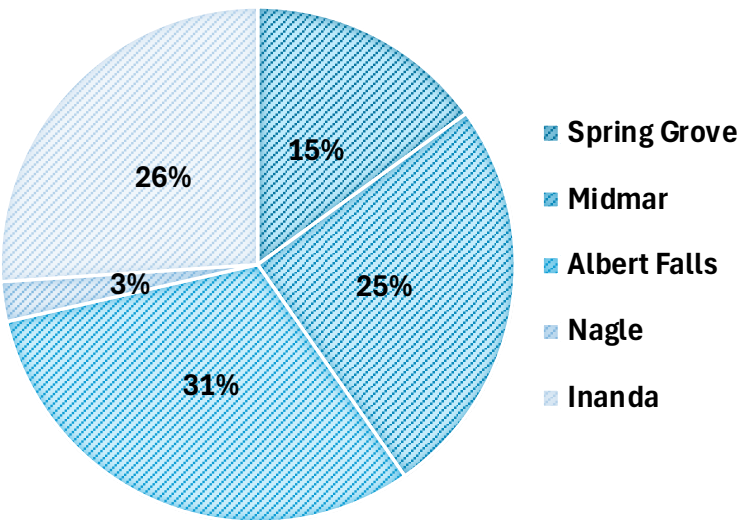


WATER SUPPLY: where does our water come from?



Five 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.

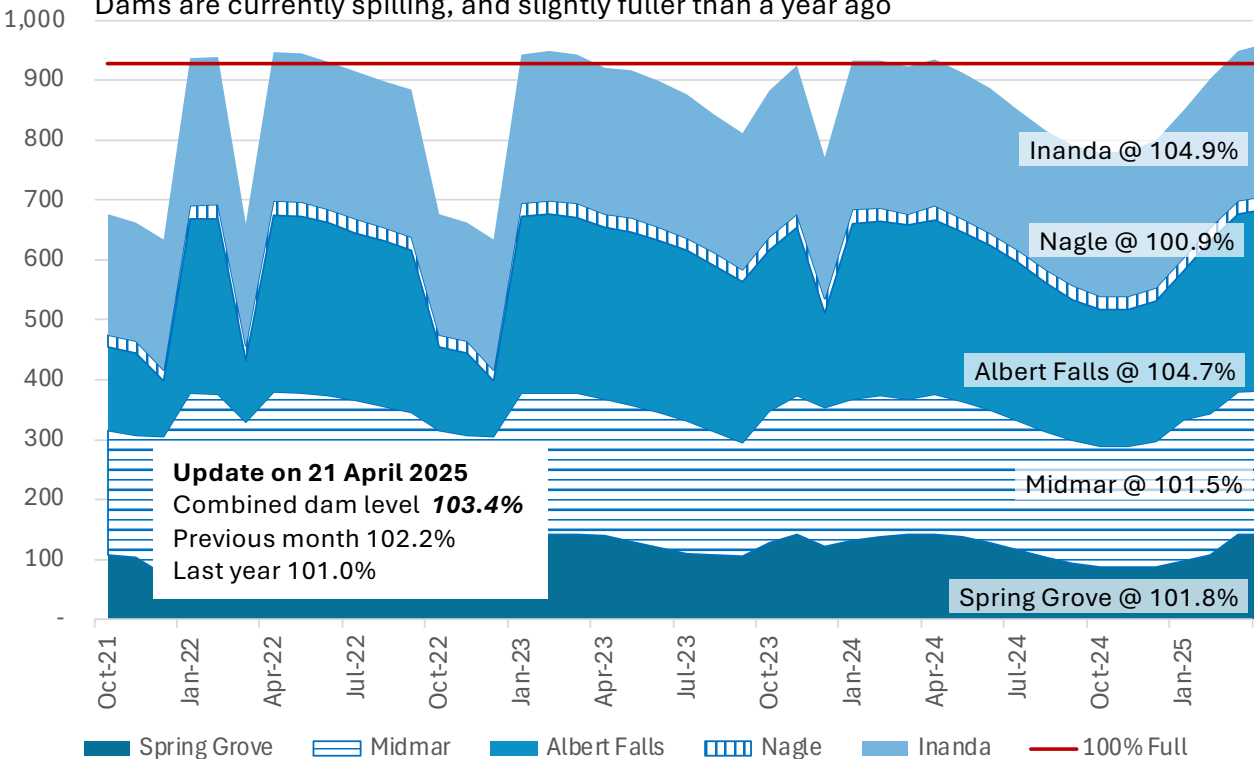
These new schemes will provide an additional 550ML/day for the eThekwini region which is 50% more than the current demand of 1100ML/day – at current growth and improvement in NRW this will ensure security until 2060

eThekwini 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 ±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
- ±20% spare water treatment capacity is available.

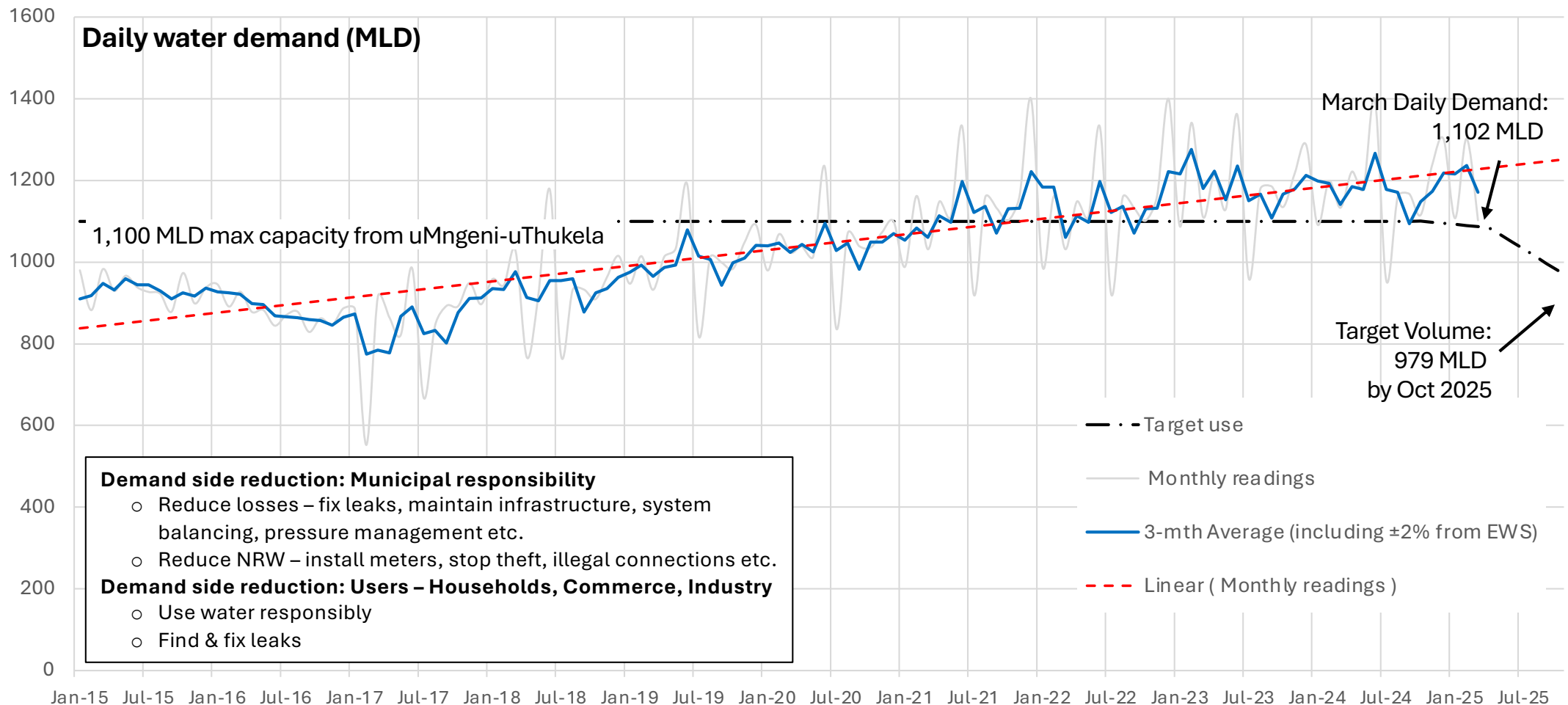
Storage volume (measured in Million cubic metres)

Dams are currently spilling, and slightly fuller than a year ago

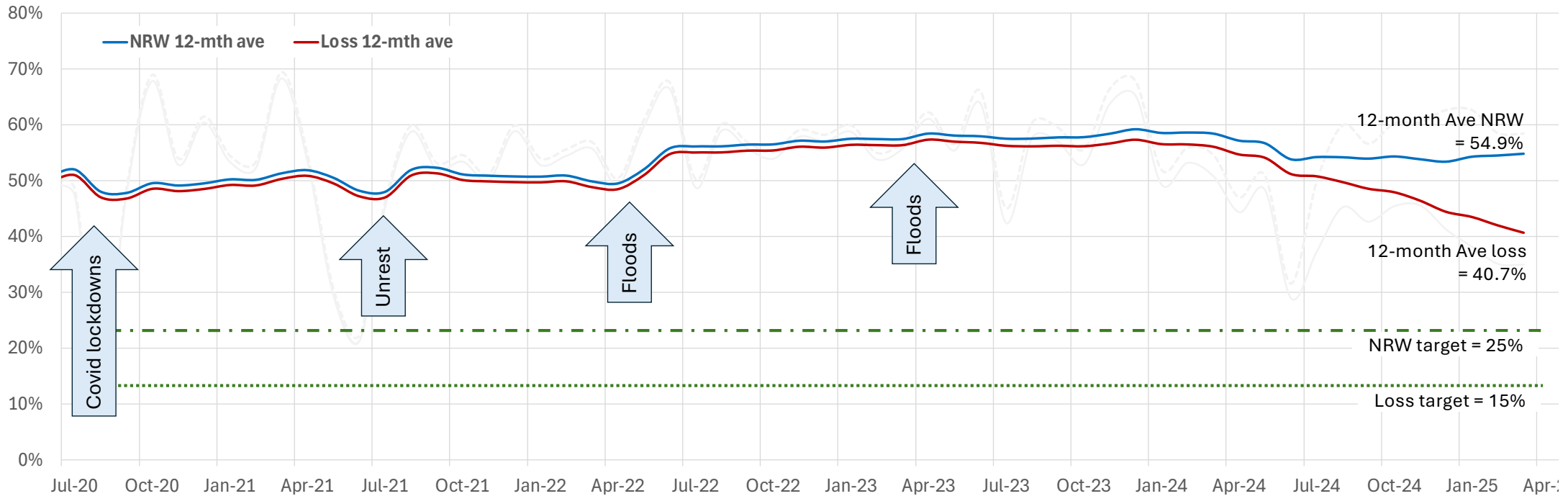


WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by ± 90 million litres per day (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



March NRW reduced by 0.1% to 58.4% = WATER LOSSES + Unbilled authorised use.

Where **WATER LOSSES** = **Real losses (35% in March)** + **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)

METERING PERFORMANCE IN MARCH

- 111 flow limiters installed
- Disconnections – 3,455 in Feb (down from 3,700 in Feb)

Total number of meters = 525,863

- Billed on actual readings in March: steady at **86%**
- Estimations: 14%

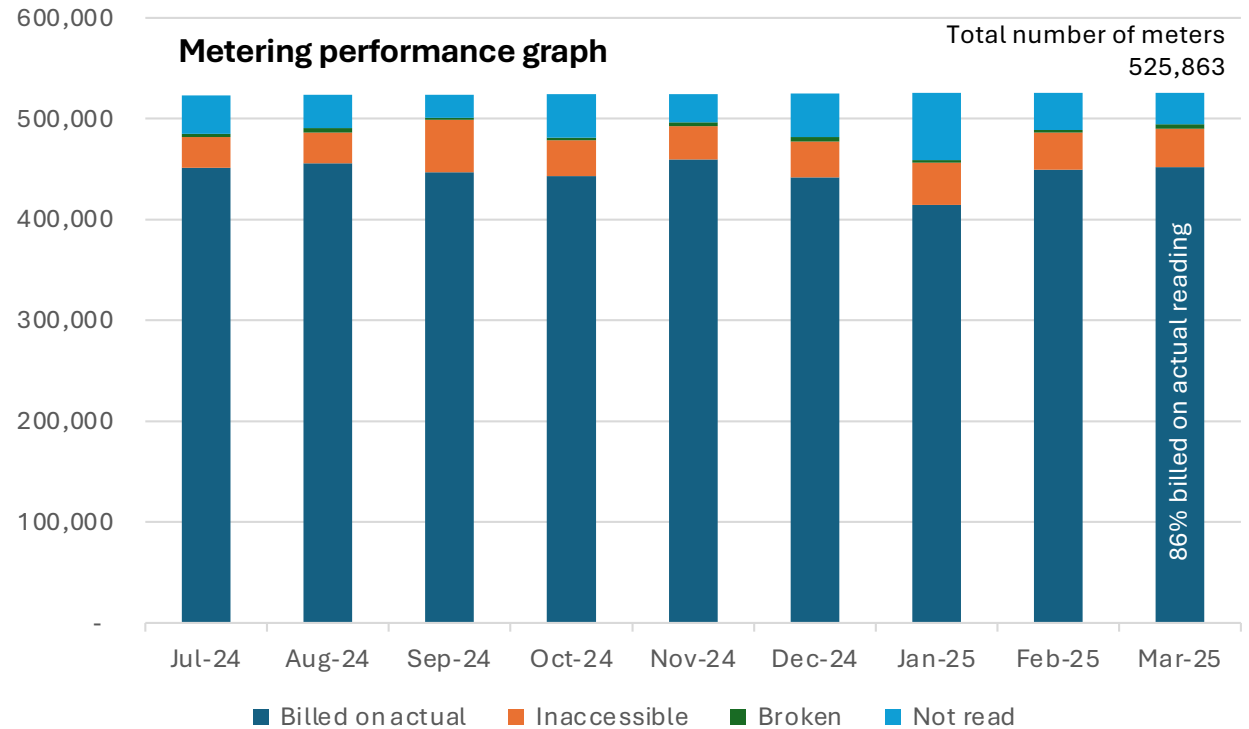
Of the estimations:

- 52% is due to lack of access (38,269 meters)
- 1% of meters are faulty (4,435 meters)
- 47% are estimated for other reasons

Fault reporting attended to within 48 hours (target 98%):

- 74% of the 6,529 reported water leaks
- 93% of the 885 burst pipes
- 74% of the 6,984 customer service connection leaks
- 89% of the 3,014 sewer blockages

(from monthly report for March 2025)

**CONTACTS**

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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

X / Twitter:

<https://twitter.com/eThekwiniM>

Facebook:

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

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

