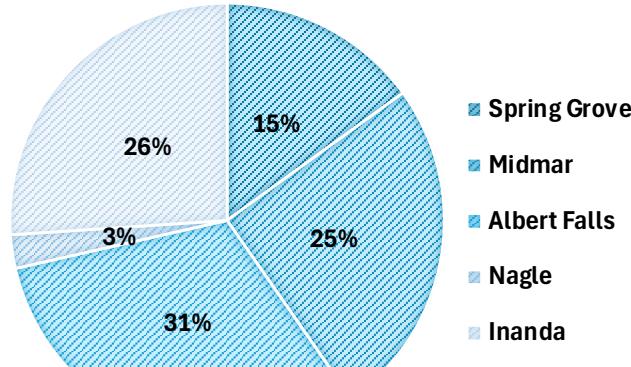


## WATER SUPPLY: where does our water come from?

**eThekwini 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 ±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.

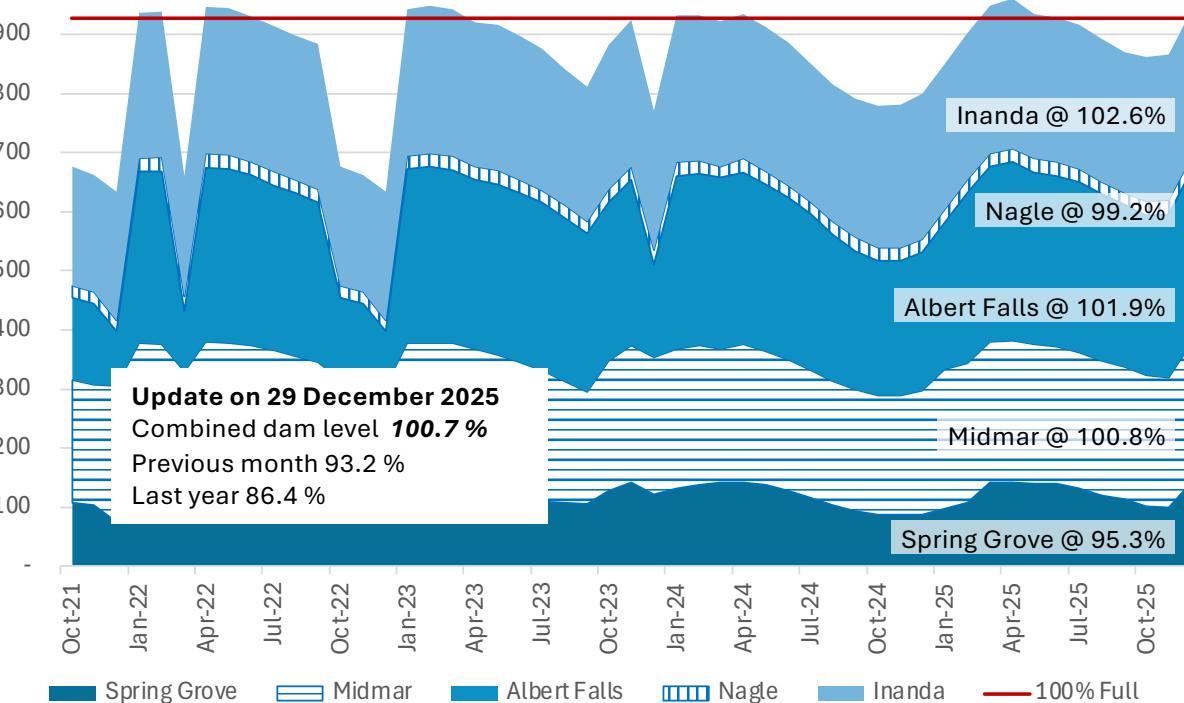
**Five new water sources to be provided over the next decade :**

- 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 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

**Storage volume (measured in Million cubic metres)**

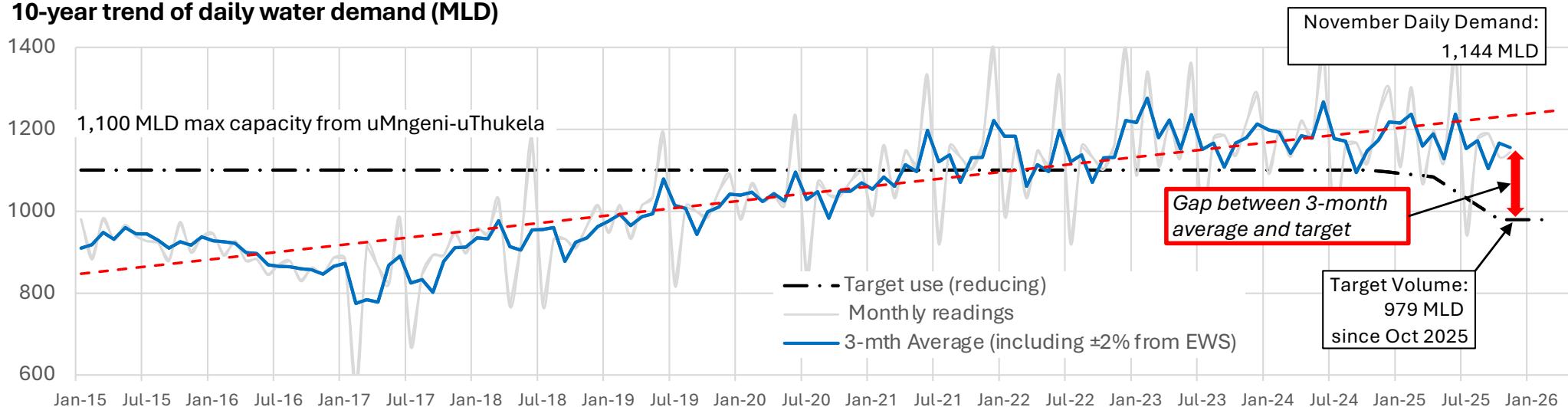
Dams are spilling, and slightly fuller than a year ago



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

- eThekwini has consistently used more than their licensed allocation – by ±165 million litres per day (MLD) or ±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

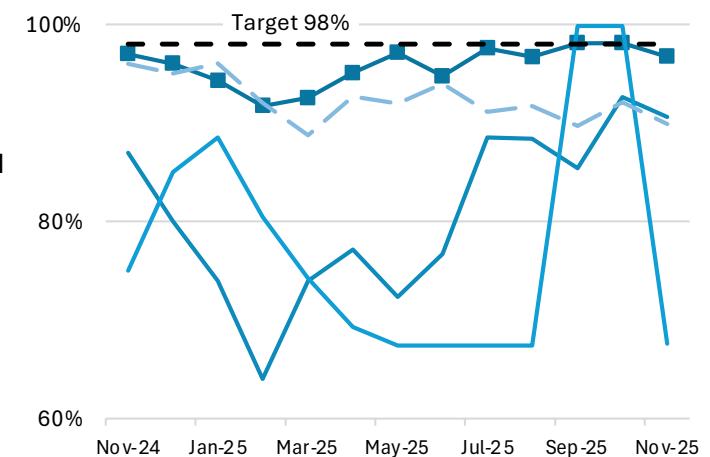
### eThekwini aims to rapidly respond to fixing water & sewer faults:

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

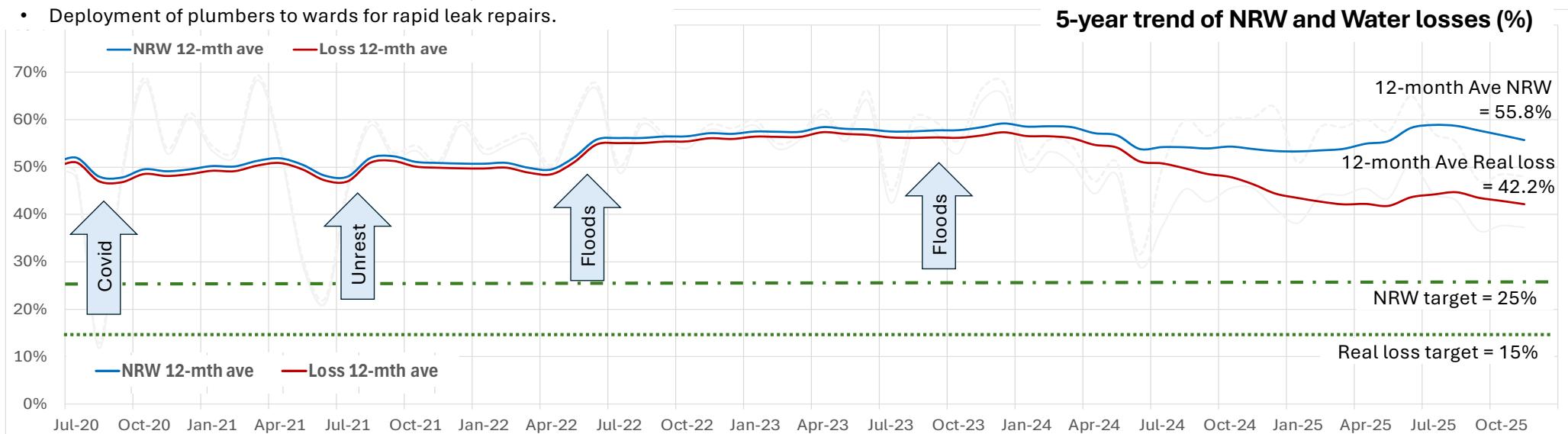
- Burst pipes
- Water leaks
- Connection leaks
- Sewer blockages



## REDUCING LOSS AND NON-REVENUE WATER

Non-Revenue water (NRW) and water losses have been unacceptably high in eThekwini 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

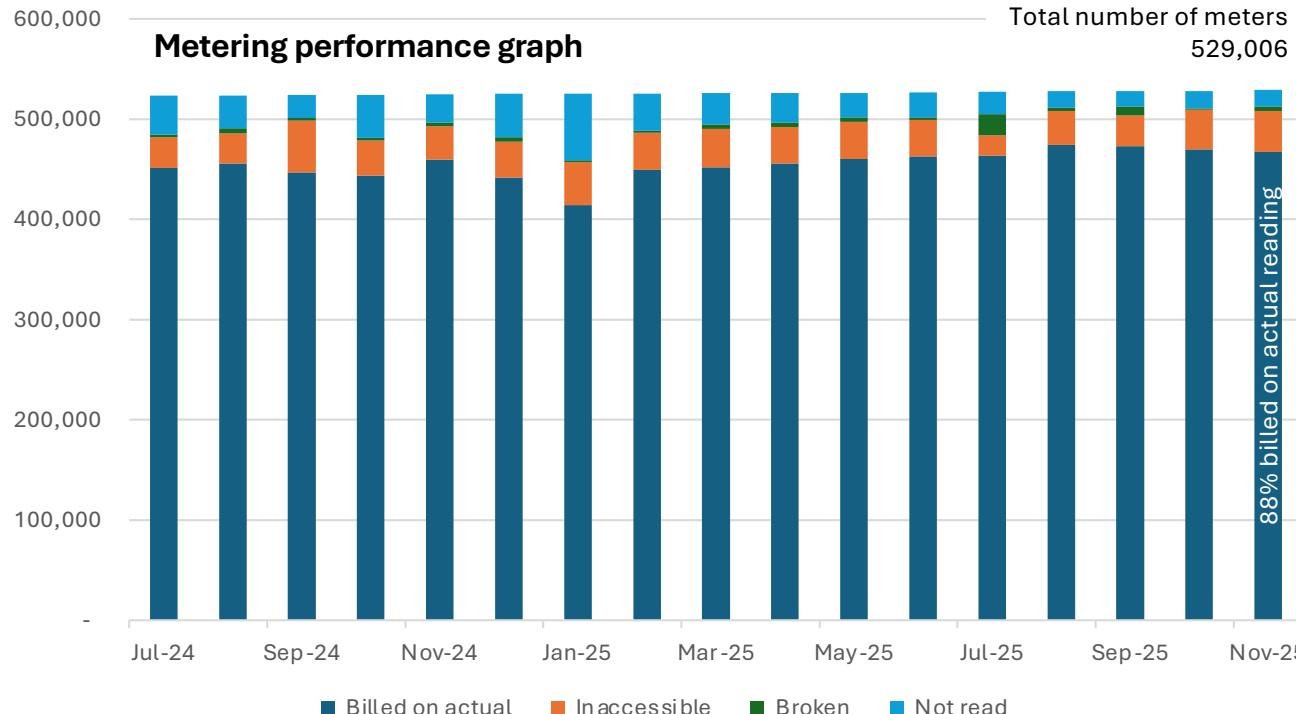
**Commercial losses** include:

- 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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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/faulds/report-a-problem>

#### Email:

[eservices@durban.gov.za](mailto:eservices@durban.gov.za)

#### Facebook:

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

#### X / Twitter:

<https://twitter.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.

