



Disclaimer:

This document is subject to frequent updating and should be regarded as a living document which aims to provide clarity on Day Zero and water-related operations.

Where can I find a copy of the Waster Disaster Plan?

Please see the City's Critical Water Shortages Disaster Plan, published October 2017.

<http://resource.capetown.gov.za/documentcentre/Documents/City%20strategies%20C%20plans%20and%20frameworks/Critical%20Water%20Shortages%20Disaster%20Plan%20Summary.pdf>

When will we no longer have access to municipal water at our properties?

As of 18 January 2018, Day Zero is listed on the Water Dashboard (<http://www.capetown.gov.za/dayzerodashboard>) as 12 April 2018. Day Zero depends on a host of changing factors, for example whether we reduce our daily water usage. The more we save, the further Day Zero will move and we will have a better chance to reach our winter season when we get seasonal rains, without having to turn off the taps.

How can Day Zero be avoided?

Since March 2017, the City's Water and Sanitation department has introduced various initiatives to lower water demand, including advanced pressure reduction to lower the rate at which water flows, and the installation of water meters to reduce consumption. We will continue with these initiatives over the next few weeks to extend our water supply for as long as possible.

The only way we can avoid Day Zero is if all Capetonians join in the savings drive and immediately reduce their consumption to below 50 litres per person per day. This will bring our collective consumption to 450 million litres a day. If daily consumption continues to exceed this target, Day Zero will be a reality.

Consumption is monitored daily, and restrictions and the city-wide usage target could change at short notice. The City will lower the target to required levels if necessary to ensure we avoid a catastrophe.

What will happen on Day Zero?

From this point onwards most taps will be shut off so that the last available water in our dams can be preserved for basic use until we receive rainfall, and until additional water from aquifers, desalination and recycling schemes can be brought online.

The water distribution points are one of the means through which water will be distributed to the public and is just one layer of the strategy. Water tankers will be used to deliver water to vulnerable groups such as old age homes and care facilities. We are also engaging retailers and the bottled water association to ramp up their distribution networks to increase bottled water supply, so that those who do not want to use the water collection points can purchase water.

We will use the reticulation network to supply approximately 200 water collection sites with water. The public will be informed of the nearest collection site in advance before we reach Day Zero. The water at the collection points will be fed through a core reticulation system that has been isolated from the rest of the network to supply critical infrastructure and the water collection points.

Residents should be aware that the Day Zero phase is an extreme disaster scenario, and significant disruption of daily life is to be expected.

Even if these water collection points run as smoothly as possible, the act of collecting water will be a massive inconvenience for Capetonians. If we don't want to queue, we will all need to save water now.

Has the map for day zero cut off areas been finalised?

We are currently prioritising which key areas need to stay connected. There are a number of considerations to take into account, and we need to ensure that we balance the needs of our economy versus the need to reduce consumption and extend our water supply. Our priority will be to keep strategic economic areas and industrial areas connected in order that the economy continues to function, and people continue to get paid.

Despite this, the impact of Day Zero on the economy of Cape Town will be catastrophic - and avoiding Day Zero is crucial if we are to stave off massive job losses.

More information on this will be made available at a press briefing involving all the directorates who are working together to finalise this plan.

Strategic commercial areas, high-density areas with significant risk of increased burden of disease, and critical services, such as hospitals, will continue to receive drinking water through normal channels.

Densely populated informal settlements will stay connected, as many of them are already using standpipes to collect water.

Significant monitoring and enforcement will be put in place to ensure that water usage in the sections of the city to remain connected is significantly reduced.

Are there plans for providing water to essential services?

Yes. The City is procuring water tankers to assist with the provision of water to essential services which are no longer supplied with water via the reticulation system. However, critical infrastructure and essential services have been prioritised for continued supply of water via the reticulation system. It is largely residential areas which will no longer be able to be provided with water via the reticulation system.

Why are the exact details of how the Water Collection Sites not available?

We will be providing more information on the points of distribution at a press briefing in the next week. At the moment 149 of the 200 sites have been confirmed and we will be erecting signage at these points within the coming weeks so that persons in these communities are aware of where their collection point will be situated.

These collection points will contain sections for pedestrian and vehicular collections in order to maximise efficiency as much as possible.

It must be emphasised that this plan stretches further than the water collection points.

Weekly briefings will be done going forward. To date, what has been made public from the plan is to assist all water users to help develop a societal response to this scenario.

We have not finalised each and every detail yet.

If we want this Disaster Plan to be adopted with as little risk and inconvenience as possible, we need to look to the local context of each water distribution point. We need to anticipate what strategies households and businesses will employ to meet their water needs in the case of Day Zero – and how we can support these strategies instead of frustrating them. We need to design and manage these collection points in a way that makes sense. It is essential that our approach is flexible enough to maximise efficiency as far as possible.

There are some operational details of the water collection points which will undergo continuous refinement right up until Day Zero.

We need to design and manage these collection points in a way that makes sense – to maximise efficiency.

In order to do this the Disaster Risk Management Team is labouring over questions such as,

- o What range and size of containers will people choose to use;
- o how will they carry these containers to and from the standpipe;
- o what time of day will they come to the Collection Point;
- o what transport will they opt to use to and from the Collection Point;
- o how will families and neighbours organise themselves to collect water in a way that makes sense;
- o who within the household or business will be designated to collect water and for how many people will they collect;

For the next two months we will be trouble-shooting each Water Collection Point so that if Day Zero arrives, people are able to collect water as quickly and safely as possible.

The one thing that is certain is that even if these water collection points run as smoothly as possible, the act of collecting water will be a massive inconvenience for Capetonians. If we don't want to queue, we will all need to save water now.

What plans does the City have for less able and vulnerable people to get water?

We are very aware that special provisions need to be made to ensure all people are able to access water, particularly those who are physically unable to collect it from a water collection point.

The majority of Water Collection Points will also have a drive-through water collection option, which will operate in a similar way to a petrol station. Persons will be able to fill containers with water without having to remove them from their private vehicles or mini-bus taxi. This is anticipated to increase the efficiency of the Water Collection Points and assist persons who are not physically able to carry water from water collection points.

Other distribution mechanisms are being investigated where it is infeasible for persons to collect water themselves from a Water Collection Point, such as the use of water tankers. We are talking to civil society about ways to assist vulnerable people during this time.

We are engaging with international organisations, national government, provincial government, businesses, communities and NGOs to support us to care for our most vulnerable residents, such as the elderly and those with disabilities, during this time.

Information sessions are being set up with Neighbourhood Watches, NGOs, religious organisations and community groups to brief them on the Critical Water Shortages Disaster Plan and what role they will need to play in ensuring that all persons are able to access their 25litres of water per day.

Ensuring that the persons described above are able to access water during this time will require a massive coordination effort from government and civil society. As part of the information sessions we will be asking partners to gather information on extremely vulnerable persons in the areas where they operate. Sub Councils and Ward Committees will be involved in the identification of vulnerable persons in their areas and aligning these with local Community Based Organisations who can assist them during this time of crisis.

Has the city put in place a public health program to address potential health problems?

The City is part of an established outbreak response team together with Provincial Government.

All notifiable cases of disease are investigated thoroughly to determine source and appropriate containment measures are enacted, where necessary.

Health officers are actively interrogating any information during this season to pick up trends in order to ensure rapid responses to disease outbreaks.

Healthcare facilities ensure that individuals who are sick and dehydrated (especially children) are fast-tracked to prevent disease progression.

The City will provide guidelines on maintaining hygiene practices during this crisis. This will be made available at each of the Water Collection Points in the form of posters and pamphlets.

The City will be promoting the squeeze bottle as a means of ensuring that hands can be washed regularly under running water in a time when households do not have running water from their taps. Guidelines on how households can make their own squeeze bottle are being promoted in the current Disease Prevention Campaign and these guidelines will also be promoted at the Water Collection Sites via posters and pamphlets. City officials will also be present at the points to actively promote this device and provide guidance on health and hygiene.

The City's Health department has launched a campaign geared towards the prevention of disease during this time of water restrictions.

All 100 City clinics are hosting regular health talks about the prevention of water- and food-borne diseases and diarrhoea danger signs.

As part of this campaign, the City is advising people not to stop their normal precautionary health measures during this crisis

- The public is encouraged to continue with their routine visits to health clinics and ensure all immunisations of all family members are up to date.
- The City will continue to promote childhood vaccinations at all its healthcare facilities
- When persons display symptoms of dehydration they should drink a sugar/salt solution (Half a teaspoon of salt, 8 teaspoons of sugar in one litre of water) and if the symptoms persist then proceed to the nearest clinic for treatment.

What will happen to the sewer system if people can't flush?

The City will provide residents with guidelines on managing sanitation within households to ensure that impacts on the sewerage system are minimised. Additional actions will be taken by the City to manage any sewerage build up and use alternative water to flush the system at strategic points.

Where residents have grey water, rain water and boreholes, this water should be prioritised for flushing, to help keep the sewage system functioning.

Where non-drinking water is kept for flushing, this should not be stored for longer than three days. Mark the containers clearly "FOR FLUSHING ONLY". Alternative resources include:

1. Borehole water
2. Sea water
3. Spring water

4. From rivers/wetlands – best to use gloves when collecting non-drinking water and any household disinfectant can be used. If in doubt contact your nearest Environmental Health Office.

- Use less toilet paper or single-ply toilet paper as this requires less water to flush
- Switch to single-ply toilet paper
- Wet wipes and sanitary pads are not to be flushed down toilets as this causes blockages – wrap and place in a dustbin.
- Don't flush in a rush 'if it's yellow, let it mellow'

What will the operating hours of these Collection sites be?

The operating hours will be tailored to what makes sense in terms of the times of day that are most convenient for persons to collect water and also taking into account minimising queue lengths. The operating hours will be adjusted and extended according to need.

Residents will be asked to avoid peak times, if possible, to minimise queue lengths.

How many water outlets will be available at these points?

Each Water Collection Point will have between 50 and 200 taps. Where space permits, some Water Collection Points will be geared primarily for vehicles in order to allow for drive-through water collection.

The City has technical specifications which includes the number of standpipes and water flow rate. The number of Water Collection Points and outlets will be more than adequate to supply the necessary amount of water to allow for a 25litre per person allocation.

The assumption is that each person will take 5minutes to collect the daily allocation of water.

How will the city monitor/police the rationing of water at these Water Collection Sites?

We want to keep the regulation at these points very light in order that we don't make the process of collect water more complicated or onerous than will already be the case. We want to minimise the time spent in the queue and the time spent at the outlet point collecting the water.

The City will take reasonable measures to ensure that water rationing happens fairly and appropriately. Officials will be onsite to monitor any obvious abuse at the distribution points, and the public are also encouraged to report any transgressions to the City's emergency call centre. We all need to work together to ensure efficient

functioning of the sites and fair access to water for all residents.

No one will be turned away from the Water Collection Point. **All persons** living in Cape Town will be entitled to collecting water at these points. Being in possession of a South Africa ID or water account bill will not be a pre-requisite for people to collect their daily allocation of water.

Can someone collect water on your behalf?

Yes persons will be permitted to collect water on behalf of others. It is important that persons are permitted to collect water for others as not all members of society will be able to collect water for themselves, for example young children, the elderly and disabled.

Also, allowing persons to collect water for others will reduce the number of persons queuing at the Water Collection Sites on any given day.

At the moment, we believe allowing any one person to collect up to 100litres from a Water Collection Site at any one time may be the best means of allowing for this without running the risk of abuse by those seeking to sell water.

Will the City supply water containers or must people use their own?

Unfortunately it is not feasible for the City to provide residents with containers. We have been approached by many organisations who are willing to donate more suitable containers for those who cannot afford to purchase these for themselves. These donated containers will be made available at the Water Collection Sites for such persons.

The City advises the following in terms of what kind of containers should be used for water collection.

- A dedicated container is needed for the collection of drinking water – clearly labelled 'drinking water'
- Suggest use of hard plastic containers that can be sealed and is durable
- This container should not have been used previously for the storage of harmful substances such as: cleaning detergents, pesticides

What Security will be provided at Water Collection Sites?

The securing of the Water Collection Points will be a joint effort by the City's security personnel, SAPS and SANDF, augmented by Neighbourhood Watches and volunteers.

The deployment of security policing role players will depend on the categorizing of the POD's in terms of High Risk, Medium Risk and Low Risk. The services included in the deployment will be SAPS, Metro police, traffic and law enforcement.

SAPS and SANDF have confirmed that they will assist the City with the securing of these Water Collection Points.

The deployment will include inner perimeter security as well as the outer perimeter security. We will have static deployment as well as rotational vehicle patrols.

City staff will be repurposed for the purpose of assisting with the operations and security of the Water Collection Points.

Will you need to go to your closest point or can you go to any point?

Residents can go to any point of their choice.