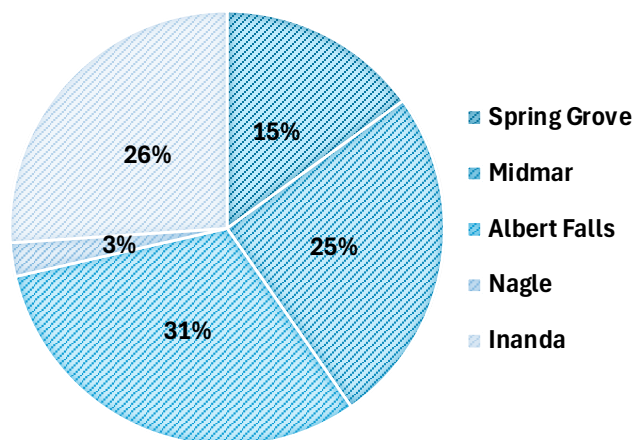


WATER SUPPLY: where does our water come from?



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 ±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.

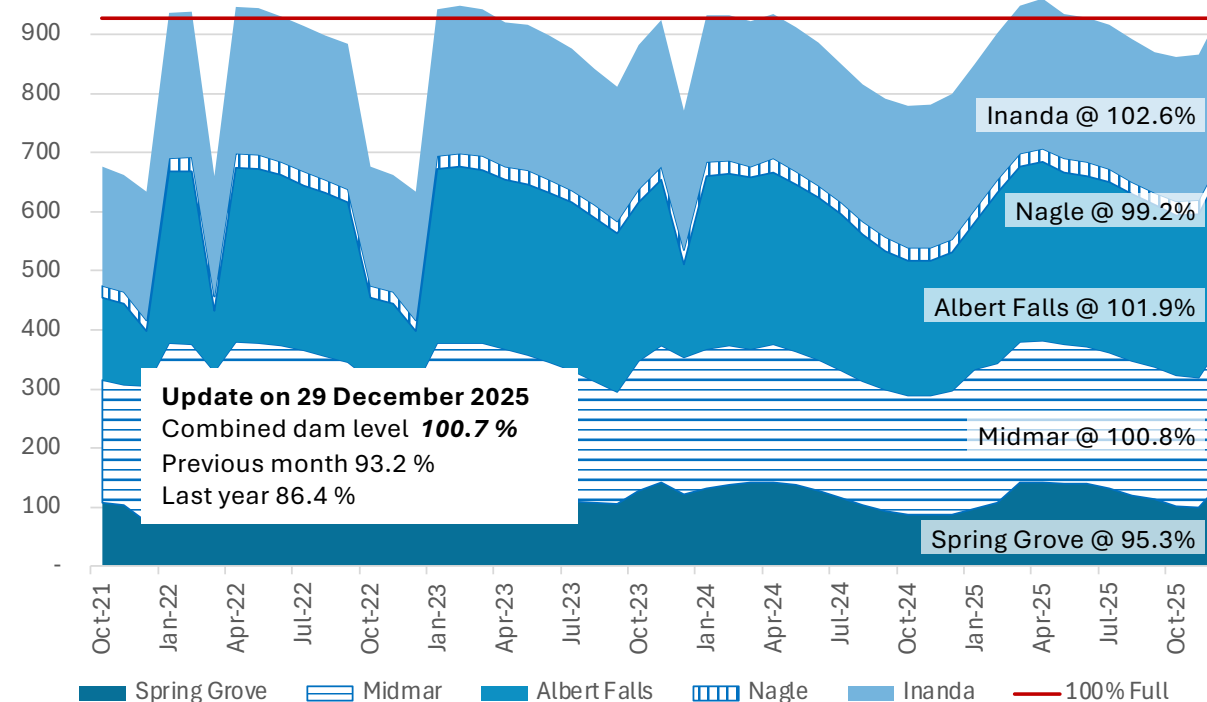
Five new water sources to be provided over the next decade :

- 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 550 MLD* to 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

Storage volume (measured in Million cubic metres)

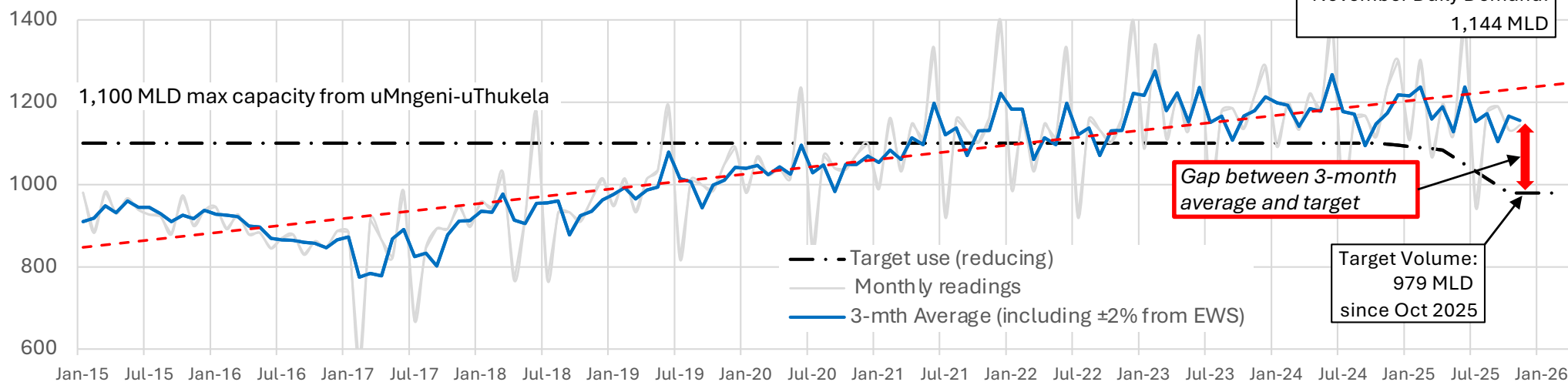
Dams are spilling, and slightly fuller than a year ago



WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by ± 165 million litres per day (MLD) or $\pm 17\%$ (last month using 153 MLD too much)
- 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.

10-year trend of daily water demand (MLD)



To reduce demand, the municipality has prioritised:

- Reducing losses – fix leaks, maintain infrastructure, system balancing, pressure management etc.
- Reducing NRW – install meters, stop water theft, illegal connections etc.

At the same time, users (Households, Commerce, Industry) are encouraged to:

- Use water responsibly
- Find & fix leaks

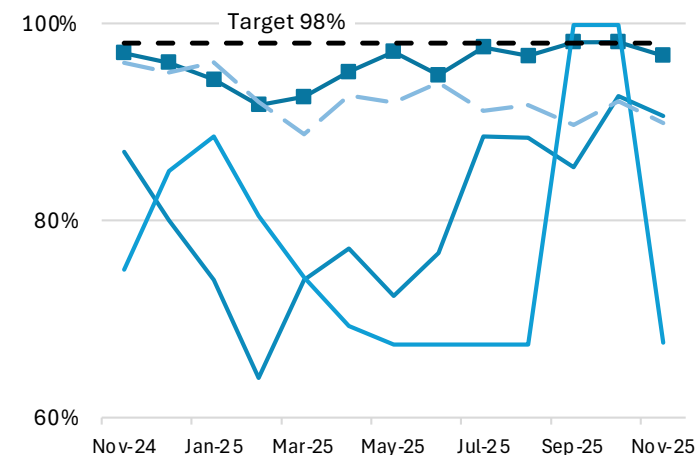
eThekweni aims to rapidly respond to fixing water & sewer faults:

Target to attend to 98% of reported faults within 48 hours for NOVEMBER 2025

- 91% of the 8,254 reported water leaks
- 97% of the 1,187 burst pipes
- 90% of the 3,046 sewer blockages
- 68% of the 11,319 customer service connection leaks

Fault response trend

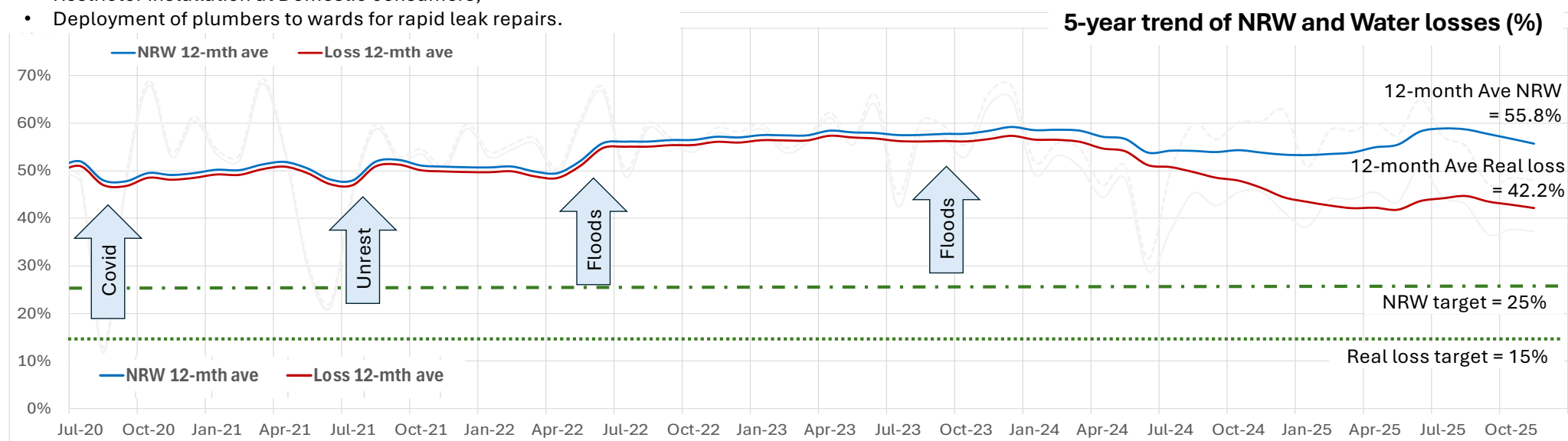
- Burst pipes
- Water Leaks
- Connection Leaks
- Sewer blockages



REDUCING LOSS AND NON-REVENUE WATER

Non-Revenue water (NRW) and water losses have been unacceptably high in eThekweni since at least 2020, when compared to targets of 25% for NRW and 15% for real losses in South Africa. High NRW and losses are typically due to poor infrastructure maintenance resulting in increasing burst & leaks, as well as reduced revenue due to meter management shortfalls. For the 2025/26 Financial year, EWS has prioritised the following to reduce NRW:

- Metering of: tribal areas, unmetered Areas, informal areas, tanker filling points, and community ablutions blocks;
- Analysis of RMS billing pods with Zero consumption meter readings;
- Replacement of ICI and domestic meters;
- Restrictor installation at Domestic consumers;
- Deployment of plumbers to wards for rapid leak repairs.



November NRW decreased to 48.0% = WATER LOSSES + Unbilled authorised use

Where **WATER LOSSES** = **Real losses (37.3 % in November)** + **Commercial losses**

Real losses include:

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

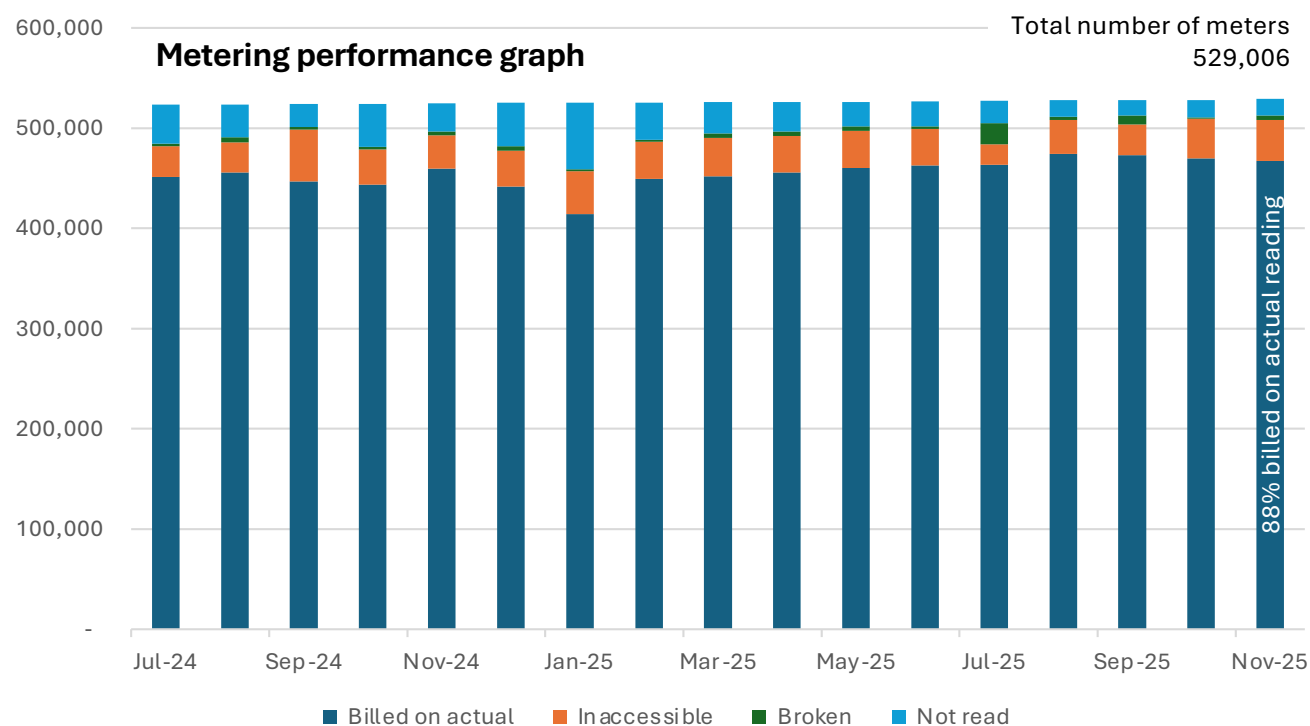
+

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, communal taps in informal settlements)
- Unbilled, unmetered use (e.g. fire-fighting, flushing mains, sewers)

**METERING PERFORMANCE IN OCTOBER: STEADY**

- 87 flow limiters installed (94 in Oct)
- Disconnections – 4,433 in Oct (down from 8,627 in Oct)

Total number of meters = 529,006

- Billed on actual readings in Nov: steady at **88%**
- Estimations: 12%

Of the estimations:

- 66% is due to lack of access (40,908 meters)
- 7% of meters are faulty (4,571 meters)
- 26% are estimated for other reasons

CONTACTS

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Email: Eservices@durban.gov.za

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 latest **state of rivers** report is available at [here](#)

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