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Your Ref:  
Our Ref: 18/1/18/1/4/2  
Letter ID:

DEALS WITH THIS MATTER: **MR S.GROENEWALD/NP**  
Tel: 041 506-2257; Fax: 041 506-2180  
Date: 13 June 2012

**Attention:** Mr E.Oosthuizen

The Municipal Manager  
P O Box 21  
**JEFFREYS BAY**  
6330

Dear Sir

**EXCESSIVE GROWTH IN WATER DEMAND**

The discussion between the writer and your Mr Oosthuizen, on 12 June 2012, refers.

During the recent review of the Metro's Water Master Plan it became evident that the annual growth in water demand of Jeffreys Bay, Humansdorp, St Francis and Paridise Beach showed an abnormal high increase.

Of particular concern is the increase in demand in the St Francis/ Paridise area as indicated below:

Town	Annual growth in water demand
Jeffreys Bay	5.0%
Humansdorp	7,7%
St Francis/Paradise Beach	12,5%

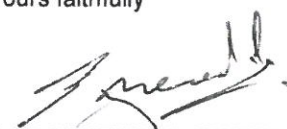
The excessive high growth in water demand was recently raised as a concern at the Algoa Water Resources Administrative and Technical Task Team meeting.

Please provide me with reasons for this increased demand.

Furthermore please advise what measures you have taken to ensure the early detection of large water leaks. Also indicate whether you have a water conservation/water demand management strategy in place and what interventions you have implemented in this regard.

Your urgent response will be appreciated.

Yours faithfully



**S GROENEWALD ON BEHALF OF  
ACTING EXECUTIVE DIRECTOR  
INFRASTRUCTURE AND ENGINEERING**

**THE MUNICIPAL MANAGER**  
**NELSON MANDELA BAY MUNICIPALITY**  
**P.O.BOX 7**  
**PORT ELIZABETH**  
**6000**

**20 JUNE 2012**

**Your Ref 18/1/1/8/1/4/2**

Attention: Mr S.Groenewald : Fax – 041 506 2180

**EXCESSIVE GROWTH IN WATER DEMAND**

Your letter dated 13 June 2012 refers.

We herewith confirm that the monthly bulk water meter readings, as supplied by yourselves, correspond with those taken by us.

Paradise Beach and St Francis Bay are supplied from the same connection point.

St Francis Bay has the greater demand of the two. The water supply to St Francis Bay was augmented with borehole in the past. However, due to the high levels of iron and manganese in an insoluble form in the subterranean water gradually precipitates in the distribution network with the resultant being brown/black water. This led to numerous complaints from consumers and therefore the augmenting of the water supply to St Francis Bay with borehole water was stopped.

A complete groundwater investigation has been undertaken and completed for the whole of the Kouga region to identify potential new subterranean water supply sources. Further exploration drilling is needed and we are in the process of sourcing funds for implementation thereof.

We have a Water Conservation and Demand Management plan in place which inter alia involves the daily visual inspection of all bulk water mains and storage reservoirs.

Further to the above the Department of Water Affairs has allocated funding for water conservation and demand management. Amatola Water Board has been appointed as the implementing agent to assist Kouga Municipality in this regard.

Trusting you find the above to be in order.



**E.OOSTHUIZEN ON BEHALF OF**

**MUNICIPAL MANAGER: MR S.S.FADI**