

## ***Survey of Water Services Vulnerabilities Assessment Year: 2019***

### ***Municipal Strategic Self-Assessment (MuSSA): Ndlambe***

#### **Prioritising What Has to be done to Enable Effective Water Services Delivery**

Dear Mayor, Municipal Manager, Chief Financial Officer and Technical Manager

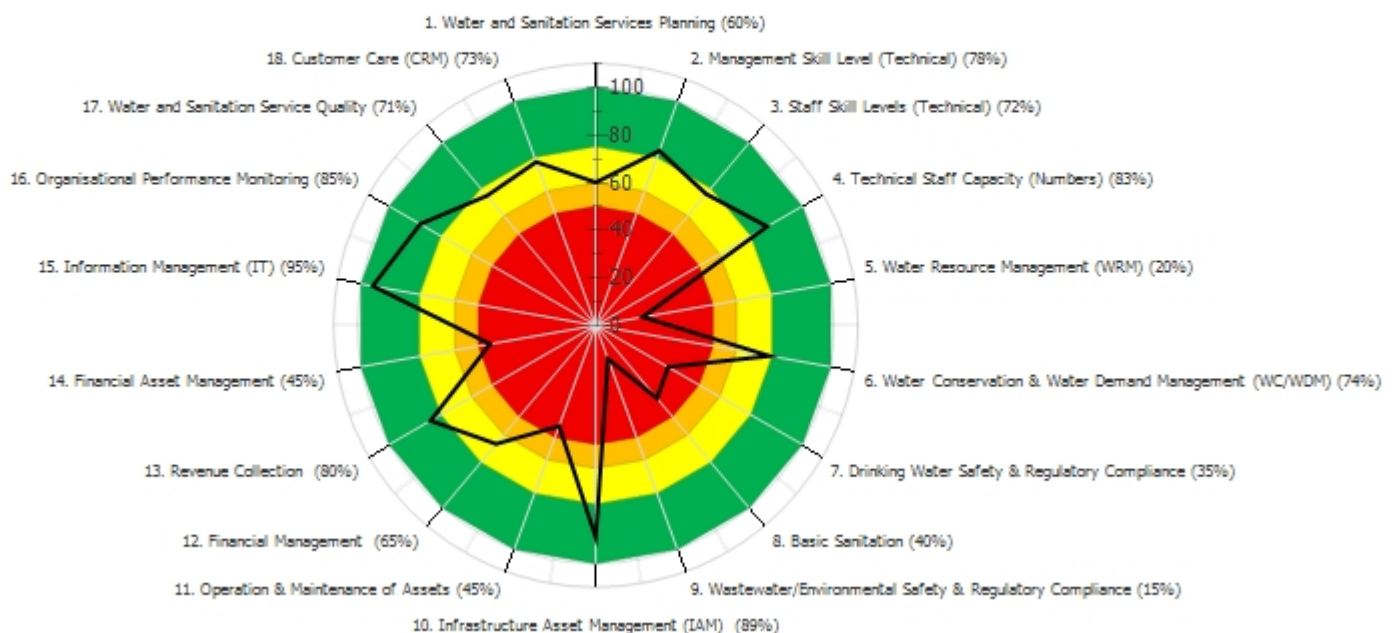
Thank you for participating in the 2019 Municipal Strategic Self-Assessment (MuSSA) survey!

The Department of Water and Sanitation has overseen the annual use of the MuSSA to survey and assess the overall “business health” of a Municipality when fulfilling its water services function. The MuSSA asks senior municipal financial and technical managers 5 clear and relatively simple “essence” questions that cover 18 key business health attributes, and thereby generates key strategic flags (as opposed to deep technical detail, which is captured elsewhere). Responses to the questions are reflected in your MuSSA Spider Diagram below which illustrates the vulnerability levels across key service areas/business attributes. (Your responses to the questions are provided in Appendix A):

**Vulnerability Index: 0.63**

#### **Municipal Strategic Self-Assessment of Water Services (MuSSA)**

▲ 75 - 100% (Low Vulnerability) ▲ 60 - 75% (Moderate Vulnerability) ▲ 50 - 60% (High Vulnerability) ▲ 0 - 50% (Extreme Vulnerability)



Your top area/s of vulnerability of concern to the Department are:

- Operation & Maintenance of Assets (45.0%)
- Financial Asset Management (45.0%)
- Water Resource Management (WRM) (20.0%)
- Drinking Water Safety & Regulatory Compliance (35.0%)
- Basic Sanitation (40.0%)
- Wastewater/Environmental Safety & Regulatory Compliance (15.0%)

The Department of Water and Sanitation trusts that you will find the information useful for identifying and prioritizing the key remedial actions that you need to undertake to ensure effective water services delivery in your municipality. This information will also be forwarded to National Treasury, the Presidency, and the Department of Cooperative Governance for their consideration and possible follow up with you.

To address MuSSA vulnerability findings, both the Department of Water and Sanitation (DWS) and the South African Local Government Association (SALGA) recommends the adoption of "a start-to-finish management approach" (i.e. a "Plan-Do-Check-Act" framework), and has developed a structured Municipal Priority Action Planning (MPAP) process to support such. The MPAP comprises the following four parts:

- Step I Analyse the current situation via the MuSSA, whereby both the WSA and Regional DWS jointly prioritise where the WSA needs to improve and set associated targets.
- Step II Determine the approaches on how to achieve the desired improvements.
- Step III Set Actions to achieve these improvements and targets.
- Step IV Monitor, Evaluate and Communicate progress (including updating the MuSSA), by both the WSA and DWS regional office.

The MuSSA and MPAP are planning tools and form integral components of support for the Water Services Development Plan (WSDP) process at a strategic level. In so doing the MuSSA and MPAP will also guide the DWS Master Planning process and subsequent Feasibility Studies to be undertaken.

Inclusion of the MuSSA and MPAP within the WSDP processes ensures that the WSDP (which informs the IDP) will include an appropriate and supported allocation of resources to systematically address the prioritized vulnerabilities. This will in turn lead to an improvement to the overall water services business health of your WSA.

Should you have any queries regarding your MuSSA output, or would like assistance to implement the MPAP approach, please do not hesitate to contact any of the following DWS/SALGA MuSSA / MPAP representatives:

- Allestair Wensley (E-mail: [wensleya@dws.gov.za](mailto:wensleya@dws.gov.za) Tel: 012-336-8767)
- Chris Schmidt (E-mail: [schmidt@c@dws.gov.za](mailto:schmidt@c@dws.gov.za) Tel: 012-336-8917)
- Grant Mackintosh (E-mail: [grantm@emanti.co.za](mailto:grantm@emanti.co.za) Tel: 021-880-2932)
- William Moraka (Email: [wmoraka@salga.org.za](mailto:wmoraka@salga.org.za) Tel: 012-369-8056)

Best regards

DWS Water Services Planning and Information Team

## Appendix A: MuSSA 2019 Responses

### Ndlambe

#### SECTION: Context

Municipality Name

Ndlambe

Date of completion

19 December 2019

C1 Municipality type

B1 - LM

C2 Water service provider type

Combination of internal and external

C3 Wastewater service provider type

Internal (i.e. municipality)

C4 Water system maintenance

Internal (i.e. municipality)

C5 Wastewater system maintenance

Internal (i.e. municipality)

C6 Bulk water provision

Combination of internal and external

- C7 The key staff (i.e. managerial) turnover in your WSA  
Low: <10% (i.e. not an issue, good staff retention)
- C8 Your WSA has developed and implemented a scarce skills policy  
Yes, developed and partially implemented
- C9 Your WSA actively provides required drinking water related data to the Regulator (e.g. Blue Drop participation, data loading to IRIS)  
Yes, strongly agree
- C10 Regular drinking-water quality monitoring and management (including boreholes) is performed for ALL communities/towns/private providers in the WSA  
Almost all (i.e. >95% of WSA population)
- C11 WTWs operational capacity as a function of total design capacity (NOTE: Combine for ALL WTWs within your WSA)  
90% - 95%
- C12 Your WSA actively provides required wastewater related data to the Regulator (e.g. Green Drop participation, data loading onto IRIS)  
Yes, strongly agree
- C13 Regular wastewater quality monitoring and management is performed for ALL wastewater systems in the WSA  
Almost all (i.e. >95%)
- C14 WWTWs operational flow capacity as a function of total design capacity (NOTE: Combine for ALL WWTWs within your WSA)  
>95% - 100%
- C15 WWTWs operational COD load as a function of total design load (NOTE: Combine for ALL WWTWs within your WSA)  
>95% - 100%
- C16 Your WSA actively provides required water conservation and water demand management related data to the Regulator (e.g. No Drop participation)  
In process
- C17 Your municipality has a water resilience policy in place, which includes optimisation of existing water resources, diversifying supply to increase water security, and optimisation of the "water mix"

In process

- C18 Your municipality has a policy and procedures in place to encourage rainwater harvesting  
No, disagree
- C19 Your municipality has desalination facilities for augmenting drinking-water supply  
In process (e.g. developing, feasibility studies)
- C20 Your municipality recovers and reuses treated wastewater either directly (e.g. for potable purposes) or indirectly (e.g. for irrigation, feed to industry, aquifer recharge)  
In process (e.g. developing, feasibility studies)
- C21 Your municipality recovers and reuses stormwater either directly (e.g. for potable purposes) or indirectly (e.g. recharging river for ecological functioning, nature based systems) (NOTE: This does not aim to measure inflow to dams at catchment level, but rather aims to define the extent of stormwater capture/reuse in the urban context).  
No, none (i.e. 0%)
- C22 Advanced water treatment technologies (e.g. membrane based) and wastewater treatment/recovery technologies (e.g. reuse) implemented at your municipality are staffed by appropriately qualified personnel  
Some (i.e. >50%)
- C23 Your WSA actively promotes improved hygiene practices through campaigns in communities (e.g. hand washing education, safe and improved sanitation)  
In place, with occasional non-optimal response
- C24 Indicate the proportion of the population serviced via on-site sanitation (e.g. using appropriate technologies as defined by the National Norms and Standards for Sanitation Services (Sep 2017))  
> 0% - 10%
- C25 Indicate the proportion of the population not serviced (i.e. backlog, and potentially implying open defecation)  
>10% - 20%
- C26 Indicate the proportion of drinking-water sources at risk from on-site sanitation (e.g. VIPs could pollute groundwater source)  
No, no sources (0%) are at risk
- C27 Indicate the proportion of on-site sanitation systems (e.g. VIPs, septic tanks) that are appropriately sealed/enclosed and/or fully/partially lined with minimal environmental impact (e.g. no overflow/seepage)

Almost all (i.e. >95%)

- C28 Indicate the estimated proportion of wastewater not delivered for treatment (to all WWTWs) (e.g. lost through old, leaking sewer pipes)  
1% - <5%
- C29 Indicate the estimated proportion of faecal sludge/supernatant emptied from all on-site sanitation systems (e.g. septic tanks, VIPs) that is not delivered for treatment (e.g. honeysucker does not deliver to the WWTW, but rather dumps into environment)  
<1%
- C30 You have classified all of your treated sludge (from WWTWs and on-site sanitation systems (e.g. VIPs, septic tanks) )  
Yes, some sludges classified (i.e. >50%)
- C31 You are disposing/reusing all of your all your sludge (from both WWTWs and on-site sanitation systems (e.g. VIPs, septic tanks)) in accordance with licence conditions/WRC guidelines  
Most sludges reused/disposed appropriately (i.e. >75%)
- C32 Your municipality is adhering to its mandated responsibility as WSA and proactively managing water and sanitation services on farms/rural areas within its area of jurisdiction (as per National Norms and Standards for Domestic Water and Sanitation Services (Sep 2017))  
In place, with occasional non-optimal response
- C33 Council has functional Oversight Committees and Ward Committees, as appropriate (DM would be served via LM Ward Committees)  
Yes, strongly agree (i.e. Oversight and Ward Committees established and functioning)
- C34 Council has effective systems of internal control and functional governance structures (internal audit unit, audit committee, risk committee, IT governance)  
In place, with occasional non-optimal response
- C35 Forensic investigations are undertaken as and when necessary to ensure adherence to governance requirements (i.e. either internally initiated by the municipality or externally initiated by, for example, Public Protector, Auditor General)  
In place, with occasional non-optimal response
- C36 Your municipality has policies, procedures and systems in place that negate the impact of vandalism / sabotage of municipal water and sanitation infrastructure on services delivery  
Partially in place, but not ideal

- C37 Your municipality has ongoing and appropriate public participation, is transparent in its decision making, and is accountable to its constituency (fiscal and social).  
In place, with occasional non-optimal response
- C38 Your municipality have a co-operation agreement in place (technical, financial, twinning, peer learning, etc) with an international municipality or other international institution?  
In process
- C39 Your municipality receives international financial aid (grants/loans)?  
No, disagree
- C40 Those of your 18 MuSSA Business Aspects which reflect Extreme and/or Highly Vulnerable, are included within your WSAs Corporate Risk Register  
No, disagree
- C41 Your MuSSA was completed with appropriate inputs from senior officials within Technical Services, Finance and Human Resources (as a minimum these 3 departments should participate).  
Agree (i.e. Technical Services HOD and either Finance OR HR participated)
- C42 Names, designation and contact details (phone, email) of all MuSSA participants (e.g. Mr Thabo Smit; Technical Director; 0215436789; thabos@muni.gov.za)  
Onke Sopela; Water Services Manager, 0466045500; osopela@ndlambe.gov.za , Mr Klaas Municipal Manager 0466045500

## **SECTION: 1. Water and Sanitation Services Planning**

- 1.1 Your appropriate water and sanitation services planning (e.g. WSDP) and associated master planning processes include and are aligned with appropriate Water and Sewage Master Plans, Spatial Development Framework (SDF), Water Safety Plans and Wastewater Risk Abatement Plans (W2RAPs), and are aligned to your IDP and associated SDBIP targets.  
Plans still in development
- 1.2 You are implementing an up-to-date and adopted municipal water and sanitation services plan (e.g. WSDP.)  
Municipal water and sanitation services plans not adopted but implemented
- 1.3 Your current project list addresses existing needs/shortcomings identified through the WSDP and associated master planning process.  
Most projects (i.e. >75%)
- 1.4 Project progress is monitored, tracked and reported to municipal top management/council and the Regulator (through the annual water and sanitation services report)



Yes, strongly agree (both to municipal top management/council and Regulator)

- 1.5 Projects identified through your various planning processes have been implemented in the last 3 years.

Most implemented (i.e. >75%)

## **SECTION: 2. Management Skill Level (Technical)**

- 2.1 Your council approved technical management organisational organogram meets your business requirements, and key posts are filled (e.g. Technical Director, Water Services Manager, Sanitation Services Manager).

Yes, and almost all posts filled (i.e. >95%)

- 2.2 You have sufficient technical management and technical support staff.

Mostly agree (i.e. >75% as per approved organogram)

- 2.3 Technical management and technical support staff have the correct skills/qualifications and experience as per Job Description requirements (e.g. if Job Description requires PrEng, PrTech or CPM, the staff have these qualifications).

Almost all (i.e. >95%)

- 2.4 Managers and technical support staff regularly attend appropriate water and sanitation services skills development/training to support professionalisation

Less frequent skills development/ training (i.e. >1 year)

- 2.5 Key technical managers (e.g. Section 56 and other Senior Management) have signed and monitored Performance Agreements.

Yes, all (i.e. close to 100%)

## **SECTION: 3. Staff Skill Levels (Technical)**

- 3.1 WTWs are operated by staff with the required skills/qualifications and experience (as per Regulation 2834).

Almost all (i.e. >95%)

- 3.2 WWTWs are operated by staff with the required skills/qualifications and experience (as per Regulation 2834).

Some (i.e. >50%)

- 3.3 Water system plumbers, millwrights, mechanics and electricians have the required skills/qualifications and experience (including contractors/outsourced resources)

Almost all (i.e. >95%)

- 3.4 Sewage system plumbers, millwrights, mechanics and electricians have the required skills/qualifications and experience (including contractors/outsourced resources)



Almost all (i.e. >95%)

- 3.5 Staff regularly attend appropriate water and sanitation services skills development/training (including safety) (e.g. ESETA courses).

Less frequent skills development/ training (i.e. >1 year)

#### **SECTION: 4. Technical Staff Capacity (Numbers)**

- 4.1 Your council approved technical staff organisational organogram meets your business requirements, and posts are filled (i.e. Superintendent of WTWs/WWTWs and below).

Strongly agree, and most posts filled (i.e. >95%) as per the approved organogram

- 4.2 WTWs are operated by the appropriate number of staff (as per Regulation 2834).

Strongly agree (i.e. >95% as per requirements)

- 4.3 WWTWs are operated by the appropriate number of staff (as per Regulation 2834).

Mostly agree (i.e. >75% as per requirements)

- 4.4 You have sufficient water and sewerage/sanitation network operations and repair staff/plumbers including contractors/outsourced resources (i.e. you have the appropriate number of staff).

Mostly agree (i.e. >75% as per functional requirements)

- 4.5 An active mentoring/shadowing programme is in place where experienced staff train your younger, inexperienced municipal staff.

In place, with occasional non-optimal performance

#### **SECTION: 5. Water Resource Management (WRM)**

- 5.1 The recommendations and actions from the Reconciliation Strategies (Large Systems/All Towns) have been incorporated into your WSDP, master planning and IDP processes.

No, disagree

- 5.2 The metered quantity of water available from the resources is sufficient for your current WSA needs (at the stipulated level of abstraction and assurance of supply).

>50% shortage

- 5.3 The metered quantity of water available from the resources is sufficient for your future WSA needs (at the stipulated level of abstraction and assurance of supply, and considering possible climate change impacts) (i.e. no shortage in 10 years).

>50% shortage

5.4 The source water quality is regularly tested and is currently acceptable for its purpose.

Mostly agree (i.e. >75% of sources by water volume are acceptable)

5.5 The source water quality is regularly tested and the trend indicates a deteriorating quality.

>50% of sources by water volume are deteriorating

## **SECTION: 6. Water Conservation & Water Demand Management (WC/WDM)**

6.1 Your WSA has developed a council approved Water Conservation and Water Demand Strategy which includes a standard water balance (e.g. modified IWA).

Only water balance developed

6.2 Please indicate your percentage Non-Revenue Water (NRW) as per the modified IWA water balance.

Less than 40%

6.3 System input volumes (bulk) to the WSA are accurately monitored using calibrated bulk meters (e.g. check metering).

Almost all (i.e. >95%)

6.4 Please indicate what percentage of all connections are metered and billed (residential and non-residential (commercial, industrial, etc.)) on a monthly basis.

>98%

6.5 Your WSA is implementing appropriate intervention programmes to reduce NRW (e.g. minimisation of night flows through pressure management, removal of unlawful connections, leak detection and repairs, consumer education/awareness).

Mostly agree (i.e. >75% implementation)

## **SECTION: 7. Drinking Water Safety & Regulatory Compliance**

7.1 Please indicate your microbiological drinking-water quality compliance for E.coli (or faecal coliforms) for the communities you are monitoring, for the last 12 months.

< 95%

7.2 ALL your supply schemes, WTWs, process controllers, monitoring programmes, sample points, laboratories, results, procedures, protocols, etc. are managed with a suitable Water Safety Planning framework.

<50% covered

- 7.3 Council have been made aware of high risk / critical water safety plan related issues (including those identified via the Blue Drop Certification programme) that require budget and actioning, and these issues have been actioned (where applicable).  
Issues noted but none tabled (i.e. 0%)
- 7.4 Sufficient funds have been made available to address all these identified water safety related issues.  
Mostly agree (i.e. >75% of required funds)
- 7.5 Required corrective actions/remedial measures to address all these identified water safety related issues have been successfully implemented.  
Mostly agree (i.e. >75% implementation)

## **SECTION: 8. Basic Sanitation**

- 8.1 You have formal housing areas that are not fully serviced with sanitation infrastructure  
No, all formal areas are fully serviced (i.e. no bucket sanitation service)
- 8.2 You have informal housing or rural areas that are not fully serviced with sanitation infrastructure  
Yes, still trying to meet informal or rural backlog with <60% serviced (e.g. occurrence of bucket systems, existence of open defecation)
- 8.3 You have a detailed plan and programme to provide safe sanitation to all households (including health and hygiene education and user awareness including Water, Sanitation and Health (WASH) aspects)  
Agree somewhat (i.e. >50% implementation)
- 8.4 Your sanitation budget is appropriate for required sanitation programmes (implementation and O&M)  
Serious underfunding (<50% of required funds)
- 8.5 You are servicing your basic sanitation facilities (e.g. pit latrines) as per safe sanitation requirements (healthy, environmentally safe, structurally sound, regularly maintained, following faecal sludge management best practices).  
No, we have serious shortfalls in the servicing of sanitation infrastructure (i.e. <20 %)

## **SECTION: 9. Wastewater/Environmental Safety & Regulatory Compliance**

- 9.1 Please indicate your treated wastewater effluent compliance for COD for your (or your service provider's) WWTWs for the last 12 months.  
<80%
- 9.2 ALL your WWTWs, process controllers, monitoring programmes, sample points, laboratories, results, procedures, protocols, etc. are managed with a suitable waste water risk abatement framework.

None covered (i.e. 0%)

- 9.3 Council have been aware of all W2RAP related issues (e.g. pollution incidents, Green Drop deficiencies) that require budget and actioning, and these issues have been actioned (where applicable).

Issues noted but none tabled (i.e. 0%)

- 9.4 Sufficient funds have been made available to address all identified wastewater and environmental safety related issues.

<50% of required funds

- 9.5 Required corrective actions/remedial measures to address all identified wastewater and environmental safety related issues have been successfully implemented.

Agree somewhat (i.e. >50% implementation)

## **SECTION: 10. Infrastructure Asset Management (IAM)**

- 10.1 You have an appropriate and up-to-date water and sanitation services technical Asset Register (includes asset name, location, condition, extent, remaining useful life, performance and risk). NOTE: This does only not refer to GRAP17 asset register requirements.

Yes, strongly agree (e.g. advanced asset register)

- 10.2 You have developed an appropriate Infrastructure Asset Management (IAM) Plan for your WSA.

Yes, strongly agree

- 10.3 You are implementing the IAM outcomes

Agree (i.e. >95% implementation)

- 10.4 Budget allocated to implement IAM outcomes is sufficient and is being effectively spent.

Mostly agree (i.e. >75%)

- 10.5 You conduct annual technical assessments of your water and wastewater related systems (including sources, WTWs, WWTWs, pump stations, network, etc.) and implement required follow-up actions.

Most systems (i.e. >75%)

## **SECTION: 11. Operation & Maintenance of Assets**

- 11.1 Appropriate maintenance facility(ies) that is(are) secure and stocked with essential equipment (e.g. spare parts), plant and tools is(are) available.

In place, with occasional non-optimal performance

- 11.2 Appropriate water and sanitation services infrastructure/equipment planned/preventative maintenance schedules are developed.  
No, disagree
- 11.3 Appropriate planned/preventative maintenance is performed at all WTWs and associated reservoirs, pump stations, distribution network.  
None (i.e. 0%)
- 11.4 Appropriate planned/preventative maintenance is performed at all WWTWs and associated collection system, pump stations.  
Most (i.e. >75%)
- 11.5 Please indicate your infrastructure repairs and maintenance costs as a function of total operating expenditure (%).  
10% - <15%

## **SECTION: 12. Financial Management**

- 12.1 Financial controls - Please state the audit opinion with regard to your last audit report on the financial statements.  
Qualified audit opinion
- 12.2 Cash flow status - Please state your Cash/Cost Coverage Ratio (excluding Unspent Conditional Grants)  
60 - 90 days
- 12.3 Your actual operating expenditure closely reflects your budgeted operating expenditure (i.e. Operating Expenditure Budget Implementation Indicator)  
95% - 100%
- 12.4 Your actual revenue closely reflects your budgeted operating revenue (i.e. Operating Revenue Budget Implementation Indicator)  
95% - 100%
- 12.5 Liabilities (Creditors) - Money is owed by your municipality to major/critical service providers (e.g. ESKOM, Water Board, largest contractors, etc.) for more than 30 days from receipt of invoice (NOTE: Ignore disputed invoices)  
More frequently than quarterly

## **SECTION: 13. Revenue Collection**

- 13.1 Please indicate the frequency of actual consumer meter readings.  
Actual meter reading on a monthly basis

- 13.2 Net Surplus/Deficit - Please state your net surplus/deficit from water services activities for the last 12 months (NOTE: This question tests whether your WSA currently has fully cost reflective Water and Sanitation tariffs (which take into account cost of maintenance and renewal of purification plants and networks, and the cost of infrastructure).  
Surplus (i.e. >0%)
- 13.3 Revenue collection - Please state the revenue collection rate in respect to Water & Sanitation Services (%)  
50% - <70%
- 13.4 Revenue Growth - Please state your Water and Sanitation Services revenue growth for the last financial year(%).  
>CPI
- 13.5 Grant dependency - Actual operating revenue less operational grants/subsidies (e.g. equitable share) sufficiently covers actual operating expenditure.  
Most (i.e. >75%)

#### **SECTION: 14. Financial Asset Management**

- 14.1 Capital Expenditure (Municipal) - Please state your municipal Capital Expenditure as a percentage of Total Expenditure (i.e. Total Operating Expenditure + Capital Expenditure)  
20% or more
- 14.2 Capital Expenditure (Water Services) - Please state your Capital Expenditure on Water and Sanitation Services as a percentage of Total Capital Expenditure (Capital Expenditure (Municipal))  
25% - <50%
- 14.3 Asset Renewal - Please state your Asset Renewal investment as percentage of Depreciation costs  
>50%
- 14.4 Repairs and Maintenance - Please state your Repairs and Maintenance expenditure as a percentage of Property, Plant and Equipment, Investment Property (Carrying Value)  
<5%
- 14.5 Grant funding of capital expenditure - Please state your reliance on grant funding  
>75%

#### **SECTION: 15. Information Management (IT)**

- 15.1 You have a developed, approved and implemented IT Master Systems Plan (e.g. covering 3 - 5 years) that addresses your IT business requirements.

Yes, developed, approved and being implemented

- 15.2 You have a developed, approved and implemented ICT Technology Master Plan that addresses your current and future IT infrastructure requirements.

Yes, developed, approved and being implemented

- 15.3 You have IT systems that support your full range of water and sanitation services business requirements (e.g. billing, GIS, customer care, O&M, asset management).

Mostly agree (i.e. >75% of required systems)

- 15.4 ICT service continuity - Adequate IT security exists with off-site back-ups/archiving of operation critical applications, databases, data, etc. routinely performed in terms of an IT Disaster Recovery Plan.

Yes, strongly agree (i.e. All (close to 100%) in place)

- 15.5 You have sufficient budget and staff to keep key IT systems stable and up-to-date as per IT policies and procedures.

Yes, strongly agree (i.e. close to 100%)

## **SECTION: 16. Organisational Performance Monitoring**

- 16.1 Appropriate plans, policies and procedures to address Disaster Management/emergencies and other issues (safety, public participation, communication, etc.) are developed and implemented. NOTE: Although Disaster Management is a district function, LMs need to ensure they are aware of their associated roles and responsibilities and have developed a Disaster Management Framework.

In development

- 16.2 An organisational performance management system is developed and implemented (i.e. effectively measure, monitor and track water and sanitation services performance indicators).

Yes, developed and implemented

- 16.3 A municipal risk management framework is developed and implemented and includes monitoring and tracking of water and sanitation related risks.

Yes, developed and implemented and includes water and sanitation related risks

- 16.4 Effective administration support is available to technical staff to assist with processing work orders, providing order numbers, handling correspondence, etc.

Yes, strongly agree (i.e. close to 100% effective)

- 16.5 "Access to Basic Water and Sanitation Services" progress reports are frequently produced and presented to council for discussion, action and follow-up.

At least quarterly



## **SECTION: 17. Water and Sanitation Service Quality**

- 17.1 Critical business databases and documents (e.g. as-built drawings, records, manuals, agreements, billing/revenue collection, project and scheme management data, etc.) are current, maintained and stored in secure locations (on-site and off-site, both paper and electronic).  
Agree somewhat (i.e. >50% in place)
- 17.2 Customers have a functional, reliable and safe water supply system with sufficient quantity and flow, good quality, and minimal interruptions.  
Some have a functional, reliable and safe service (i.e. > 50%)
- 17.3 All consumers served experience interruptions of less than 48 hours (at any given time) and a cumulative interruption time during the year of less than 15 days.  
>90% of households
- 17.4 Households in your WSA do not experience water pressure problems (i.e. meet requirements as per National Norms and Standards for Domestic Water (Sep 2017) (not to be confused with interruption to supply).  
>90% of households do not experience pressure problems
- 17.5 Customers have a functional, reliable, dignified and safe sanitation system with minimal blockages resulting in overflows that impact on the environment, including effective collection and treatment of faecal sludge.  
Most have a functional, reliable, dignified and safe service (i.e. >75%)

## **SECTION: 18. Customer Care (CRM)**

- 18.1 A functional customer service system manned by appropriate customer services representatives and using a complaints register, is in place to address complaints and appropriately inform customers of service interruptions, contamination of water, boil water alert, etc.  
In place, with occasional non-optimal performance
- 18.2 Regular municipal wide customer satisfaction surveys are conducted to determine customer satisfaction levels and inform the Customer Care Management Plan.  
Less frequent customer satisfaction surveys (i.e. >2 years)
- 18.3 Please indicate what percentage of the reported water related complaints/callouts are acknowledged, including consumer response, within 24 hours.  
Almost all (i.e. >95%)
- 18.4 Please indicate what percentage of the reported wastewater/sanitation related complaints/callouts are acknowledged, including consumer response, within 24 hours.  
Almost all (i.e. >95%)



- 18.5 A comprehensive customer awareness programme (informing customers of water and wastewater system O&M activities impacting on supply/customers, water quality, resource protection/pollution, reporting incidents/security concerns, etc.) is in place and implemented.

In place, with occasional non-optimal performance

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