

Key questions for consideration on the War on leaks project

1. Why are the trainee numbers so low in the various provinces?

- a. *For purposes of the launch an advertisement was put out for national attention. The advertisement did not reach all areas of the country, in particular at local government level. Various political offices were contacted within the three provinces to assist with recruitment of more trainees. Going forward, majority recruitment of trainees for the War on leaks project will occur at local level through the various priority municipalities. The engagements at local and municipal level with relevant stakeholders will be undertaken to ensure buy-in of the programme by all.*

2. How long will trainees be employed for / What period of Contract?

- a. *All trainees will be employed for a period of three years*

3. Will trainee receive employment at the end of their contract?

- a. *No employment is guaranteed at the end of the project. All trainees will be capacitated with skills and competence to find employment and to become sustainable through incubators, small businesses, cooperative and contracting.*

4. Where will trainees work?

- a. *After completion of formal training, trainees will be expected to work within the municipal environments under the guidance of their respective municipalities.*

5. Can trainees change their disciplines from being a water agent to being a plumber once registered on the project?

- a. *No, trainees are expected to remain in their field of choice until completion of their formal qualification / professional status.*

6. How many trainees will be recruited over the years?

- a. *Fifteen thousand*

7. Is there a list of priority municipalities in the country that will be engaged by the project?

- a. *Yes, DWS has identified priority municipalities in all nine provinces of South Africa to be engaged by the project after the launch of the project.*

8. What are some of the outputs expected from the trainees once they are onsite at the municipalities?

- a. *Fix leaking taps, retrofit damaged plumbing to households, conduct door to door leak*

surveys, do presentations to the youth and educate the public on water conservation and demand management, replace and repair metres and valves.

9. Will trainees receive personal protective equipment?

- a. *Yes, all trainees will receive personal protective equipment according to the standards laid down by the various statutory bodies in South Africa?*

10. What are the objectives of the programme?

1. *The programme addresses a number of challenges that South Africa faces as a country:*
- o *Youth unemployment*
 - o *Fixing of leaks at community and household level*
 - o *Poverty alleviation*
 - o *Capacity Building and training*
 - o *Creating awareness at community level of water, water conservation and the role individuals can and must play,*
 - o *Advocacy around water and water conservation*
 - o *Influence and transform behaviours and attitudes of people about water*

11. How will the impact of this project be measured at value proposition level?

- a. *Water conservation and water demand management requires various interventions within the broader framework of activities. The current war on leaks project can only address a fraction of the interventions. It is proposed that priority municipalities and the WoL project jointly identify areas of priorities pertaining to non-revenue water and thereafter agree on packaged solutions. A before and after scenario will be developed in all cases which can demonstrate what impact was achieved as a result of WoL interventions. The DWS will assist drive this process as municipal level.*

12. What are some of the key issues challenging municipalities in implementing water conservation and water demand management strategies effectively?

As per the DWS Metropolitan Municipality Non-Revenue Water Assessment Report of 2013, the findings states that key issues preventing metros from successfully implementing WC/WDM include:

1. *Poor planning;*
2. *Budget constraints;*
3. *Supply Chain Management issues;*
4. *Inappropriate technical solutions;*
5. *Lack of community acceptance or support;*
6. *Poor levels of own revenue generation and limited expenditure capacity;*
7. *Poor metering and billing systems; and*
8. *Lack of skills, poorly trained and apathetic staff.*

13. Which key issues / challenges stated above in DWS Metropolitan Municipality Non-Revenue Water Assessment Report of 2013 findings will the WoL project impact on?

a. *The Artisans, plumbers and water agents will address issues / challenges related to numbers:*

- 5. Lack of community acceptance or support – Water Agents will assist in Mitigating this challenge by creating community awareness and advocacy.*
- 7. Poor metering and billing systems – Plumbers and artisans will assist in mitigating this challenge by changing meters, repairing leaks and maintenance*
- 8. Lack of skills, poorly trained and apathetic staff – qualified artisans, plumbers and water agents will mitigate this challenge by providing the correct skills base.*

14. Do trainees receive a?

- a. *Stipend - Yes*
- b. *Accommodation – No*
- c. *Transportation to and from training venue - No*

15. Will all trainees receive formal qualifications at the end of the training?

- a. *Artisans - Yes – trade tests and qualifications*
- b. *Plumbers - Yes – trade tests and qualifications*
- c. *Water Agents - Yes – Unit standards based credits and qualifications*

16. Who is responsible for the training of the trainees?

- a. *Energy and Water Sector Training Authority (EWSETA)*

17. What are some of the challenges that has been experienced on the WoL project with regards to training rollout and what are the planned mitigation strategy?

- a. *Recruitment – Learners not providing accurate pre interview documentation. No bank accounts.*
 - i. Learners were contacted and documentation verified as accurate*
- b. *Payment of Stipend – No Learners have been paid to date*
 - i. Process of data integrity vetting has been finalized and correct banking details and ID numbers obtained*
 - ii. Payment of stipends to be done in the month of October 2015*
- c. *Geography – Some Learners live very far from training venues.*
 - i. Clustering of towns within specific geographic distances completed*
- d. *Training Venues – In some cases learners reported to community centers (Church) to register themselves*
 - i. A specification for standard training facilities will be maintained*

- e. *Facilitators – Due to logistical arrangements certain facilitators did not arrive at the training venues on the start day of training*
 - i. *A repository of facilitator details including accreditation and location has been developed.*
- f. *Communications – Not all learners received communications about the training start*
 - i. *Learners are being encouraged to provide credible alternate contact points*
 - ii. *The EWSETA to setup a call centre to address training questions from learners*
- g. *Learners not adhering to instructions with regards to which training venues to go to resulting in excess numbers of learners at certain training venues*
 - i. *Learners will rerouted to the correct training venues*
- h. *Learners not paying attention to instructions about contact numbers and contact people*
 - i. *DWS has developed a website on the homepage*
 - ii. *RW has also developed a webpage on the Homepage (to be launched in October 2015)*
 - iii. *RW is developing a specialized WoL call centre (to be launched in December 2015)*
 - iv. *RW is currently using their National Hotline*
- i. *Learners not receiving training materials when at training venues*
 - i. *All training venues to be stocked with excess training materials*
 - ii. *All learners will be rerouted to correct training venues*
- j. *Learners not knowing what the learning process / methodology is over the next three years for the learners?*
 - i. *All learners are starting with Work Readiness Training Programs that last six to eight weeks.*
 - ii. *Thereafter learners will start with Occupational Programs with the specific vocations*
 - iii. *Water Agents will complete a unit standard based certification program in approximately eight months*

Artisans and Plumbers will complete their trades in thirty six months