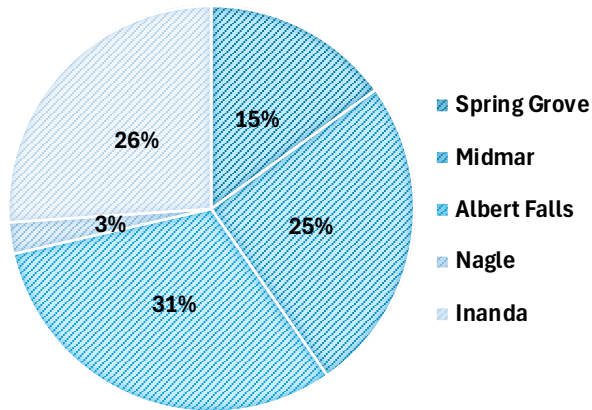


## WATER SUPPLY: where does our water come from?



**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.

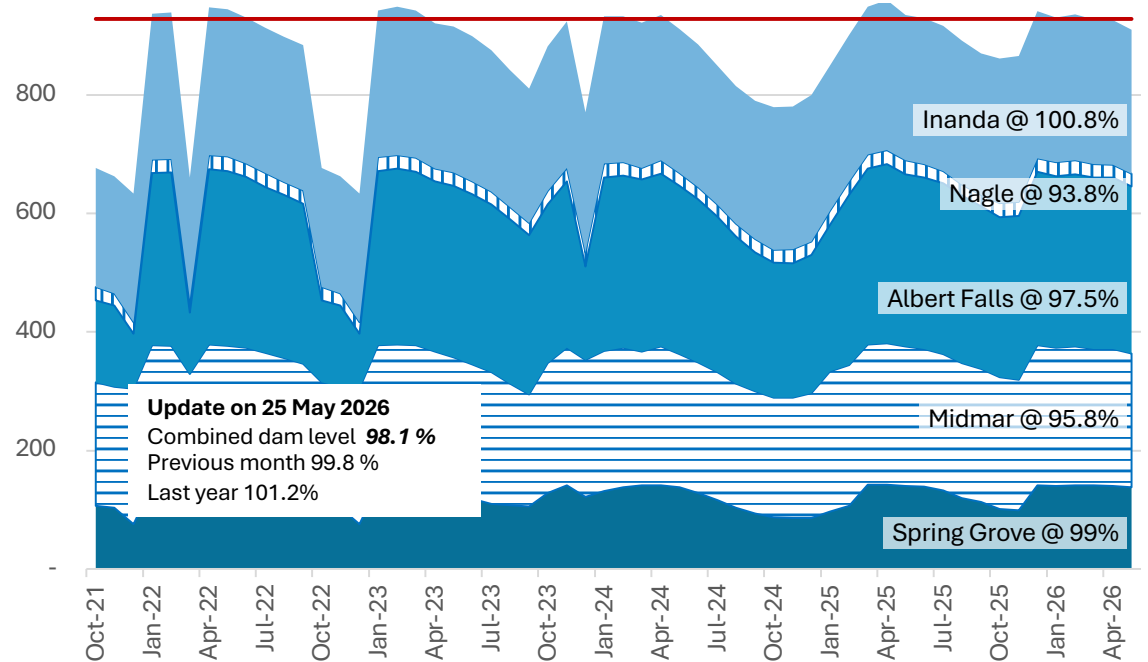
**Five new water sources to be provided over the next decade :**

- 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 nearly full, with slightly lower storage than a year ago

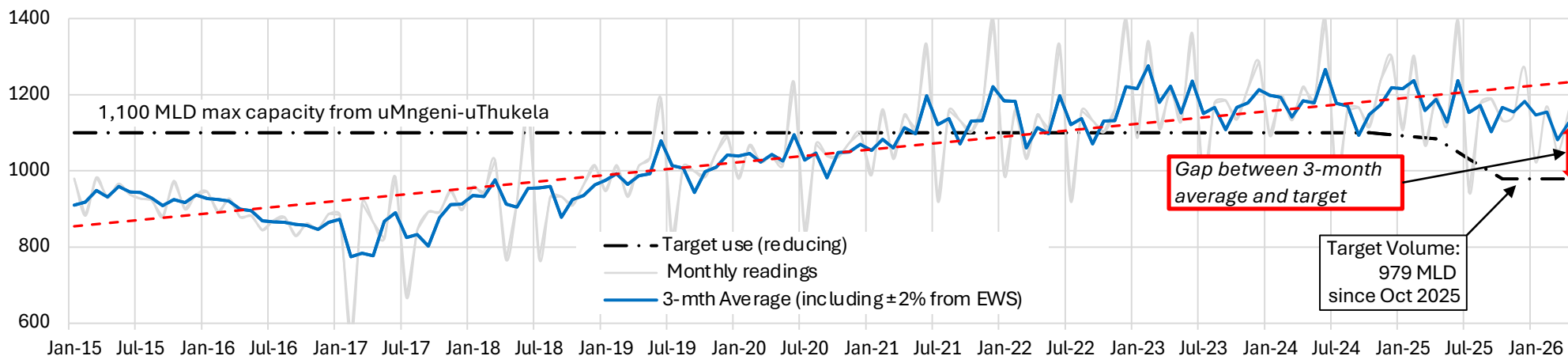


## WATER DEMAND: how much water are we using?

- eThekweni has consistently used more than their licensed allocation – by  $\pm 200$  million litres per day (MLD) or  $\pm 20\%$  (last month using 180 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

April Average Daily Demand:  
1,159 MLD

### 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

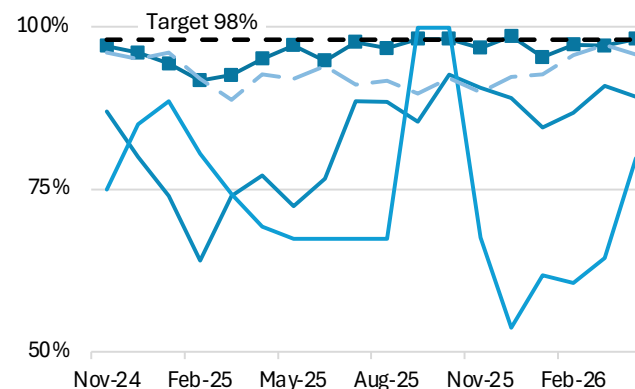
### eThekweni aims to rapidly respond to fixing water & sewer faults:

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

- 89% of the 8,583 reported water leaks
- 98% of the 1,041 burst pipes
- 96% of the 3,015 sewer blockages
- 80% of the 13,515 customer service connection leaks

### Fault response trend

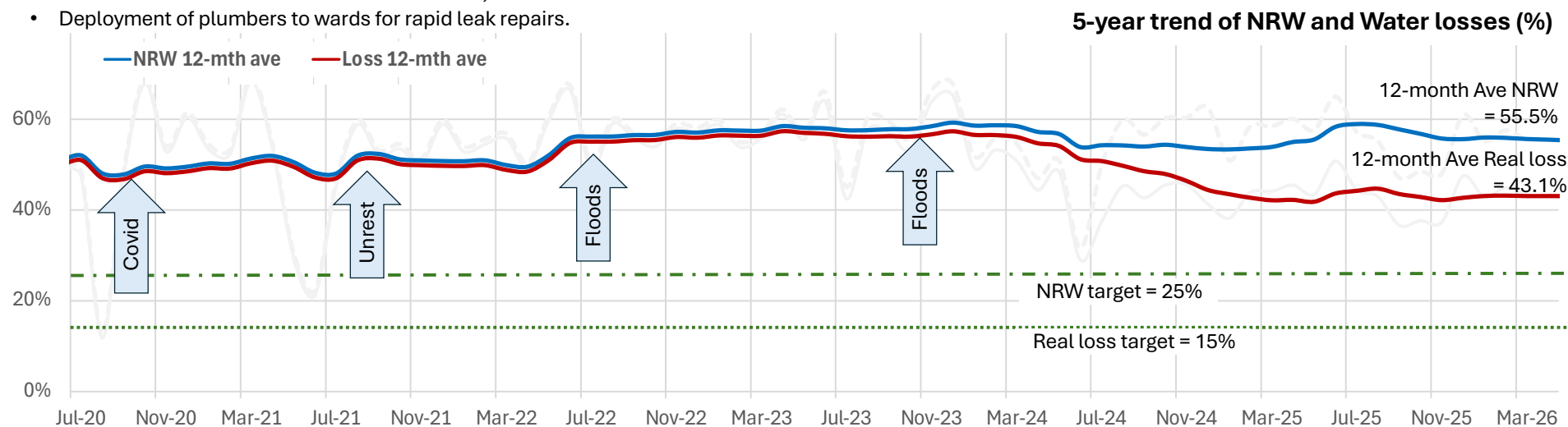
- Burst pipes
- Water leaks
- Connection leaks
- Sewer blockages



## 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.

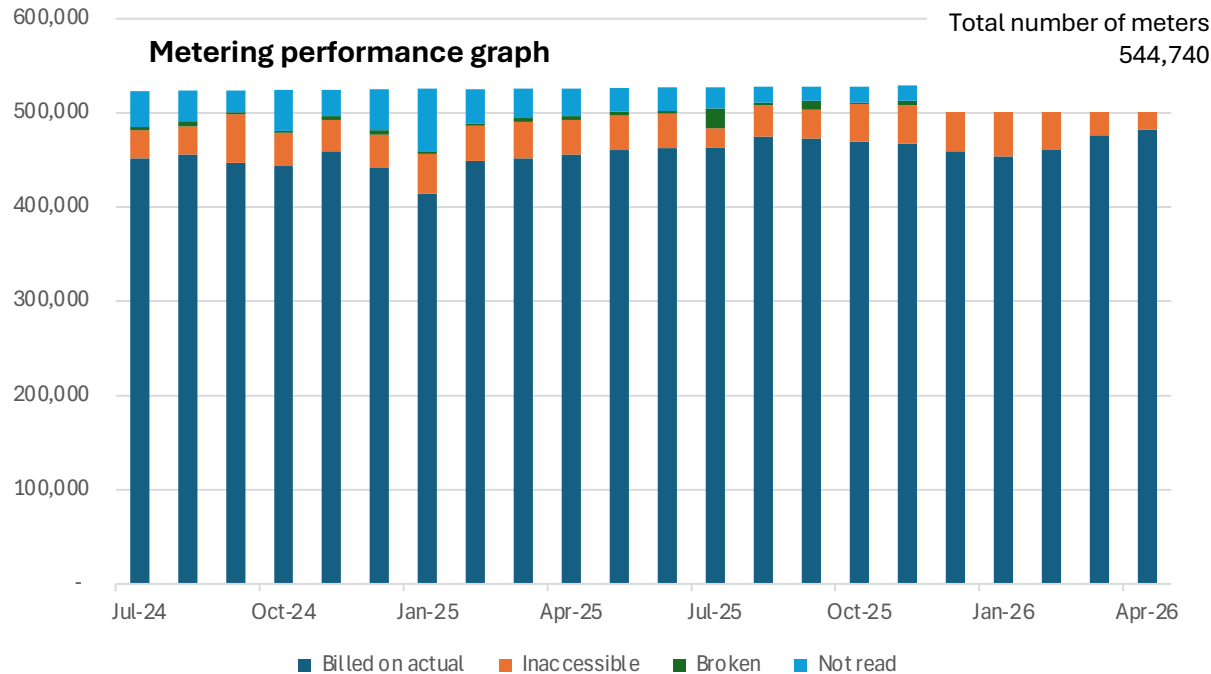


**April NRW decreased to 58.5 % = WATER LOSSES + Unbilled authorised use**  
 Where **WATER LOSSES (45.6 % in April) = Real losses + Commercial losses**

- 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 APRIL: STEADY**

- 103 flow limiters installed (111 in Mar)
- Disconnections – 6,168 in Apr (from 5,430 in Mar)

Total number of meters = 544,740

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

Of the estimations:

- 67% is due to lack of access (42,218 meters)
- 3% of meters are faulty (1,888 meters)
- 30% 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/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

WhatsApp: **073 1483 477**  
Phone: **080 311 1111**