

Non-Revenue Water

This dashboard's map shows the status of the non-revenue water per province on scale ranging from Critical, over Concern, Acceptable and Good to Excellent.

The non revenue water dashboard indicates the amount of non-revenue water per province and municipality.

Non-revenue water is determined according to a standard calculation which takes various categories of water use into account including losses, leaks, accounted for and unaccounted for water.

The bar chart at the top right shows yearly billed metered, unmetered and non revenue water

The tabular view shows the percentage of the non-revenue water per province on scale ranging from Critical, over Concern, Acceptable and Good to Excellent.

- **What does this dashboard relate to:**

Water usage can be split into different components by means of a water balance. Most important amongst these components are total potable water consumption, (or system input volume), water losses and non-revenue water, (i.e. water for which no payment is received). Presentation of these components, (as well as a number of other components), allows one to interrogate and compare municipal water service performance, as well as to get provincial and national perspectives.

- **Person(s) who championed the dashboard:**

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- **Enquiries:**

- For all dashboard enquiries click [HERE](#) to go to the Contact Us page.

- **What type/s of questions does the information product aim to answer:**

A water balance and/or its main components allow one to consider.

- overall water consumption trend against water resources, to determine resource adequacy;
- its per capita consumption, to identify excessive water usage;
- water losses indicates the water system condition;
- non-revenue water indicates the financial viability of the service.

Geographical presentation of the data is possible.

- **Data / Information discussion:**

- Data used to generate the information
 - What data is used?

Data from the Water Services Knowledge System (WSKS) is used. This is based on information received from municipalities over a number of years. Where information is not available other sources of information such as the All Towns Studies is used and failing this default values are generated per municipal category. At any time about half of municipalities can provide information, but this equates to about 75% of water consumed.

- How is it extracted and from where?

Data is provided in the form of the water balance components directly from municipalities. The data is extracted via Macro Planning processes and procedures directly from the WSKS database.

- How often is it extracted?

Limited assessments were done in 2002, 2005, 2007, 2010 and 2012. Starting in 2014 these assessments will be done through the “No Drop” process, which will take place every second year. Data can be extracted by NIWIS as and when required through the Macro Planning processes and procedures provided.

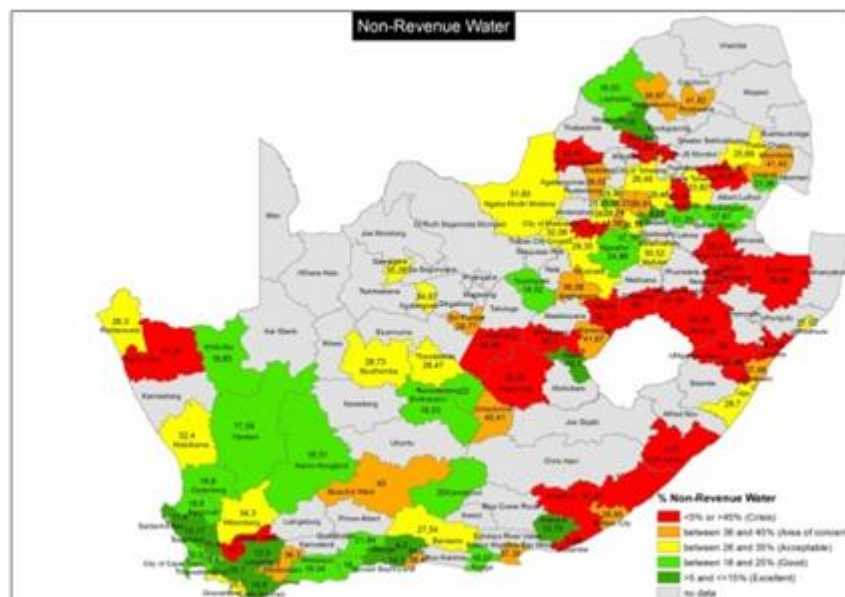
- Business processes related to the data:

Information obtained needs to be checked and its reliability ascertained, data gaps need to be filled, and strategic information extracted.

- The algorithms / equations used to convert data into information:

Excel pivot tables and charts are used to facilitate data interpretation. Performance grading for presentation purposes is based on the following.

Non-revenue water and water losses	Performance Grade
>50%	Very poor
40-50%	Poor
30-40%	Fair
20-30%	Good
<20%	Excellent



- Key assumptions

That municipalities are providing accurate data.

- **Links to other sources of related information**

- [ws.dws.gov.za/wsk/](https://www.dws.gov.za/wsk/)

- **Are there any limitations / cautions related to using this information?**

Yes, please refer to the below:

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