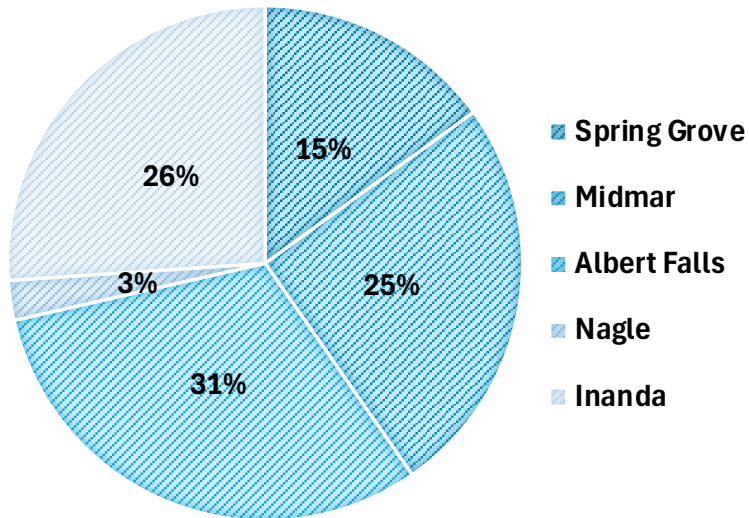


## WATER SUPPLY: where does our water come from?



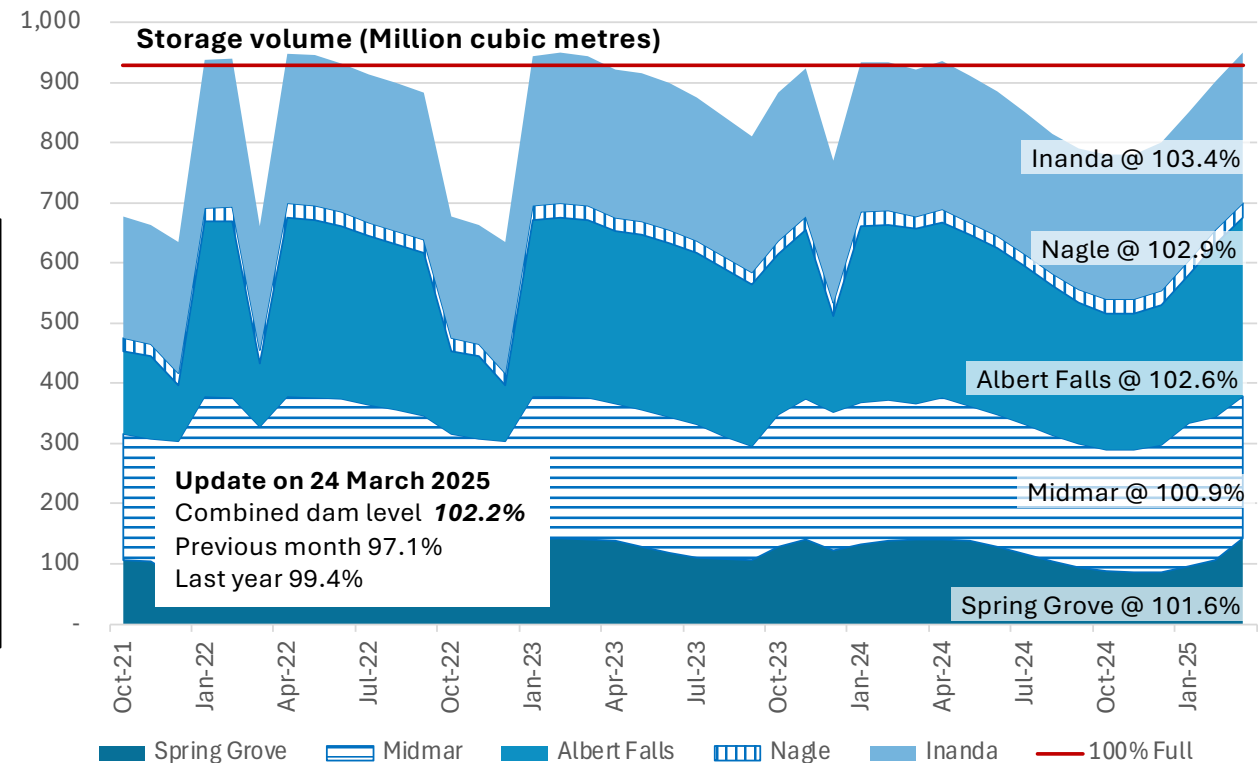
### eThekweni water supply comes from 5 dams with a combined capacity of 929 million m<sup>3</sup>

- 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:

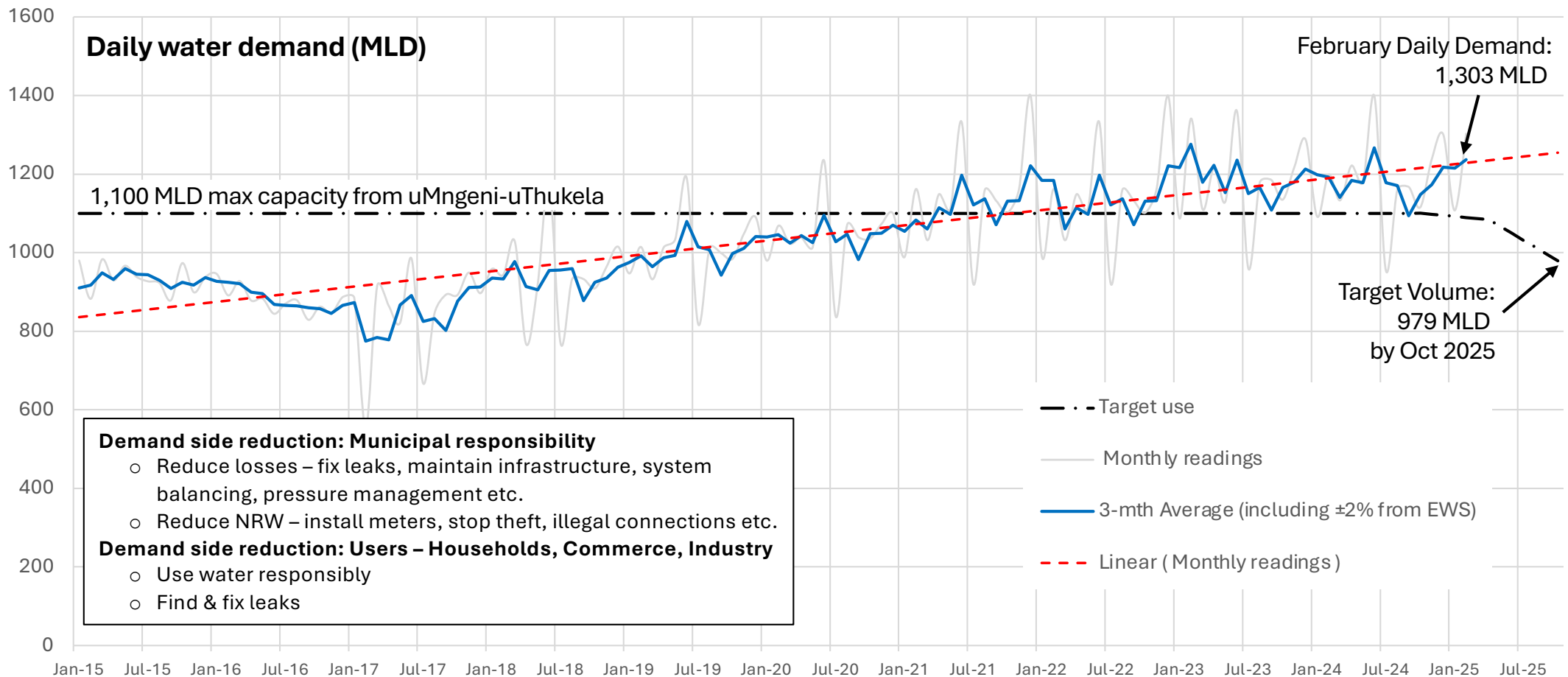
- The Lower uMkhomazi Water Project - 60MLD by 2028
- Water Re-use Plant at Southern Works - 10MLD by 2028
- Water Re-use Plant at Northern Works - 50MLD by 2030
- Water Re-use Plant at Kwamashu Works - 50MLD by 2030
- The Upper uMkhomazi Water Project - 400MLD by 2032.

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

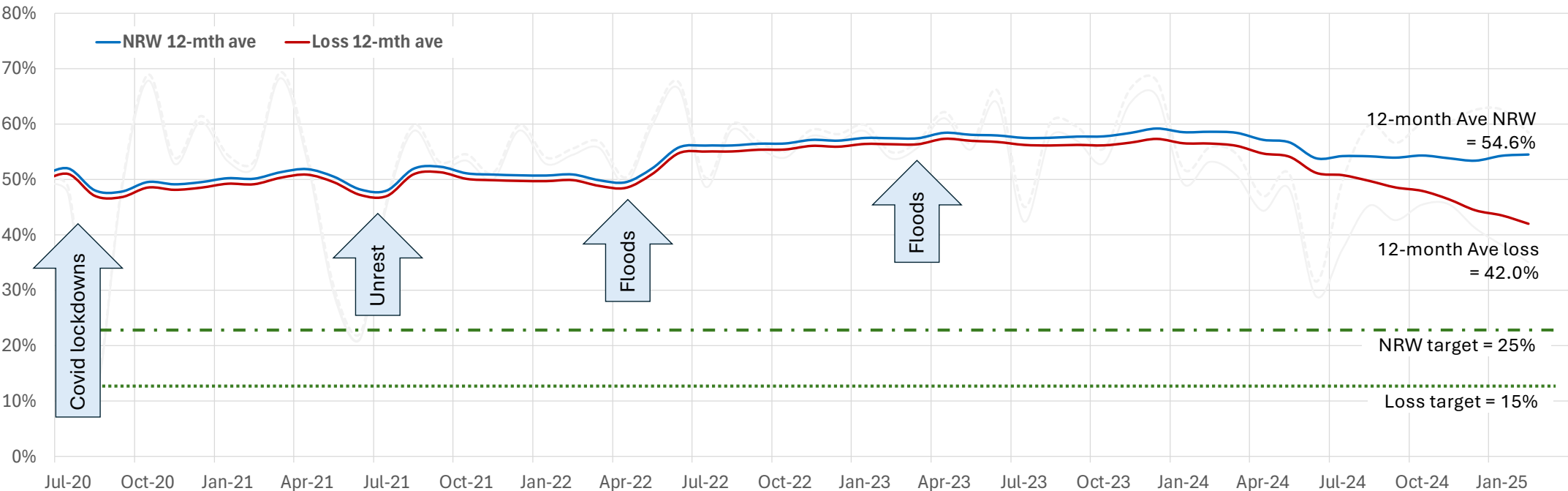


## WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by  $\pm 90$  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

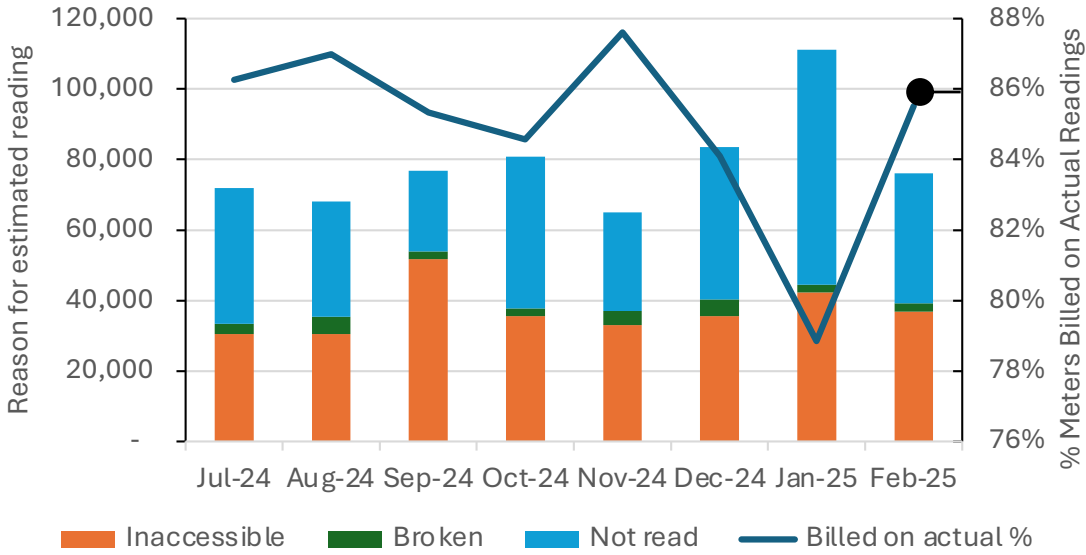
Monthly report for February 2025:

**Attended to within 48 hours (target 98%):**

- 64% of the 4,987 reported water leaks
- 92% of the 796 burst pipes
- 80% of the 5,366 customer service connection leaks
- 92% of the 2,803 sewer blockages

**Metering initiatives**

- Disconnections – 3,700 in Feb (up from 3,666 in Jan)
- Billed on actual readings in February up from 79 to **86%**
- Of the estimations, 48% is due to lack of access, and <1% faulty meters, with the balance not read



January NRW reduced to 58.5% = **WATER LOSSES** + **Unbilled authorised use**

Where **WATER LOSSES (35.13%)** = **Real losses** + **Commercial losses**

**Real losses** include:

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

+

**Commercial losses** include:

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

and **Unbilled authorised 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



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**MASONGE AMANZI UKUZE  
SIBENAWO NAKUSASA**

### Mobile phone app:

The app is the preferred form of contact and is now available from Play Store for all Android versions and on Apple Store for IOS.

### 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](mailto: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. High call volumes can cause delays in response.



**USE WATER SPARINGLY**

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

**073 1483 477**

**080 311 1111**