

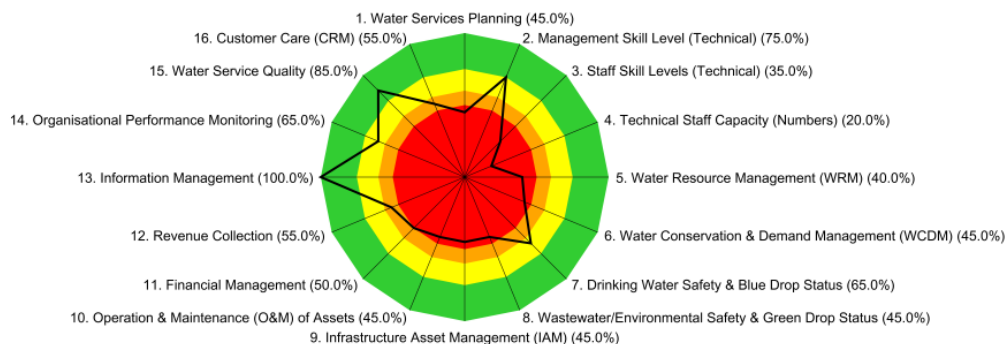
DIHLABENG LOCAL MUNICIPALITY

B2B PILLARS VS WATER & SANITATION VULNERABILITY STATUS

Assessed MuSSA Confidence Level: Amber

Municipal Strategic Self-Assessment of Water Services (MuSSA) (2013/14)

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



Back 2 Basics Categorisation (February 2015)	MuSSA Vulnerability Index: 2013/2014
Performing Well	Extreme Vulnerability

Back 2 Basics Pillar	MuSSA Vulnerability (2013/2014)
Putting People First	Water Service Quality
	Customer Care (CRM)
Basic Service Delivery	Water Services Planning
	Water Resource Management (WRM)
	Water Conservation & Demand Management (WCDM)
	Drinking Water Safety & Blue Drop Status
	Sanitation (to be part of future assessment)
	Wastewater/Environmental Safety & Green Drop Status
	Infrastructure Asset Management (IAM)
Good Governance	Operation & Maintenance of Assets
	Information Management
	Organisational Performance Monitoring
Sound Financial Management	Financial Management
	Revenue Collection
	Financial Asset Management (to be part of future assessment)
Building Capable Local Government Institutions	Management Skill Level (Technical)
	Staff Skill Levels (Technical)
	Technical Staff Capacity (Numbers)
MuSSA Vulnerability Legend	
Extreme Vulnerability	High Vulnerability
Moderate Vulnerability	Low Vulnerability

For further information: <https://www.dwa.gov.za/wsk/> ; wensleya@dws.gov.za