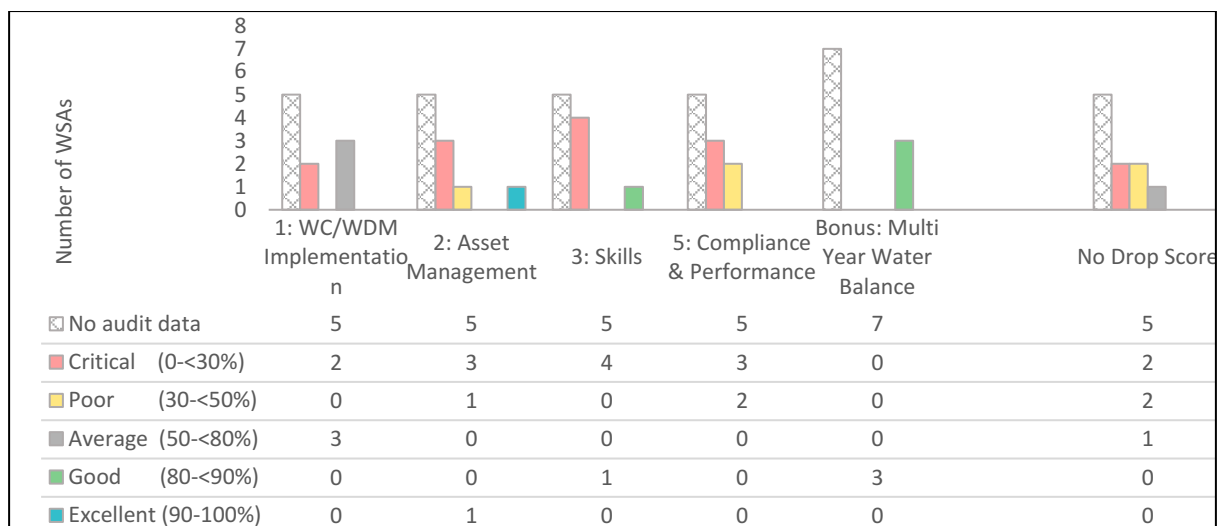


Figure 40: Limpopo - Summary of No Drop Results per Criteria and Final Score

- Only 5 of the 10 WSAs took part in the audit, but 2 failed to submit meaningful data and scored very poorly.
- Polokwane scored just under 70% and it is hoped that their initiatives and competent team will improve their KPI's which are not Good.
- The other WSAs require attention in all domains.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.

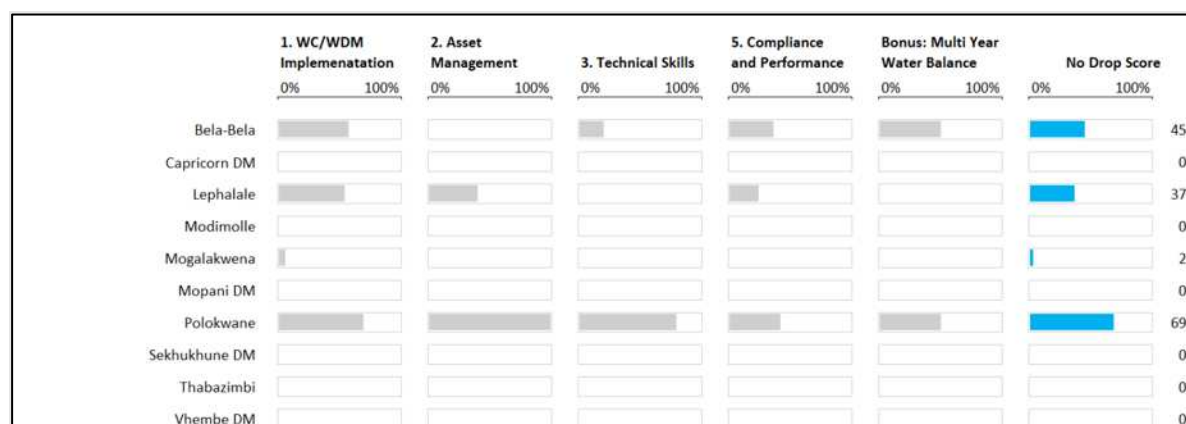


Figure 41: Limpopo WSA No Drop Results per Criteria and Final Score

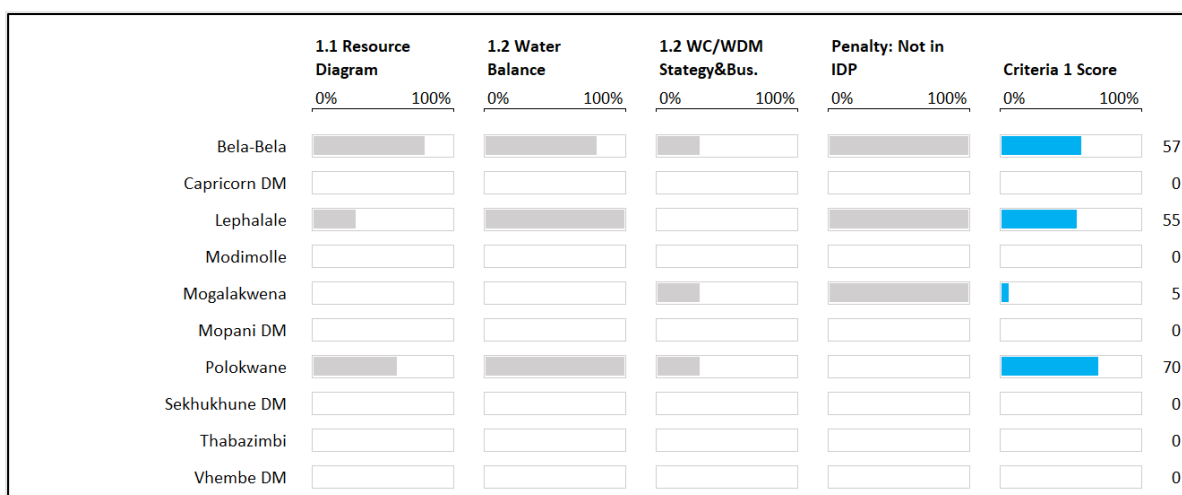


Figure 42: Limpopo WSAs: Details of Criteria 1

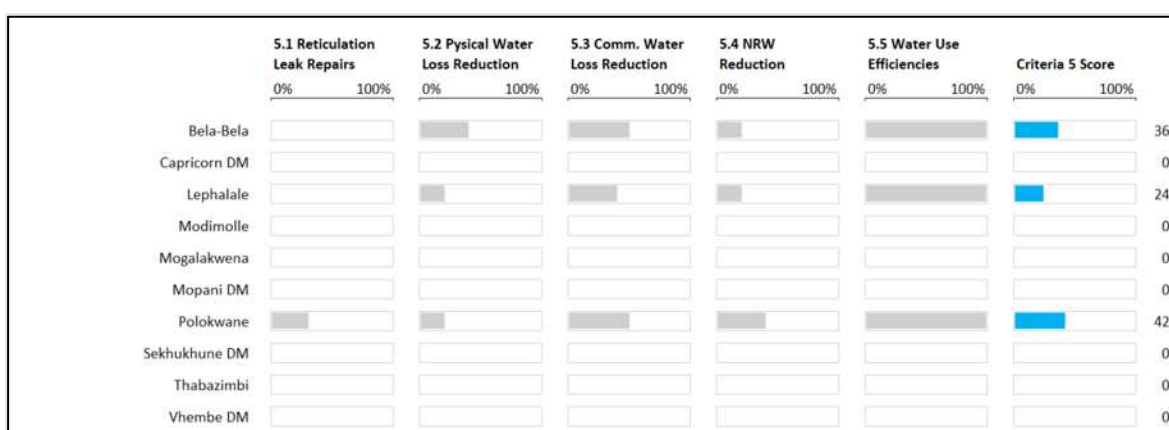


Figure 43: Limpopo WSAs: Details of Criteria 5

11.3 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The poor results and lack of participation should be addressed in this province.

Only 1 WSA attended an audit meeting. Although 5 WSAs submitted data, 2 of these datasets resulted in zero and near zero results.

Polokwane was the exception in the province and scored almost 70%.

It is recommended that the poor compliance in the province be addressed. WSAs should start with the basics of assessing their WC/WDM status quo by determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

Bela-Bela, Polokwane and Lephalale should interrogate their scorecards to identify areas of improvement.

11.4 WSA NO DROP SCORECARDS



no drop
CERTIFICATION

water use efficiency
REGULATION

BELA-BELA LOCAL MUNICIPALITY

| No Drop Score (2021/22) | | | | 45% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|------------|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 57% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 36% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 45% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 45% indicates very poor performance.

- There is a need for targeted turnaround interventions at Bela-Bela. Bela-Bela has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area.
- The integrity of the water balance was unknown. No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | |
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| | | | | | Technical Skills | | | | |
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| | | | | | Compliance & Performance | | | | |
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| | | | | | 0% 20% 40% 60% 80% 100% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
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| | | | | | Water Balance | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | |
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| | | | | | Penalty: Not in IDP | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | Physical Water Losses | | | | |
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| | | | | | Commercial Water Losses | | | | |
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| | | | | | Water Use Efficiency | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| | | | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Capricorn DM | | | | | | | | | |

Capricorn DM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

LEPHALALE LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 37% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 24% | | | |
| Weighted Sub-Total | | 37% | | | |
| Bonus | | 0% | | | |
| Score | | 37% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.3 | | | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Lephalale LM

Regulatory Impression

The score of 37% indicates very poor performance.

- There is a need for targeted turnaround interventions at Lephalale LM. Lephalale LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MODIMOLLE-MOOKGOPHONG LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | |
|--|---------|-----------------|-------|-----------------------------------|---|---|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | <div><div></div><div>0%20%40%60%80%100%</div></div> |
| 2 : Asset Management | | 10% | 0% | | | |
| 3 : Technical Skills | | 10% | 0% | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | |
| Weighted Sub-Total | | | 0% | | | |
| Bonus | | | 0% | | Asset Management | |
| Score | | | 0% | | Technical Skills | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | Compliance & Performance | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 1.1: Water Resources | | 0.0 | | Water Resources | <div><div></div><div>0.00.20.40.60.81.0</div></div> | |
| 1.2: Water Balance | | 0.0 | | Water Balance | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | WC/WDM Strategy and Business Plan | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | Penalty: Not in IDP | | |
| | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | Reticulation Leak Repair | <div><div></div><div>0.00.20.40.60.81.0</div></div> | |
| 5.2: Physical Water Losses | | 0.0 | | Physical Water Losses | | |
| 5.3: Commercial Water Losses | | 0.0 | | Commercial Water Losses | | |
| 5.4: Non Revenue Water | | 0.0 | | Non Revenue Water | | |
| 5.5: Water Use Efficiency | | 0.0 | | Water Use Efficiency | | |
| Water Balance Integrity | | Unknown | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |

Modimolle_Mookgophong LM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

MOGALAKWENA LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 2% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 5% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 2% | | | |
| Bonus | | 0% | | | |
| Score | | 2% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Mogalakwena LM

Regulatory Impression

The score of 2% indicates that there is a critical need for urgent interventions to be implemented at Mogalakwena LM for all aspects of WC/WDM.

- Mogalakwena LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MOPANI DISTRICT MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION




















| No Drop Score (2021/22) | | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|------------|-----------------|------------|----------------------------------|-------------------------|--|--|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 69% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 70% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 100% |  | | |
| 3 : Technical Skills | 10% | 80% |  | | |
| 5 : Compliance and Performance | 35% | 42% |  | | |
| Weighted Sub-Total | | 64% | | | |
| Bonus | | 5% | | | |
| Score | | 69% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 |  | | | |
| 5.3: Commercial Water Losses | 0.5 |  | | | |
| 5.4: Non Revenue Water | 0.4 |  | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Polokwane LM

Polokwane LM

Regulatory Impression

The score of 69% indicates average performance at Polokwane LM.

- There is ample room for improvement. Polokwane LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

SEKHUKHUNE DISTRICT MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 0% | |
|--|-----------------|------------|-----------------------------------|--------------------------|------------------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | <div><div></div></div> |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 0% | | | |
| Bonus | | 0% | | Asset Management | |
| Score | | 0% | | Technical Skills | |
| Penalty 1: No evidence of approved budget | | 0.0% | | Compliance & Performance | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | |
| <div><div></div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | |
| <div><div></div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Greater Sekhukhune DM | | | | | |

Greater Sekhukhune DM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

THABAZIMBI LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | |
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| | | | | | 0% 20% 40% 60% 80% 100% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
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| | | | | | Water Balance | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | Physical Water Losses | | | | |
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| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| | | | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Thabazimbi LM | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.



| No Drop Score (2021/22) | | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|-----|-----|-----|-----|------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Technical Skills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Compliance & Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0% | 20% | 40% | 60% | 80% | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0.0 | 0.2 | 0.4 | 0.6 | 0.8 | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | 0.0 | 0.2 | 0.4 | 0.6 | 0.8 | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no data was submitted for the audit.

12 MPUMALANGA: NO DROP REPORT

12.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

12.2 AUDIT MEETING ATTENDANCE

Table 10: Attendance of the audit meetings: Mpumalanga

| Mpumalanga | | |
|----------------------|--|-----------|
| Bushbuckridge | | 4 |
| Chief Albert Luthuli | | 0 |
| City of Mbombela | | 2 |
| Dipaleseng | | 0 |
| Dr J S Moroka | | 0 |
| Emakhazeni | | 1 |
| Emalahleni | | 3 |
| Govan Mbeki | | 1 |
| Lekwa | | 0 |
| Mkhondo | | 2 |
| Msukaligwa | | 1 |
| Nkomazi | | 5 |
| Pixley Ka Seme | | 1 |
| Silulumanzi | | 4 |
| Steve Tshwete | | 2 |
| Thaba Chweu | | 1 |
| Thembisile | | 0 |
| Victor Khanye | | 2 |
| Grand Total | | 29 |

The representation from the WSAs varied, from 5 at Nkomazi to None. Thembisile submitted data but failed to attend a meeting.

12.3 AUDIT RESULTS.

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

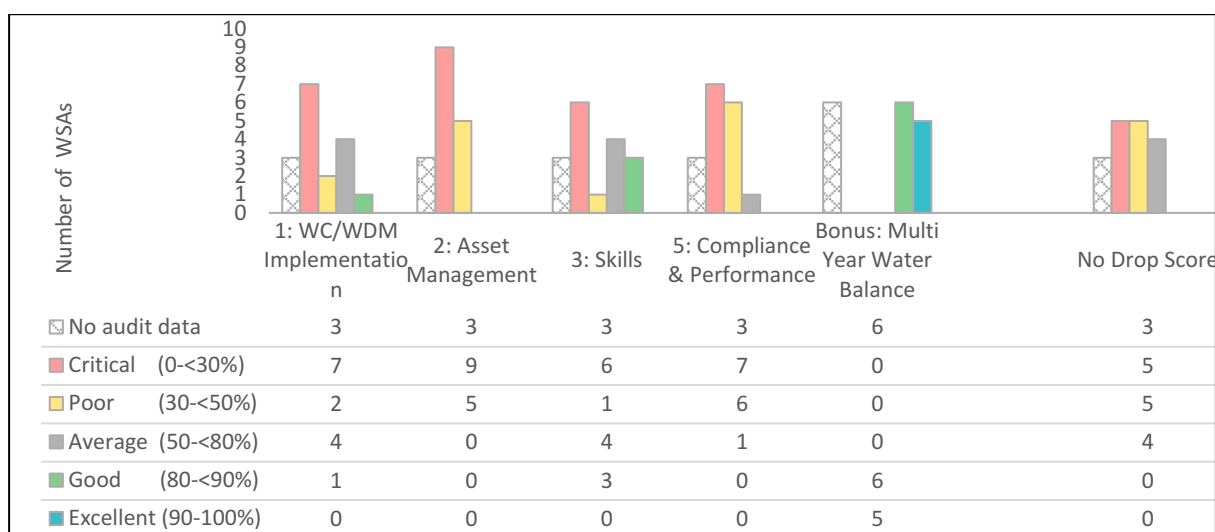


Figure 44: Mpumalanga - Summary of No Drop Results per Criteria and Final Score

- Three WSAs failed to respond to the audit.
- 4 WSAs achieved average scoring, with Mbombela scoring above 65% and Nkomazi scoring above 70%.
- Mbombela and Nkomazi scored highest in terms of WC/WDM skills.
- 10 WSAs scored below average performance and require critical attention.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.



Figure 45: Mpumalanga WSA No Drop Results per Criteria and Final Score

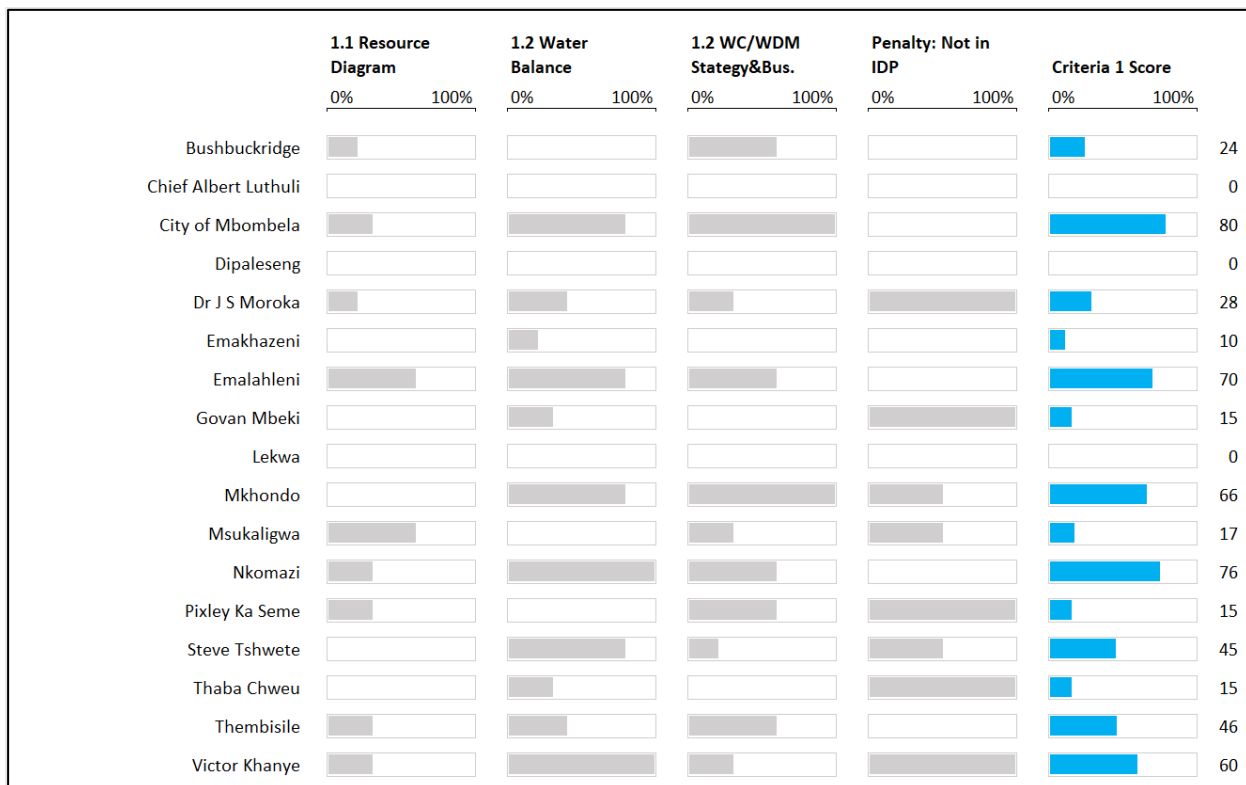


Figure 46: Mpumalanga WSAs: Details of Criteria 1

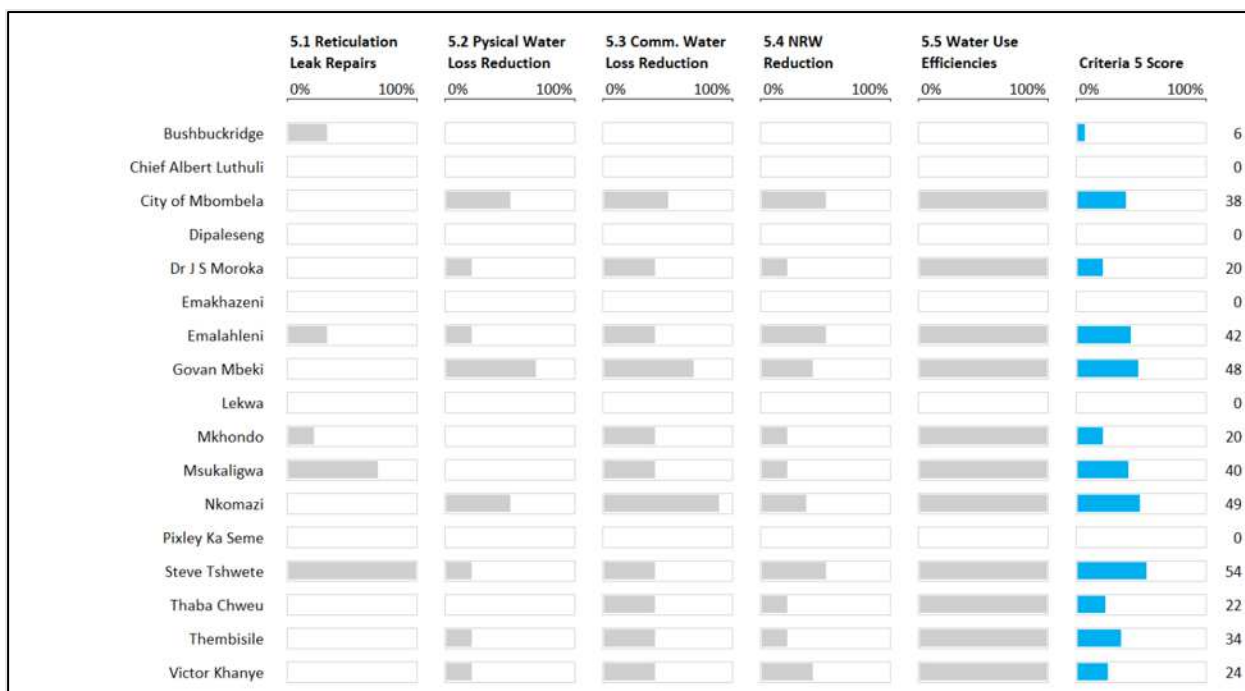


Figure 47: Mpumalanga WSAs: Details of Criteria 5

12.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were consistently attended by the WSAs and the Regional Staff

The results were generally poor with

- Only 4 WSAs achieving a score above 70%. Nkomazi exceeded 70% and Mbombela scored 67%.
- 5 WSA scored under 50% and another 5 under 20%
- 3 WSAs did not take part in the process.

It is recommended that the WSAs that scored above 50% their scorecard to identify areas of improvement and that the other WSAs start with the basics of assessing their WC/WDM status quo by determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

12.5 WSA NO DROP SCORECARDS



BUSHBUCKRIDGE LOCAL MUNICIPALITY

| No Drop Score (2021/22) | | | | 15% | |
|--|-----------------|---------|-----|---------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 24% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 6% | | | |
| Weighted Sub-Total | | 15% | | | |
| Bonus | | 0% | | | |
| Score | | 15% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.2 | | | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Bushbuckridge LM

Regulatory Impression

The score of 15% indicates that there is a critical need for urgent interventions to be implemented at Bushbuckridge LM for all aspects of WC/WDM.

- Bushbuckridge LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

CHIEF ALBERT LUTHULI LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |

Chief Albert Luthuli LM

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.



| No Drop Score (2021/22) | | | | 67% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 80% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 38% | | | |
| Weighted Sub-Total | | 57% | | | |
| Bonus | | 10% | | | |
| Score | | 67% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.5 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

City of Mbombela

Regulatory Impression

The score of 67% indicates average performance at City of Mbombela.

- There is ample room for improvement. City of Mbombela has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

DIPALESENG LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION


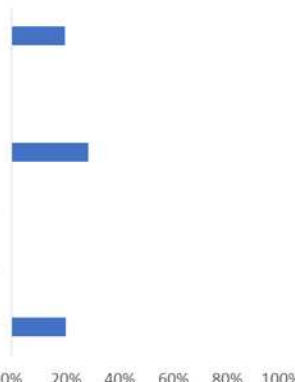









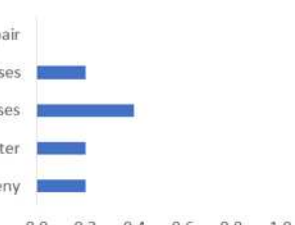










| No Drop Score (2021/22) | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----------------------------------|--------------------------|-------------------------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | Asset Management | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 0% | | Technical Skills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | Compliance & Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | 0% 20% 40% 60% 80% 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 20% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 28% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div>  | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 0% |  | | |
| 5 : Compliance and Performance | 35% | 20% |  | | |
| Weighted Sub-Total | | 20% | | | |
| Bonus | | 0% | | | |
| Score | | 20% |  | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.2 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div>  | | |
| 1.2: Water Balance | 0.4 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div>  | | |
| 5.2: Physical Water Losses | 0.2 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.2 |  | | | |
| Water Balance Integrity | Low |  | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Dr JS Moroka LM

Regulatory Impression

The score of 20% indicates that there is a critical need for urgent interventions to be implemented at Dr JS Moroka LM for all aspects of WC/WDM.

- Dr JS Moroka LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all
- required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team. There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

EMAKHAZENI LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 5% | |
|--|-----------------|---------|---|---|--|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 10% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 5% | | | |
| Bonus | | 0% | | | |
| Score | | 5% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | |
| 1.2: Water Balance | 0.2 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| | | | | | |
| Water Balance Integrity | | Unknown | | | |
| <div><div><div>Rank</div><div>No Drop</div><div>Water Loss</div><div>ILI</div><div>Efficiency</div><div>Score</div></div><div><div> Excellent</div><div>90-100%</div><div><10%</div><div><2</div><div><150</div><div>0.9-1.0</div></div><div><div> Good</div><div>80-90%</div><div>10-20%</div><div>2-4</div><div>150-200</div><div>0.8-0.9</div></div><div><div> Average</div><div>50-80%</div><div>20-30%</div><div>4-6</div><div>200-250</div><div>0.5-0.8</div></div><div><div> Poor</div><div>31-50%</div><div>30-40%</div><div>6-8</div><div>250-300</div><div>0.3-0.5</div></div><div><div> Critical</div><div>0-31%</div><div>>40%</div><div>>8</div><div>>300</div><div>0-0.3</div></div></div> <div>Emakhazeni</div> | | | | | |

Regulatory Impression

The score of 5% indicates that there is a critical need for urgent interventions to be implemented at Emakhazeni for all aspects of WC/WDM.

- Emakhazeni demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be unknown.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for physical water losses (ILI), commercial water losses (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

EMALAHLENI LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 62% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 70% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 42% | | | |
| Weighted Sub-Total | | 52% | | | |
| Bonus | | 10% | | | |
| Score | | 62% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Emalahleni LM | | | | | |

Regulatory Impression

The score of 62% indicates average performance at Emalahleni LM.

- There is ample room for improvement. Emalahleni LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area.
- The integrity of the water balance was unknown. Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

GOVAN MBEKI LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 35% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 15% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 30% | | | |
| Bonus | | 5% | | | |
| Score | | 35% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.3 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Govan Mbeki LLM

Regulatory Impression

The score of 35% indicates very poor performance.

- There is a need for targeted turnaround interventions at Govan Mbeki LM. Govan Mbeki LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.









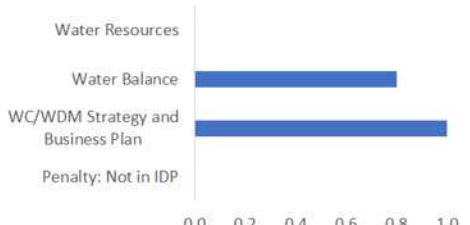














| No Drop Score (2021/22) | | | | 0% | |
|--|-----------------|------------|-----------------------------------|--------------------|------------------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | <div><div></div></div> |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 0% | | | |
| Bonus | | 0% | | | |
| Score | | 0% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | 0%20%40%60%80%100% | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | |
| 0.00.20.40.60.81.0 | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | |
| 0.00.20.40.60.81.0 | | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Lekwa LM | | | | | |

Regulatory Impression



Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 43% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | |  | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 66% |  | | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 60% |  | | |
| 5 : Compliance and Performance | 35% | 20% |  | | |
| Weighted Sub-Total | | 43% | | | |
| Bonus | | 0% | | | |
| Score | | 43% |  | | |
| Penalty 1: No evidence of approved budget | | -3.9% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | |  | | |
| 1.1: Water Resources | 0.0 |  | | | |
| 1.2: Water Balance | 0.8 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | |  | | |
| 5.1: Reticulation Leak Repair | 0.2 |  | | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.2 |  | | | |
| 5.5: Water Use Efficiency | 0.2 |  | | | |
| Water Balance Integrity | | Low |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 43% indicates very poor performance.

- There is a need for targeted turnaround interventions at Mkhondo LM. Mkhondo LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

MSUKALIGWA LOCAL MUNICIPALITY






















| No Drop Score (2021/22) | | | | 35% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 17% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 40% | | | |
| Weighted Sub-Total | | 30% | | | |
| Bonus | | 5% | | | |
| Score | | 35% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.7 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Msukaliyewa LM | | | | | |

Regulatory Impression

The score of 35% indicates very poor performance.

- There is a need for targeted turnaround interventions at Msukaligwa LM. Msukaligwa LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

| No Drop Score (2021/22) | | | | 73% | |
|---|-----------------|---|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 76% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 80% |  | | |
| 5 : Compliance and Performance | 35% | 49% |  | | |
| Weighted Sub-Total | | 63% | | | |
| Bonus | | 10% | | | |
| Score | | 73% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.5 |  | | | |
| 5.3: Commercial Water Losses | 0.9 |  | | | |
| 5.4: Non Revenue Water | 0.4 |  | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | |
| Water Balance Integrity | | Medium |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
|  Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Nkomazi LM

Regulatory Impression

The score of 73% indicates average performance at Nkomazi LM.

- Improvements should be implemented where gaps have been identified. Nkomazi LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

PIXLEY KA SEME LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|-----------------------------------|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 15% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 60% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | -4.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.3 | | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 17% indicates that there is a critical need for urgent interventions to be implemented at Pixley Ka Seme LM for all aspects of WC/WDM.

- Pixley Ka Seme LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

STEVE TSHWETE LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 43% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 45% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 54% | | | |
| Weighted Sub-Total | | 43% | | | |
| Bonus | | 0% | | | |
| Score | | 43% | | | |
| Penalty 1: No evidence of approved budget | | -0.8% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 | | | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Steve Tshwete LM

Steve Tshwete LM

Regulatory Impression

The score of 43% indicates very poor performance.

- There is a need for targeted turnaround interventions at Steve Tshwete LM. Steve Tshwete LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There was no evidence provided of a competent and qualified water loss management team.
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

THABA CHWEU LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----|-----------------------------------|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 15% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.3 | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.2 | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.5 | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 19% indicates that there is a critical need for urgent interventions to be implemented at Thaba Chweu for all aspects of WC/WDM.

- Thaba Chweu demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be unknown.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

THEMBISILE LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 42% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 46% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 34% | | | |
| Weighted Sub-Total | | 32% | | | |
| Bonus | | 10% | | | |
| Score | | 42% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.4 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Thembisile LM | | | | | |

Regulatory Impression

The score of 42% indicates very poor performance.

- There is a need for targeted turnaround interventions at Thembisile LM. Thembisile LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was unknown.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

VICTOR KHANYE LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 53% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 60% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 24% | | | |
| Weighted Sub-Total | | 43% | | | |
| Bonus | | 10% | | | |
| Score | | 53% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.2 | | | | |
| Water Balance Integrity | Low | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Victor Khanve

Regulatory Impression

The score of 53% indicates average performance at Victor Khanye.

- There is ample room for improvement. Victor Khanye has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be low.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

13 NORTH WEST: NO DROP REPORT

13.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

13.2 AUDIT MEETING ATTENDANCE

Table 11: Attendance of the audit meetings: North West

| Province | Staff |
|------------------------------|-----------|
| North West | |
| City of Matlosana | 0 |
| Dr Ruth Segomotsi Mompati DM | 3 |
| JB Marks | 4 |
| Kgetlengrivier | 1 |
| Madibeng | 2 |
| Maquassi Hills | 2 |
| Moretele | 1 |
| Moses Kotane | 1 |
| Ngaka Modiri Molema DM | 0 |
| Rustenburg | 3 |
| Grand Total | 17 |

Attendance was good at Dr Ruth Segomotsi Mompati DM, Rustenburg, and JB Marks. City of Matlosana submitted data but did not attend their audit meeting.

13.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

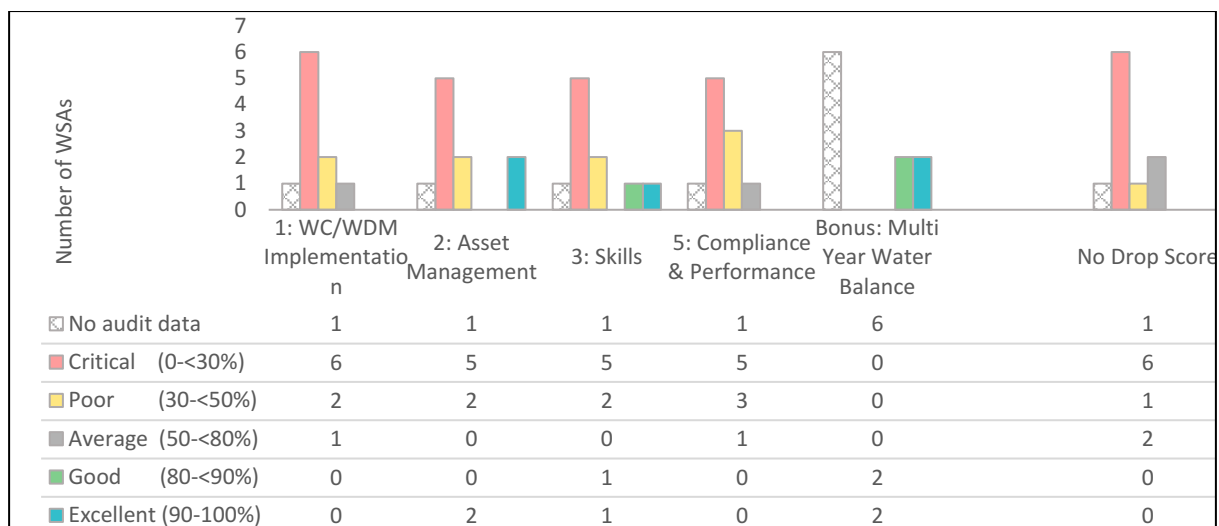


Figure 48: North West - Summary of No Drop Results per Criteria and Final Score

- One WSA failed to respond to the audit and three others submitted very little appropriate data.
- JB Marks and Rustenburg scored above 50% with competent WC/WDM teams and good asset management practices.
- All others WSA scored below average performance and require critical attention in one or more Criteria.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.



Figure 49: North West WSA No Drop Results per Criteria and Final Score

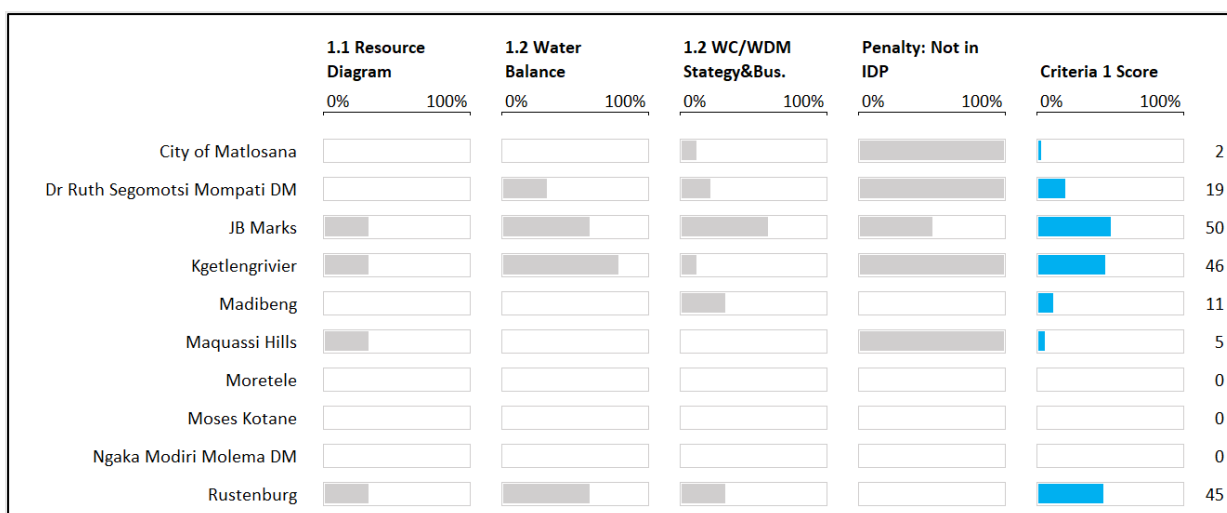


Figure 50: North West WSAs: Details of Criteria 1

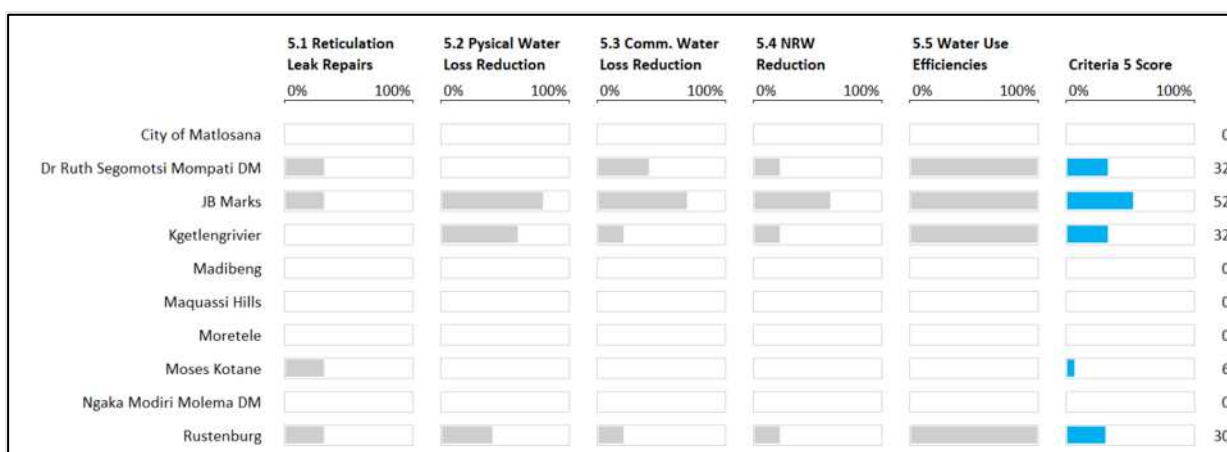


Figure 51: North West WSAs: Details of Criteria 5

13.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were well attended by the WSAs and the Regional Staff. This indicates enthusiasm which should be capitalised on to improve the WC/WDM situation in the province.

The results in the province were generally poor:

- Only 2 WSAs, JB Marks and Rustenburg, achieved a No Drop Score above 50%.
- Only 1 WSA failed to respond to the audit, but several scored extremely critically poorly.

It is recommended that the enthusiasm shown by the attendance at the audit meetings is harnessed to improve the WC/WDM situation in the province.

WSAs with very poor scores should start with the basics of assessing their WC/WDM status quo in determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

13.5 WSA NO DROP SCORECARDS



CITY OF MATLOSANA

| No Drop Score (2021/22) | | | | | 1% | |
|--|---------|-----------------|---------|---|---|--|
| Criteria | | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 2% | | <p>No Drop Score</p> <p>WC/WDM Strategy & Implementation</p> <p>Asset Management</p> <p>Technical Skills</p> <p>Compliance & Performance</p> <p>0% 20% 40% 60% 80% 100%</p> | |
| 2 : Asset Management | | 10% | 0% | | | |
| 3 : Technical Skills | | 10% | 0% | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | |
| Weighted Sub-Total | | | 1% | | | |
| Bonus | | | 0% | | | |
| Score | | | 1% | | | |
| Penalty 1: No evidence of approved budget | | | -0.8% | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 1.1: Water Resources | | 0.0 | | <p>Water Resources</p> <p>Water Balance</p> <p>WC/WDM Strategy and Business Plan</p> <p>Penalty: Not in IDP</p> <p>0.0 0.2 0.4 0.6 0.8 1.0</p> | | |
| 1.2: Water Balance | | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.1 | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | |
| | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | <p>Reticulation Leak Repair</p> <p>Physical Water Losses</p> <p>Commercial Water Losses</p> <p>Non Revenue Water</p> <p>Water Use Efficiency</p> <p>0.0 0.2 0.4 0.6 0.8 1.0</p> | | |
| 5.2: Physical Water Losses | | 0.0 | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | |
| Water Balance Integrity | | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |

City of Motlósana

Regulatory Impression

The score of 1% indicates that there is a critical need for urgent interventions to be implemented at City of Matlosana for all aspects of WC/WDM.

- City of Matlosana demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

DR RUTH SEGOMOTSI MOMPATI DISTRICT MUNICIPALITY



| No Drop Score (2021/22) | | | | 26% | |
|--|-----------------|------------|-----|------------|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 19% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 32% | | | |
| Weighted Sub-Total | | 20% | | | |
| Bonus | | 6% | | | |
| Score | | 26% | | | |
| Penalty 1: No evidence of approved budget | | -1.6% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.3 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.2 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Dr Ruth Seemotisi Momoati FM | | | | | |

Dr Ruth Segomotsi Mompoti DM

Regulatory Impression

The score of 26% indicates that there is a critical need for urgent interventions to be implemented at Dr Ruth Segomotsi Mompati DM for all aspects of WC/WDM.

- Dr Ruth Segomotsi Mompati DM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area.
- The integrity of the water balance was considered to be low. No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team. Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

JB MARKS LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 65% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 52% | | | |
| Weighted Sub-Total | | 55% | | | |
| Bonus | | 10% | | | |
| Score | | 65% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.6 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.8 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | |
| 5.5: Water Use Efficiency | 0.2 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 65% indicates average performance at JB Marks LM.

- There is ample room for improvement. JB Marks LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area.
- The integrity of the water balance was considered to be low. Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

KGETLENGRIVIER LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 44% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 46% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 100% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 32% | | | |
| Weighted Sub-Total | | 44% | | | |
| Bonus | | 0% | | | |
| Score | | 44% | | | |
| Penalty 1: No evidence of approved budget | | -0.8% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.1 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.2 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Keetlenerivier LM

Kgetlengrivier LM

Regulatory Impression

The score of 44% indicates very poor performance.

- There is a need for targeted turnaround interventions at Kgetlengrivier LM. Kgetlengrivier LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MADIBENG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|--|--|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 11% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 5% indicates that there is a critical need for urgent interventions to be implemented at Madibeng LM for all aspects of WC/WDM.

- Madibeng LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MAQUASSI HILLS LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 16% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 5% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 6% | | | |
| Bonus | | 10% | | | |
| Score | | 16% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Maquassi Hills LM

Regulatory Impression

The score of 16% indicates that there is a critical need for urgent interventions to be implemented at Maquassi Hills LM for all aspects of WC/WDM.

- Maquassi Hills LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MORETELE LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|-------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | Low | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

Very limited data was submitted for the audit. It appears as if the WSA is not able to comply with the regulatory requirements.

MOSES KOTANE LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 10% | |
|--|-----------------|------------|---|---|---|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> | <div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 6% | | | |
| Weighted Sub-Total | | 10% | | | |
| Bonus | | 0% | | | |
| Score | | 10% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> | <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> | <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Moses Kotane LM

Moses Kotane LM

Regulatory Impression

The score of 10% indicates that there is a critical need for urgent interventions to be implemented at Moses Kotane LM for all aspects of WC/WDM.

- Moses Kotane LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

NGAKA MODIRI MOLEMA DISTRICT MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 0% | | |
|--|-----------------|------------|-----------------------------------|--------------------------|---|--|
| Criteria | Weight | Score | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | <div><div></div><div>0%20%40%60%80%100%</div></div> | |
| 2 : Asset Management | 10% | 0% | | | | |
| 3 : Technical Skills | 10% | 0% | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | |
| Weighted Sub-Total | | 0% | | | | |
| Bonus | | 0% | | Asset Management | | |
| Score | | 0% | | Technical Skills | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | Compliance & Performance | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | |
| Item | Score (Max = 1) | | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | | |
| <div><div></div><div>0.00.20.40.60.81.0</div></div> | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | |
| Item | Score (Max = 1) | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | | |
| <div><div></div><div>0.00.20.40.60.81.0</div></div> | | | | | | |
| Water Balance Integrity | | Unknown | | | | |
| <div><div></div><div>Rank</div></div> | No Drop | Water Loss | ILI | Efficiency | Score | |
| <div><div></div><div>Excellent</div></div> | 90-100% | <10% | <2 | <150 | 0.9-1.0 | |
| <div><div></div><div>Good</div></div> | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | |
| <div><div></div><div>Average</div></div> | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | |
| <div><div></div><div>Poor</div></div> | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | |
| <div><div></div><div>Critical</div></div> | 0-<31% | >40% | >8 | >300 | 0-<0.3 | |
| Ngaka Modiri Molema DM | | | | | | |

Ngaka Modiri Molema DM



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

RUSTENBURG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 54% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 45% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 100% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 30% | | | |
| Weighted Sub-Total | | 49% | | | |
| Bonus | | 5% | | | |
| Score | | 54% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.6 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.2 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 54% indicates average performance at Rustenburg.

- There is ample room for improvement. Rustenburg has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area.
- The integrity of the water balance was considered to be medium. Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

14 NORTHERN CAPE: NO DROP REPORT

14.1 BACKGROUND

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

14.2 AUDIT MEETING ATTENDANCE

Table 12: Attendance of the audit meetings: Northern Cape

| Province | Staff |
|----------------------|-----------|
| Northern Cape | |
| !Kheis | 3 |
| Dawid Kruiper | 4 |
| Dikgatlong | 0 |
| Emthanjeni | 1 |
| Gamagara | 2 |
| Ga-Segonyana | 2 |
| Hantam | 1 |
| Joe Morolong | 1 |
| Kai !Garib | 0 |
| Kamiesberg | 0 |
| Kareeberg | 0 |
| Karoo Hoogland | 2 |
| Kgatelopele | 0 |
| Khai-Ma | 1 |
| Magareng | 2 |
| Nama Khoi | 1 |
| Phokwane | 0 |
| Renosterberg | 3 |
| Richtersveld | 1 |
| Siyancuma | 0 |
| Siyathemba | 0 |
| Sol Plaatje | 2 |
| Thembelihle | 1 |
| Tsantsabane | 0 |
| Ubuntu | 1 |
| Umsobomvu | 0 |
| Grand Total | 28 |

Representation from the WSA varied with 4 people attending from Dawid Kruiper, 3 from !Kheis and several neglecting to attend a meeting even though they submitted data (Dikgatlong, Siyathemba, Umsobomvu).

14.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.



Figure 52: Northern Cape - Summary of No Drop Results per Criteria and Final Score

- There was a poor response to the audit within the province with 10 of the 26 WSAs not taking submitting any data.
- No WSAs scored above 80%, and only 2 scored above 60%.
- The best results were achieved in WC/WDM planning and implementation, through water balance submission rather than WDM strategies.
- There was almost no proof of pro-active meter management maintenance and replacement.
- There is a shortage of suitably qualified and experienced WC/WDM staff.
- Compliance and performance were average or good for only 3 WSAs.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.

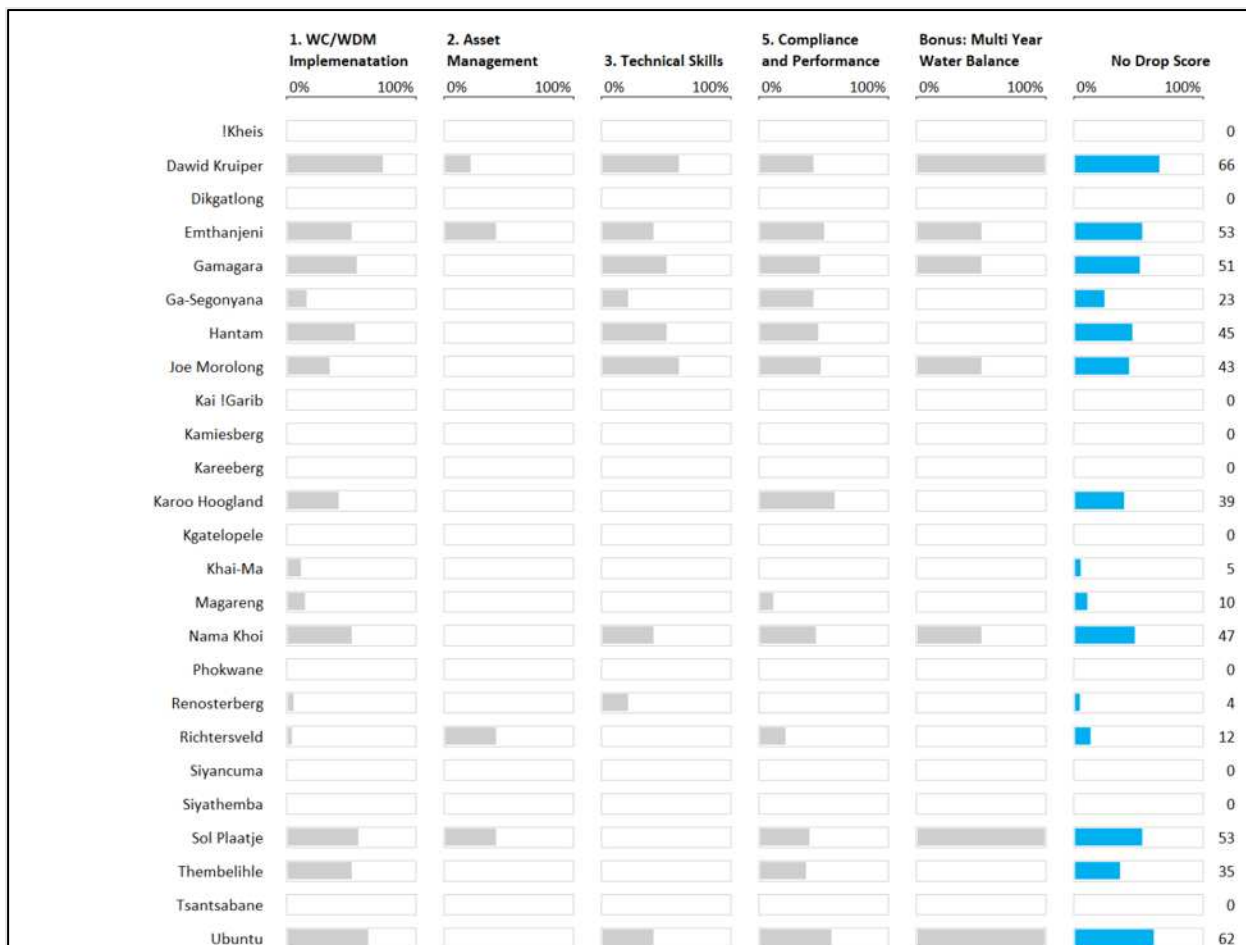


Figure 53: Northern Cape WSA No Drop Results per Criteria and Final Score



Figure 54: Northern Cape WSAs: Details of Criteria 1



Figure 55: Northern Cape WSAs: Details of Criteria 5

14.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

The audits were consistently attended by the WSAs and well attended by the Regional Staff. This indicates enthusiasm which should be capitalised on to improve the WC/WDM situation in the province.

The results in the province were generally poor:

- Only 5 WSAs scored above 50%, with Dawid Kruiper achieving 66%.
- 6 WSAs scored below 25% and 10 WSAs failed to respond to the audit.

It is recommended that the lack of data submissions in the province be addressed. The enthusiasm shown by the attendance of the regional staff be used to introduce the non-participating WSAs to the process.

WSAs with very poor scores should start with the basics of assessing their WC/WDM status quo in determining water balances and water resource diagrams, before developing strategies and applying for budgets to implement remedial actions.

WSAs with higher scores should assess the scorecards to identify areas of improvement.

14.5 WSA NO DROP SCORECARDS



no drop
CERTIFICATION

water use efficiency
REGULATION

!KHEIS LOCAL MUNICIPALITY

| No Drop Score (2021/22) | | | | 0% | |
|---|-----------------|---------|---|---|--|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 0% | | | |
| Bonus | | 0% | | | |
| Score | | 0% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| <div><div><div>Rank</div><div>No Drop</div><div>Water Loss</div><div>ILI</div><div>Efficiency</div><div>Score</div></div><div><div> Excellent</div><div>90-100%</div><div><10%</div><div><2</div><div><150</div><div>0.9-1.0</div></div><div><div> Good</div><div>80-<90%</div><div>10-20%</div><div>2-4</div><div>150-200</div><div>0.8-<0.9</div></div><div><div> Average</div><div>50-<80%</div><div>20-30%</div><div>4-6</div><div>200-250</div><div>0.5-<0.8</div></div><div><div> Poor</div><div>31-<50%</div><div>30-40%</div><div>6-8</div><div>250-300</div><div>0.3-<0.5</div></div><div><div> Critical</div><div>0-<31%</div><div>>40%</div><div>>8</div><div>>300</div><div>0-<0.3</div></div></div> <div>IKheis LM</div> | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

DAWID KRUIPER LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 66% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 75% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 20% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 42% | | | |
| Weighted Sub-Total | | 56% | | | |
| Bonus | | 10% | | | |
| Score | | 66% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.2 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.5 | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

David Kruper LM

Regulatory Impression

The score of 66% indicates average performance at Dawid Kruiper LM.

- There is ample room for improvement. Dawid Kruiper LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

DIKGATLONG LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | |
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| | | | | | Technical Skills | | | | |
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| | | | | | | | | | |
| | | | | | Compliance & Performance | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 0% 20% 40% 60% 80% 100% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
| | | | | | | | | | |
| | | | | | Water Balance | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | |
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| | | | | | Penalty: Not in IDP | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | Physical Water Losses | | | | |
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| | | | | | Commercial Water Losses | | | | |
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| | | | | | Non Revenue Water | | | | |
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| | | | | | Water Use Efficiency | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| | | | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Dikeathlong LM | | | | | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

EMTHANJENI LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 53% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 50% | | | |
| Weighted Sub-Total | | 48% | | | |
| Bonus | | 5% | | | |
| Score | | 53% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Emthanjeni LM | | | | | |

Regulatory Impression

The score of 53% indicates average performance at Emthanjeni LM.

- There is ample room for improvement. Emthanjeni LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

GAMAGARA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 51% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 50% | | | |
| 5 : Compliance and Performance | 35% | 47% | | | |
| Weighted Sub-Total | | 46% | | | |
| Bonus | | 5% | | | |
| Score | | 51% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Gamaagara L.M | | | | | |

Regulatory Impression

The score of 51% indicates average performance at Gamagara LM.

- There is ample room for improvement. Gamagara LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

GA-SEGONYANA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 23% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 15% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 42% | | | |
| Weighted Sub-Total | | 23% | | | |
| Bonus | | 0% | | | |
| Score | | 23% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.3 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.5 | | | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.2 | | | | |
| Water Balance Integrity | | Mdium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |




















Ga-Segonwana LM

Ga-Segonyana LM

Regulatory Impression

The score of 23% indicates that there is a critical need for urgent interventions to be implemented at Ga-Segonyana LM for all aspects of WC/WDM.

- Ga-Segonyana LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 45% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 53% |  | <div>No Drop Score</div> <div><div></div></div> <div>WC/WDM Strategy & Implementation</div> <div><div></div></div> <div>Asset Management</div> <div><div></div></div> <div>Technical Skills</div> <div><div></div></div> <div>Compliance & Performance</div> <div><div></div></div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 50% |  | | |
| 5 : Compliance and Performance | 35% | 46% |  | | |
| Weighted Sub-Total | | 45% | | | |
| Bonus | | 0% | | | |
| Score | | 45% |  | | |
| Penalty 1: No evidence of approved budget | | -2.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 |  | <div>Water Resources</div> <div><div></div></div> <div>Water Balance</div> <div><div></div></div> <div>WC/WDM Strategy and Business Plan</div> <div><div></div></div> <div>Penalty: Not in IDP</div> <div><div></div></div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.8 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.5 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.7 |  | <div>Reticulation Leak Repair</div> <div><div></div></div> <div>Physical Water Losses</div> <div><div></div></div> <div>Commercial Water Losses</div> <div><div></div></div> <div>Non Revenue Water</div> <div><div></div></div> <div>Water Use Efficiency</div> <div><div></div></div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.0 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.5 |  | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | |
| Water Balance Integrity | | Medium |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Hantam LM

Hantam LM

Regulatory Impression

The score of 45% indicates very poor performance.

- There is a need for targeted turnaround interventions at Hantam LM. Hantam LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

JOE MOROLONG LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 43% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 33% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 48% | | | |
| Weighted Sub-Total | | 38% | | | |
| Bonus | | 5% | | | |
| Score | | 43% | | | |
| Penalty 1: No evidence of approved budget | | -1.2% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.5 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.6 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Joe Morolong LM | | | | | |

Regulatory Impression

The score of 43% indicates very poor performance.

- There is a need for targeted turnaround interventions at Joe Morolong LM. Joe Morolong LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be low.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

KAI !GARIB LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

KAMIESBERG LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|-----------------------------------|--------------------------|------------------------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | <div><div></div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | Asset Management | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 0% | | Technical Skills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | Compliance & Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><div></div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><div></div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

KAREEBERG LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |

Kareeberg LM



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

KAROO HOOGLAND LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 39% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 40% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 59% | | | |
| Weighted Sub-Total | | 39% | | | |
| Bonus | | 0% | | | |
| Score | | 39% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.9 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Karoo Hoogland LM

Regulatory Impression

The score of 39% indicates very poor performance.

- There is a need for targeted turnaround interventions at Karoo Hoogland LM. Karoo Hoogland LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|-------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

KHAI-MA LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|---|---|----------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 10% | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div></div> <div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div></div> <div><div>0.0</div><div>0.2</div><div>0.4</div><div>0.6</div><div>0.8</div><div>1.0</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 5% indicates that there is a critical need for urgent interventions to be implemented at Khai-Ma LM for all aspects of WC/WDM.

- Khai-Ma LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be unknown.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

MAGARENG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|------------|--|--|---------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|--------|--------|-----|---------|---------|---------|--------|--------|-----|---------|---------|------|--------|--------|-----|---------|---------|----------|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 14% | | <p>No Drop Score</p> <p>WC/WDM Strategy & Implementation</p> <p>Asset Management</p> <p>Technical Skills</p> <p>Compliance & Performance</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.2 | | <p>Water Resources</p> <p>Water Balance</p> <p>WC/WDM Strategy and Business Plan</p> <p>Penalty: Not in IDP</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.5 | | <p>Reticulation Leak Repair</p> <p>Physical Water Losses</p> <p>Commercial Water Losses</p> <p>Non Revenue Water</p> <p>Water Use Efficiency</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 10% indicates that there is a critical need for urgent interventions to be implemented at Magareng LM for all aspects of WC/WDM.

- Magareng LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations. No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e). There was no evidence provided of a competent and qualified water loss management team.
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

NAMA KHOI LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 47% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 44% | | | |
| Weighted Sub-Total | | 42% | | | |
| Bonus | | 5% | | | |
| Score | | 47% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.3 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 47% indicates very poor performance.

- There is a need for targeted turnaround interventions at Nama Khoi. Nama Khoi has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

PHOKWANE LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|--|--|--|--|
| Criteria | | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | Asset Management | | | | |
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| | | | | | Technical Skills | | | | |
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| | | | | | Compliance & Performance | | | | |
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| | | | | | | | | | |
| | | | | | 0% 20% 40% 60% 80% 100% | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | |
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| | | | | | Water Balance | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | |
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| | | | | | Penalty: Not in IDP | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | |
| | | | | | Physical Water Losses | | | | |
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| | | | | | Water Use Efficiency | | | | |
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| | | | | | | | | | |
| | | | | | 0.0 0.2 0.4 0.6 0.8 1.0 | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| | | | | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Phokwane LM | | | | | | | | | |

Phokwane LM



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

RENOSTERBERG LOCAL MUNICIPALITY



no drop
CERTIFICATION
































water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 4% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 5% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 4% | | | |
| Bonus | | 0% | | | |
| Score | | 4% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Renosterberg LM | | | | | |

Regulatory Impression

The score of 4% indicates that there is a critical need for urgent interventions to be implemented at Renosterberg LM for all aspects of WC/WDM.

- Renosterberg LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

| No Drop Score (2021/22) | | | | 12% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----------------|---|--|--|---------|------|---------|------------|-----|------------|-------|---|---------|------|----|------|---------|--|--------|--------|-----|---------|---------|---|--------|--------|-----|---------|---------|--|--------|--------|-----|---------|---------|--|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 3% |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 40% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 0% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 20% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 12% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 12% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.2 |  |  | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 0.0 |  | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 1.0 |  |  | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.0 |  | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.0 |  | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.0 |  | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.0 |  | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score |  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 12% indicates that there is a critical need for urgent interventions to be implemented at Richtersveld LM for all aspects of WC/WDM.

- Richtersveld LM demonstrated a very limited understanding of its water use and WC/WDM strategy.
- No water balance was submitted for 2021/22 in terms of Reg 509 of 2001 Clause 10 of the Water Supply Regulations.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There was no evidence provided of a competent and qualified water loss management team.
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The Regulator could not calculate the key performance indicators as per Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000 based on the water balance provided.

SIYANCUMA LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|------------|-----------------|------------|-----------------------------------|-----|-----|-----|-----|------|------|---------|------------|-----|------------|-------|-----------|---------|------|----|------|---------|------|---------|--------|-----|---------|----------|---------|---------|--------|-----|---------|----------|------|---------|--------|-----|---------|----------|----------|--------|------|----|------|--------|
| Criteria | | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | No Drop Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | | 0% | | WC/WDM Strategy & Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | 0% | 20% | 40% | 60% | 80% | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | | | 0.0 | | Water Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Water Balance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | WC/WDM Strategy and Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Penalty: Not in IDP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | | | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | | | 0.0 | | Reticulation Leak Repair | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | | | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Physical Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Commercial Water Losses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Non Revenue Water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | Water Use Efficiency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Water Balance Integrity | | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><td>Rank</td><td>No Drop</td><td>Water Loss</td><td>ILI</td><td>Efficiency</td><td>Score</td></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-<90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-<0.9</td></tr><tr><td> Average</td><td>50-<80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-<0.8</td></tr><tr><td> Poor</td><td>31-<50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-<0.5</td></tr><tr><td> Critical</td><td>0-<31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-<0.3</td></tr></table> | | | | | | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score | Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Siyanacuma LM



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

SIYATHEMBA LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| | | | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Sivathemba LM | | | | | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

SOL PLAATJE LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 53% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 56% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 39% | | | |
| Weighted Sub-Total | | 43% | | | |
| Bonus | | 10% | | | |
| Score | | 53% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.5 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Sol Plaatjie LM

Sol Plaatjie LM

Regulatory Impression

The score of 53% indicates average performance at Sol Plaatjie LM.

- There is ample room for improvement. Sol Plaatjie LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

THEMBELIHLE LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 35% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 51% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 36% | | | |
| Weighted Sub-Total | | 35% | | | |
| Bonus | | 0% | | | |
| Score | | 35% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.5 | | | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.2 | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Regulatory Impression

The score of 35% indicates very poor performance.

- There is a need for targeted turnaround interventions at Thembelihle LM. Thembelihle LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

TSANTSABANE LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION


























| No Drop Score (2021/22) | | | | | 0% | | | | |
|--|---------|-----------------|---------|--|--|--|--|--|--|
| Criteria | | Weight | Score | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | | 45% | 0% | | | | | | |
| 2 : Asset Management | | 10% | 0% | | | | | | |
| 3 : Technical Skills | | 10% | 0% | | | | | | |
| 5 : Compliance and Performance | | 35% | 0% | | | | | | |
| Weighted Sub-Total | | | 0% | | | | | | |
| Bonus | | | 0% | | | | | | |
| Score | | | 0% | | | | | | |
| Penalty 1: No evidence of approved budget | | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 1.1: Water Resources | | 0.0 | | | | | | | |
| 1.2: Water Balance | | 0.0 | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | | 0.0 | | | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | |
| Item | | Score (Max = 1) | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | | | | |
| 5.1: Reticulation Leak Repair | | 0.0 | | | | | | | |
| 5.2: Physical Water Losses | | 0.0 | | | | | | | |
| 5.3: Commercial Water Losses | | 0.0 | | | | | | | |
| 5.4: Non Revenue Water | | 0.0 | | | | | | | |
| 5.5: Water Use Efficiency | | 0.0 | | | | | | | |
| Water Balance Integrity | | | Unknown | | | | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 | | | | |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 | | | | |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 | | | | |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 | | | | |
| Tsantsabane LM | | | | | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance against legislation. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no information was submitted for the audit period.

| No Drop Score (2021/22) | | | | 62% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----------------|---|---|---|---------|------|---------|------------|-----|------------|-------|---|---------|------|----|------|---------|--|--------|--------|-----|---------|---------|---|--------|--------|-----|---------|---------|--|--------|--------|-----|---------|---------|--|-------|------|----|------|-------|
| Criteria | Weight | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 63% |  | <div>No Drop Score</div> <div><div></div></div> <div>WC/WDM Strategy & Implementation</div> <div><div></div></div> <div>Asset Management</div> <div><div></div></div> <div>Technical Skills</div> <div><div></div></div> <div>Compliance & Performance</div> <div><div></div></div> <div>0%20%40%60%80%100%</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 : Asset Management | 10% | 0% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 : Technical Skills | 10% | 40% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 : Compliance and Performance | 35% | 56% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weighted Sub-Total | | 52% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bonus | | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Score | | 62% |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | | -2.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1: Water Resources | 0.0 |  | <div>Water Resources</div> <div><div></div></div> <div>Water Balance</div> <div><div></div></div> <div>WC/WDM Strategy and Business Plan</div> <div><div></div></div> <div>Penalty: Not in IDP</div> <div><div></div></div> <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2: Water Balance | 1.0 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.5 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | <div>Reticulation Leak Repair</div> <div><div></div></div> <div>Physical Water Losses</div> <div><div></div></div> <div>Commercial Water Losses</div> <div><div></div></div> <div>Non Revenue Water</div> <div><div></div></div> <div>Water Use Efficiency</div> <div><div></div></div> <div>0.00.20.40.60.81.0</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.2: Physical Water Losses | 0.7 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.3: Commercial Water Losses | 0.8 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.4: Non Revenue Water | 0.5 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.5: Water Use Efficiency | 0.8 |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Balance Integrity | | Unknown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Rank</th><th>No Drop</th><th>Water Loss</th><th>ILI</th><th>Efficiency</th><th>Score</th></tr><tr><td> Excellent</td><td>90-100%</td><td><10%</td><td><2</td><td><150</td><td>0.9-1.0</td></tr><tr><td> Good</td><td>80-90%</td><td>10-20%</td><td>2-4</td><td>150-200</td><td>0.8-0.9</td></tr><tr><td> Average</td><td>50-80%</td><td>20-30%</td><td>4-6</td><td>200-250</td><td>0.5-0.8</td></tr><tr><td> Poor</td><td>31-50%</td><td>30-40%</td><td>6-8</td><td>250-300</td><td>0.3-0.5</td></tr><tr><td> Critical</td><td>0-31%</td><td>>40%</td><td>>8</td><td>>300</td><td>0-0.3</td></tr></table> | | | | | | Rank | No Drop | Water Loss | ILI | Efficiency | Score |  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Regulatory Impression

The score of 62% indicates average performance at Ubuntu LM.

- There is ample room for improvement. Ubuntu LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be unknown.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 0% | |
|--|-----------------|------------|-----------------------------------|--------------------------|-------------------------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | No Drop Score | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 0% | | | |
| Bonus | | 0% | | Asset Management | |
| Score | | 0% | | Technical Skills | |
| Penalty 1: No evidence of approved budget | | 0.0% | | Compliance & Performance | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | 0% 20% 40% 60% 80% 100% |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | Water Resources | | |
| 1.2: Water Balance | 0.0 | | Water Balance | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | WC/WDM Strategy and Business Plan | | |
| Penalty 1: No evidence of approved budget | 0.0 | | Penalty: Not in IDP | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | Reticulation Leak Repair | | |
| 5.2: Physical Water Losses | 0.0 | | Physical Water Losses | | |
| 5.3: Commercial Water Losses | 0.0 | | Commercial Water Losses | | |
| 5.4: Non Revenue Water | 0.0 | | Non Revenue Water | | |
| 5.5: Water Use Efficiency | 0.0 | | Water Use Efficiency | | |
| 0.0 0.2 0.4 0.6 0.8 1.0 | | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Umsobomvu LM | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with the regulatory requirements as no data was submitted.

15 WESTERN CAPE: NO DROP REPORT

15.1 BACKGROUND

The No Drop Assessment was conducted in 2023.

The 2023 audit was performed using selected No Drop Criteria:

| | |
|------------|--|
| Criteria 1 | WC/WDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WC/WDM strategies and budgets) |
| Criteria 2 | Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities |
| Criteria 3 | Technical skills of WC/WDM team |
| Criteria 5 | Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of |

15.2 AUDIT MEETING ATTENDANCE

Table 13: Attendance of the audit meetings: Western Cape

| Province | Staff |
|---------------------|-----------|
| Western Cape | |
| Beaufort West | 1 |
| Bergervier | 1 |
| Bitou | 1 |
| Breede Valley | 3 |
| Cape Agulhas | 0 |
| Cederberg | 1 |
| City of Cape Town | 6 |
| Drakenstein | 1 |
| George | 1 |
| Hessequa | 2 |
| Kannaland | 2 |
| Knysna | 1 |
| Laingsburg | 1 |
| Langeberg | 1 |
| Matzikama | 2 |
| Mossel Bay | 2 |
| Oudtshoorn | 2 |
| Overstrand | 2 |
| Prince Albert | 1 |
| Saldanha Bay | 1 |
| Stellenbosch | 1 |
| Swartland | 2 |
| Swellendam | 1 |
| Theewaterskloof | 1 |
| Witzenberg | 3 |
| Grand Total | 40 |

The Western Cape Provincial office was very well represented. At least 4 regional officials were present for most of the audits. The WSAs were consistently represented.

15.3 AUDIT RESULTS

The Number of WSAs per scoring category (Excellent, Good, Poor, Critical and No Response) are shown in the following chart for each of the No Drop Criteria and the Final No Drop Score.

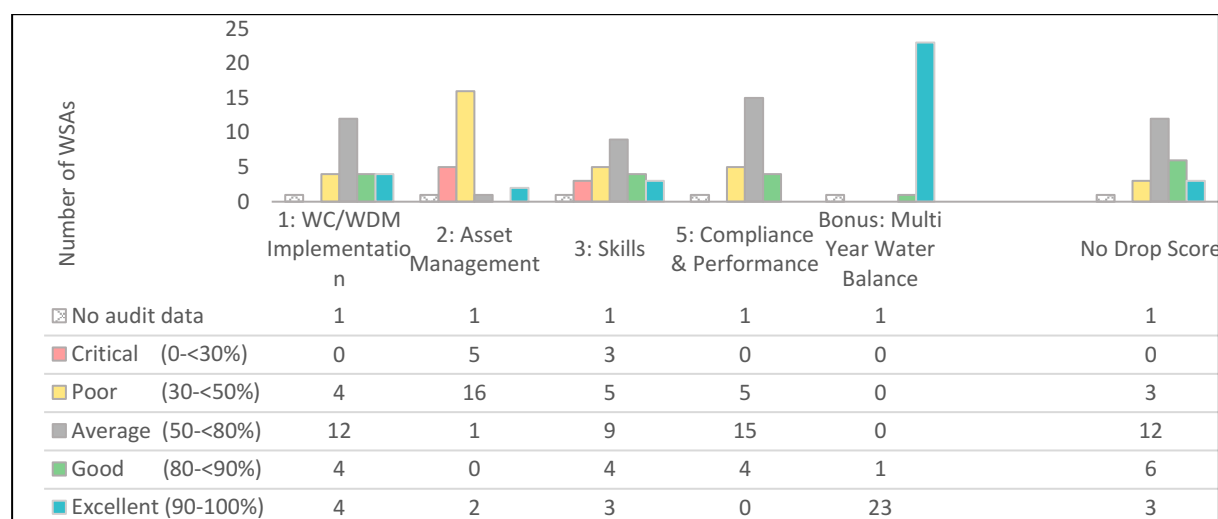


Figure 56: Western Cape - Summary of No Drop Results per Criteria and Final Score

- 24 of the 25 WSAs participated in the audit.
- The province performed very well in the audits. Overstand scored over 100% and City of Cape Town and Swartland scored above 90%.
- 6 WSAs scored above 80%.
- An area requiring attention is the pro-active management of consumer meters, although the approach in some municipalities may not include meter replacements or installations, due to the economics around meter replacements.
- An area of high performance is the availability of multi-year water balances.
- Several WSAs have already achieved excellent efficiencies and Loss KPIs. Year on year improvement would be relatively more difficult to maintain, thereby hindering higher scores in this criterion.

The results for each WSA are given per No Drop Criteria (Grey) and for the final No Drop Score (Blue):

- Assessing the results down any column gives an overview of the results for the criterion. Any general trends or anomalies within the province can be identified.
- Reading across a row allows evaluation of the results at a WSA. High and low scoring criteria can be identified.

The results of the sub-criteria for of Criteria 1 and Criteria 5 are also given, to give insight into these Criteria.

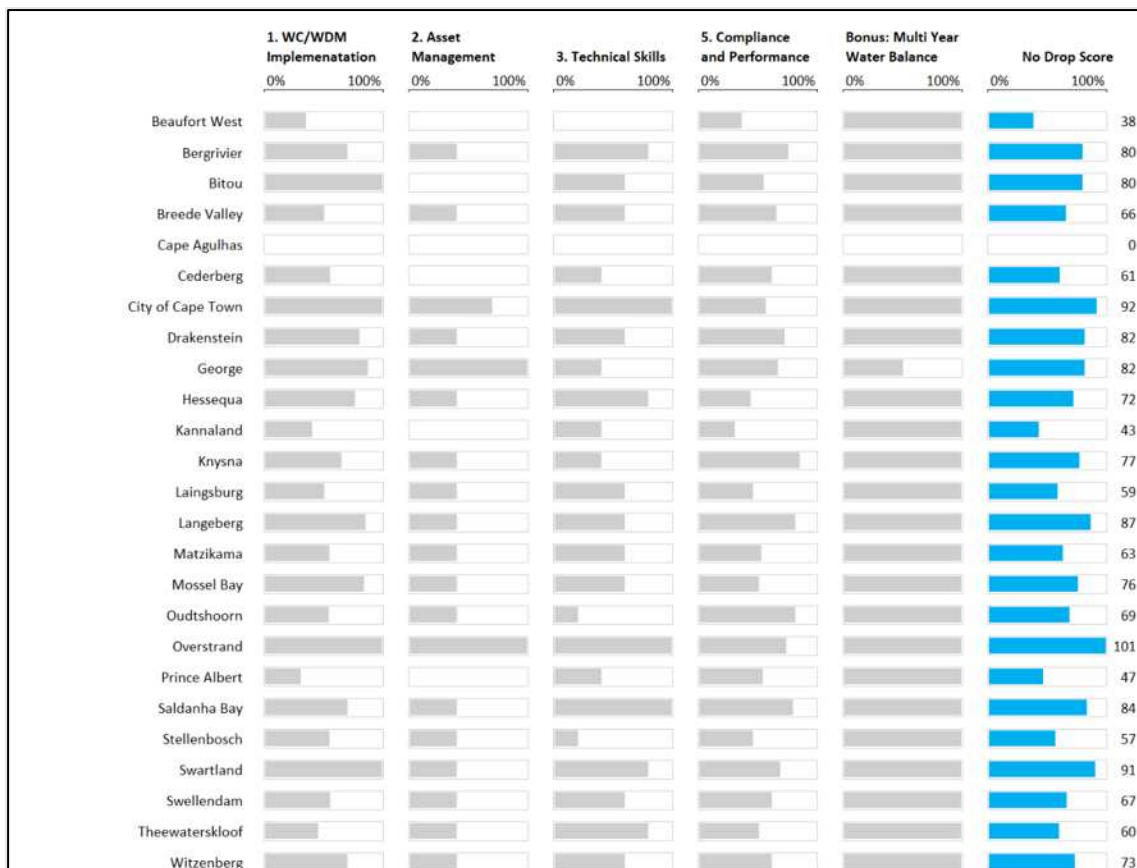


Figure 57: Western Cape WSA No Drop Results per Criteria and Final Score

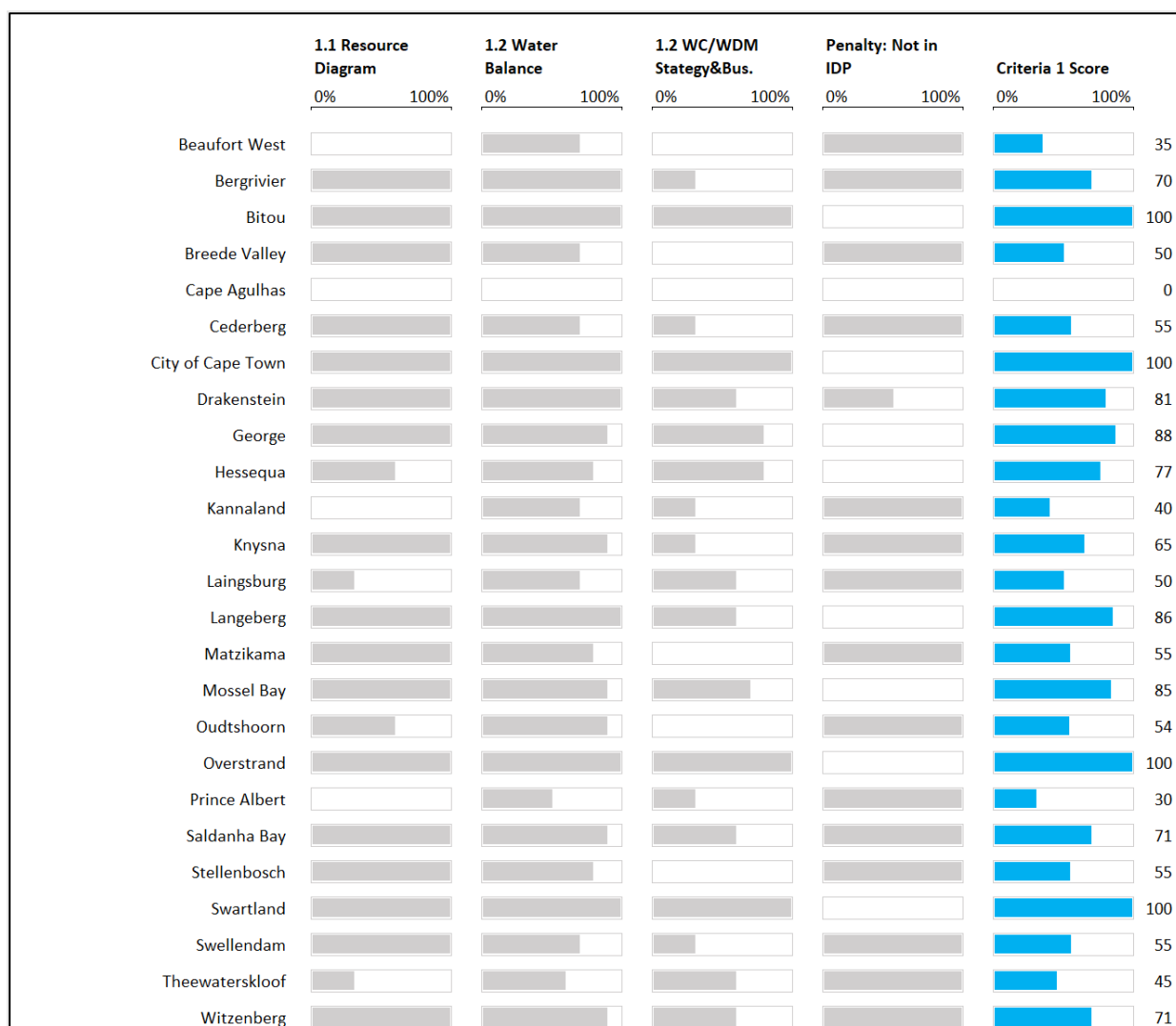


Figure 58: Western Cape WSAs: Details of Criteria 1



Figure 59: Western Cape WSAs: Details of Criteria 5

15.4 DISCUSSION AND PROVINCIAL RECOMMENDATIONS

All WSAs participated in the audit process, except for Cape Agulhas. The audits were consistently attended by the WSAs and there was strong support from the Regional Staff. There is a strong focus on WC/WDM. This is reflected in the consistently good results across all criteria and sub-criteria in the province:

It is recommended that the focus on WC/WDM within the province is maintained and that each WSA assess their scorecard to identify areas which could be improved. In general, these included:

- Leak repair response times (although the problem may have been with inadequate reports being submitted, rather than long response times)
- Meter replacement programmes, although it should be ensured that these are economically viable.
- Ensuring that the budgets are included in council approved IDPs.

Resource diagrams should be developed where required.

15.5 WSA NO DROP SCORECARDS



BEAUFORT WEST LOCAL MUNICIPALITY

| No Drop Score (2021/22) | | | | 38% | |
|--|-----------------|------------|-----|------------|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 35% | | | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 36% | | | |
| Weighted Sub-Total | | 28% | | | |
| Bonus | | 10% | | | |
| Score | | 38% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.5 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Beaufort West LM

Beaufort West LM

Regulatory Impression

The score of 38% indicates very poor performance.

- There is a need for targeted turnaround interventions at Beaufort West LM. Beaufort West LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There was no evidence provided of a competent and qualified water loss management team.
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

BERGRIVIER LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION




















| No Drop Score (2021/22) | | | | 80% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 70% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 76% | | | |
| Weighted Sub-Total | | 70% | | | |
| Bonus | | 10% | | | |
| Score | | 80% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 1.0 | | | | |
| 5.3: Commercial Water Losses | 0.9 | | | | |
| 5.4: Non Revenue Water | 0.9 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Bergervier LM | | | | | |

Bergrivier.LM

Regulatory Impression

The score of 80% indicates good performance at Bergrivier LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Bergrivier LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 80% | |
|---|-----------------|---|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 100% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% |  | | |
| 3 : Technical Skills | 10% | 60% |  | | |
| 5 : Compliance and Performance | 35% | 55% |  | | |
| Weighted Sub-Total | | 70% | | | |
| Bonus | | 10% | | | |
| Score | | 80% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.4 |  | | | |
| 5.3: Commercial Water Losses | 0.8 |  | | | |
| 5.4: Non Revenue Water | 0.6 |  | | | |
| 5.5: Water Use Efficiency | 1.0 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 80% indicates good performance at Bitou LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Bitou LM has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

BREED VALLEY LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 66% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 66% | | | |
| Weighted Sub-Total | | 56% | | | |
| Bonus | | 10% | | | |
| Score | | 66% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.8 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Breede Valley LM

Breed Valley LM

Regulatory Impression

The score of 66% indicates average performance at Breede Valley LM.

- There is ample room for improvement. Breede Valley LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

CAPE AGULHAS LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 0% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 0% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0%20%40%60%80%100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 0% | | | |
| 5 : Compliance and Performance | 35% | 0% | | | |
| Weighted Sub-Total | | 0% | | | |
| Bonus | | 0% | | | |
| Score | | 0% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.00.20.40.60.81.0</div> | | |
| 1.2: Water Balance | 0.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.00.20.40.60.81.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.0 | | | | |
| 5.4: Non Revenue Water | 0.0 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | Unknown | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Cape Agulhas LM | | | | | |



Regulatory Impression

Water Service Authorities (WSAs) are required, through legislation, to measure and monitor performance related to water use targets, Non-Revenue Water (NRW), water losses, and water use efficiency. The Department of Water and Sanitation (DWS) is tasked with regulating the WSA's performance. The No Drop programme is the regulatory programme established for this purpose.

The WSA failed to comply with regulatory requirements as no data was submitted for the audit.

CEDERBERG LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 61% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 62% | | | |
| Weighted Sub-Total | | 51% | | | |
| Bonus | | 10% | | | |
| Score | | 61% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Cederberg LM

Cederberg LM

Regulatory Impression

The score of 61% indicates average performance at Cederberg LM.

- There is ample room for improvement. Cederberg LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.



| No Drop Score (2021/22) | | | | 92% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 100% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 70% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 57% | | | |
| Weighted Sub-Total | | 82% | | | |
| Bonus | | 10% | | | |
| Score | | 92% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.6 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| City of Cape Town | | | | | |

Regulatory Impression

City of Cape Town achieved an excellent score of 92% and should be congratulated on their WC/WDM efforts.

- The WSA is encouraged to ensure that the score is sustained. City of Cape Town has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- All high water loss DMAs were actively monitored, the data interpreted, and suitable response protocols and processes were in place (Reg 509 of 2001 Clause 11).
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

DRAKENSTEIN LOCAL MUNICIPALITY





















no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 82% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 81% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 73% | | | |
| Weighted Sub-Total | | 72% | | | |
| Bonus | | 10% | | | |
| Score | | 82% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.8 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Drakenstein LM | | | | | |

Regulatory Impression

The score of 82% indicates good performance at Drakenstein LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Drakenstein LM has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 82% | | | | |
|---|-----------------|---|---|---|---------|--|------------|-------|
| Criteria | Weight | Score | | | | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 88% |  | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | | | | |
| 2 : Asset Management | 10% | 100% |  | | | | | |
| 3 : Technical Skills | 10% | 40% |  | | | | | |
| 5 : Compliance and Performance | 35% | 67% |  | | | | | |
| Weighted Sub-Total | | 77% | | | | | | |
| Bonus | | 5% | | | | | | |
| Score | | 82% |  | | | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | |
| 1.1: Water Resources | 1.0 |  | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | | | | |
| 1.2: Water Balance | 0.9 |  | | | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.8 |  | | | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | | | | |
| Item | Score (Max = 1) | | | | | | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | | | | |
| 5.2: Physical Water Losses | 0.6 |  | | | | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | | | | |
| 5.4: Non Revenue Water | 0.7 |  | | | | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | | | | |
| Water Balance Integrity | | High |  | | | | | |
| Rank | No Drop | Water Loss | ILI | | | | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | | <150 | | 0.9-1.0 | |
|  Good | 80-90% | 10-20% | 2-4 | | 150-200 | | 0.8-0.9 | |
|  Average | 50-80% | 20-30% | 4-6 | | 200-250 | | 0.5-0.8 | |
|  Poor | 31-50% | 30-40% | 6-8 | | 250-300 | | 0.3-0.5 | |
| Critical | 0-31% | >40% | >8 | | >300 | | 0-0.3 | |
| Georee LM | | | | | | | | |

Regulatory Impression

The score of 82% indicates good performance at George LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. George LM has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

HESSEQUA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 72% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 77% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 44% | | | |
| Weighted Sub-Total | | 62% | | | |
| Bonus | | 10% | | | |
| Score | | 72% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.6 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.8 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.5 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Hessequa LM

Regulatory Impression

The score of 72% indicates average performance at Hessequa LM.

- Improvements should be implemented where gaps have been identified. Hessequa LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

KANNALAND LOCAL MUNICIPALITY





















| No Drop Score (2021/22) | | | | 43% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 40% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 30% | | | |
| Weighted Sub-Total | | 33% | | | |
| Bonus | | 10% | | | |
| Score | | 43% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.0 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Kannaland LM

Regulatory Impression

The score of 43% indicates very poor performance.

- There is a need for targeted turnaround interventions at Kannaland LM. Kannaland LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- There was no evidence provided of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12).
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

| No Drop Score (2021/22) | | | | 77% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 65% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 40% |  | | |
| 5 : Compliance and Performance | 35% | 86% |  | | |
| Weighted Sub-Total | | 67% | | | |
| Bonus | | 10% | | | |
| Score | | 77% |  | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 1.0 |  | | | |
| 1.2: Water Balance | 0.9 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | | | |
| 5.2: Physical Water Losses | 1.0 |  | | | |
| 5.3: Commercial Water Losses | 0.7 |  | | | |
| 5.4: Non Revenue Water | 0.8 |  | | | |
| 5.5: Water Use Efficiency | 0.8 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Knysna LM

Knysna LM

Regulatory Impression

The score of 77% indicates average performance at Knysna LM.

- Improvements should be implemented where gaps have been identified. Knysna LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

LAINGSBURG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 59% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 50% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 46% | | | |
| Weighted Sub-Total | | 49% | | | |
| Bonus | | 10% | | | |
| Score | | 59% | | | |
| Penalty 1: No evidence of approved budget | | -4.7% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.3 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Lainesburg LM | | | | | |

Regulatory Impression

The score of 59% indicates average performance at Laingsburg LM.

- There is ample room for improvement. Laingsburg LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

LANGEBERG LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 87% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 86% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 82% | | | |
| Weighted Sub-Total | | 77% | | | |
| Bonus | | 10% | | | |
| Score | | 87% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.8 | | | | |
| 5.3: Commercial Water Losses | 0.8 | | | | |
| 5.4: Non Revenue Water | 0.9 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Langeberg LM

Regulatory Impression

The score of 87% indicates good performance at Langeberg LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Langeberg LM has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MATZIKAMA LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 63% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 53% | | | |
| Weighted Sub-Total | | 53% | | | |
| Bonus | | 10% | | | |
| Score | | 63% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 1.0 | | | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 | | | | |
| 5.2: Physical Water Losses | 0.2 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.6 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Matzikama LM

Regulatory Impression

The score of 63% indicates average performance at Matzikama LM.

- There is ample room for improvement. Matzikama LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

MOSSEL BAY LOCAL MUNICIPALITY





















| No Drop Score (2021/22) | | | | 76% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 85% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 51% | | | |
| Weighted Sub-Total | | 66% | | | |
| Bonus | | 10% | | | |
| Score | | 76% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.9 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.7 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.7 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.4 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Regulatory Impression

The score of 76% indicates average performance at Mossel Bay.

- Improvements should be implemented where gaps have been identified. Mossel Bay has demonstrated a good understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

| No Drop Score (2021/22) | | | | 69% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 54% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 20% |  | | |
| 5 : Compliance and Performance | 35% | 82% |  | | |
| Weighted Sub-Total | | 59% | | | |
| Bonus | | 10% | | | |
| Score | | 69% |  | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 0.6 |  | | | |
| 1.2: Water Balance | 0.9 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | | | |
| 5.2: Physical Water Losses | 0.9 |  | | | |
| 5.3: Commercial Water Losses | 0.7 |  | | | |
| 5.4: Non Revenue Water | 0.9 |  | | | |
| 5.5: Water Use Efficiency | 0.6 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Oudtshoorn LM | | | | | |

Regulatory Impression

The score of 69% indicates average performance at Oudtshoorn LM.

- There is ample room for improvement. Oudtshoorn LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high. Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

OVERSTRAND LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 101% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 100% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 100% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 74% | | | |
| Weighted Sub-Total | | 91% | | | |
| Bonus | | 10% | | | |
| Score | | 101% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.9 | | | | |
| 5.3: Commercial Water Losses | 1.0 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Overstrand LM

Overstrand LM

Regulatory Impression

Overstrand LM achieved an excellent score of 101% and should be congratulated on their WC/WDM efforts.

- The WSA is encouraged to ensure that the score is sustained. Overstrand LM has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof was provided that enough consumer meters were maintained or replaced during the 2021/22 audit period (Reg 509 of 2001 Clause 10e).
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act). Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

PRINCE ALBERT LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 47% | |
|--|-----------------|------------|---|---|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 30% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 0% | | | |
| 3 : Technical Skills | 10% | 40% | | | |
| 5 : Compliance and Performance | 35% | 54% | | | |
| Weighted Sub-Total | | 37% | | | |
| Bonus | | 10% | | | |
| Score | | 47% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.5 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.0 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 0.8 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | Medium | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Prince Albert LM

Prince Albert LM

Regulatory Impression

The score of 47% indicates very poor performance.

- There is a need for targeted turnaround interventions at Prince Albert LM. Prince Albert LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be medium.
- No proof was provided of meter maintenance or replacements during the audit period (Reg 509 of 2001 Clause 10e).
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The WSA could provide performance indicators for commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000)

SALDANHA BAY LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 84% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 71% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 100% | | | |
| 5 : Compliance and Performance | 35% | 80% | | | |
| Weighted Sub-Total | | 74% | | | |
| Bonus | | 10% | | | |
| Score | | 84% | | | |
| Penalty 1: No evidence of approved budget | | -4.7% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.9 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 1.0 | | | | |
| 5.3: Commercial Water Losses | 0.7 | | | | |
| 5.4: Non Revenue Water | 1.0 | | | | |
| 5.5: Water Use Efficiency | 0.3 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |
| Saldanha Bay LM | | | | | |

Regulatory Impression

The score of 84% indicates good performance at Saldanha Bay LM.

- Improvements should be implemented where gaps have been identified to shift to 'excellent'. Saldanha Bay LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There is a competent and qualified water loss management team at the WSA. Qualifications and an organogram were provided (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

STELLENBOSCH LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 57% | |
|--|-----------------|------------|-----|------------|---------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 20% | | | |
| 5 : Compliance and Performance | 35% | 46% | | | |
| Weighted Sub-Total | | 47% | | | |
| Bonus | | 10% | | | |
| Score | | 57% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | | | |
| 1.2: Water Balance | 0.8 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | | | |
| 5.2: Physical Water Losses | 0.4 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Stellenbosch LM

Regulatory Impression

The score of 57% indicates average performance at Stellenbosch LM.

- There is ample room for improvement. Stellenbosch LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

SWARTLAND LOCAL MUNICIPALITY



no drop
CERTIFICATION
water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 91% | |
|--|-----------------|------------|--|--|---------|
| Criteria | Weight | Score | | <div><div>No Drop Score</div><div>WC/WDM Strategy & Implementation</div><div>Asset Management</div><div>Technical Skills</div><div>Compliance & Performance</div><div>0%20%40%60%80%100%</div></div> | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 100% | | | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 69% | | | |
| Weighted Sub-Total | | 81% | | | |
| Bonus | | 10% | | | |
| Score | | 91% | | | |
| Penalty 1: No evidence of approved budget | | 0.0% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | <div><div>Water Resources</div><div>Water Balance</div><div>WC/WDM Strategy and Business Plan</div><div>Penalty: Not in IDP</div><div>0.00.20.40.60.81.0</div></div> | | |
| 1.1: Water Resources | 1.0 | | | | |
| 1.2: Water Balance | 1.0 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 1.0 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | <div><div>Reticulation Leak Repair</div><div>Physical Water Losses</div><div>Commercial Water Losses</div><div>Non Revenue Water</div><div>Water Use Efficiency</div><div>0.00.20.40.60.81.0</div></div> | | |
| 5.1: Reticulation Leak Repair | 1.0 | | | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.5 | | | | |
| 5.4: Non Revenue Water | 0.7 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Swartland LM

Swartland LM

Regulatory Impression

Swartland LM achieved an excellent score of 91% and should be congratulated on their WC/WDM efforts.

- The WSA is encouraged to ensure that the score is sustained. Swartland LM has demonstrated an excellent understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) included all the required components and covered the supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

SWELLENDAM LOCAL MUNICIPALITY



| No Drop Score (2021/22) | | | | 67% | |
|--|-----------------|------------|---|---|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 55% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> <div>0% 20% 40% 60% 80% 100%</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 60% | | | |
| 5 : Compliance and Performance | 35% | 62% | | | |
| Weighted Sub-Total | | 57% | | | |
| Bonus | | 10% | | | |
| Score | | 67% | | | |
| Penalty 1: No evidence of approved budget | | -2.4% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 1.0 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 1.2: Water Balance | 0.7 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.3 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 1.0 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> <div>0.0 0.2 0.4 0.6 0.8 1.0</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.7 | | | | |
| Water Balance Integrity | | High | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Swellendam LM

Regulatory Impression

The score of 67% indicates average performance at Swellendam LM.

- There is ample room for improvement. Swellendam LM has demonstrated some understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was considered to be high.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

THEEWATERSKLOOF LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 60% | |
|--|-----------------|------------|--|--|----------|
| Criteria | Weight | Score | | | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 45% | | <div>No Drop Score</div> <div>WC/WDM Strategy & Implementation</div> <div>Asset Management</div> <div>Technical Skills</div> <div>Compliance & Performance</div> | |
| 2 : Asset Management | 10% | 40% | | | |
| 3 : Technical Skills | 10% | 80% | | | |
| 5 : Compliance and Performance | 35% | 51% | | | |
| Weighted Sub-Total | | 50% | | | |
| Bonus | | 10% | | | |
| Score | | 60% | | | |
| Penalty 1: No evidence of approved budget | | -4.7% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | | | | |
| 1.1: Water Resources | 0.3 | | <div>Water Resources</div> <div>Water Balance</div> <div>WC/WDM Strategy and Business Plan</div> <div>Penalty: Not in IDP</div> | | |
| 1.2: Water Balance | 0.6 | | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 | | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | | | | |
| 5.1: Reticulation Leak Repair | 0.3 | | <div>Reticulation Leak Repair</div> <div>Physical Water Losses</div> <div>Commercial Water Losses</div> <div>Non Revenue Water</div> <div>Water Use Efficiency</div> | | |
| 5.2: Physical Water Losses | 0.6 | | | | |
| 5.3: Commercial Water Losses | 0.4 | | | | |
| 5.4: Non Revenue Water | 0.4 | | | | |
| 5.5: Water Use Efficiency | 0.9 | | | | |
| Water Balance Integrity | | Low | | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
| Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
| Good | 80-<90% | 10-20% | 2-4 | 150-200 | 0.8-<0.9 |
| Average | 50-<80% | 20-30% | 4-6 | 200-250 | 0.5-<0.8 |
| Poor | 31-<50% | 30-40% | 6-8 | 250-300 | 0.3-<0.5 |
| Critical | 0-<31% | >40% | >8 | >300 | 0-<0.3 |

Theewaterskloof LM

Regulatory Impression

The score of 60% indicates average performance at Theewaterskloof LM.

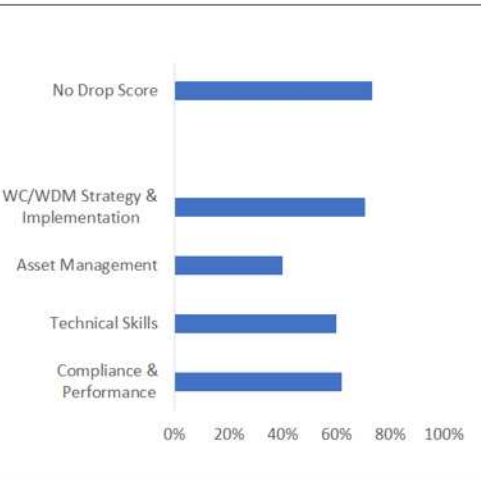





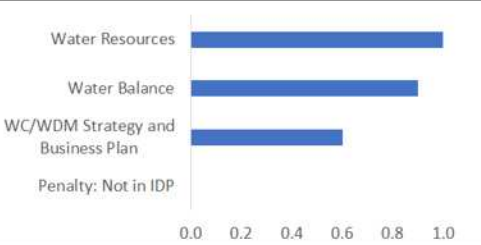



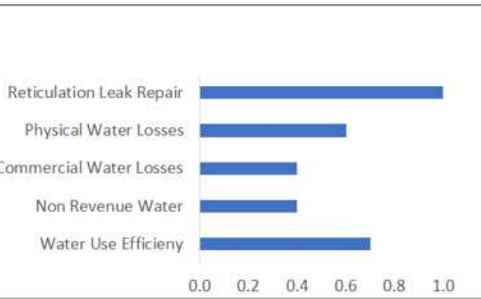











- There is ample room for improvement. Theewaterskloof LM has not demonstrated a satisfactory understanding of its water use situation and WC/WDM strategy.
- The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was low.
- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- Leak repairs were proven (Reg 509 of 2001 Clause 12), but an insufficient number of repairs were completed in the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.

WITZENBERG LOCAL MUNICIPALITY



no drop
CERTIFICATION

water use efficiency
REGULATION

| No Drop Score (2021/22) | | | | 73% | |
|---|-----------------|---|--|--|---------|
| Criteria | Weight | Score | |  | |
| 1: WC/WDM Strategy, Planning and Implementation | 45% | 71% |  | | |
| 2 : Asset Management | 10% | 40% |  | | |
| 3 : Technical Skills | 10% | 60% |  | | |
| 5 : Compliance and Performance | 35% | 62% |  | | |
| Weighted Sub-Total | | 63% | | | |
| Bonus | | 10% | | | |
| Score | | 73% |  | | |
| Penalty 1: No evidence of approved budget | | -4.7% | | | |
| Penalty 2: Section 82 of the Water Services Act | | 0.0% | | | |
| Criteria 1 Sub-Items: WC/WDM Strategy, Planning and Implementation | | | | | |
| Item | Score (Max = 1) | |  | | |
| 1.1: Water Resources | 1.0 |  | | | |
| 1.2: Water Balance | 0.9 |  | | | |
| 1.3: WC/WDM Strategy and Business Plan | 0.6 |  | | | |
| Penalty 1: No evidence of approved budget | 0.0 | | | | |
| Criteria 5 Sub-Items: Compliance and Performance | | | | | |
| Item | Score (Max = 1) | |  | | |
| 5.1: Reticulation Leak Repair | 1.0 |  | | | |
| 5.2: Physical Water Losses | 0.6 |  | | | |
| 5.3: Commercial Water Losses | 0.4 |  | | | |
| 5.4: Non Revenue Water | 0.4 |  | | | |
| 5.5: Water Use Efficiency | 0.7 |  | | | |
| Water Balance Integrity | | High |  | | |
| Rank | No Drop | Water Loss | ILI | Efficiency | Score |
|  Excellent | 90-100% | <10% | <2 | <150 | 0.9-1.0 |
|  Good | 80-90% | 10-20% | 2-4 | 150-200 | 0.8-0.9 |
|  Average | 50-80% | 20-30% | 4-6 | 200-250 | 0.5-0.8 |
|  Poor | 31-50% | 30-40% | 6-8 | 250-300 | 0.3-0.5 |
|  Critical | 0-31% | >40% | >8 | >300 | 0-0.3 |

Witzenberg LM

Witzenberg LM

Regulatory Impression

The score of 73% indicates average performance at Witzenberg LM.

Improvements should be implemented where gaps have been identified. Witzenberg LM has demonstrated some understanding of its water use situation and WC/WDM strategy.

The IWA water balance (Reg 509 of 2001 Clause 10 of the Water Supply Regulations) did not include all the required components and/or did not cover the entire supply area. The integrity of the water balance was high.

- Proof of some consumer meter maintenance and replacements (Reg 509 of 2001 Clause 10e) was provided, but an insufficient number of interventions were implemented during the 2021/22 audit period.
- There are staff at the WSA responsible for water loss management, but there were shortcomings in the team and/or the related documentation (Clause 66 (Staff matters) of the Municipal Systems Act).
- The WSA provided evidence of a leak repair schedule for the audit period (Reg 509 of 2001 Clause 12), and the required percentage of incidents were addressed within the 48-hour response time.
- The regulator calculated the key performance indicators for physical water losses (ILI), commercial water losses, non-revenue water, water use efficiencies (Sec 6. (Performance Management) of the Municipal Systems Act 32 of 2000) based on the water balance.