



## water affairs

Department:  
Water Affairs  
REPUBLIC OF SOUTH AFRICA



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Reference: 2/1/5/1

### MINISTER OF WATER AND ENVIRONMENTAL AFFAIRS

#### NATIONAL ASSEMBLY: QUESTION 394 FOR WRITTEN REPLY

A draft reply to the above question asked by Mrs H N Ndude (Cope) is attached for your consideration.

ACTING DIRECTOR GENERAL

DATE: 25/03/2011

DRAFT REPLY APPROVED/AMENDED

MRS B E E MOLEWA, MP  
MINISTER OF WATER AND ENVIRONMENTAL AFFAIRS

DATE: 25.03.2011

NATIONAL ASSEMBLY

FOR WRITTEN REPLY

QUESTION NO 394

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 18 FEBRUARY 2011  
(INTERNAL QUESTION PAPER NO. 02)

394. Mrs H N Ndude (Cope) to ask the Minister of Water and Environmental Affairs:

Whether she has any plans in place to achieve a healthier relationship between the water services authorities and the water services providers in order to improve effective and sustainable delivery of water services; if not, why not; if so, what (a) are the relevant details of the plans and (b) was achieved as a result of the plan?

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REPLY:

- (a) Yes, the Department has set up a regulations performance management system of which one of the indicators aims to track and monitor contracts between water services authorities (WSAs) and external water services providers (WSPs).

The Department has also established technical committees between the WSAs and the WSPs which meet on a regular basis to discuss technical issues.

The Department has also developed a model retail water services agreement and a model bulk water supply contract to assist municipalities.

- (b) The following achievements can be mentioned:

- ❖ Aiming at tracking contracts between the WSAs and WSPs the regulations performance management system is used to monitor contracts on a regular basis. Where there are no contracts in place and/or in draft format, the Water Development Services Section of the Department assists the parties to enter into a workable contract by using the model contract as one of the tools; thus far it has recorded 98 signed contracts out of 149.
- ❖ The technical committees between the WSAs and the WSPs are used as forums where the functions of each party are emphasised and expectations dealt with, thereby minimizing disputes and building a healthier relationship between WSAs and WSPs in order to improve service delivery. Through these technical committees, the Department has managed to resolve five disputes between WSAs and WSPs.
- ❖ The model agreement and contract are a great help as they focus more on the roles and responsibilities of the parties as opposed to the functions to be performed by each party.

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