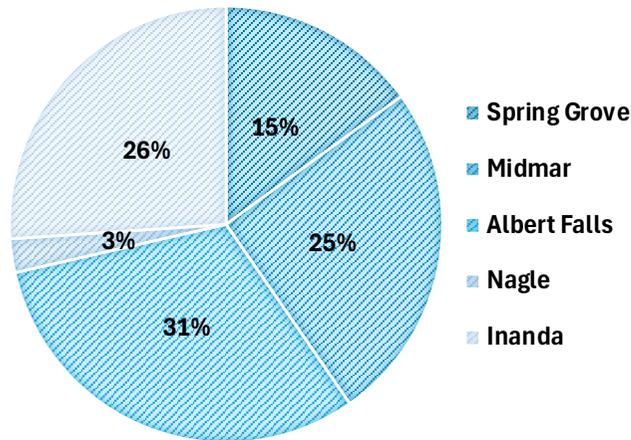


## WATER SUPPLY: where does our water come from?



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

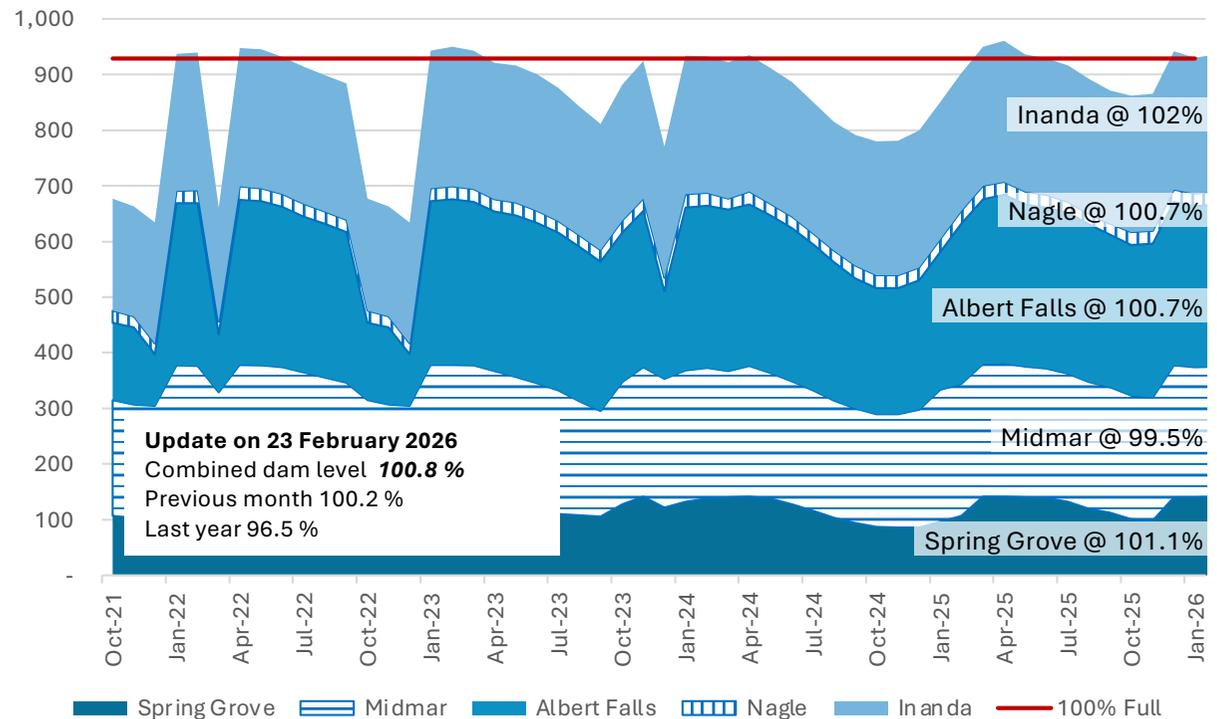
- More than 98% of treated water is purchased from uMngeni-uThukela Water (Uuw)
- The uMngeni water supply system has been over-abstracted by ±20% over past years and the current restriction level requires an 8% saving in demand
- The applicable reconciliation strategy covers uMngeni, North Coast and 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

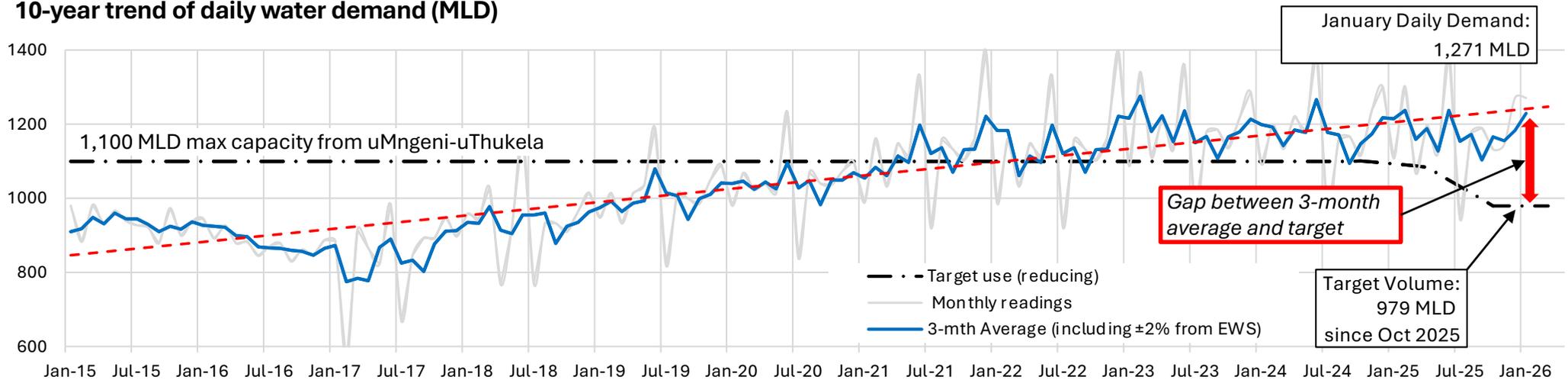
### Storage volume (measured in Million cubic metres) Dams are spilling, and slightly fuller than a year ago



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

- eThekwini has consistently used more than their licensed allocation – by ±200 million litres per day (MLD) or ±30% (last month using 291 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

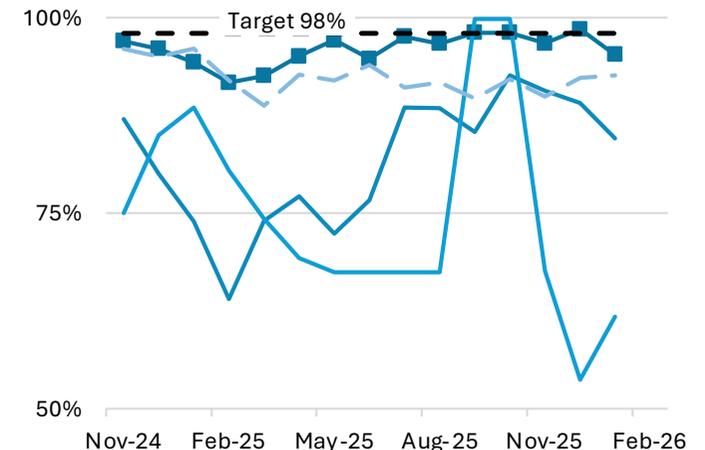
### eThekwini aims to rapidly respond to fixing water & sewer faults:

Target to attend to 98% of reported faults within 48 hours for JANUARY 2026

- 85% of the 6,301 reported water leaks
- 95% of the 915 burst pipes
- 93% of the 3,143 sewer blockages
- 62% of the 13,315 customer service connection leaks

### Fault response trend

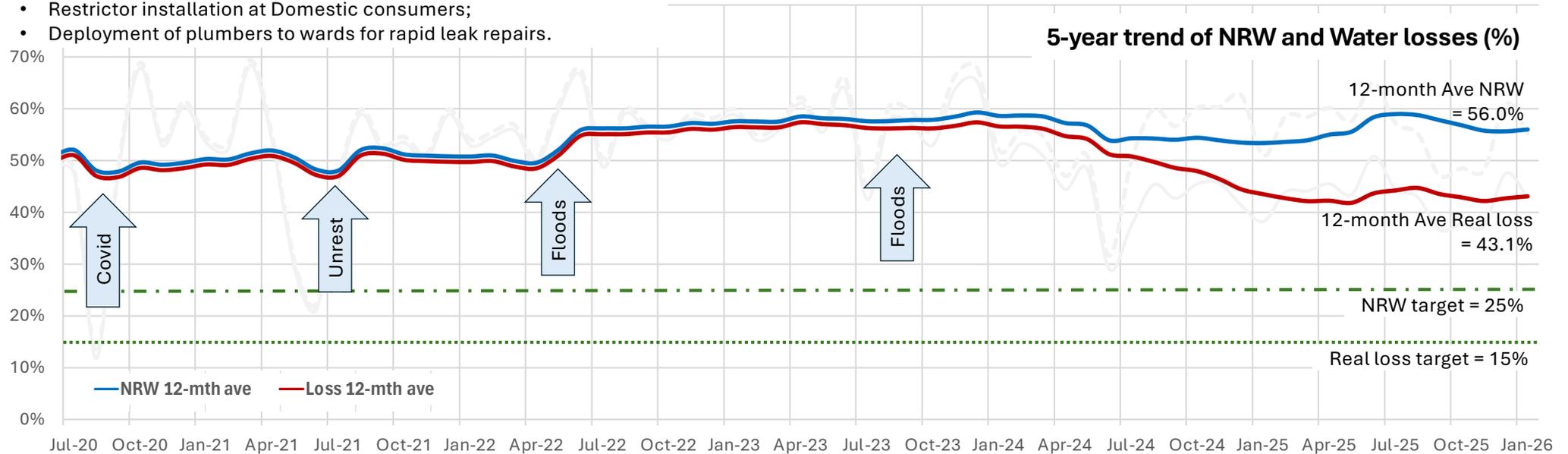
- Burst pipes
- Water leaks
- Connection leaks
- Sewer blockages



## 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.



**January NRW decreased to 55.2% = WATER LOSSES + Unbilled authorised use**

Where **WATER LOSSES (42.9% in January) = Real losses + Commercial losses**

**Real losses** include:

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

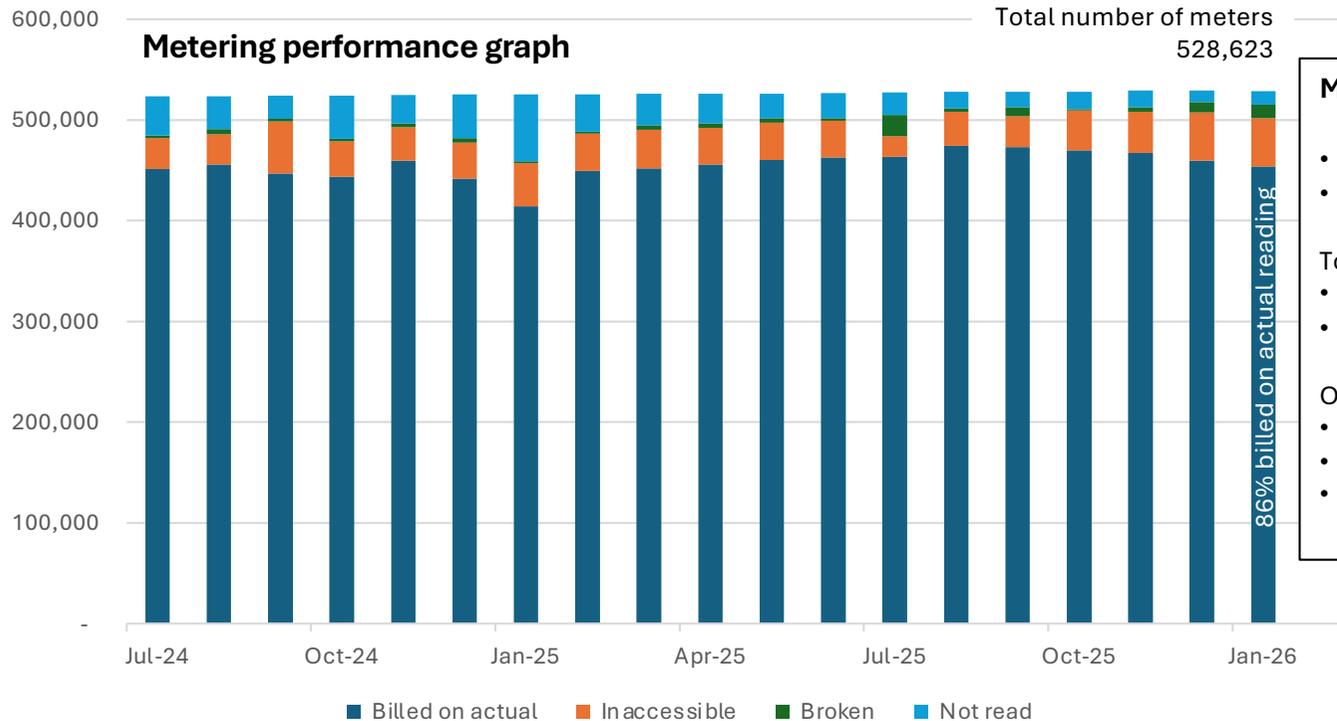
+

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



**METERING PERFORMANCE IN JANUARY: STEADY**

- 92 flow limiters installed (140 in Dec)
- Disconnections – 4,345 in Jan (down from 2,067 in Dec)

Total number of meters = 528,623

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

Of the estimations:

- 64% is due to lack of access (47,746 meters)
- 18% of meters are faulty (13,607 meters)
- 18% are estimated for other reasons

## CONTACTS

**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](mailto: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](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.

## USE WATER SPARINGLY

TO ENSURE THERE WILL BE WATER FOR TOMORROW

073 1483 477  
080 311 1111