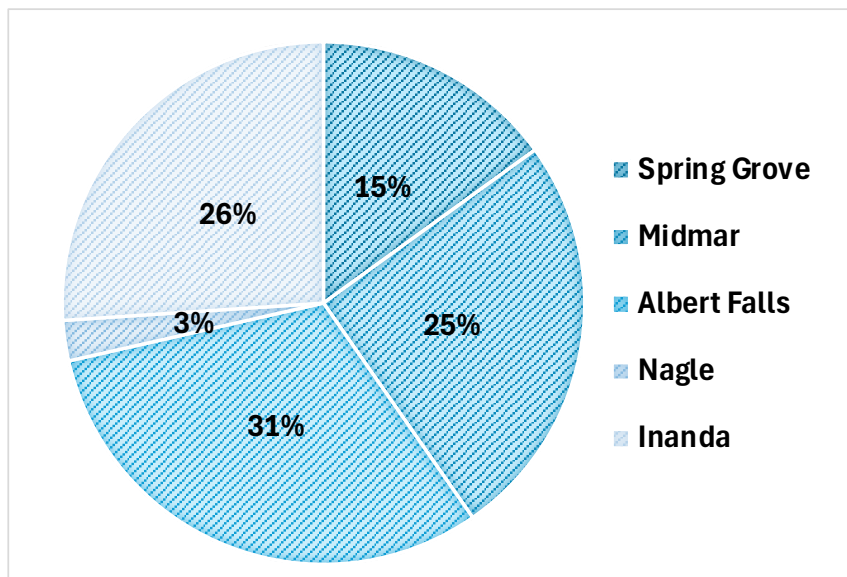


WATER SUPPLY: where does our water come from?



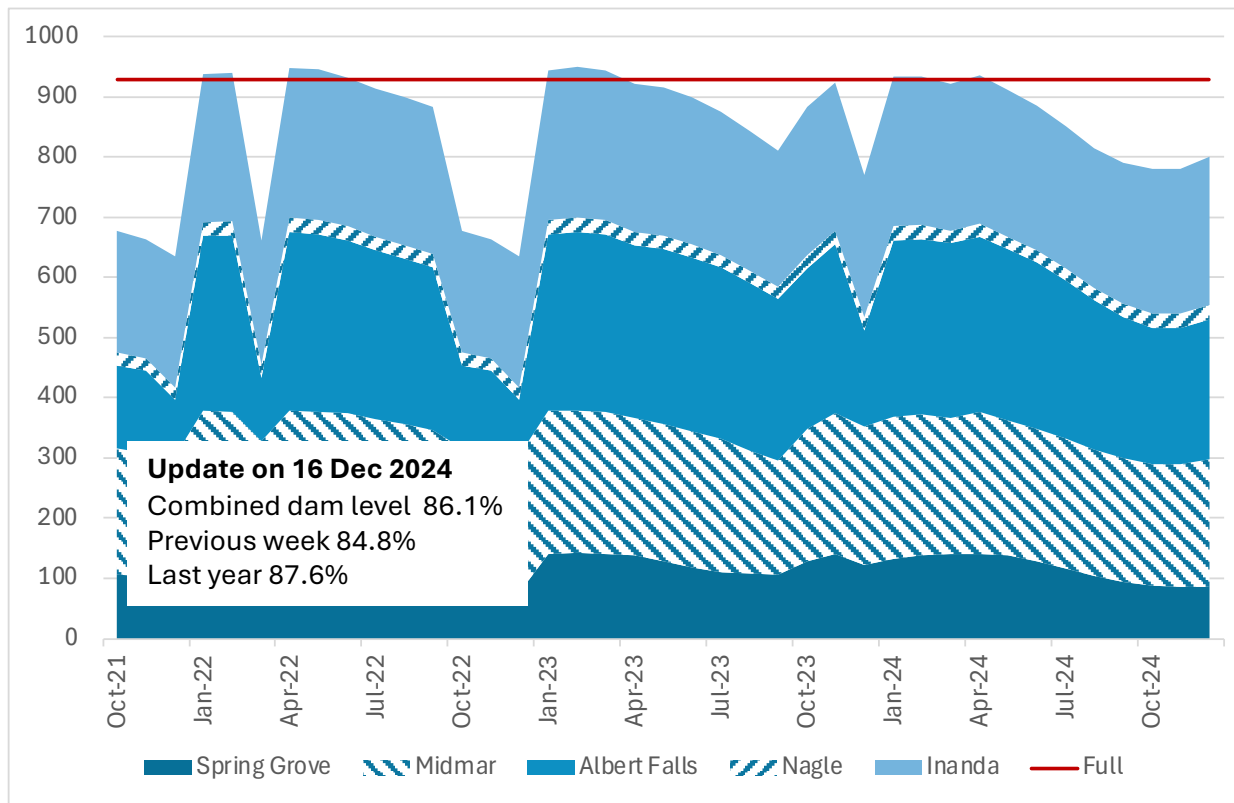
eThekweni water supply comes from 5 dams with a combined capacity of 929 million m³

- More than 98% of treated water is purchased from uMngeni-uThukela Water (UUW)
- The uMngeni water supply system has been over-abstracted by $\pm 20\%$ over past years and the current restriction level requires an 8% saving in demand
- The applicable reconciliation strategy covers uMngeni, North Coast and Middle South Coast water supply systems
- $\pm 20\%$ spare water treatment capacity is available.

5 New water sources to be provided over the next decade are:

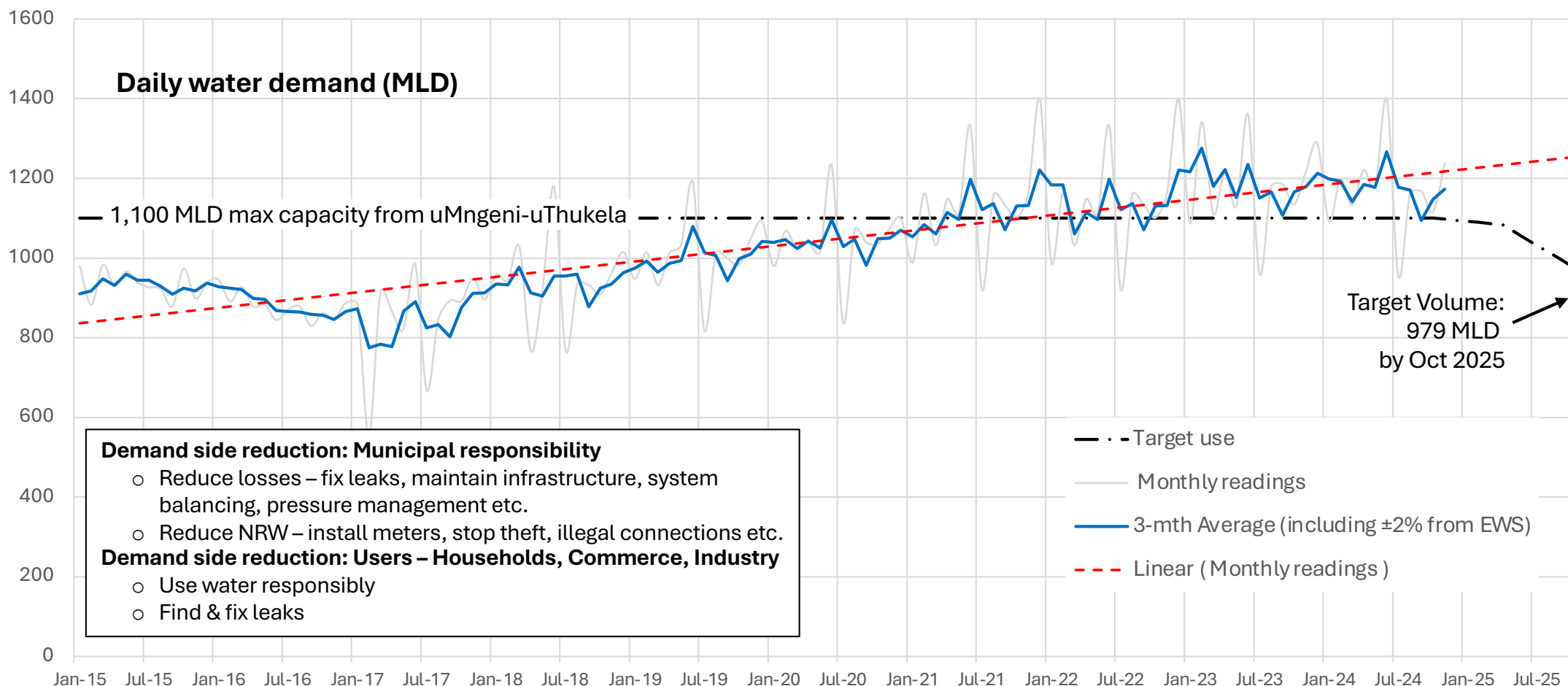
- The Lower uMkhomazi Water Project - 60MLD by 2028
- Water Re-use Plant at Southern Works - 10MLD by 2028
- Water Re-use Plant at Northern Works – 50MLD by 2030
- Water Re-use Plant at Kwamashu Works - 50MLD by 2030
- The Upper uMkhomazi Water Project - 400MLD by 2032.

These new schemes will provide an additional 550ML/day for the eThekweni region which is 50% more than the current demand of 1100ML/day – at current growth and improvement in NRW this will ensure security until 2060

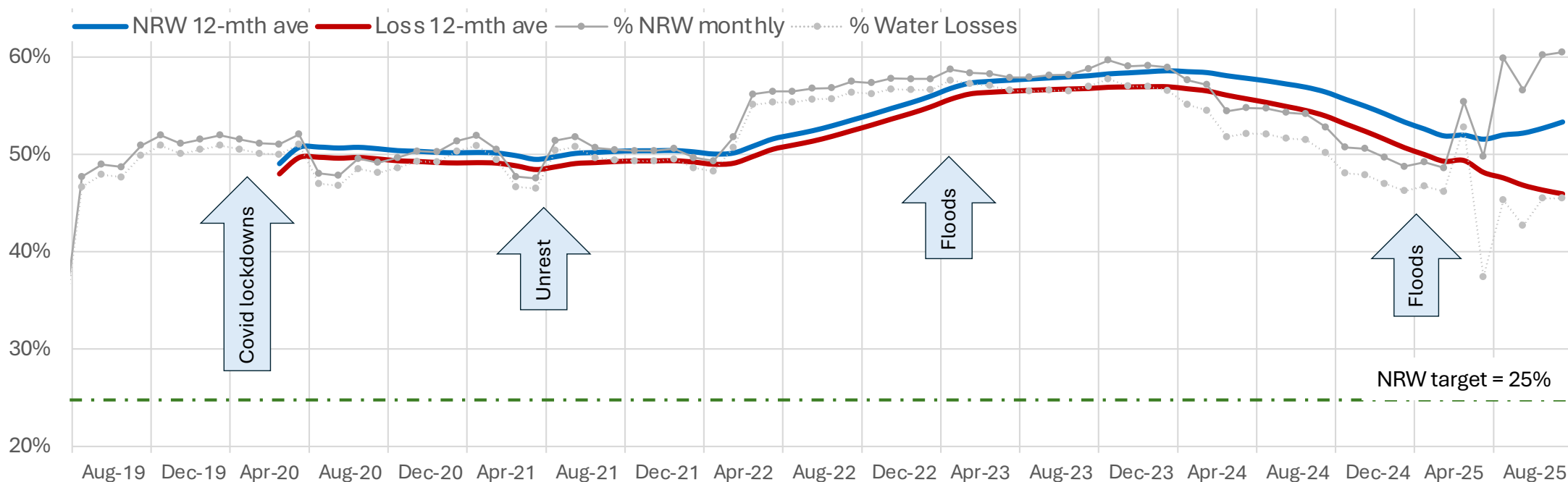


WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by ± 90 MLD or 8%
- Consumption data has been monitored since 2003. There have been major changes in consumption over time: droughts, Covid, non-revenue water impacts, new billing systems, SDG goal attainment and massive rural ingress.*
- At the same time, population has been increasing around 2,5% pa, although growth has been far more rapid in some areas.*



REDUCING LOSS AND NON-REVENUE WATER



Water Conservation/Water Demand Management

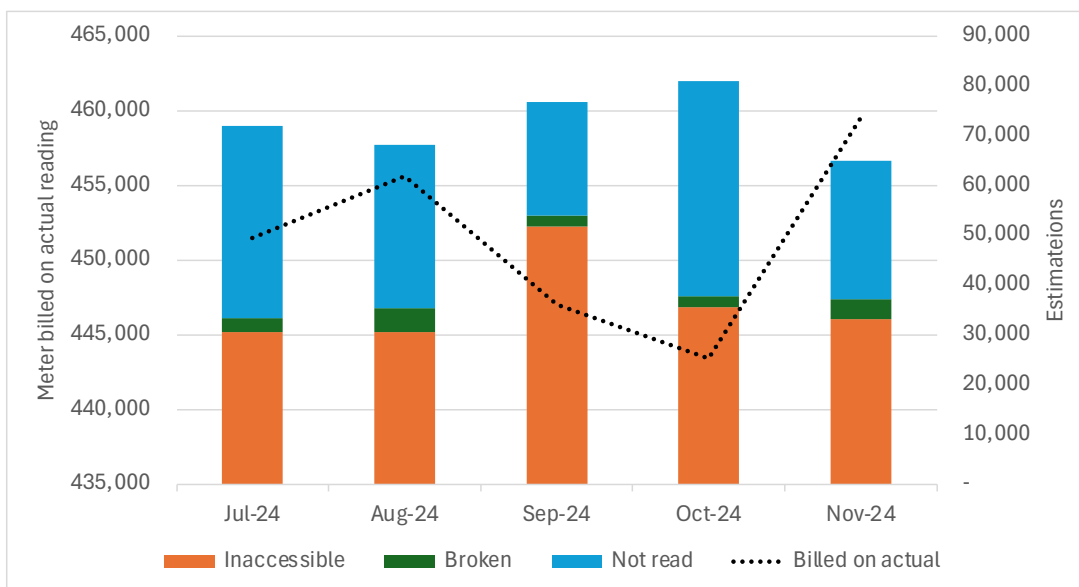
Monthly report for November 2024:

Attended to within 48 hours (target 98%):

- 87% of the 4,772 reported water leaks
- 97% of the 699 burst pipes
- 75% of the 5,375 customer service connection leaks
- 96% of the 3,041 sewer blockages

Metering initiatives

- Disconnections – 7,552 in November
- Billed on actual readings in November – 88%
- Of the estimations, 51% is due to lack of access, and 1% faulty meters with the balance not read.



November NRW was 60.5% = WATER LOSSES + Unbilled authorised use

Where **WATER LOSSES (45.5%) = Real losses + Commercial losses**

Real losses (28%) include:

- Leaks on mains
- Leaks and overflows on storage infrastructure
- Leaks on service connections outside the property boundary

+

Commercial losses (23%) include:

- Metering inaccuracies (old meters under-record actual consumption)
- Unauthorised consumption (illegal connections and theft)

and **Unbilled authorised (15%)** use, includes:

- Unbilled metered (e.g. municipal use, supply to communal taps in informal settlements) and
- Unbilled, unmetered use (e.g. fire-fighting, flushing of mains, sewers, deemed consumption)

CONTACT NUMBERS



**IMININGWANE YOKUBIKA
UKUPHAZAMISEKA KWAMANZI
KANYE NOKUTHUTHWA KWENDLE**

SEBENZISA I-APP KAMASIPALA WETHEKU

Inombolo yamahhala : **080 311 1111**

WhatsApp : **073 1483 477**

Email: **Eservices@durban.gov.za**

**MASONGE AMANZI UKUZE
SIBENAWO NAKUSASA**

Call toll free:

080 311 111

Contact centre details:

<https://www.durban.gov.za/pages/search/contact-us>

Report a fault:

<https://www.durban.gov.za/pages/faults/report-a-problem>

Email:

eservices@durban.gov.za

Facebook:

<https://www.facebook.com/eThekweniM>

X / Twitter:

<https://twitter.com/eThekweniM>

The above to report all water leaks, burst pipes, water and sewer faults, water quality problems and to make account enquiries.

WhatsApp:

073 148 3477



**USE WATER
SPARINGLY**

**TO ENSURE THERE WILL BE
WATER FOR TOMORROW**



073 1483 477

080 311 1111

