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City of Cape Town

Annual Water Services Development Plan Performance- and Water Services Audit Report

As directed by the Water Services Act (Act 108 of 1997) and the Regulations relating to Compulsory National Standards and Measures to Conserve Water.

FY 2015

Version and Approval Record

	<i>Description</i>	<i>Date</i>	<i>Reference</i>
<i>Version 1</i>	Data tables	30 October 2015	
<i>Version 2</i>	Complete report	8 January 2016	
<i>Version 3-5</i>	Minor amendments	1 February – 8 March 2016	
<i>Version 6</i>	Final Report	11 March 2016	
<i>Approval</i>			

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Foreword

This report is submitted in fulfilment of the requirements stated in the Water Services Act, 1997 (Act No. 108 of 1997), as well as the *“Regulations relating to compulsory national standards and measures to conserve water”*, as issued in terms of sections 9 (1) and 73 (1) (j) of the Water Services Act, 1997, to report on the implementation of its water services development plan during each financial year and to include a water services audit in this annual report.

The City of Cape Town Municipality, Water and Sanitation Department, remains committed to the provision of safe and reliable basic services to all residents. The Water and Sanitation Department has made significant progress in providing water and sanitation services to all City of Cape Town (CCT) residents since the formation of one Metro administration.

Whilst all residents are adequately serviced to the national minimum standard, the services within informal settlement areas are continually being improved. Such improvement is centred on how CCT can continue to overcome where possible the unique technical, density, social, political and land challenges which mostly have legal implications. These processes are led by the Department of Human Settlements.

The principal challenge for the Department is to maintain an existing water and sanitation service for the city while also providing services for an ever-increasing number of households in a sustainable way. This has to be achieved in the context of providing basic needs, ensuring economic growth, maintaining an ageing infrastructure, limiting negative environmental impact, managing water resource scarcity and consolidating a transformed metro administrative infrastructure.

To ensure sustainable, fair, equitable, reliable and financially viable provision of water and sanitation services, the Department has developed and is implementing strategies that address the priorities reflected in the scorecard, represented by the Service Delivery and Budget Implementation Plan (SDBIP), to ensure effective water services management. The strategies also seek to ensure compliance with the National Water Act, Water Services Act and the related regulations, National and City Policies.

The SDBIP provides a departmental overview of the service delivery by the core branches within the Department. Detail is contained below. It is also aligned with the City's Integrated Development Plan (IDP).

Abbreviations and Definitions

DWS	National Department of Water and Sanitation
BDS	Blue Drop Certification System
FY:	Financial Year - means in relation to – <ul style="list-style-type: none"> • a national or provincial department, the year ending 31 March; or • a municipality, the year ending 30 June.
GDS	Green Drop Certification System
IDP:	Integrated Development Plan - An IDP is a legislative requirement for municipalities which identifies the municipality's key development priorities; formulates a clear vision, mission and values; formulates appropriate strategies; shows the appropriate organisational structure and systems to realise the vision and the mission and aligns resources with the development priorities.
MFMA	Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003)
m ³	cubic metres = 1 000 liter = 1 kiloliter
MI	Megaliter = 1 000 kiloliter = 1 000 000 liter
SDBIP:	Service Delivery Budget Implementation Plan – is a management, implementation and monitoring tool that enable the Municipal Manager to monitor the performance of senior managers, the Mayor to monitor the performance of the Municipal Manager, and for the community to monitor the performance of the municipality.
WSA:	Water Services Authority - means a municipality with the executive authority and the right to administer water services as authorised in terms of the Municipal Structures Act, 1998 (Act No. 117 of 1998)
WSDP:	Water Services Development Plan – means the plan to be developed and adopted by the WSA in terms of the Water Services Act, 1997 (Act No. 108 of 1997)
WSDP Guide Framework:	Modular tool which has been developed by the DWS to support Water Services Authorities in complying to the Water Services Act with respect to Water Services Development Planning and which is also used by the DWS to regulate such compliance
WSP:	Water Services Provider - means any person or institution who provides water services to consumers or to another water services institution, but does not include a water services intermediary

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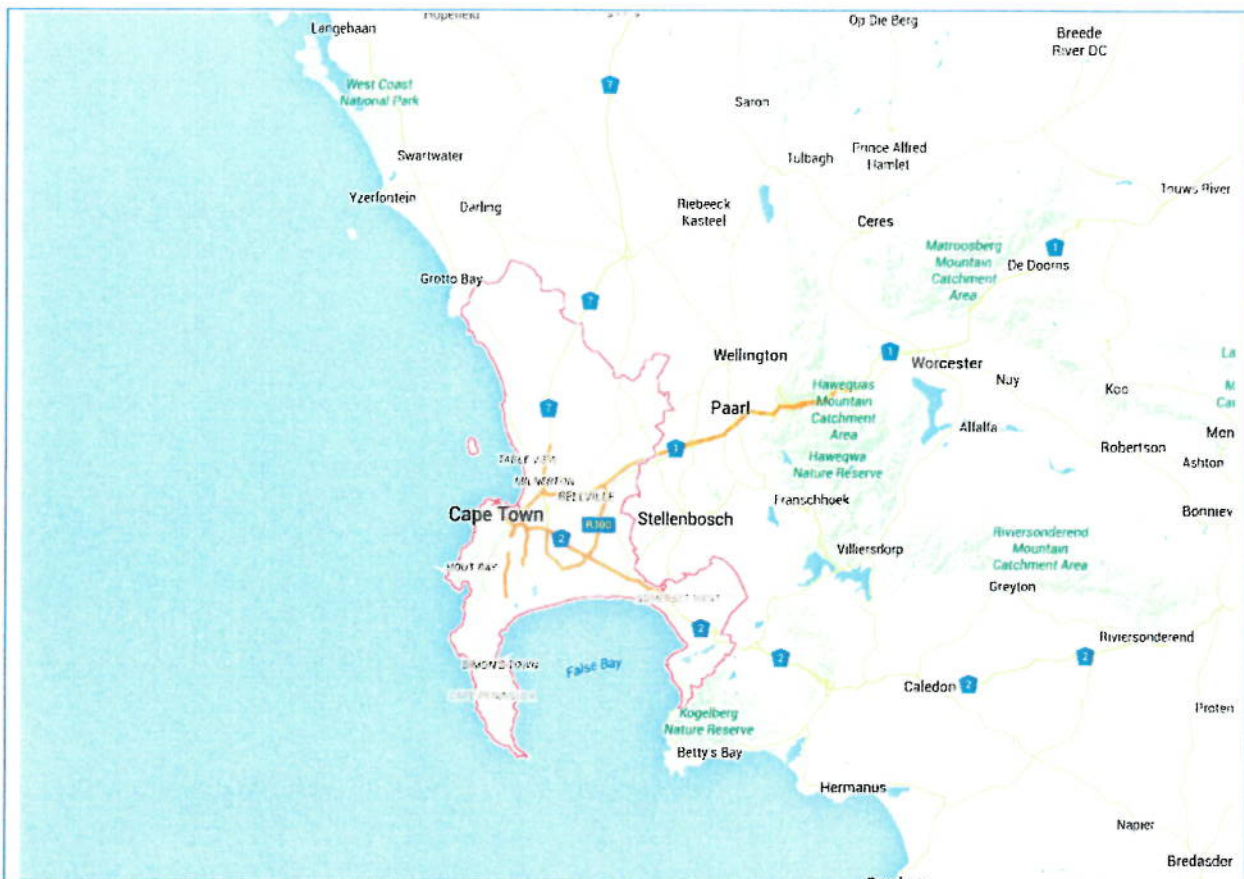
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Section A: Water Services Authority Profile

A1: Map of Water Services Authority Area of Jurisdiction

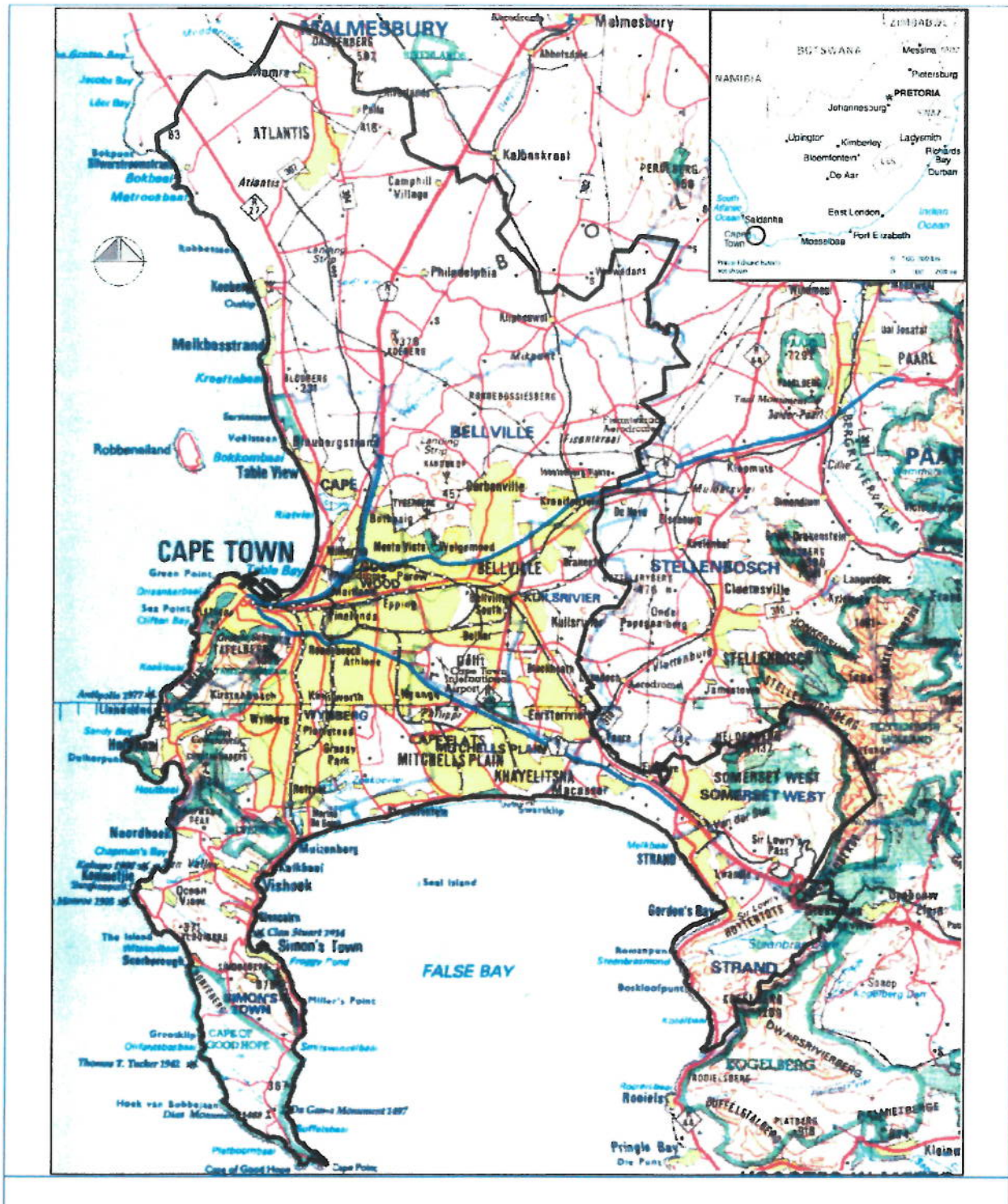
The City of Cape Town Metropolitan Municipality services an area covering 2455 km² in the Western Cape. The City of Cape Town is comprised of 24 sub- councils and then further divided into 111 wards.

Figure A1.1: Location of WSA within DM/ Province



The City of Cape Town Municipality is relatively densely populated with approximately 1600 people per km². It houses the legislative capital of South Africa and accounts for more than 50% of the Western Cape's economic activity.

Figure A1.2: Map of WSA area of jurisdiction



A2: Water services administration and organization

The relevant officials responsible for water services provision within the City of Cape Town Metropolitan Municipality are outlined below.

Table A2.1: Water services administrative structure

Accounting Officer

Designation:	City Manager
Name:	Achmat Ebrahim
Telephone Nr:	021 400 1320
Email:	achmat.ebrahim@capetown.gov.za

WSA Manager

Designation:	Executive Director
Name:	Gisela Kaiser
Telephone Nr:	021 400 2500
Email:	gisela.kaiser@capetown.gov.za

WSP Manager

Designation:	Director
Name:	Peter Flower
Telephone Nr:	021 400 4859
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Email:	peter.flower@capetown.gov.za

WSDP Manager

Designation:	Manager
Name:	Zolile Basholo
Telephone Nr:	021 444 3672
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Email:	zolile.basholo@capetown.gov.za

IDP Manager

Designation:	Director
Name:	Dr Martin van der Merwe
Telephone Nr:	021 400 5583
Email:	martin.vandermerwe@capetown.gov.za

A3: Water services overview

The City of Cape Town Municipality comprises of 190 suburbs as determined by the 2011 Census.

The household and population figures have been determined by applying the projected STATS SA growth rates to the 2011 baseline figures as follows:

Projected Population growth rate: 5 years = 0.96

Projected Population growth rate: 10 years = 0.71

**Source: WCG and CCT Population Projections 2011 to 2040*

Number of households: 1 122 328

Estimated Population: 3 928 148

Average number of people per household: 3.50

There seems to be a trend towards smaller household units across all population groups: Cape Town's household size is below that of developing countries' average household size of five members, and is moving closer to the average of two to three members noted in many developed countries. Challenges associated with this trend include the increased demand for housing supply to accommodate the trend.

The resulting household and population figures are aligned with the DWS National Geo-referenced Database which forms the baseline for the WSDP Guide Framework.

The tables below provide an overview of the settlements types within the WSA area of jurisdiction. It includes the population and household numbers as per the water services planning baseline figures.

The water services levels of the respective settlements are illustrated in the context of its adequacy (as per the WSDP Guide Framework definitions) and further summarised in section C2 of this report.

Table A3.1: Water services overview (water)

Settlement Type	2013/14*		2014/15		Water category									
	Households	Population	Households	Population	Adequate: Formal	Adequate: Informal	Adequate: Shared Services	Water resources needs only	O&M needs only	Infrastructure needs only	Infrastructure & O&M needs	Infrastructure, O&M & Resource need	No Services: Informal	No Services: Formal
URBAN														
Formal & Informal households					Adequate		Below RDP					None		
Cape town	1 119 666	3 918 830	1 122 328	3 928 148	✓	✓								
Sub-Total	1 119 666	3 918 830	1 122 328	3 928 148	1	1	0	0	0	0	0	0	0	0
Water : Profile of consumers as at June 2014					Adequate		Below RDP					None		
None or inadequate(Target)	0		0	0										
Communal water supply	154 648		155 015		✓									
Controlled volume supply	84 482	0	138 605											
Uncontrolled volume supply	965 018		967 313		✓									
Total	1 204 148	0	1 260 933											
RURAL														
Rural Small Village					Adequate		Below RDP					None		
Example: Rural small village 1														
Dense rural														
Rural Village														
Sub-Total	0	0	0	0										
Rural Scattered					Adequate		Below RDP					None		
	0		0	0										
Sub-Total	0		0	0										
Working towns & service centres					Adequate		Below RDP					None		
	0	0	0	0										
Sub-Total	0	0	0	0										
Farming					Adequate		Below RDP					None		
	0	0	0	0										
Sub-Total	0	0	0	0										
Sub-Total (Rural)	0	0	0	0										
TOTAL	1 119 666	3 918 830	1 122 328	3 928 148	1	1	0	0	0	0	0	0	0	0

Table A3.2: Water services overview (sanitation)

Settlement Type	2013/14*		2014/15		Sanitation category									
	Households	Population	Households	Population	Adequate: Formal	Adequate: Informal	Adequate: Shared Services	Water resources needs only	O&M needs only	Infrastructure needs only	Infrastructure & O&M needs	Infrastructure, O&M & Resource need	No Services: Informal	No Services: Formal
URBAN														
Formal & Informal households					Adequate		Below RDP				None			
Cape town	1 119 666	3 918 830	1 122 328	3 928 148	✓	✓								
										□				
Sub-Total	1 119 666	3 918 830	1 122 328	3 928 148	1	1	0	0	0	0	0	0	0	0
Sanitation: Profile of consumers as at June 2014					Adequate		Below RDP				None			
None or inadequate	0									□				
Communal toilets / Portable flush	154 648		155 015		✓	✓				□				
Full flush with small number of conservancy tanks	965 018		967 313		✓	✓				□				
Total	1 119 666	0	1 122 328							□				
Sub-Total		0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total: (Urban)	1 119 666	3 918 830	1 122 328	3 928 148	1	1	0	0	0	0	0	0	0	0
RURAL														
Rural Small Village					Adequate		Below RDP				None			
Example: Rural small village 1														
Dense rural														
Rural Village														
Sub-Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural Scattered					Adequate		Below RDP				None			
	0		0	0										
Sub-Total	0		0	0	0	0	0	0	0	0	0	0	0	0
Working towns & service centres					Adequate		Below RDP				None			
	0	0	0	0										
Sub-Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Farming					Adequate		Below RDP				None			
	0	0	0	0										
Sub-Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total (Rural)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1 119 666	3 918 830	1 122 328	3 928 148	1	1	0	0	0	0	0	0	0	0

Section B: WSDP Performance Report**B1: WSDP reference and status**

The City of Cape Town Metropolitan Municipality developed its current Water Services Development Plan in February 2012. It was then approved and finally published in October 2012. Its development and approval process is outlined in Table B1.1.

Table B1.1: WSDP- and reporting reference

Nr	WSDP Title and Reference	Status	Date	WSDP Year	Financial Year	Reporting year
1	Water Services Departmental Sector Plan for City of Cape Town	Drafted:	2/23/2012	Year 1	FY2013	y-2
		Comment submit:	5/12/2012	Year 2	FY2014	y-1
		Finalised:	7/13/2012	Year 3	FY2015	y0
		Adopted:	10/30/2012	Year 4	FY2016	
		Published:	10/30/2012	Year 5	FY2017	

B2: Performance on water services objectives and strategies

The table below presents performance against the water services related objectives and strategies as extracted from the City of Cape Town Integrated Development Plan as well as the strategies compiled as part of the WSDP Guide Framework. These strategies and objectives are categorised into the WSDP topics in table B2.1

Indicators included in the WSDIP and IDP make up the Department SDBIP and are listed in the table below.

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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Nr	Objective Strategy	Key Performance Indicator	Inclusion (yes/no)	WSDP Year 1		WSDP Year 2		WSDP Year 3		WSDP Year 4		WSDP Year 5	
				FY	2012/13	FY	2013/14	FY	2014/15	FY	2015/16	FY	2016/17
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
WSDP Topic 1: Administration													
<i>Ensure proactive water services development planning and regulatory compliance *included in the Branch SDBIP Scorecard</i>													
1.1	Develop and adopt a new WSDP every 5 years	New WSDP every 5 years		none		none		none		none		100%	
1.2	Compile and submit annual WSDP implementation- and water services audit report	Date submitted	*	October every year	Submitted	October every year	Submitted	October every year	January 2015	October every year		October every year	
1.3	Extract and incorporate WSDP objectives and projects into IDP / SDBIP	Date completed	*	September every year	achieved	September every year	achieved	September every year	achieved	September every year		September every year	
1.4	Review and submit the WSDP Guide Framework on annual basis	Date submitted	*	March every year	achieved	March every year	achieved	March every year	achieved	March every year			
WSDP Topic 2: Demographics													
2.1	Extent of the City of Cape Town urban sprawl is calculated to be.	None established		n/a	n/a	n/a	n/a	n/a	38408 ha	n/a			

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 3: Service levels											
Service level profile in informal settlement: Improved Basic Services											
3.1	SFA 3 - The Caring City Obj 3.4 IDP 3.4(b) Service Delivery Programme in Informal Settlements	3.E (a) Number of water service points (taps) provided	✓	✓	1000	Total: 599 IS: 447 BY: 152	1,020	Total: 2 028 IS: 1 438 BY: 590	800	948	600
		3.E (b) Number of sanitation service points (toilets) provided	✓	✓	3000	Total: 5 043 IS: 4 891 BY: 152	3 100	Total: 5 916 IS: 5 326 BY: 590	2800	3091	2,800
		Service rate for informal settlement water complaints	✓	✓	87%	96.0%	87%	98.22%	88%	98.85%	88%
		Service rate for informal settlement sanitation complaints	✓	✓	86%	95.48%	87%	97.96%	88%	98.49%	88%

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 4: Socio economic												
4.1	SFA1 - The Opportunity City Obj 1.2 - IDP 1.2 (d) Expanded Public Works Programme (EPWP)	Number of Expanded Public Works Programme (EPWP) opportunities created	✓	✓	Mainstream: 3 500 MSJCP: 675	n/a	4 500	4 934	5 100	5 905	5,100	
4.2	FA 1 - The Opportunity City Obj 1.6 IDP 1.6 (a) Seta and EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city.	Number of external trainee and bursary opportunities (excluding apprentices)	✓	✓	91	90	92	124	95	164	90	
4.3		Number of apprentices	✓	✓	94	52	60	71	20	56	20	
WSDP Topic 5.1: Water Services Infrastructure management												
Infrastructure of Water and Sanitation Services												
5.1.2	Annual Maintenance required *	Percentage spend on repairs and maintenance	✓	✓	n/a	n/a	100%	109.81%	95%	105.8%	95%	
5.1.3		Metres of water reticulation mains replaced this year	✓	✓	56,000	70,279	58 800	55 418	36000	48622	30 000	
5.1.4		Metres of sewer reticulation mains replaced this year	✓	✓	27,010	32,515	28 360	29 836	23500	25046	12 000	

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 5.2: Water Services Infrastructure management											
Capital expenditure on development and Maintenance of its extensive infrastructure											
5.2.1	1.C Rand value of capital invested in engineering infrastructure (growth, refurbishment and replacement of Water & Sanitation infrastructure)	✓	✓	90% of R617.0M (R555.3M)	89.3% R551.235M	R770 Million Adj. Budget: R750 Million	R 720 171 812 reported as: R720.17 M	R915.94m	R894.93m	R1 077.17m	
5.2.2	SFA1 - The Opportunity City Obj 1.2 IDP 1.2 (c) Investment in Infrastructure	✓	✓	< 1%	0.65%	<1%	1.01%	< 0.9%	0.61%	< 0.8%	
5.2.3	1.E Number of outstanding valid applications for water services expressed as a percentage of total number of billings for the service	✓	✓	< 1%	0.57%	<1%	0.62%	< 0.9%	0.54%	< 0.8%	
	1.F Number of outstanding valid applications for sewerage services expressed as a percentage of total number of billings for the service	✓	✓	< 1%							
WSDP Topic 6: Associated services											
Maintain existing status quo on water and sanitation for associated services											
6.1	To maintain the status quo of on water and sanitation provision for all hospitals and health centres and schools			n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	None established (see 5.2)										

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 7.1: Conservation and Demand management (Water Resource Management)												
7.1.1	Continued Implementation of the Water Conservation and Demand Management Strategy	Direct indicators not established but are linked to Topic 7.2 Conservation and Demand Management (Water Balance)	✓	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
WSDP Topic 7.2: Conservation and Demand management (Water Balance)												
Water awareness and education												
7.2.1	EPWP employment projects including consumer satisfaction surveys, job seeker registration	Established in Topic 4	✓	✓	n/a	n/a	n/a	500	1280	n/a		
Non-Revenue Water												
7.2.2	SFA1 - The Opportunity City Obj 1.3 - IDP 1.3 (b) Water Conservation and Water Demand Management Strategy	1.J Percentage of treated potable water not billed	✓	✓	20.0%	20.0%	21.84%	19.70%	22.31%	19.20%		
7.2.3		Percentage of potable water reused as treated effluent	✓	✓	-	4.50%	4.56%	4.7%	6.49%	4%		
7.2.4		Volume of potable water reused as treated effluent	✓	✓	1 150 MI/month	1 183 MI/month	replaced with percentage potable water reused	replaced with percentage potable water reused	replaced with percentage potable water reused	n/a		

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 8: Water Resources											
Water use efficiency											
8.1	Volume water treated	Megalitres of water supplied to meet demand management targets	✓	350,381	320,922	337254	314774	330 000	342,696	337 000	
8.2	Volume water supplied	Water supplied to reticulation network	✓	not established	not established	not established	not established	280 000	279,021	288 000	
Water and Wastewater Quality Compliance											
8.3	SFA 3 - The Caring City Obj 3.5 IDP 3.5 (a) Environmental Health Care Programme	Number of WWTWs with >= 95% compliance with DWA water quality requirements	✓	not established	not established	6	7	7	9	n/a	
		Percentage compliance with 4 critical DWA effluent standards (e-coli count, Ammonia content, Oxygen demanding substances, total suspended solids)	✓	82%	85%	n/a	n/a	n/a	n/a	n/a	
8.4		3.G Percentage compliance with drinking water quality standards	✓	98%	99.3%	98%	99.83	98%	99.76%	98%	

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 9: Financial profile												
Capital and Operating Expenditure												
9.1	SFA 5 - The Well Run City IDP 5.3 (a) Financial management programme	Percentage spend of capital budget	✓	✓	90% of Planned YTD	86.6% R596.642M	91% R770 Million Adj. Budget: R750 Million	88.3% R720 171 812 reported as: R720.17 M	92%	94.0%	90%	
9.2		1.C Rand value of capital invested in engineering infrastructure (growth, refurbishment and replacement of Water & Sanitation infrastructure)	✓	✓	90% of R617.0M (R555.3M)	89.3% R551.235M			R915.94m	R894.93m	R1 077.17m	
Operating Expenditure												
9.3	SFA 5 - The Well Run City IDP 5.3 (a) Financial management programme	Percentage of Operating Budget spent	✓	✓	95% of YTD	99.6%	95.0%	93.3%	95%	99.6%	95%	
Revenue												
9.4	SFA 5 - The Well Run City IDP 5.3 (a) Financial management programme	Revenue collected as a percentage of billed amount (Water)	✓	✓	91.50%	90.56%	92.5%	90.8%	86%	87.89%	86%	
9.5		Revenue collected as a percentage of billed amount (Sewerage)	✓	✓	91.5%	89.85%	92.5%	90.7%	89%	91.06%	89%	
9.6		Percentage of water meters read on a monthly basis	✓	✓	88%	83.6%	88%	82.52%	88%	81.89%	83%	
General												
9.7	SFA 5 - The Well Run City IDP 5.3 (a) Financial management programme	Percentage of assets verified	✓	✓	100% completed by 30 June	92.46%	100% asset register verified by directorate/ department	82.17%	100% asset register verified	97.77%	100% asset register verified	
9.8		Percentage Internal Audit findings resolved	✓	✓	70%	43%	70%	No follow- up audits	70%	54%	70%	

Table B2.1: Performance on water services objectives and strategies per WSDP topic

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WSDP Topic 10: Institutional Arrangements profile												
10.1	Percentage incidence of overtime hours in excess of 43hrs	✓	✓	100%	not established	≤9%	3.51%	≤ 21%	0.075	≤ 9%		
10.2	Percentage adherence to EE target	✓	✓	100%	112.96%	100%	113.85%	80%	97.82%	80%		
10.3	Percentage adherence to EE target (disabled)	✓	✓	not established	not established	not established	not established	2%	1.37%	2%		
10.4	Percentage of absenteeism	✓	✓	not established	not established	not established	not established	≤ 5%	5.80%	≤ 5%		
10.5	Percentage vacancy rate	✓	✓	not established	not established	not established	not established	≤ 7%	11.90%	≤ 7%		
10.6	SFA 5 - The Well Run City Obj 5.2 IDP 5.2 (a) HR, Talent Management, Skills Development programme (Integrated Talent management Approach) Percentage adherence to utilisation target (composite indicator)	✓	✓	100%	99.11%	99.1%	100.0%	Replaced with Percentage vacancy rate and Percentage of absenteeism	Replaced with Percentage vacancy rate and Percentage of absenteeism	n/a		
10.7	Percentage budget spent on implementation of WSP	✓	✓	not established	not established	not established	not established	95%	68.72%	95%		
10.8	Percentage adherence to employee talent target (composite indicator)	✓	✓	100%	84.59%	84.59%	100%	Replaced with Percentage budget spent on implementation of WSP	Replaced with Percentage budget spent on implementation of WSP	n/a		
10.9	Percentage adherence to OHS target (composite Indicator)	✓	✓	New	New	New	New	95%	tbc	n/a		
10.10	Percentage OHS incidents reported	✓	✓	New	New	New	New	New	New	≤ 5%		

10.11	Percentage OHS investigations completed	✓	✓	New	New	New	New	New	1		
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Table B2.1: Performance on water services objectives and strategies per WSDP topic sheet 9 of 9

WSDP Topic 11: Social and Customer service requirements											
11.1	SFA 5 - The Well Run City IDP 5.2 (c)	Community satisfaction survey (score 1-5) for residents	✓	✓	not established	2.9	3.2	2.9	3.43	2.9	
11.2	Annual Community Satisfaction Survey	Community satisfaction survey (score 1-5) for business	✓	✓	not established	2.9	3.6	2.9	3.22	2.9	
11.3	SFA 4 - The Inclusive City Obj 4.1 IDP 4.1 (a) Managing service delivery through the service management process	Percentage adherence to Citywide service standard based on all external notifications	✓	✓	100%	100%	85.33%	100%	95.40%	100%	

Legend:

	Past Financial Years
	Previous Financial Year (financial year of reporting)
	Future Years

The following performance highlights may be presented for the past financial year:

Service levels:

Socio economic:

- The Department created 5 905 EPWP opportunities against the target of 5 100.

Water services infrastructure management:

- A total of 48 622 metres of water reticulation mains have been replaced, bringing the total replaced since 2011/12 to 263 307 metres.
- A total of 25 046 metres of sewerage reticulation mains have been replaced, bringing the total replaced since 2011/12 to 112 516 metres.
- Rolling out the use of smoke technology to detect illegal stormwater/sewer cross-connections. Total savings from this roll-out are expected to exceed R35 million.
- A new closed-circuit television (CCTV) pipe inspection technology – the robotic crawler – was introduced to help monitor the City's water and sanitation infrastructure.
- Water and Sanitation Services received an excellence award from the SA Society of Trenchless Technology. This was in recognition of exceptional and excellent contributions to the active promotion, development and implementation of trenchless technology in Southern Africa for the rehabilitation of the Langa interceptor sewer using glass-reinforced plastic (GRP) segmental lining technology.
- The De Grendel reservoir was completed. The project, valued at approximately R42 million, will provide 48 hours' potable-water storage capacity to existing and future developments in Burgundy, Welbeloond and Annandale Ridge (also known as the N7 development corridor).
- The Dunoon sewerage pump station and rising main has been completed and successfully commissioned.
- A new sewer line to increase capacity in the northern area is being constructed as part of a multi-year project from Thornton to Langa pump station via Epping Industria, at a total cost of R150 million.
- An updated integrated master plan for the water and sanitation infrastructure was produced. This included all planned future infrastructure investments.
- Harnessing technology to deliver sustainable services
The City recently completed the upgrade of the historic Langa interceptor sewer. This sewer line runs below a traditional initiation site. In order to accommodate the needs of initiates, the City made use of less disruptive technology to rehabilitate the pipeline.
The R9,1 million upgrade has already made a noticeable difference to operations in the area by reducing maintenance time and costs. The infrastructure serves approximately 65 000 residents and had experienced severe siltation since the mid-1980s, which required regular, intensive mechanical cleaning.

Conservation and demand management:

- A significant improvement has been achieved since 2013/14 in the number of water management devices installed (32 111 in 2014/15).
- The large-scale roll-out of waterless urinals in City-owned facilities to replace approximately 5 000 automatic flushing urinals can save up to 20 million litres of water per year.

Water resources:

- Driving sustainable water security
The construction of the new 25 million litre De Grendel reservoir was completed in October 2014. The reservoir, built at a cost of approximately R42 million, is located just west of Durbanville Hills Winery and provides 48 hours' potable-water storage capacity to existing and future developments in Burgundy, Welbeloond and Annandale Ridge (also known as the N7 development corridor). Between 2006 and 2011, more than 200 000 people moved to the Western Cape, with a significant portion of

these residents settling in the greater Cape Town area. Therefore, the City has to plan ahead to ensure water security, and the De Grendel reservoir is an important water security component of these plans.

Further projects of a similar nature include the 35 million litre Spes Bona reservoir outside Durbanville, which will eventually provide water to an estimated 18 000 subsidised housing units and is a requirement for the Garden Cities Greenville development at Fisantekraal, the future Bella Riva development and other future housing projects along the Darwin development corridor.

- **Ensuring water quality**

The City consistently excels in the DWS's Blue Drop awards programme. As at June 2015, the City's most recent score was an impressive 98,14%. This was the highest score in the Western Cape and the sixth-highest score in South Africa. The City also received a platinum Blue Drop award for its consistent excellent performance for four years, and remains in the top-performing group of water service authorities in South Africa.

According to DWS's latest Green Drop report (for 2013), the average Green Drop score, which measures the quality of the City's wastewater treatment works (WWTWs), was 89,7%. This represents a steady improvement on the 2011 score of 86,8% and the 2009 score of 82%. Twelve of the WWTWs scored higher than 90%, including Cape Flats, Macassar, Kraaifontein, Scottsdene, Zandvliet, Wildevoëlvlei and Parow, thereby qualifying for Green Drop status.

Financial profile:

- Various significant financial process improvements were achieved, including movable asset verification of 97,77% and a significant increase in the income collection ratio.
- A citywide project was undertaken to replace cast-iron manhole covers with plastic and ductile-iron covers, potentially saving Cape Town ratepayers millions of rands.
- A mobility solution for implementing debt actions was developed.
- The new water meter-reading handheld system was implemented.
- The meter replacement programme continued.

Institutional arrangements profile:

- An in-house, specialised information, hydraulic engineering and planning team has been established. The team is mandated to keep the models and plans updated, and to use them to ensure good service delivery.

Social and customer service requirements:

- A new and improved website was created and populated with useful information to assist residents, learners, students, educators and visitors.
 - ISO 9001:2008 certification was awarded to the Department's Reticulation Branch, the Water Demand Management and Strategy Branch, as well as the Finance and Commercial Branch (Administration). The Support Services Branch complied with all the requirements and will receive full certification later in 2015.
 - The annual water service quality survey was conducted from September to November 2014, forming part of the Department's customer service charter to ensure top-quality service and products.
 - The Department developed and implemented an e-portal application enabling customers to capture their own meter readings. This forms part of a meter-reading campaign initiated to request customers to SMS their reading or provide it via the e-portal.
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B3: Status of water services projects

The table below presents the municipality's water services projects with the focus on the projects which were implemented in FY2015.

Table B3.1: Water Services projects status and performance

Nr	Project Title and Description	Inclusion		Total Project Cost R'000	Year 2014 Performance - FY2014/15			Funding Source(s)	Project Category / Type	Planned Period		Project Status
		WSDP	IDP		FY Budget R'000	Spent R'000	%			From FY	To FY	
C11.86077-F1	Bulk Water Augmentation Scheme	Yes	Yes	R 8 600.00	R 8 600.00	R 8 600.00	100%	1 EFF	Bulk Water	2014/15	Beyond 2020	In progress
C11.86077-F4	Bulk Water Augmentation Scheme	Yes	Yes	R 2 826.28	R 2 826.28	R 2 789.83	99%	4 NT USDG	Bulk Water	2014/15	Beyond 2020	In progress
C12.86019-F2	TMS Aquifer Deep Borehole	Yes	Yes	R 384.50	R 384.50	R 146.48	38%	1 EFF	Bulk Water	2014/15	2016/17	In progress
C14.86055-F2	Development of Additional Infrastructure	Yes	Yes	R 1 363.01	R 1 363.01	R 1 300.94	95%	3 CRR: Water	Bulk Water	2014/15	2015/16	In progress
C15.86036-F1	Development of Additional Infrastructure	Yes	Yes	R 6 169.62	R 6 169.62	R 5 633.05	91%	1 EFF	Bulk Water	ongoing	ongoing	In progress
C15.86038-F1	Replacement of Plant & Equipment 14/15	Yes	Yes	R 450.00	R 450.00	R 449.78	100%	1 EFF	Bulk Water	-	-	Completed
C15.86039-F1	Plant & Equipment Additional 14/15	Yes	Yes	R 700.00	R 700.00	R 670.83	96%	1 EFF	Bulk Water	-	-	Completed
C15.86041-F1	BW Infrastructure Replacement 14/15	Yes	Yes	R 34 815.65	R 34 815.65	R 30 256.96	87%	1 EFF	Bulk Water	-	-	In progress
CPX.0003851-F1	Contermanskloof Reservoir	Yes	Yes	R 919.62	R 919.62	R 919.62	100%	1 EFF	Bulk Water	2014/15	2018/19	In progress
CPX.0003851-F2	Contermanskloof Reservoir	Yes	Yes	R 2 500.00	R 2 500.00	R 2 415.20	97%	4 NT USDG	Bulk Water	2014/15	2018/19	In progress
CPX.0003893-F1	OSEC (Electrolytic Chlorination Infr)	Yes	Yes	R 700.00	R 700.00	R 673.28	96%	1 EFF	Bulk Water	2014/15	Beyond 2020	In progress
CPX.0003893-F2	OSEC (Electrolytic Chlorination Infr)	Yes	Yes	R 22 921.64	R 22 921.64	R 22 921.64	100%	4 NT USDG	Bulk Water	2014/15	Beyond 2020	In progress
CPX.0003895-F1	Steenbras Reservoir	Yes	Yes	R 5.00	R 5.00	R 0.00	0%	1 EFF	Bulk Water	-	-	In progress
C12.86079-F1	EAM Depot Realignment - 5 Nodal System	Yes	Yes	R 17 665.47	R 17 665.47	R 17 041.07	96%	1 EFF	EAM	2014/15	2015/16	In progress
C14.86033-F1	Replacement of Plant & Equipment (EAMS)	Yes	Yes	R 4 665.00	R 4 665.00	R 4 655.27	100%	1 EFF	EAM	-	-	Completed
C15.86010-F1	Specialised Equipment: Additional	Yes	Yes	R 4 012.05	R 4 012.05	R 3 429.43	85%	1 EFF	EAM	-	-	In progress
C15.86011-F1	Vehicles, Plant Equip: Additional Flt Man	Yes	Yes	R 35 000.00	R 35 000.00	R 34 933.40	100%	1 EFF	EAM	-	-	Completed
CPX.0002111-F1	Telemetry Automation (Retic)	Yes	Yes	R 2 500.00	R 2 500.00	R 2 401.84	96%	1 EFF	EAM	-	-	Completed
C12.86074-F1	Construction of new Head Office	Yes	Yes	R 4 284.00	R 4 284.00	R 4 047.33	94%	1 EFF	F & C	2014/15	2015/16	In progress
C14.86070-F1	Meter Replacement Program	Yes	Yes	R 0.00	R 0.00	-R 11.17	0%	1 EFF	F & C	-	-	N/A
C15.86016-F1	WS contingency provision - Insurance	Yes	Yes	R 241.38	R 241.38	R 0.00	0%	2 REVENUE: INSURANCE	F & C	-	-	N/A
C15.86031-F1	Water Meters New Connections	Yes	Yes	R 11 000.00	R 11 000.00	R 8 553.85	78%	4 PRIVATE	F & C	-	-	In progress

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C15.86024-F1	Replace & Upgrade Sewer Network (Citywide)	Yes	Yes	R 50 756.14	R 50 756.14	R 50 756.14	R 44 450.22	88%	1 EFF	Reticulation	-	-	In progress
C15.86026-F1	Replace & Upgrade Sewer Pumpstation (Citywide)	Yes	Yes	R 17 638.65	R 17 638.65	R 16 721.31		95%	1 EFF	Reticulation	-	-	In progress
C15.86026-F2	Replace & Upgrade Sewer Pumpstation (Citywide)	Yes	Yes	R 6 140.35	R 6 140.35	R 5 635.62		92%	4 NT USDG	Reticulation	-	-	In progress
C15.86028-F1	Informal settlements water installations	Yes	Yes	R 2 000.00	R 2 000.00	R 808.39		40%	1 EFF	Reticulation	-	-	In progress
C15.86029-F1	Rehab of Sewer Network (USDG Citywide)	Yes	Yes	R 5 000.00	R 5 000.00	R 4 788.10		96%	4 NT USDG	Reticulation	-	-	Completed
C15.86032-F1	Small Plant & Equip: Additional (Retic)	Yes	Yes	R 5 500.00	R 5 500.00	R 3 578.60		65%	1 EFF	Reticulation	-	-	In progress
C15.86040-F1	Bulk Sewer (Housing Projects)	Yes	Yes	R 5 421.62	R 5 421.62	R 4 580.86		84%	4 NT USDG	Reticulation	2014/15	2015/16	In progress
C15.86046-F1	West Beach S/Pumpstation and rising Main	Yes	Yes	R 500.00	R 500.00	R 480.63		96%	3 BICL Sewer:Tyg N	Reticulation	2014/15	2015/16	In progress
C15.86059-F1	Water Projects as per Master Plan	Yes	Yes	R 992.00	R 992.00	R 863.87		87%	1 EFF	Reticulation	-	-	Completed
C15.86061-F1	Bulk Water (Housing Projects)	Yes	Yes	R 2 687.34	R 2 687.34	R 2 357.17		88%	4 NT USDG	Reticulation	2014/15	2015/16	In progress
CPX.0001843-F1	Mitchell's Plain depot	Yes	Yes	R 2 000.00	R 2 000.00	R 1 629.98		81%	1 EFF	Reticulation	2014/15	2015/16	In progress
CPX.0003866-F1	Replace & Upgrade Water Network FY2015	Yes	Yes	R 47 951.40	R 47 951.40	R 40 374.95		84%	1 EFF	Reticulation	-	-	In progress
CPX.0003866-F2	Replace & Upgrade Water Network FY2015	Yes	Yes	R 1 250.61	R 1 250.61	R 1 250.61		100%	4 NT USDG	Reticulation	-	-	Completed
CPX.0004140-F1	Upgrade Reservoirs City Wide	Yes	Yes	R 4 725.50	R 4 725.50	R 4 304.38		91%	1 EFF	Reticulation	-	-	In progress
CPX.0005914-F1	Replacement of Trunk Radios	Yes	Yes	R 8.62	R 8.62	R 8.62		100%	2 REVENUE: INSURANCE	Reticulation	-	-	Completed
C15.86005-F1	Laboratory Equipment: Additional	Yes	Yes	R 7 050.00	R 7 050.00	R 2 993.96		42%	1 EFF	Scientific Services	-	-	In progress
C15.86006-F1	Refurbishment of Labs	Yes	Yes	R 900.00	R 900.00	R 651.44		72%	1 EFF	Scientific Services	-	-	Completed
C15.86007-F1	Laboratory Extension SANS	Yes	Yes	R 350.00	R 350.00	R 0.00		0%	1 EFF	Scientific Services	-	-	In progress
C15.86001-F1	Furniture & Equipment: Additional	Yes	Yes	R 650.00	R 650.00	R 630.92		97%	1 EFF	Support Services	-	-	In progress
C15.86004-F1	IT: System, Infrastructure Equipment: Additional	Yes	Yes	R 10 000.00	R 10 000.00	R 9 956.08		100%	1 EFF	Support Services	-	-	In progress
C15.86019-F1	Treated Effluent: Reuse & Infrastructure Upgrades	Yes	Yes	R 25 000.00	R 25 000.00	R 24 897.05		100%	1 EFF	WDM & S	-	-	Completed
C15.86050-F1	Pressure Management: COCT	Yes	Yes	R 20 000.00	R 20 000.00	R 19 666.01		98%	1 EFF	WDM & S	-	-	Completed
C15.86053-F1	Zone Metering	Yes	Yes	R 2 000.00	R 2 000.00	R 1 813.01		91%	1 EFF	WDM & S	-	-	In progress
C15.86054-F1	Logger Installation	Yes	Yes	R 2 950.00	R 2 950.00	R 2 931.01		99%	1 EFF	WDM & S	-	-	In progress
C06.01613-F2	Expansion of WWTW	Yes	Yes	R 5 975.32	R 5 975.32	R 5 879.03		98%	1 EFF	WWTW	-	-	Completed
C06.30148-F3	Mitchells Plain Wastewater Treatment Works	Yes	Yes	R 42 573.80	R 42 573.80	R 42 573.80		100%	4 NT USDG	WWTW	2014/15	2016/17	In progress
C06.30170-F1	Bellville Wastewater Treatment Works	Yes	Yes	R 12 153.73	R 12 153.73	R 11 101.85		91%	1 EFF	WWTW	-	-	Completed
C10.86033-F3	Zandvliet WWTW-Extension	Yes	Yes	R 7 791.69	R 7 791.69	R 7 791.69		100%	4 NT USDG	WWTW	2014/15	2018/19	In progress
C11.86063-F4	Potsdam WWTW - Extension	Yes	Yes	R 3 010.90	R 3 010.90	R 3 010.90		100%	2 REVENUE: INSURANCE	WWTW	2014/15	2018/19	In progress
C12.86091-F1	Borchards Quarry WWTW	Yes	Yes	R 13 373.22	R 13 373.22	R 13 372.51		100%	4 NT USDG	WWTW	2014/15	2018/19	In progress
C12.86094-F1	Scottsdale WWTW	Yes	Yes	R 475.00	R 475.00	R 475.00		100%	4 NT USDG	WWTW	2014/15	2016/17	In progress
C13.86005-F1	Cape Flats WWTW-Refurbish various structure	Yes	Yes	R 15 114.27	R 15 114.27	R 15 114.27		100%	1 EFF	WWTW	2014/15	2018/19	In progress
C13.86010-F1	Mitchells Plain WWTW-Improvements Phase2	Yes	Yes	R 6 900.00	R 6 900.00	R 6 900.00		100%	1 EFF	WWTW	2014/15	2016/17	In progress

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C13.86010-F2	Mitchells Plain WWTW-Improvements Phase2	Yes	Yes	R 3 021.56	R 3 021.56	R 3 021.56	100%	4 NT USDG	WWTW	2014/15	2016/17	In progress
C14.86043-F1	Melkbos WWTW-Effluent Disinfection	Yes	Yes	R 300.00	R 300.00	R 300.00	100%	1 EFF	WWTW	2014/15	2016/17	In progress
C15.86021-F1	Sundry Equip: Additional various WWTW	Yes	Yes	R 300.00	R 300.00	R 204.36	68%	1 EFF	WWTW	-	-	In progress
C15.86027-F1	Infrastructure Replace/Refurbish - WWTW	Yes	Yes	R 113 135.00	R 113 135.00	R 113 040.61	100%	1 EFF	WWTW	-	-	In progress
C15.86027-F2	Infrastructure Replace/Refurbish - WWTW	Yes	Yes	R 52 612.50	R 52 612.50	R 52 612.50	100%	4 NT USDG	WWTW	-	-	In progress
	Total		Total	R 1 048 234.01	R 1 048 234.01	R 984 909.44	94%					

B4: Past financial year water services project impact declaration

Table B4.1: Past financial year project impact declaration

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What do we do with tbc?

Several spelling mistakes in table to be checked

Nr	Project Title and Description	Project Category	Settlements which benefitted	Nr Beneficiaries		Impact Declaration
				HH's	Pop	
C07.00407-F1	Northern Area Sewer Thornton	Reticulation	Northern Areas - The whole of the Voortrekker Rd corridor will benefit from this upgrade as well as areas of Pinelands, Fackretton, Thornton, Goodwood, Parow, Vasco, Churchill, Ruyterwacht, Richmond, Beaconsvale, De Duin, Plattelkloof, Panoramia, Sonnendal, De Tiger and Epping Industria. It should also be noted that the existing bulk sewer was on the verge of collapse and this rehab avoided a crises.	108 291	379 019	A new sewer line to increase capacity in the northern area is being constructed as part of a multi-year project from Thornton to Langa pump station via Epping Industria, at a total cost of R150 million. This project impact is heightened by virtue of the size of the catchment and that the exiting bulk sewer was in a very poor condition.
C08.86023-F1	De Grendel Reservoir Link	Reticulation	Burgundy, Welbeloond and Annandale Ridge (also known as the N7 development corridor).	-	-	The project, valued at approximately R42 million, will provide 48 hours' potable-water storage capacity to existing and future developments in Burgundy, Welbeloond and Annandale Ridge (also known as the N7 development corridor).
C09.86008-F1	Ruyterwacht Midblock water Pipes	Reticulation	The Ruyterwacht area which is largely residential	3 171	11 097	The project will provide access to sewer network for improved operational and maintenance as well allow property owners to make more efficient use of their properties and allow densification.
C09.86014-F1	Pump Station & Rising Main Du Noon	Reticulation	This pump station and rising main affects the Dunoon low cost housing area, surrounding informal settlement and the broader precinct. The pump station had to be sized to accommodate any future development.	4788	16 758	
C09.86015-F1	Rehab Outfall Sewers Pentz, Sanddrift Montague Gardens	Reticulation	This is a collector sewer that serves Century City, Montague Gardens and Sanddrift Area.	4 205	10 750	This collector sewer was collapsing and the rehabilitation minimised environmental impact of sewer spillage
C10.86132-F1	Remove midblock water network-Bishop Lavis	Reticulation	The Bishop Lavis area which is largely residential	55 625	11 540	The project will provide access to sewer network for improved operational and maintenance as well allow property owners to make more efficient use of their properties and allow densification.

Nr	Project Title and Description	Project Category	Settlements which benefitted	Nr Beneficiaries		Impact Declaration
				HH	Population	
C12.86084-F1	Completion of Langa Collector Sewer	Reticulation	This collector sewer serves Langa and is an old brick sewer that was lined with glass panels. This prolonged the life of the sewer as well as improved the hydraulics	18 571	65 000	<p>This sewer line runs below a traditional initiation site. In order to accommodate the needs of initiates, the City made use of less disruptive technology to rehabilitate the pipeline.</p> <p>The R9,1 million upgrade has already made a noticeable difference to operations in the area by reducing maintenance time and costs. The infrastructure serves approximately 65 000 residents and had experienced severe siltation since the mid-1980s, which required regular, intensive mechanical cleaning.</p>
C13.86053-F1	Completion of Cape Flats III Bulk Sewer	Reticulation	This is bulk sewer - Managed by the Reticulation Branch. This sewer will facilitate transfer of sewer from the Athlone WWTW catchment to the Cape Flats WWTW catchment. The completion of Cape Flats 3 will create an opportunity to rehabilitate cape Flats 1 & 2	100 285	28 653	<p>The Cape Flats 3 enables transfer of sewer from Athlone WWTW to Cape Flats WWTW. This will increase the capacity of the network to transfer sewer and sludge. The latest Cape Flats 3 final section to be constructed will be a rising main instead of gravity thus speeding up and simplifying the construction process in a relatively built up area.</p>
C13.86053-F2	Completion of Cape Flats III Bulk Sewer	Reticulation	As above	As above	As above	As above
C14.86056-F1	Spes Bona Reservoir 35 MI	Reticulation	Garden Cities Greenville development at Fisantekraal, the future Bella Riva development and other, future housing projects along the Darwin development corridor	18 000	63 000	<p>Once completed it will provide water to an estimated 18 000 subsidised housing units and is a requirement for the Garden Cities Greenville development at Fisantekraal, the future Bella Riva development and other, future housing projects along the Darwin development corridor</p>
C14.86073-F1, C14.86074-F1	Fisantekraal Housing Garden City – Water	Reticulation		3 861	12 741	
C15.86023-F1	Informal Settlements Sanitation Installation	Reticulation	Citywide impact - Improved Service Delivery in the informal settlements	10 200	35 700	
C15.86026-F2	Replace & Upgr Sew Pumpstation (Citywide)	Reticulation	O&M - Citywide impact - Improved Service Delivery	-	-	
C15.86028-F1	Informal settlements water installations	Reticulation	Citywide impact - Improved Service Delivery in the informal settlements	23 700	82 950	
C15.86029-F1	Rehab of Sewer Network (USDG Citywide)	Reticulation	O&M - Citywide impact - Improved Service Delivery in the Khayelitsha area	122 273	403 500	

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Nr	Project Title and Description	Project Category	Settlements which benefitted	Nr Beneficiaries		Impact Declaration
				HH	Population	
C15.86046-F1	West Beach Sewer Pumpstation and rising Main	Reticulation	This pump station and rising main affects the West Beach area. The pump station had to be sized to accommodate any future development that may take place.	2 326	8 141	
CPX.0004140-F1	Upgrade Reservoirs City Wide	Reticulation	Citywide Impact	-	-	Ensure adequate storage of 48 h or more for security of supply
C15.86019-F1	Treated Effluent: Reuse & Infrastructure Upgrades	WDM & S	Citywide Impact in terms of a reduction in demand for potable water	-	-	
C15.86050-F1	Pressure Management: COCT	WDM & S	Suburbs Ottery ; Bothasig; Jagtershof; Kenridge; Harrington; Princess ; New Horizons; Park Rd; Altydgedacht; Vredeklouf; Kenridge; Lochner St/Owen Rd; Greenfield/Silverhurst; Melkbos; Heiderzicht/De Beers Av; Firgrove	-	-	Systematic and wide-scale Reduction in losses on mains, reduced burst rates, reduce geyser PRV damage and user losses from private fittings
C06.30148-F3	Mitchells Plain Wastewater Treatment Works	WWTW	This upgrade will affect the catchment of the treatment works which includes the areas of Mitchells Plain, Pelican Heights, Strandfontein, Ikwezi Park and Southern part of Philippi.	77 000	269 500	This upgrade will allow the city to maintain the level of service for the catchment for the treatment of wastewater.
C06.30170-F1	Belville Wastewater Treatment Works	WWTW	Belville WWTW was just recently expanded with an additional 20 ML with the development of a membrane technology treatment component. There is intention to rehabilitate older sections of the plant. Areas that will benefit are Kenridge, Eversdal, Brakenfell, Belville and parts of Vredeklouf.	136 000	476 000	The membrane technology installation and planned rehabilitation is likely to enable an additional 40 ML at the Belville treatment works.
C10.86033-F3	Zandvliet WWTW-Extension	WWTW	Currently this WWTW is running over capacity by approximately 16 ML. This catchment is large and includes the areas of Delft, Blue Downs, Khayelitsha, Kulis River, Eersteriver, Blackheath and the Eastern side of CPT International Airport.	176 000	616 000	Increase the capacity by approximately 40 ML but would alternately have to increase capacity by 70 ML. These phased upgrades will result in having improved treatment of effluent and eventually compliant treatment quality.
C11.86063-F4	Potsdam WWTW - Extension	WWTW	Potsdam WWTW is currently at capacity and the process of upgrading is under way. The catchment includes the areas of Milnerton, Brooklyn, Paarden Eiland, Table View, Blouberg and Century City. This WWTW currently serves close to 100 000 households. This catchment will ultimately have to carry approximately 220 000 HH.	-	-	This upgrade will accommodate existing and a number of new developments to the North close to the urban edge. This is an area which is likely to experience future development in the next 5 to 10 years
C12.86091-F1	Borchards Quarry WWTW	WWTW	Borchards Quarry is a relatively small WWTW and is in close proximity to the Airport. It was initially not envisaged as a possibility for expansion, but is being upgraded and will increase in capacity and efficiency marginally.	-	-	Improve the current level of service to largely industrial users and some residential. This is a WWTW with a special facility to empty and clean buckets.
C12.86094-F1	Scottsdale WWTW	WWTW	There are a couple of large developments that will be able to drain to this WWTW and take additional pressure off Belville	-	-	Improving efficiency of existing WWTW and transfer loads in the most effective and economic way possible

Nr	Project Title and Description	Project Category	Settlements which benefitted	Nr Beneficiaries		Impact Declaration
				HH	Population	
C13.86005-F1	Cape Flats WWTW- Refurbish various structures	WWTW	This is a large WWTW that has been able to accommodate transfers from the Athlone WWTW. This WWTW catchment includes the areas of Wynberg, Constantia, Newlands, Plumstead, Retreat, Bergvliet, Tokia, Grassypark, Ottery, Schaapkraal, Muizenberg, Philippi, Manenberg, Hanover Park and also takes transfers from Athlone WWTW.	250 000	875 000	Improve effectiveness of the works and rehabilitate plant in the works. The Cape Flats treatment works currently has a surplus capacity of approximately 70 ML. The expenditure on the works is directed at improving its effectiveness by keeping the maintenance and improving hydraulic aspects of the works. The development of the Philippi water cultural area (expected sewer load of 10ML) will be well served by the works.
C13.86010-F1, F2	Mitchells Plain WWTW- Improvements Phase 2	WWTW	Catchment described as above	-	-	Improve effectiveness of the works the and rehabilitate plant in the works
C06.30148-F3	Mitchells Plain Wastewater Treatment Works	WWTW	These upgrades will affect the catchment of the treatment works which includes the areas of Mitchells Plain, Pelican Heights, Strandfontein, Ikwezi Park and Southern part of Philippi.	77 000	269 500	This upgrade will allow the city to maintain the level of service for the catchment for the treatment of wastewater.

Section C: Water Services Audit Report

This Section C: Water Services Audit Report represents the requirements as established in the 'Regulations relating to compulsory national standards and measures to conserve water', as issued in terms of sections 9 (1) and 73 (1) (j) of the Water Services Act, 1997.

C1. Quantity of water services provided (Water Balance)

The 'Regulations relating to compulsory national standards and measures to conserve water', requires in section 10 (2) (a), that the water services authority should report on the quantity of water services provided, including at least:

- (i) the quantity of water used by each user sector
- (ii) the quantity of water provided to the water services institution by another water services institution
- (iii) the quantity of effluent received at sewage treatment plants; and
- (iv) the quantity of effluent not discharged to sewage treatment plants and approved for use by the water services institution

In addition, the regulations require in section 10 (2) (g), the WSA to report:

- (i) the results of the water balance as set out in regulation 11;
- (ii) the total quantity of water unaccounted for

Table C1.1a: Quantity of water services provided / water balance (m³ per annum)

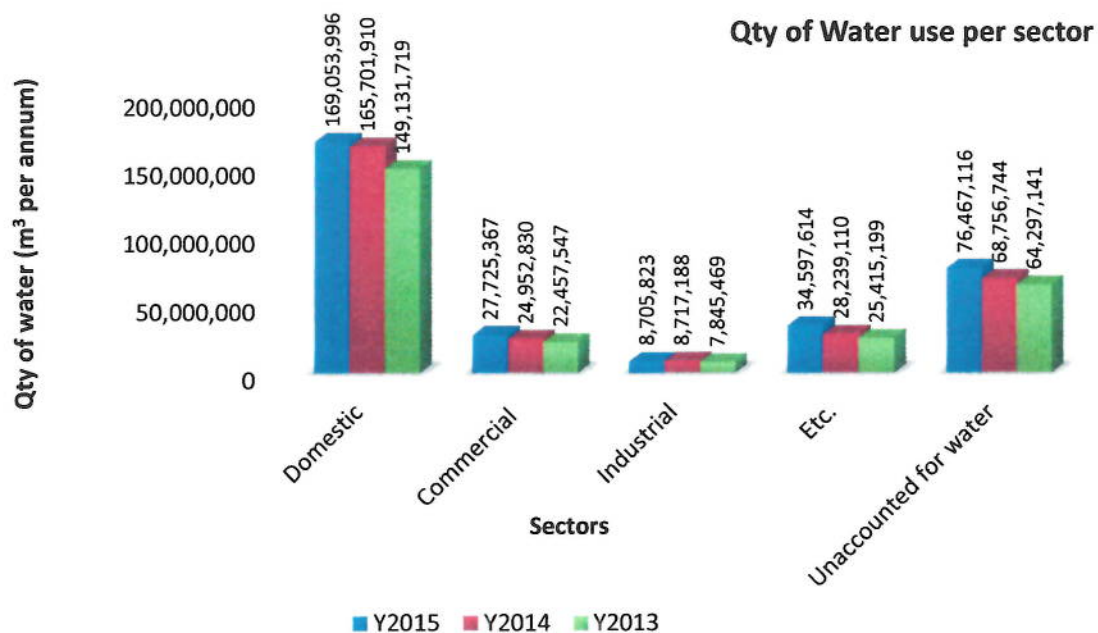
WSDP Ref. #	Regulations Ref. #	Description	m ³ per annum			Ml/d		
			Year 2015	Year - 2014	Year - 2013	Year 2015	Year - 2014	Year - 2013
			FY2014/15	FY2013/14	FY2012/13	FY2014/15	FY2013/14	FY2012/13
		RAW WATER						
7.2.1		Surface water purchased	250,273,421	198,913,629	208,797,728	686	545	572
7.1 / 7.2.2		Surface water abstracted	93,198,389	114,232,666	110,650,776	255	313	303
7.1 / 7.2.3		Ground water abstracted	1,006,715	1,454,660	1,473,219	3	4	4
7.2.14		Effluent recycled	0	0	0	0	0	0
7.2.4		less Raw water supplied to others	0	0	0	0	0	0
7.2.5		Sub-Total: Raw Water supplied	344,478,525	314,600,955	320,921,723	944	862	879
	10.2 (g) (i)	BULK WATER SUPPLY						
7.2.6		Volume of water treated	342,696,439	314,600,955	320,921,722	939	862	879
7.2.7	10.2 (a) (ii)	Purchased treated water				0	0	0
7.2.7A		Ground water not treated				0	0	0
7.2.6A		less Treated water supplied to others	37,764,262	32,573,237	33,034,548	103	89	91
		Sub-Total: System Input Volume				0		0
		WATER CONSUMPTION						
7.2.8.1		Billed Metered:	266,229,322	246,017,052	256,624,501	729	674	703
	10.2 (a) (i)	External Customers	37,764,262	32,573,237	33,034,548	103	89	91
	10.2 (a) (i)	Internal customers	228,465,060	213,443,815	223,589,953	626	585	613
7.2.8.2		Billed Unmetered	0	0	0	0	0	0
7.2.8.3		Unbilled Metered	13,345,632	13,630,733	15,696,322	37	37	43
		Informal Settlement	10,998,792	11,283,893	13,349,482	30	31	37
		Formal metered unbilled	2,346,840	2,346,840	2,346,840	6	6	6
7.2.8.4		Unbilled Unmetered				0	0	0
		Formal unmetered	8,820,000	8,820,000	2,126,800	24	24	6
	10.2 (g) (i)	Sub-Total: Authorized consumption	288,394,954	268,467,785	274,447,623	790	736	752
		UNACCOUNTED FOR WATER						
7.3.1		Raw water bulk loss	n/a	n/a	n/a			
7.2.3/7.2.4		Billing losses	22,165,632	22,450,733	17,823,122	61	62	49
7.2.5		Apparent losses	22,897,637	21,734,923	22,020,133	63	60	60
7.2.5.1		Unauthorised	2,790,210	2,685,121	2,713,339	8	7	7
7.2.5.2		Meter inaccuracies	20,107,427	19,049,802	19,306,794	55	52	53
7.2.6		Real losses	31,403,847	24,571,088	24,453,886	86	67	67
		Mains	20,834,871	13,743,334	13,855,382	57	38	38
		Storage	300,100	665,100	509,100	1	2	1
		Connections	10,268,876	10,162,654	10,089,404	28	28	28
	10.2 (g) (ii)	Sub-Total: Unaccounted for water	76,467,116	68,756,744	64,297,141	209	188	176
		WASTEWATER TREATMENT						
7.2.9	10.2 (a) (iii)	Total received at WWTW	241,810,200	240,861,300	238,985,200	662	660	655
7.2.11		Total discharged	241,810,200	240,861,300	238,985,200	662		
7.2.13		Returned to environment						
7.2.14		Recycled						
	10.2 (a) (iv)	Quantity of water supplied not discharged to WWTW's	46,584,754	27,606,485	35,462,423	128	76	97

*Note: **Unaccounted Water** is equivalent to Non-Revenue Water (Real losses plus Apparent losses plus Unbilled Authorised Consumption) ** **Billing losses** are defined as Unbilled Authorised Consumption (Metered and unmetered)

Table C1.1b: IWA Water Balance for the Overall Water System (CCT reporting system) 2014/15

(A) System Input 342,696,438 100%	(B) Authorised 288,394,954 84.2%	(D) Billed 266,229,322	(H) metered 266,229,322	External Customers	37,764,262	(Q) Revenue Water 266,229,322 77.7%
				Internal Customers 228,465,060		
				(I) Unmetered 0		
		(E) Unbilled 22,165,632	(J) Metered	Informal Settlements	10,998,792	
	13,345,632		Formal Metered Unbilled 2,346,840			
	(K) Unmetered 8,820,000		Formal Unmetered 8,820,000			
		(C) Losses (UAW) 54,301,484 15.8%	(F) Apparent Losses 22,897,637	(L) Unauthorised 2,790,210		
				(M) Meter Inaccuracies 20,107,427		
	(G) Real Losses 31,403,847		(N) Mains 20,834,871			
			(O) Storage 300,100			
			(P) Connections 10,268,876			

Figure C1.1: Quantity of water services provided / water balance



C2. Water services delivery profile

The 'Regulations relating to compulsory national standards and measures to conserve water', requires in section 10 (2) (b), that the water services authority should report on the levels of services rendered, including at least:

- (i) the number of user connections in each user sector;
- (ii) the number of households provided with water through communal water services works
- (iii) the number of consumers connected to a water reticulation system where pressures rise above 900 kPa at the consumer connection;
- (iv) the number of households with access to basic sanitation services;
- (v) the number of new water supply connections made; and
- (vi) the number of new sanitation connections made.

In turn, section 10 (2) (c) requires that the number provided above, must also be expressed as a percentage of total number connections or households.

The required information is presented in the following sections:

- User connections: addressing regulation item (i), (v) and (vi)
- Residential water services delivery access profile: addressing regulation item (ii) and (iv)
- Residential water services delivery adequacy profile: to align with the WSDP Guide Framework services profile

C2.1 User connection profile

The user connection profile presented in Table C2.1.1 and Table C2.1.2 below represents the estimated number of residential- and other consumers which are deemed to be provided with levels of services which can potentially be regulated and billed by the municipality (i.e. house- and yard connections). The number of non-residential users has been determined from the billing records of the municipality.

According to the municipality's billing system, 5375 new residential connections were made in the past financial year.

Table C2.1.a: User Connection Profile Water

WSDP Ref. #	Category of users	Water Services						New Connections Year 0
		Year 2015 FY2014/15		Year - 2014 FY2013/14		Year -2013 FY2012/13		
		Nr	%	Nr	%	Nr	%	
	-	-	-	-	-	-	-	-
3.3	RESIDENTIAL (DOMESTIC)	-	-	-	-	-	-	-
3.3	Metered: Uncontrolled	0	0	0	0	0	0	
	Metered: Controlled*	593 318	94%	587 943	94%	583 985	95%	5 375
	Unmetered (flat rate)	3 561	1%	3 561	1%	3 561	1%	0
	Communal water supply							
	Sub-Total: Residential	596 879	94.4%	591 504	95%	587 546	95%	5 375
3.3	EDUCATION	-	-	-	-	-	-	-
	Schools	1 353	0.2%	1 353				
	Tertiary education facilities							
	Sub-Total: Education	1 353	0.2%	1 353				
3.3	HEALTH	-	-	-	-	-	-	-
3.3	Clinics	106	0.0%	106	79%	0	0%	
3.3	Hospitals	11	0.0%	11	100%	0	0%	
	Health Centres	47	0.0%	47	100%	0	0%	
	Sub-Total: Health	164	0.0%	164	100%	0	0%	
	INSTITUTIONAL	-	-	-	-	-	-	-
3.3	Public Institutions							
3.3	Magistrate Offices	11	0.0%	11		11		
3.3	Police Stations	61	0.0%	61		61		
	Prisons							
	Municipal	9 488	1.5%	6 713	1%	5 512	1%	2 775
	Departmental	33	0.0%	0	0%	0	0%	33
3.3	Government	966	0.2%	985	0%	1 202	0%	-19
3.3	Sub-Total: Institutional	10 559	1.7%	7 770	1%	6 786	1%	2 789
	INDUSTRIAL	-	-	-	-	-	-	-
	Dry industries							
3.3	Wet industries							
3.3	Sub-Total: Industrial	4 242	0.7%	4 230	1%	4 292	1%	12
	COMMERCIAL	-	-	-	-	-	-	-
	Businesses							
	Office Buildings							
	Sub-Total: Commercial	12 370	2.0%	12 288	2%	12 353	2%	82
	MINING	-	-	-	-	-	-	-
	Sub-Total: Mining							
	OTHER	-	-	-	-	-	-	-
	Agriculture							
	Churches	1 567	0.2%	1 542	0%	1 548	0%	25
	Effluent	676	0.1%	624	0%	579	0%	52
	Other	4 366	0.7%	4 354	1%	4 423	1%	12
	Unknown							
	Sub- Total: Other	6 609	1.0%	6 520	1%	6 550	1%	89
	Total	632 176	100%	622 312	100%	617 527	100%	8 300

Figure C2.1.1: User connection profile for water

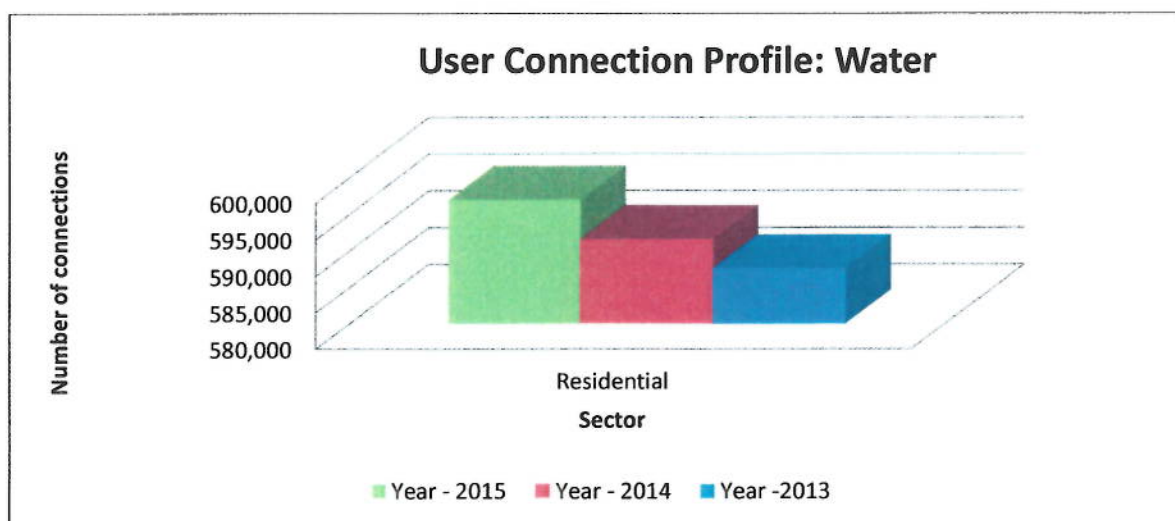
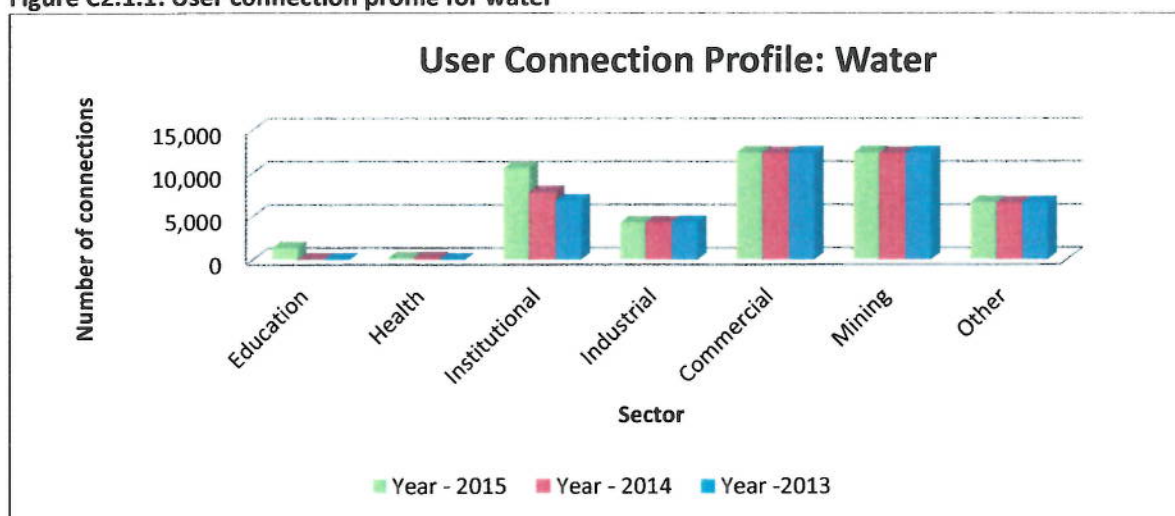


Figure C2.1.2: User connection distribution for water - Year 0

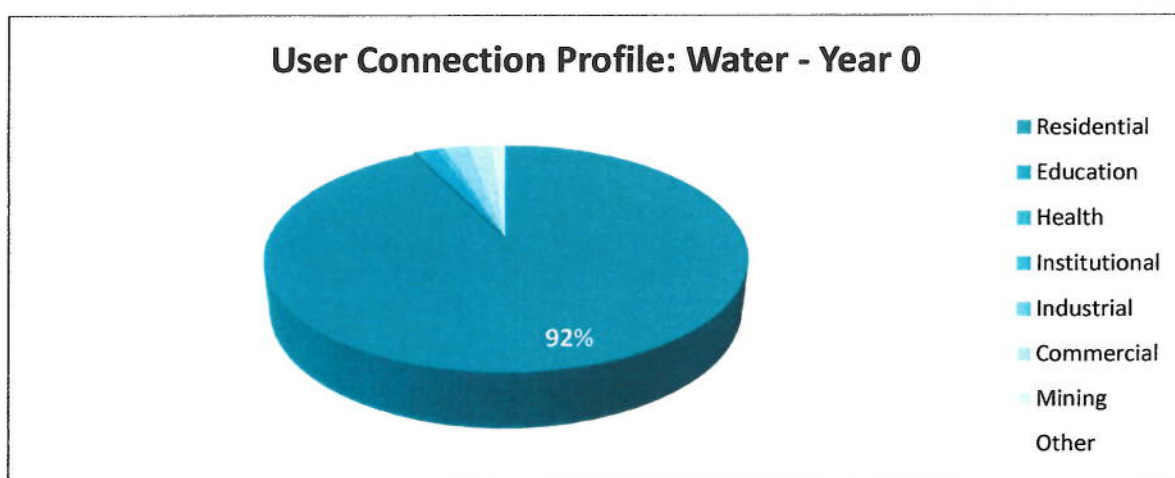


Figure C2.1.3: New connections for water

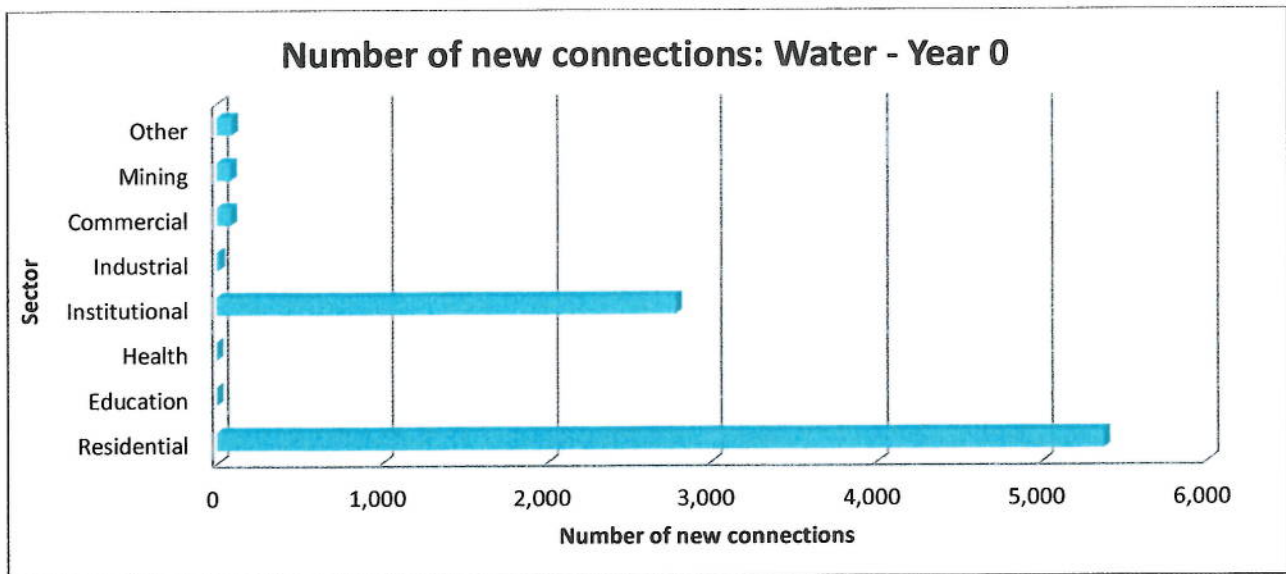


Table C2.1.b: User Connection Profile Wastewater

WSDP Ref. #	Category of users	Wastewater Services						New Connections Year 0
		Year 2015 FY2014/15		Year - 2014 FY2013/14		Year -2013 FY2012/13		
		Nr	%	Nr	%	Nr	%	
	-	-	-	-	-	-	-	-
3.3	RESIDENTIAL (DOMESTIC)							
3.3	Metered: Uncontrolled							
	Metered: Controlled*	593 318	94.6%	587 943	94%	583 985	95%	5 375
	Unmetered (flat rate)							
	Communal water supply							
	Sub-Total: Residential	593 318	94.6%	587 943	94%	583 985	95%	5 375
3.3	EDUCATION							
	Schools	1 353	0.2%	1 353				
	Tertiary education facilities							
	Sub-Total: Education	1 353	0.2%	1 353				
3.3	HEALTH							
3.3	Clinics	106	0%	106	79%	0	0%	
3.3	Hospitals	11	0%	11	100%	0	0%	
	Health Centres	47	0%	47	100%	0	0%	
	Sub-Total: Health	164	0.0%	164	100.0%	0	0%	
	INSTITUTIONAL							
3.3	Public Institutions							
3.3	Magistrate Offices	11	0%	11		11		
3.3	Police Stations	61	0%	61		61		
	Prisons							
	Municipal	9 488	1.5%	6 713	1%	5 512	1%	2 775
	Departmental	33	0.0%	0	0%	0	0%	33
3.3	Government	966	0.2%	985	0%	1 202	0%	-19
3.3	Sub-Total: Institutional	10 559	1.7%	7 770	1%	6 786	1%	2 789
	INDUSTRIAL							
	Dry industries							
3.3	Wet industries							
3.3	Sub-Total: Industrial	4 242	0.7%	4 230	1%	4 292	1%	12
	COMMERCIAL							
	Businesses							
	Office Buildings							
	Sub-Total: Commercial	12 370	2.0%	12 288	2%	12 353	2%	82
	MINING							
	Sub-Total: Mining							
	OTHER							
	Agriculture	1 567	0.2%	1 542	0%	1 548	0%	25
	Churches	676	0.1%	624	0%	579	0%	52
	Effluent	4 366	0.7%	4 354	1%	4 423	1%	12
	Other							
	Unknown							
	Sub- Total: Other	6 609	1.1%	6 520	1%	6 550	1%	89
	Total	627 098		618 751	100%	613 966	100%	8 300

Figure C2.1.4: User connection profile for wastewater

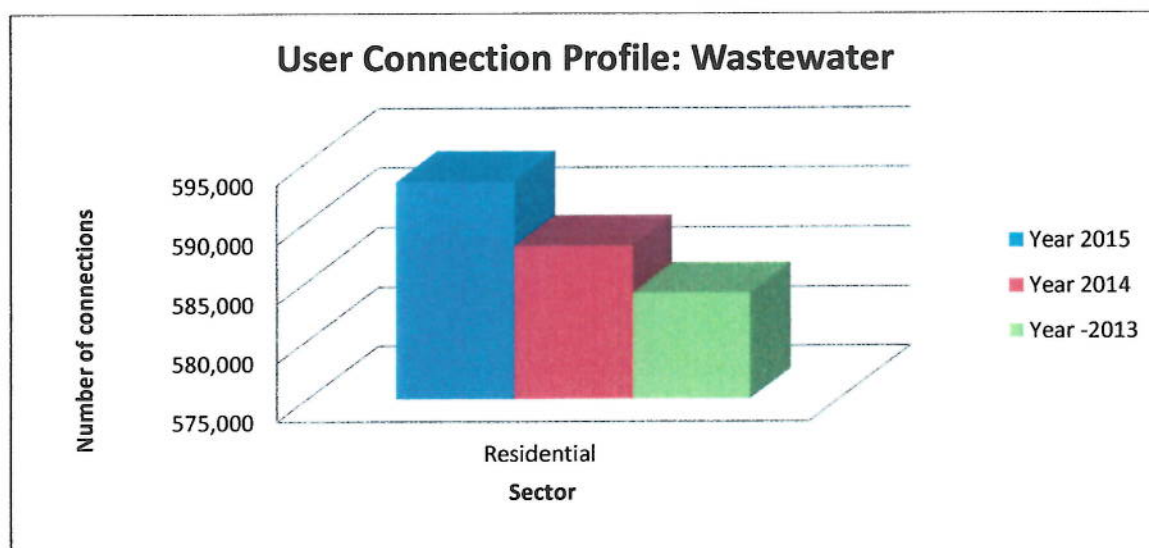
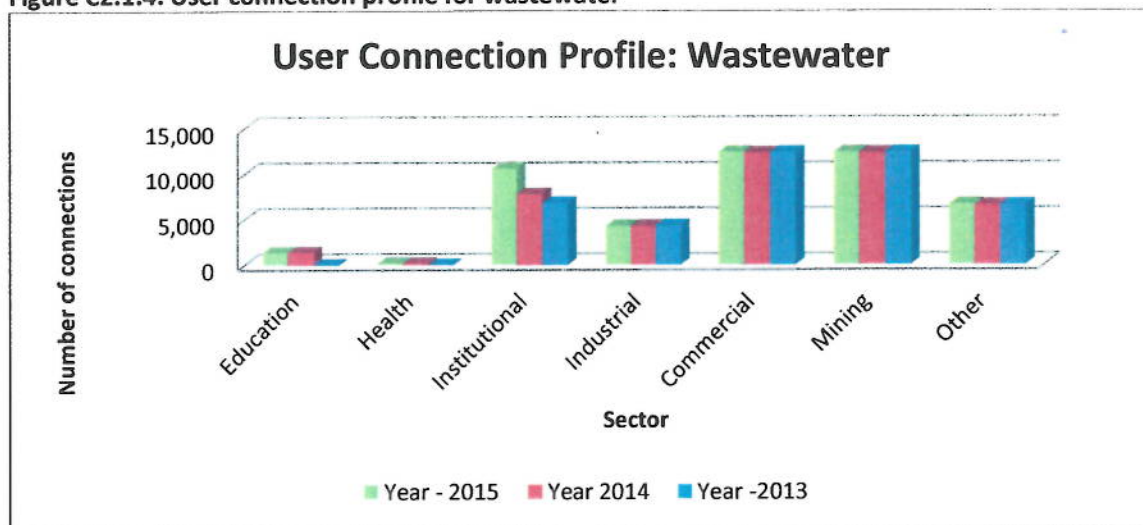


Figure C2.1.5: User connection distribution for wastewater - Year 0

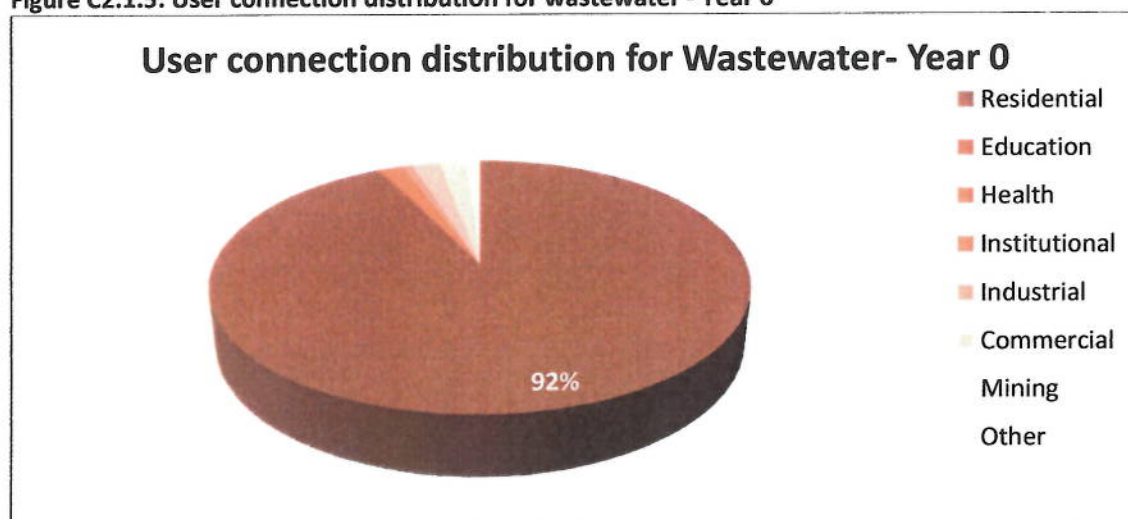
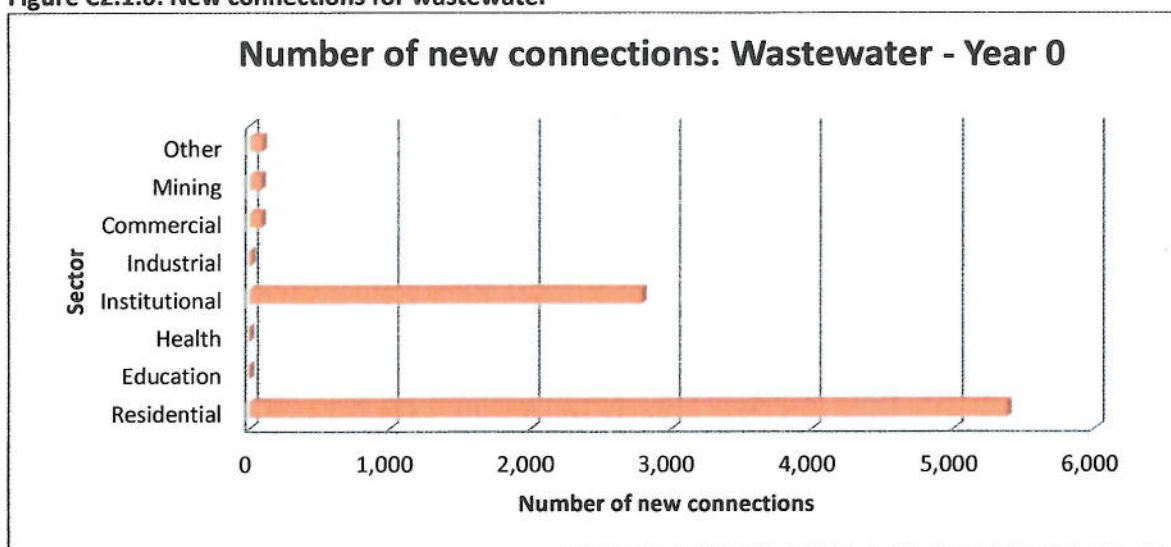


Figure C2.1.6: New connections for wastewater



C2.2 Residential water services delivery access profile

The entire population of Cape Town, both in formal and informal settlements, receives potable water service levels that meet the National minimum standards as required by the Water Services Act 108 (of 1997).

Whilst the City provides full flush toilets to informal settlements where possible, it also provides various types of alternative sanitation technologies. This is done in order to address the challenges described in the Introduction. Some of these alternative sanitation options are seen as a top up service, or a 1-on-1 provision and some can service more than one household. In terms of meeting the National Guidelines of adequate sanitation the City fully complies. In order to improve service delivery to the Departments' own internal higher standard, and maintain standard in line with additional influx of informal settlement customers, the City continues to provide the various alternative sanitation options.

The maintenance of these sanitation services often carries high cost due to frequent cleaning, servicing and repair or replacement due to vandalism. It places a heavy burden on the department's finance and requires a national initiative to be implemented such as a significant improvement in the level of funding received from the Equitable Share. In the case of the City of Cape Town, the cost of these services is to a large extent being cross-subsidised by tariff income from other customers.

As a caring city that ensures service delivery to its most vulnerable residents, the Water and Sanitation Department plans to spend R503,7 million directly on services to informal settlements in the 2015/16 financial year.

The money has mainly been earmarked for:

- increasing the toilet and tap provisions;
- maintenance of sanitation and water facilities;
- cleaning and emptying of alternative sanitation;
- the janitorial programme;
- provision of water to informal settlements (which is free); and

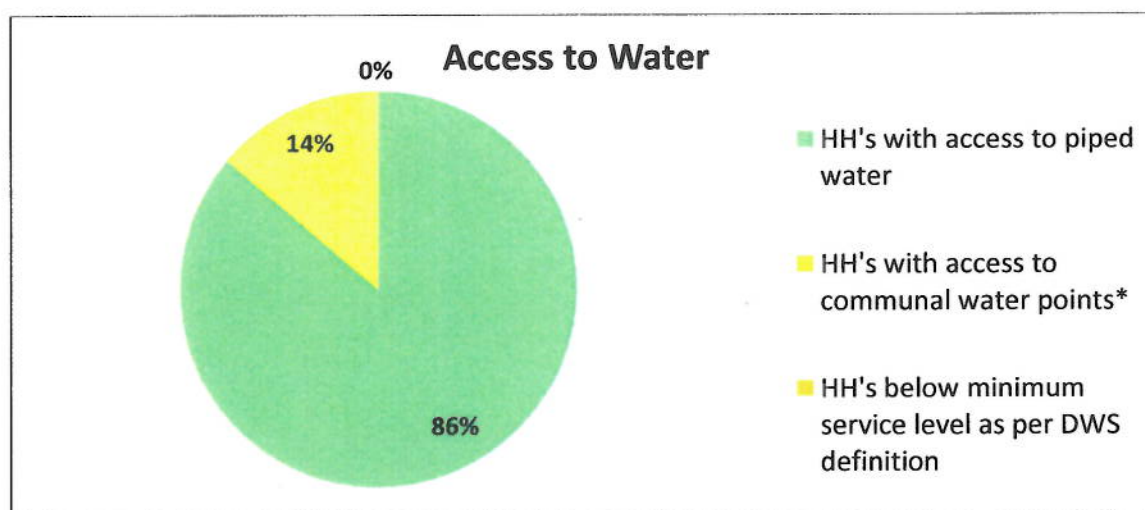
Importantly, the R503,7 million is targeted solely at primary costs to informal settlements. Thus, it does not include support services charges and enhancements, repairs, or new bulk infrastructure to service informal settlements.

The proposed budget provides an indication of the City's ongoing commitment to its residents in informal settlements, and builds on the significant investment made in this regard in the year under review. In the 2014/15 year by comparison, the City budgeted R499 million for direct water and sanitation investment in informal settlements.

Due to a substantial increase in the budget for informal-settlement water and sanitation since 2006/7, the City had increased toilet provision from 14 591 to around 48 900 across Cape Town by the end of June 2015. In addition, more than 10 000 taps were provided by June 2015.

Table C2.2 (a): Residential water services delivery access profile: Water

Census Category	Description	Year 0		Year -1		Year -2	
		FY2014/15		FY2013/14		FY2012/13	
		Nr	%	Nr	%	Nr	%
	WATER (ABOVE MIN LEVEL)						
Piped (tap) water inside dwelling/institution	House connections	967 313	86.2%	965 018	86.2%	948 607	86.2%
Piped (tap) water inside yard	Yard connections	0	0.0%	0	0.0%	0	0.0%
Piped (tap) water on community stand: distance less than 200m from dwelling/institution	Standpipe connection < 200 m	155 015	13.8%	154 648	13.8%	152 018	13.8%
Sub-Total: Minimum Service Level and Above		1 122 328	100%	1 119 666	100%	1 100 625	100%
Piped (tap) water on community stand: distance between 200m and 500m from dwelling/institution	Standpipe connection: > 200 m < 500 m	0	0%	0	0%	0	0%
Piped (tap) water on community stand: distance between 500m and 1000m (1km) from dwelling /institution	Standpipe connection: > 500 m < 1 000 m	0	0%	0	0%	0	0%
Piped (tap) water on community stand: distance greater than 1000m (1km) from dwelling/institution	Standpipe connection: > 1 000 m	0	0%	0	0%	0	0%
No access to piped (tap) water	No services	0	0%	0	0%	0	0%
Sub-Total: Below Minimum Service Level		0	0%	0	0%	0	0%
	Total number of households	1 122 328	100%	1 119 666		1 100 625	100%

Figure C2.2.1: Household water access profile

*Means access to 25 liters of potable water per day supplied within 200m of a household wand with a minimum flow of 10 liters per minute

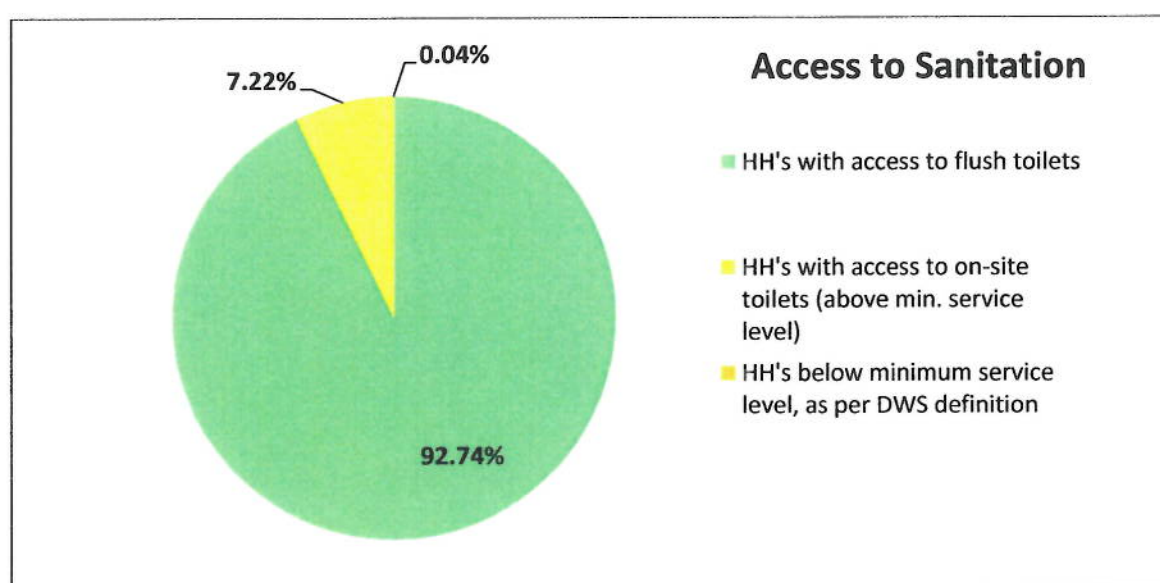
Toilets provision in Informal Settlements of which households estimated to have access to (communal) full flush: 53 100 (12/13); 60 695 (13/14); 73 940 (14/15); at 1 toilet to 5 households. Full flush and chemical and container toilets are equal to communal. Portable flush sanitation is one provided per individual per household.

Table C2.2 (b): Residential water services delivery access profile: Sanitation

Census Category	Description	Year 0		Year -1		Year -2	
		FY2014/15		FY2013/14		FY2012/13	
		Nr	%	Nr	%	Nr	%
SANITATION (ABOVE MIN LEVEL AS DEFINED BY DWS IN THIS TEMPLATE)							
Flush toilet (connected to sewerage system)	Waterborne	1 037 692	92.42%	1 027 292	91.69%	998 146	90.58%
	Waterborne: Low Flush	0	0.00%	0	0.00%	0	0.00%
Flush toilet (with septic tank)	Septic tanks / Conservancy	3 561	0.32%	3 561	0.32%	3 561	0.32%
Chemical toilet	Non-waterborne (above min. service level)	29 955	2.67%	29 080	2.60%	25 645	2.33%
Pit toilet with ventilation (VIP)		65	0.01%	0	0.00%	0	0.00%
Other		51 055	4.55%	59 733	5.33%	73 273	6.65%
Sub-Total: Minimum Service Level and Above		1 122 328	99.96%	1 119 666	99.94%	1 100 625	99.88%
SANITATION (BELOW MIN LEVEL AS DEFINED BY DWS IN THIS TEMPLATE)							
Pit toilet without ventilation	Pit toilet	201	0.02%	312	0.03%	312	0.03%
Bucket toilet	Bucket toilet	223	0.02%	377	0.03%	958	0.09%
Other toilet provision (below min. service level)	Other	0	0.00%	0	0.00%	0	0.00%
No toilet provisions	No services	0	0.00%	0	0.00%	0	0.00%
Sub-Total: Below Minimum Service Level		424	0.04%	689	0.06%	1 270	0.12%
Total number of households		1 122 752	100%	1 120 355	100%	1 101 895	100%

The City, as at June 2015, is servicing around 223 'buckets' in the City. These are all in the Boys Town and KTC area. All the residents who are using these 223 'bucket system' toilets have been offered a portable flush toilet but have declined it, despite the City wanting to eradicate these remaining 'bucket system toilets'. The City does not want to force anyone to not use it. These areas are currently part of a Human Settlements development and therefore these buckets will be eradicated as the residents are absorbed into new development projects. Despite the increase in households within informal settlements, the City sanitation services access profile shows a steadily decreasing percentage in the number of households serviced in these two categories.

Figure C2.2.2: Household sanitation access profile qualify



C2.3 Residential water services delivery adequacy profile

All residents, both formal and informal receive services that meet and/ or exceed the basic minimum levels of service.

The Integrated Planning, Strategy and Information Management Unit within the Water Demand Management and Strategy Branch has and is responsible for the development and updating of a master plan for water and sanitation infrastructure which covers a forward plan, for at least the following 20 years, assessing infrastructure needs for the future.

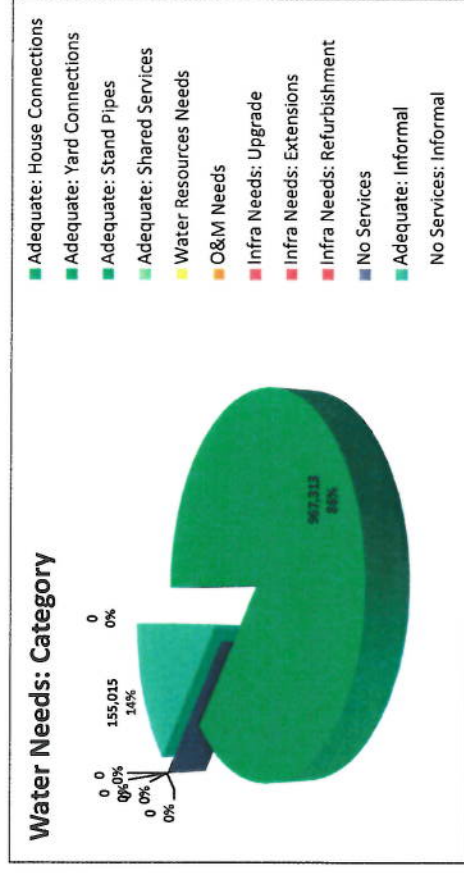
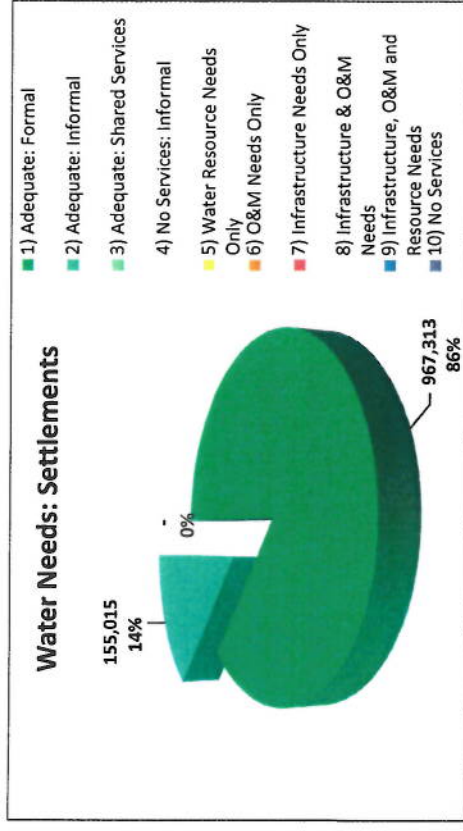
The first set of city-wide master plans were finalised in February 2011. Before then, several master plans were in use for towns or districts within the city, such as Bellville, Helderberg or Blaauwberg. The following comprehensive update was completed at the end of June 2015. The main focus of the master planning process was to highlight infrastructure upgrades and new requirements in order to cater for densification and future developments.

Table C2.3 (a): Residential water services delivery adequacy profile (Water)

Water Categorisation	Number of settlements	FORMAL												INFORMAL												
		Adequate						Water Resource needs	O & M Needs		Infrastructure Needs				No services		Adequate		No services							
		House Connections		Yard Connections		Stand Pipes		Shared Services		HH	%	HH	%	Upgrade \$	HH	%	Extension \$	HH	%	Refurbishmen t	HH	%	HH	%	HH	%
1		967,313	100 %	-	-																					
2																										
3																										
4																										
5																										
6																										
7																										
8																										
9																										
10																										
Total Household Interventions required		967,313	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	155,015	0	100 %	0

Table C2.3 (a): Residential water services delivery adequacy profile (Water)

Sheet 2 of 2

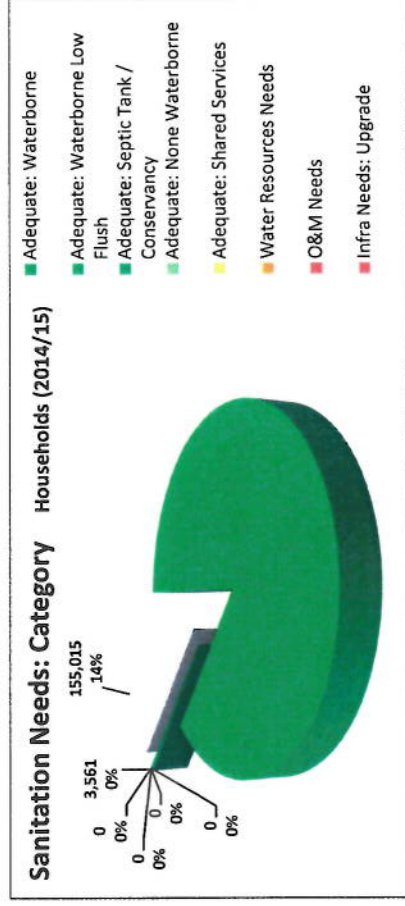


1	Adequate	3	Adequate: Shared services	5	Water Resources Needs Only	7	Infrastructure Needs Only	9	Infrastructure, O&M & Resource Needs
2	Adequate: Informal	4	No Services: Formal	6	O & M Needs Only	8	Infrastructure & O&M needs	10	No Services

Table C2.3 (b): Residential water services delivery adequacy profile (Sanitation)

Water Categorisation	Number of settlements	FORMAL														INFORMAL											
		Adequate						Water Resource needs		O & M Needs		Infrastructure Needs				No services		Adequate		No services							
		Waterborne		Waterborne Low flush		Septic Tank/ Conservancy		None Waterborne		Shared Services		HH		%		HH		%		HH		%		HH		%	
		HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%	HH	%		
1	6	963,752	99.6%			3,561	0.4%																				
2	1																										
3	49																										
4	0																										
5	0																										
6	0																										
7	6																										
8	0																										
9	0																										
10	2																										
Total Household Interventions required		963,752		0		3,561		0		0		0	0	0	0	0	0	0	0	0	0	0	0	155,015		0	

Table C2.3 (b): Residential water services delivery adequacy profile (Sanitation)



1	Adequate	3	Adequate: Shared services	5	Water Resources Needs <u>Only</u>	7	Infrastructure Needs <u>Only</u>	9	Infrastructure, O&M & Resource Needs
2	Adequate: Informal	4	No Services: Formal	6	O & M Needs <u>Only</u>	8	Infrastructure & O&M needs	10	No Services

C3. Cost recovery and free basic services

The 'Regulations relating to compulsory national standards and measures to conserve water', requires in section 10 (2) (d), that the water services authority should report on cost recovery, including at least:

- (i) the tariff structures for each user sector;
- (ii) the income collected expressed as a percentage of total costs for water services provided; and
- (iii) unrecovered charges expressed as a percentage of total costs for water services provided.

In turn, section 10 (2) (e) requires the water services authority to report on meter installation and meter testing, including at least:

- (i) the number of new meters installed at consumer installations; and
- (ii) the number of meters tested and the number of meters replaced as expressed as a percentage of the total number of meters installed at consumer connections.

The Regulations, furthermore specifies in section 10 (2) (b) that the number of households with access to free basic sanitation services should be recorded. A requirement of the MFMA Municipal Annual Report is that municipalities should also report the number of customers, receiving Free Basic services. In order to provide this figure to the Municipal Annual Report, this section has been expanded to include reference to the number of households receiving access to free basic water.

The information as required above, is presented in the following sub-sections:

- Tariffs: addressing regulation item 10 (2) (d) (i)
- Metering, Billing and Free Basic Services: addressing regulation items 10(2) (e) (i) and (ii) as well as regulation item 10(2) (b) (v)
- Revenue collection and cost recovery: addressing regulation items 10 (2) (d) (ii) and (iii)

The details for each of these sub-sections are further discussed below.

C3.1 Tariffs

Tariff increases implemented have been set higher than inflation during the last number of years due to the escalated focus on repairs and maintenance of current infrastructure as well as the growth in the capacity requirement in the capital infrastructure programme. City of Cape Town's block tariff structure for the various financial years is presented within the tables below.

As we get closer to requiring an augmentation scheme, the tariffs will have to be reviewed in order to cover costs of augmentation. This awareness means that we will constantly be faced with a decision of when, what method and cost of any scheme that will be implemented.

Table C3.1.1: Tariffs for water

Nr	Category	Sector	Unit	Tariff (VAT excluded)			% increase Year 0
				Year 0	Year -1	Year - 2	
				FY2015	FY2014	FY2013	
1.1	<u>BASIC CHARGES</u>						
	Not Applicable						
2	<u>VOLUME CHARGES</u>						
	0-6 kℓ	Domestic Full	R/kl	-	-	-	-
	+6-10.5 kℓ			R 8.75	R 7.60	R 5.83	15.1%
	+10.5-20 kℓ			R 12.54	R 11.61	R 10.60	8.0%
	+20-35 kℓ			R 18.58	R 17.20	R 15.70	8.0%
	+35-50 kℓ			R 22.94	R 21.24	R 19.40	8.0%
	+50 kℓ			R 30.27	R 28.02	R 25.58	8.0%
	0-6 kℓ	Domestic cluster	R/kl	-	-	-	-
	+6-20 kℓ			-	-	R 9.07	-
	+6-10.5kℓ			R 10.72	R 9.93	na	8.0%
	+10.5-20 kℓ			R 12.54	R 11.61	R 17.55	8.0%
	+20-35 kℓ			R 18.58	R 17.20	na	8.0%
	+35-50 kℓ			R 22.94	R 21.24	na	8.0%
	+50 kℓ			R 30.27	R 28.02	na	8.0%
	0-6 kℓ	Domestic Backyarders	R/kl	-	-	-	-
	+6-10.5 kℓ			R 13.51	R 12.51		8.0%
	Commercial	Commercial	R/kl	R 13.51	R 12.51	R 11.42	8.0%
	Industrial	Industrial	R/kl	R 13.51	R 12.51	R 11.42	8.0%
	Schools/sport	Schools/sport	R/kl	R 11.94	R 11.06	R 10.09	8.0%
	Government	Government	R/kl	R 12.83	R 11.88	R 10.85	8.0%
	Municipality	Municipality	R/kl	R 11.94	R 11.06	R 10.09	8.0%
	Miscellaneous	Miscellaneous	R/kl	R 12.83	R 11.88	R 10.85	8.0%
	Misc. (external)	Miscellaneous (external)	R/kl	R 15.33	R 14.19	R 12.96	8.0%
	Bulk Tariff		R/kl	R 3.49	R 3.42	R 3.22	2.0%
	<u>OTHER CHARGES (DEFINE CATEGORY)</u>						
	15mm-20mm	Fixed Service Charge (All consumer groups other than domestic, including all Spring water and Treated Effluent Users)	per month	R 13.07	R 12.37	R 11.74	5.7%
	25mm-40mm			R 45.96	R 43.42	R 41.10	5.8%
	50mm-90mm			R 116.75	R 110.35	R 104.10	5.8%
	100mm-140mm			R 140.44	R 132.72	R 125.64	5.8%
	150mm			R 214.40	R 228.16	R 216.06	5.8%
	>150mm			R 324.12	R 306.32	R 290.04	5.8%
	Temporary Connections			R 6 035.00	R 5 704.00	R 5 401.51	5.8%
	New Connections						
	25mm complete (stop cock+meter box+ meter			R 5 662.19	R 5 351.75	R 5 068.02	5.8%
	40mm complete (stop cock+meter box+ meter			R 9 456.14	R 8 937.72	R 8 463.92	5.8%
	50 mm complete (stop cock+meter box+ meter)			R 14 667.19	R 13 863.16	R13 128.01	5.8%
	*Above Tariffs and additional Tariffs can be sourced via the following link Water and Sanitation Tariffs						

Table C3.1.2: Tariffs for wastewater

Nr	Category	Sector	Unit	Tariff (VAT excluded)			%
				Year 0	Year -1	Year - 2	increase
				FY2015	FY2014	FY2013	Year 0
1	<u>BASIC CHARGES</u>						
2	<u>VOLUME CHARGES</u>						
	0-4.2 kℓ	Domestic Full	R/kℓ	-	-	-	-
	+4.2-7.35 kℓ			R 8.25	R 7.20	R 5.81	14.6%
	+7.35-14 kℓ			R 14.64	R 13.56	R 12.38	8.0%
	+14-24.5 kℓ			R 16.01	R 14.83	R 13.53	8.0%
	+24.5-35 kℓ			R 16.81	R 15.56	R 14.21	8.0%
	Industrial & Commercial	Industrial & Commercial	R/kℓ	R 10.39	R 9.62	R 8.78	8.0%
	Departmental/Municipal	Departmental/ Municipal	R/kℓ	R 9.56	R 8.85	R 8.08	8.0%
	0-4.2 kℓ	Domestic Cluster	R/kℓ	-	-	-	-
	+4.2-7.35 kℓ			R 9.05	R 9.05	R 9.05	0.0%
	+7.35-14 kℓ			R 14.64	R 13.56	R 9.05	8.0%
	+14-35 kℓ			-	-	R 15.04	
	+14-24.5 kℓ			R 16.01	R 14.82	-	8.0%
	+28.≤ 35 kℓ			R 16.81	R 15.56	-	8.0%
3	<u>OTHER CHARGES</u>						
	New Connection						
	100mm connections			R 1 072.81	R 1 014.04	R 960.53	5.8%
	150mm connections			R 1 285.35	R 1 214.91	R 1 150.76	5.8%
	Clearing domestic sewerage blockages (office Hours)			R 376.75	R 356.14	R 337.01	5.8%
	Testing Sewers			R 718.00	R 629.82	R 596.51	14.0%

*Above Tariffs and additional Tariffs can be sourced via the following link [Water and Sanitation Tariffs](#)

C3.2 Metering, Billing and Free Basic Services

The first 6 kilolitres of water supplied to all residential dwellings in the municipal area and the first 4.2 kilolitres of sewage removed from all residential dwellings in the municipal area is free. Fixed charges do not apply to dwellings occupied by domestic households.

The Indigent Grant is applicable to the water and sanitation tariff for qualifying households. The net result is that an Indigent household can consume additional 4.5kℓ water per month and can discharge an additional 3.15kℓ wastewater per month (with sewerage disposal 70% of water consumption) without attracting any charges.

This subsidy would be ineffective without the ongoing Water Management Device installations and associated indigent household leak Repairs, which is aimed at reducing consumption, reducing monthly bills and eliminating arrears of properties occupied by Indigent households.

Table C3.2: Overview of metering, billing and Free Basic Services

Regulations Ref. #	Description	Unit	Year 2014	Year -2013	Year - 2012
			FY2014/15	FY2013/14	FY2012/13
	UNITS SUPPLIED (as per water services access profile)	-			
10.2 (b) (i)	Household water connections (house and yard connections)	Nr	602 594	598 373	594 302
10.2 (b) (iv)	Household sewerage connections	Nr	593 318	587 943	583 985
	METERING	-			
	Metered Water Connections (aligned with Billing System)				
	Residential	Nr	602 594	598 373	594 302
	Commercial / Business	Nr	13 134	13 094	13 139
	Industrial	Nr	4 466	4 460	4 464
	Government / Institutional	Nr	12 781	10 150	8 830
	Bulk		287	285	301
	Schools		1 819	1 739	1 738
	Other	Nr	5 911	5 970	5 982
	Sub-Total: Metered Water Connections	Nr	640 992	634 071	628 756
10.2 (b) (vi)	Proportion of metered connections (residential)	%	100%	100%	100%
10.2 (e) (i)	Total number of meters	Nr	640 992	634 071	628 756
	Total number of new connections (aligned with Table C.2.1)	Nr	5 375	3 958	
	Total number of new meters installed	Nr	6 921	5 315	
10.2 (e) (ii)	Proportion of new connections, metered	%	100%	100%	100%
	Number of meters tested	Nr	0	0	0
10.2 (e) (ii)	Proportion of meters tested to total number of meters	%			
	Number of meters replaced	Nr	38 564	33 188	27 902
	Proportion of meters replaced to total number of meters	%	6%	5%	4%
	BILLING	-			
	Customer billing (water and sewerage)		Nr	Nr	Nr
	Residential	Nr	602 594	598 373	594 302
	Commercial / Business	Nr	13 134	13 094	13 139
	Industrial	Nr	4 466	4 460	4 464
	Government / Institutional	Nr	12 781	10 150	8 830
	Bulk	Nr	287	285	301
	Schools	Nr	1 819	1 739	1 738
	Other	Nr	5 911	5 970	5 982
	Sub-Total: Customers billed	Nr	640 992	634 071	628 756
	Proportion of bills to metered connections	%	100.0%	100.0%	100.0%
	Residential	%	100.0%	100.0%	100.0%
	Commercial / Business	%	100.0%	100.0%	100.0%
	Industrial	%	100.0%	100.0%	100.0%
	Government / Institutional	%	100.0%	100.0%	100.0%
10.2 (b) (v)	Bulk	%	100.0%	100.0%	100.0%
	Schools	%	100.0%	100.0%	100.0%
	Other	%	100.0%	100.0%	100.0%
	FREE BASIC SERVICES	-			
	Nr customers receiving:				
	Free Basic Water	Nr	602 594	598 373	594 302
	Free Basic Sanitation	Nr	593 318	587 943	583 985
	Proportion of Free Basic Services				
	Water	%	100%	100%	100%
	Sewerage	%	100%	100%	100%

C3.3 Revenue collection and cost recovery

The City of Cape Town's revenue collection and cost recovery on water services rendered by the municipality is summarized in the table below.

Various significant financial process improvements were achieved, including movable asset verification of 97,77% and a significant increase in the income collection ratio.

- The FY2014 collection rate was 87.89% for water and 91.06% for sanitation
- The equitable share towards water- and sewerage services are not separated into water and sanitation

Risks to achieving Utility Services revenue projections:

- Security and quality of supply
- Certain aspects of the economic slowdown are still evident
- The increase in the indigent register

Capital budget: The high requirement for necessary infrastructure is driven largely by capacity requirements due to growth and economic development, the refurbishment of current infrastructure as well as projects related to system efficiency which places severe pressure on the City's Capital Budget.

To achieve the required Capital Budget, it is necessary to maximise the use of Grant funding and to make optimal use of the Capital Replacement Reserve (CRR) within the financial constraints.

Operating budget: It is difficult to reach optimum levels of staff, maintain acceptable levels of infrastructure maintenance and carry the impact of the capital programme within the financial constraints during difficult economic conditions.

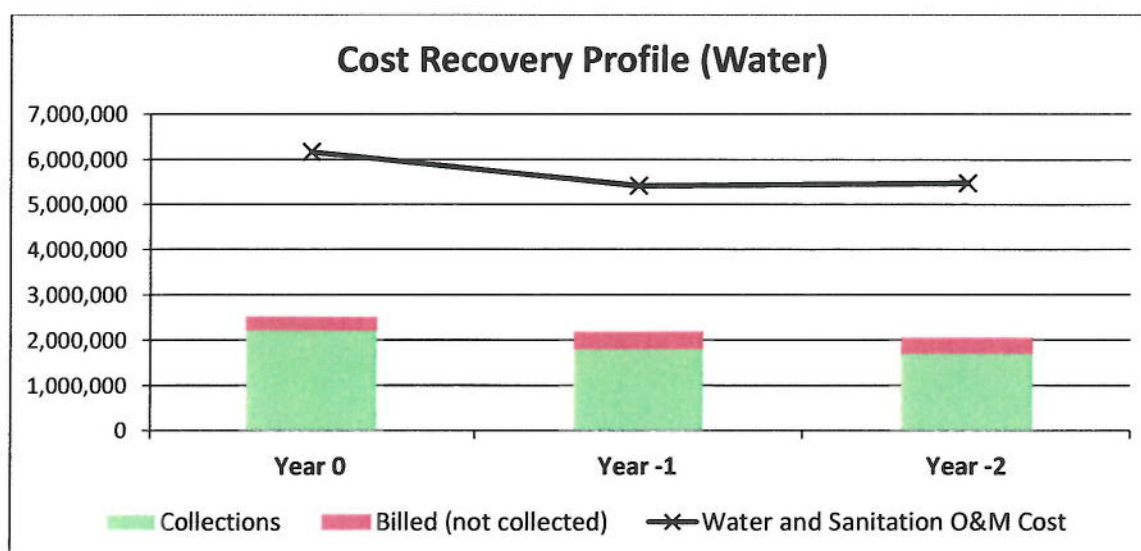
The pressure on the operating budget needs to be addressed via possible above-inflation tariff increases and initiatives to ensure that money due to the City is collected. There is a benefit envisaged from the current debt action and projects related to metering efficiency gains and data purification.

Table C3.3: Overview of water services revenue collection and cost recovery

Regulations Ref. #	Description	Year 2014	Year -2013	Year - 2012
		FY2014/15	FY2013/14	FY2012/13
	INCOME	R'000	R'000	R'000
	Billed			
	Water reticulation / provision	R 2 514 393	R 2 185 812	R 2 053 577
	Sewerage / wastewater	R 1 319 476	R 1 188 106	R 1 091 897
	Sub-Total: Billed	R 3 833 869	R 3 373 918	R 3 145 474
	Collections			
	Water reticulation / provision	R 2 209 863	R 1 798 565	R 1 697 197
	Sewerage / wastewater	R 1 201 527	R 1 024 637	R 966 516
	Sub-Total: Collections	R 3 411 390	R 2 823 202	R 2 663 713
	Equitable share income			
	Water reticulation / provision	-	-	-
	Sewerage / wastewater	-	-	-
	Sub-Total: Equitable share income	R 162 907	R 117 506	R 111 275
	EXPENDITURE (O & M)	R'000	R'000	R'000
	Water services	-	-	-
	Sewerage / wastewater services	-	-	-
	Total: Water Services O&M	R 6 167 713	R 5 416 483	R 5 476 269
	COST RECOVERY ANALYSIS / RATIO			
10.2 (d) (ii)	Unrecovered as % of Revenue Billed			
	Water	12.11%	17.72%	17.35%
	Sewerage	8.94%	13.76%	11.48%
	Total	11.02%	16.32%	15.32%
10.2 (d) (iii)	Unrecovered as % of Cost			
	Water services	-	-	-
	Sewerage / wastewater services	-	-	-
	Total	6.85%	10.17%	8.80%

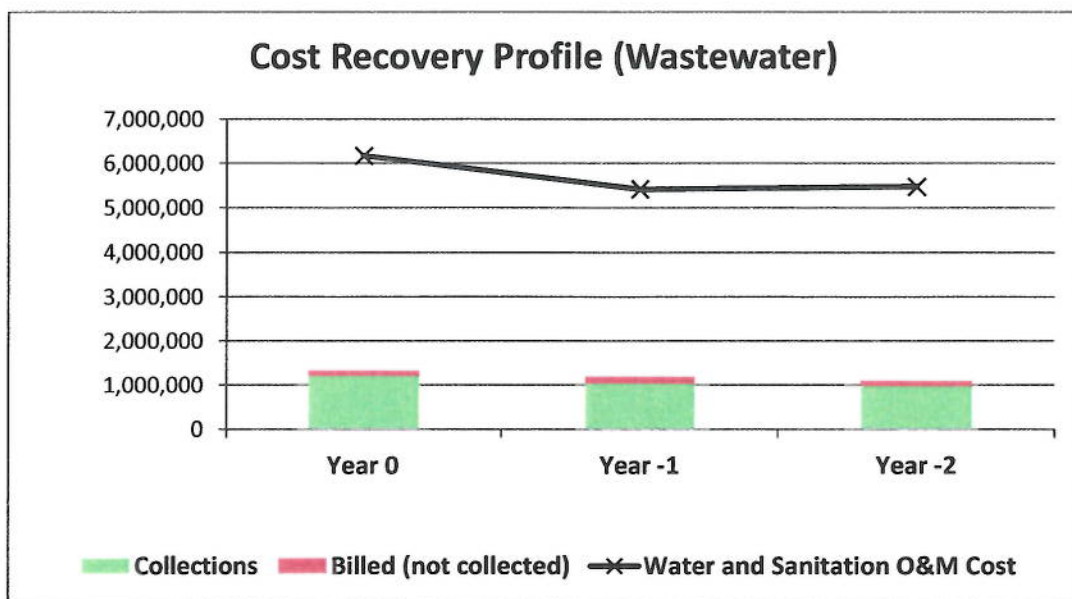
*Note: the above table does not reflect the internal income streams between Bulk Water Branch, Wastewater Branch and other streams.

Figure C3.3.1: Revenue collection and cost recovery profile (water)



*Note O&M costs include both water and sanitation

Figure C3.3.2: Revenue collection and cost recovery profile (wastewater)



*Note O&M costs include both water and sanitation

C4. Water quality

The 'Regulations relating to Compulsory National Standards and Measures to Conserve Water' (April 2001) determines that the water services audit to be included in the annual report on the implementation of its water services development plan, should include:

"10. (f) the water quality sampling programme contemplated in regulation 5(1), the results of the comparison set out in regulation 5(3) and any occurrence reported in compliance with regulation 5(4)"

The required information is presented in the following sections:

- Sampling programme
- Water quality compliance
- Incident management

It should be recognized that the above information is reported in terms of the National Department of Water and Sanitation Blue- and Green Drop Systems.

The City consistently excels in the DWS's Blue Drop awards programme. As at June 2015 the score was an impressive 98,14% (the City's most recent score). This was the highest score in the Western Cape and the sixth-highest in South Africa. The City also received a platinum Blue Drop award for its consistent excellent performance for four years, and remains in the top-performing group of water service authorities in South Africa.

According to DWS's latest Green Drop report (for 2013), the average Green Drop score, which measures the quality of the City's wastewater treatment works (WWTWs), was 89,7%. This represents a steady improvement on the 2011 score of 86,8% and the 2009 score of 82%. Twelve of the WWTWs scored higher than 90%, including Cape Flats, Macassar, Kraaifontein, Scottsdene, Zandvliet, Wildevölvlei and Parow, thereby qualifying for Green Drop status.

C4.1 Sampling programme

The quality of water produced at the CCT's water treatment plants is strictly monitored on a continual operational basis by the Bulk Water Branch to ensure compliance with the South African National Standard (SANS 241:2011) on drinking water quality. The Scientific Services Branch also conducts routine sampling and analysis of potable water produced at all water treatment plants, as well as inspection of treatment processes.

ISO 17025 accreditation for the laboratory quality testing has been attained in September 2011, and has been accomplished. Building expansion of the laboratory is a necessity for improving its capability to undertake a wide spectrum of tests. Scientific Services are currently within the planning stages of the building expansion proposal.

Table C4.1.1: Sampling programme for potable water quality

Treated Water Schemes								
Registered Sites per Scheme		Active (yes/no)			Determinants per Category	Frequency (days)		
		Year 2014	Year -2013	Year - 2012		Year 2014	Year -2013	Year - 2012
#	Name	FY2014/15	FY2013/14	FY2012/13		FY2014/15	FY2013/14	FY2012/13
1	Water Treatment Plants	yes	yes	yes	Microbiological (Health) (as per SANS 241)	7	7	7
					Chemical (Health) (as per SANS 241)	7	7	7
					Physical, Organoleptic (Non Health) (as per SANS 241)	7	7	7
					SANS 241 Operational Tests	7	7	7
2	Reservoir	yes	yes	yes	Microbiological (Health) (as per SANS 241)	7	7	7
					Chemical (Health) (as per SANS 241)	7	7	7
					Physical, Organoleptic (Non Health) (as per SANS 241)	7	7	7
					SANS 241 Operational Tests	7	7	7
3	Distribution	yes	yes	yes	Microbiological (Health) (as per SANS 241)	14	14	14
					Chemical (Health) (as per SANS 241)	14	14	14
					Physical, Organoleptic (Non Health) (as per SANS 241)	14	14	14
					SANS 241 Operational Tests	14	14	14

*Sampling done every seven days

**Sampling done every fourteen days

Table C4.1.2: Sampling programme for wastewater effluent quality

Registered Sites		Active			Determinants per Category	Frequency (days)		
		Year 2014	Year -2013	Year - 2012		Year 2014	Year -2013	Year - 2012
#	Name	FY2014/15	FY2013/14	FY2012/13		FY2014/15	FY2013/14	FY2012/13
1	Athlone	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
2	Bellville	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
3	Borchards Quarry	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
4	Camps Bay Outfall	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
5	Cape Flats	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
6	Fisantekraal	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
7	Gordons Bay	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
8	Green Point Outfall	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
9	Groot Springfontein	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
10	Hout Bay	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
11	Klipheuwel	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
12	Kraaifontein	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7

					Physical	7	7	7
13	Llandudno	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
14	Oudekraal	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
15	Macassar	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
16	Melkbosstrand	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
17	Millers Point	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
18	Mitchells Plain	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
19	Parow	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
20	Philadelphia	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
21	Potsdam	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
22	Scottsdene	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
23	Simons Town	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
24	Wesfleur	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
25	Wildevoevlei	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7
26	Zandvliet	Active	Active	Active	Microbiological	7	7	7
					Chemical	7	7	7
					Operational	7	7	7
					Physical	7	7	7

*sampling done every seven days

An overview of the City of Cape Town's compliance to its water- and wastewater sampling programmes is presented in the tables which follow.

Table C4.1.3: Compliance to the sampling programme (s)

Measurable / Enabling Factor	Unit	Year 2014				Year -2013				Year - 2012			
		FY2014/15				FY2013/14				FY2012/13			
		M	C	P	O	M	C	P	O	M	C	P	O
Potable Water Quality													
Supply system submissions	Nr registered	1	1			1	1			1	1		
	Nr submitted*	1	1			1	1			1	1		
	Annual %	100%	100%			100%	100%			100 %	100%		
Monitoring compliance	Average %	83.73 %	92.39 %			96.66 %	90.98 %			87.3 %	77.26 %		
Data Credibility	Average %	99.9%	99.9%			99.9%	99.9%			99.9 %	99.9%		
BDS In-Time Submission	Annual %	91.58 %	97.78 %			99.9%	99.9%			99.9 %	82.97 %		
Wastewater Quality													
Monitoring compliance	Average %	78.72				73.03				66.48			
*Operational monitoring compliance	Average %	-				-				-			

Legend M: Microbiological; C: Chemical; P: Physical; O: Operational

*The Operational monitoring are tests performed on site e.g. Imhoff cone tests (Settleability), Chlorine (Free and Total), Dissolved Oxygen (DO), NH₃,

Table C4.1.4: Water quality monitoring overview from WSDP Guide Framework perspective

WSDP Ref #	Measurable / Enabling Factor	Unit	Year 2014	Year - 2013	Year - 2012
			FY2014/15	FY2013/14	FY2012/13
6.3	Water Supply and Quality				
6.3.2	Process Control in place	yes/total WTW in %	100%	100	100
6.3.3	Monitoring Programme in place	yes/total schemes in %	100%	100	100
6.3.4	Sample Analysis Credibility	Average %	100%	100%	100%
9.2	Monitoring				
9.2.1	% of water abstracted monitored: Surface water	Q monitored / Q abstracted in %	100%	100	100
9.2.2	% of water abstracted monitored: Ground water	Q monitored / Q abstracted in %	100%	100	100
9.2.3	% of water abstracted monitored: External Sources (Bulk purchase)	Q monitored own / Q purchased in %	N/A	N/A	N/A
9.2.6	Water quality for formal schemes? (1: daily, 2: weekly, 3: monthly, 4: annually, 5: never)	frequency	1	1	1
9.2.7	Water quality for rudimentary schemes? (1: daily, 2: weekly, 3: monthly, 4: annually, 5: never)	frequency	N/A	N/A	N/A
9.2.9	Is the number sufficient in accordance to the SANS241 requirements?	yes/no	Yes	Yes	Yes
9.3	Water Quality				
	Is there a water quality plan in place?	yes/no	Yes	Yes	Yes
9.3.1	Reporting on quality of water taken from source: urban & rural	yes/total schemes in %	100%	100	100
9.3.5	Quality of water taken from source: urban - % monitored by WSA self?	monitored by WSA / total schemes in %	N/A	N/A	N/A
9.3.6	Quality of water taken from source: rural - % monitored by WSA self?	monitored by WSA / total schemes in %	100%	100	100
9.3.9	Are these results available in electronic format?	yes/no	Yes	Yes	Yes

Table C4.1.5: Wastewater quality monitoring overview from WSDP Guide Framework perspective

WSDP Ref #	Measurable / Enabling Factor	Unit	Year 2014	Year -2013	Year - 2012
			FY2014/15	FY2013/14	FY2012/13
5.3.1	Monitoring and Sample Failure				
5.3.1.1	Monitoring: % of tests performed as required by general limits /special limits/ license requirements (Average % over previous 12 months)	Annual %	99%	99%	99%
5.3.1.2	Operational: % of tests performed as required by general limits /special limits/ license requirements (Average % over previous 12 months)	Annual %	-	-	-
6.4	Wastewater Supply and Quality				
6.4.2	Process Control in place	yes/total WWTW in %	yes (100%)	yes (100%)	yes (100%)
6.4.3	Monitoring Programme in place	yes/total WWTW in %	yes (100%)	yes (100%)	yes (100%)
6.4.4	Sample Analysis Credibility	Average %	100%	100%	100%
9.2	Monitoring				
9.2.10	Is the number sufficient in accordance to licences?	yes/no	yes	yes	yes
9.3	Water Quality				
	Is there a water quality plan in place?	yes/no	yes	yes	yes
9.3.2	Quality of water returned to the resource: urban	yes/total WWTW in %	100%	100%	100%
9.3.3	Quality of water returned to the resource: rural	yes/total WWTW in %	NA	NA	NA
9.3.7	Quality of water returned to resource: urban - % monitored by WSA self?	monitored by WSA / urban WWTW in %	100%	100%	100%
9.3.8	Quality of water returned to resource: rural - % monitored by WSA self?	monitored by WSA / rural WWTW in %	NA	NA	NA
9.3.9	Are these results available in electronic format?	yes/no	yes	yes	yes

C4.2 Water quality compliance

Table C4.2.1: Overview of water quality compliance

Table C4.2.1: Overview of water quality compliance													
WSDP Ref #	Measurable / Enabling Factor	Unit	Year 2014			Year-2013				Year-2012			
			FY2014/15			FY2013/14				FY2012/13			
			M	C	P	M	C	P	O	M	C	P	O
Results per the Blue Drop System													
n/a	Analysis compliance	Total	9077	14284	17279	7922	12722	15702	39666	4627	6998	8890	21137
n/a		Nr Failures	21	15	21	30	1	23	1600	26	2	19	933
n/a		Complianc e %	99.8%	99.9%	99.9%	99.6%	99.9%	99.8%	95.9%	99.5%	99.9%	99.8%	95.8%
n/a	Samples frequency	Total	9061	1307	8621	7922	1145	7595	8055	4627	583	4394	4691
n/a		Nr Failures	21	14	20	30	1	20	1436	26	2	14	833
n/a		Complianc e %	99.8%	99.9%	99.8%	99.6%	99.9%	99.8%	82.3%	99.5%	99.6%	99.2%	84.3%
n/a	Sites compliance	Total	2647	923	2645	1860	752	1855	1862	1228	434	1213	1169
n/a		Nr Failures	21	9	17	23	1	15	808	25	2	10	453
n/a		Complianc e %	99.2%	98.9%	99.4%	90.4%	99.9%	99.2%	56.7%	98.1%	99.3%	99.2%	65.5%
6.3	Water Supply and Quality												
6.3.6	Blue Drop Status	certified per BDS	No new score released. Had Blue Drop status based on 2012 score.			No new score released. Had Blue Drop status based on 2012 score.				During 2012 CCT received the latest Blue Drop score of 98.14% for the 2010-2011 period reviewed. 6th in SA Top 10, and 1st in Western Cape. Thus received Blue Drop status. Also received Platinum Award for 4 successive Blue Drop awards.			
9.3	Water Quality												
9.3.10	% Time (days) within SANS 241 standards per year	Average of sites complianc e %	99%			87%				91%			

Legend M: Microbiological; C: Chemical; P: Physical; O: Operational *tbd = to be determined

Table C4.2.2: Overview of wastewater quality compliance

WSDP Ref #	Measurable / Enabling Factor	Unit	Year 2014				Year-2013				Year-2012				
			FY2014/15				FY2013/14				FY2012/13				
			M	C	P	O	M	C	P	O	M	C	P	O	
	Results per the Green Drop System														
n/a	Regulatory compliance	Total	100%	100%	100%		100%	100%	100%		100%	100%	100%		
n/a		Nr Failures	39%	37%	42%		38%	36%	42%		38%	37%	51%		
n/a		Compliance %	61%	63%	58%		62%	64%	58%		62%	63%	49%		
n/a	Operational compliance	Total													
n/a		Nr Failures													
n/a		Compliance %	tbd	tbd	tbd		tbd	tbd	tbd		tbd	tbd	tbd		
5.3.1	Monitoring and Sample Failure														
5.3.1.3 5.3.1.4 5.3.1.5	Average % of sample failure	Failure %	39.3%				39.0%				41.8%				
6.3	Water Supply and Quality														
6.4.6	Green Drop Status	certified per GDS	Green Drop Report 2013 89.7%				Green Drop Report 2011 86.8%				Green Drop Report 2009 82%				

C4.3 Incident management

Another aspect to water quality is the level of institutional response to water quality failure incidents – herein presented as incident management.

Table C4.3.1: Incident management and reporting overview

WSDP Ref #	Measurable / Enabling Factor	Unit	Year 2014	Year - 2013	Year - 2012
			FY2014/15	FY2013/14	FY2012/13
6.3	Water Supply and Quality				
6.3.1	Incident Management Protocol in place	yes/total schemes in %	100%	100%	100%
6.3.5	Failure Response Management in place	yes/total schemes in %	100%	100%	100%
6.4	Waste Water Supply and Quality				
6.4.1	Incident Management Protocol in place	yes/total schemes in %	100%	100%	100%
6.4.5	Failure Response Management in place	yes/total schemes in %	100%	100%	100%

Table C4.3.2: Water quality incident reporting compliance (health oriented)

Measurable / Enabling Factor	Unit	Year 0				Year-1				Year-2			
		FY2014/15				FY2013/14				FY2012/13			
		Acute Health - 1 Microbiological	Acute Health - 1 Chemical	Acute Health - 2 Microbiological	Chronic Health	Acute Health - 1 Microbiological	Acute Health - 1 Chemical	Acute Health - 2 Microbiological	Chronic Health	Acute Health - 1 Microbiological	Acute Health - 1 Chemical	Acute Health - 2 Microbiological	Chronic Health
Failures in terms of Analysis	Total nr	9072	3029	158	23761		2408	218	20823		2243	200	18137
	Nr of failures	19	0	0	32		0	0	24		0	0	48
	Failure %	0%	0%	0%	0%		0%	0%	0%		0%	0%	0%
	Nr reported	100%	100%	100%	100%		100%	100%	100%		100%	100%	100%
	Reported % of failure	100%	100%	100%	100%		100%	100%	100%		100%	100%	100%
*Failures in terms of Samples	Total												
	Nr of failures												
	Failure %												
	Nr reported												
	Reported % of failure												
**Failures in terms of Sites	Total												
	Nr of failures												
	Failure %												
	Nr reported												
	Reported % of failure												

*Samples failures not reported in terms of number of samples. **The entire Water Distribution System is reported on as one site.

C5. Water conservation and demand management

The 'Regulations relating to compulsory national standards and measures to conserve water', requires in section 10 (2) (g), that the water services authority should report on water conservation and demand management, including at least:

- (i) the results of the water balance as set out in regulation 11;
- (ii) the total quantity of water unaccounted for
- (iii) the demand management activities undertaken; and
- (iv) the progress made in the installation of water efficient devices

Items (i) and (ii) above has been addressed as part of Section C1 of this report.

As early as 1995, City of Cape Town committed itself to a 10% saving on the historical demand growth of 4 % per annum. An Integrated Water Resource Planning (IWRP) study carried out in 2001 also indicated that various Water Demand Management and Water Conservation (WC/WDM) initiatives are the most feasible water augmentation options to meet the growing water demand for the city.

In 2001 CCT developed a WC/WDM policy and strategy based on the outcome of the IWRP study. The implementation of the strategy was however not sustainable and due to numerous institutional challenges the initial commitment and resources to WC/WDM were significantly reduced during 2003, 2004 and again during 2006. In 2007, the City committed itself to the implementation of the council approved 10 year WC/ WDM Strategy, which had undergone its initial review in 2010 and subsequent years after and has proven to be quite successful in its implementation.

The Department is applying the resources required to implement water demand management interventions, including: (a) reduction of high pressure, minimum night flow for residential consumers, (b) education programmes, (c) plumbing leak and meter repair programmes, (d) pipe replacement, treated effluent re-use, water restrictions and stepped tariffs.

The City of Cape Town has already started implementing the water balance as per the International Water Association (IWA standard). CCT is in the process of defining various District Metered Areas (DMA's). Once the proposed DMA's have been finalised and implemented, the water balance model will be rolled down to the zone (DMA) level.

Water demand management is an essential core requirement for sustainability of water supply to the City. In circumstance where water consumption is controlled to the levels expected in the Water Conservation and Water Demand Management strategy, deferment of the next water resource scheme to approximately 2022 can be achieved

Table C5: Overview of water conservation and demand management activities

WSD P Ref. #	Regulations Ref. #	Description	Urban Settlements						Rural Settlements						
			Year 2015		Year - 2014		Year - 2013		Year 2015		Year - 2014		Year - 2014		
			FY2014/15		FY2013/1 4		FY2012 /13		FY2014 /15		FY2013/ 14		FY2013/ 14		
7.1. 1	10.2.g.iii	REDUCING UNACCOUNTED FOR WATER AND WATER INEFFICIENCIES													
	Number of customers where the following activities have been pursued:		Nr	% of total	Nr	% of total	Nr	Nr	% of total	Nr	% of total	Nr	% of total		
7.1. 1.1		Night flow metering	>50		-		-	n/ a		n/ a		n/ a			
7.1. 1.2		Day flow metering	>50		-		-	n/ a		n/ a		n/ a			
7.1. 1.3		Reticulation leaks fixed on connections	33 133		36 968		37 830	n/ a		n/ a		n/ a			
7.1. 1.4		Illegal connections formalized	-		-		-	n/ a		n/ a		n/ a			
7.1. 1.5		Un-metered connections, metered	21 000		21 000		5 064	n/ a		n/ a		n/ a			
7.1. 2	10.2.g.iii	*REDUCING HIGH PRESSURES FOR RESIDENTIAL CONSUMERS													
	Number of residential consumers with water supply pressure of:		Nr	% of total	Nr	% of total	Nr	Nr	% of total	Nr	% of total	Nr	% of total		
7.1. 2.1		< 300 kPa	206	0.03 %	0	0%	0	n/ a	0%	n/ a	0%	n/ a	0%		
7.1. 2.2		300 kPa - 600 kPa	563 113	78.6 3%	0	0%	0	n/ a	0%	n/ a	0%	n/ a	0%		
7.1. 2.3		600 kPa - 900 kPa	151 234	21.1 2%	0	0%	0	n/ a	0%	n/ a	0%	n/ a	0%		
7.1. 2.4	10.2.b.iii	> 900 kPa	1 627	0.23 %	0	0%	0	n/ a	0%	n/ a	0%	n/ a	0%		
7.1. 3	10.2.g.iii	LEAK AND METER REPAIR PROGRAMMES													
	Number of consumer units targeted by:		Nr	% of total	Nr	% of total	Nr	Nr	% of total	Nr	% of total	Nr	% of total		
7.1. 3.1		Leak repair assistance programme (WMD)	32 111	-	17 989	n/ a	-	-	-	-	-	-	-		
7.1. 3.2	10.2.g.iv	Retro-fitting of water inefficient toilets	250	-	0	0%	0	-	0%	-	0%	-	0%		
7.1. 3.3		Meter repair programme	6 453		5 656		6 383	-		-		-			
7.1. 4	10.2.g.iii	CONSUMER / END-USE DEMAND MANAGEMENT: PUBLIC INFO AND EDUCATION PROGRAMMES													
			Nr	% of total	Nr	% of total	Nr	Nr	% of total	Nr	% of total	Nr	% of total		
7.1. 4.1	No. schools targeted by education programmes		420				-	-	-	-	-	-	-		
7.1. 4.2	No consumers (people) targeted by public information programmes		-		-		-	-	-	-	-	-	-		

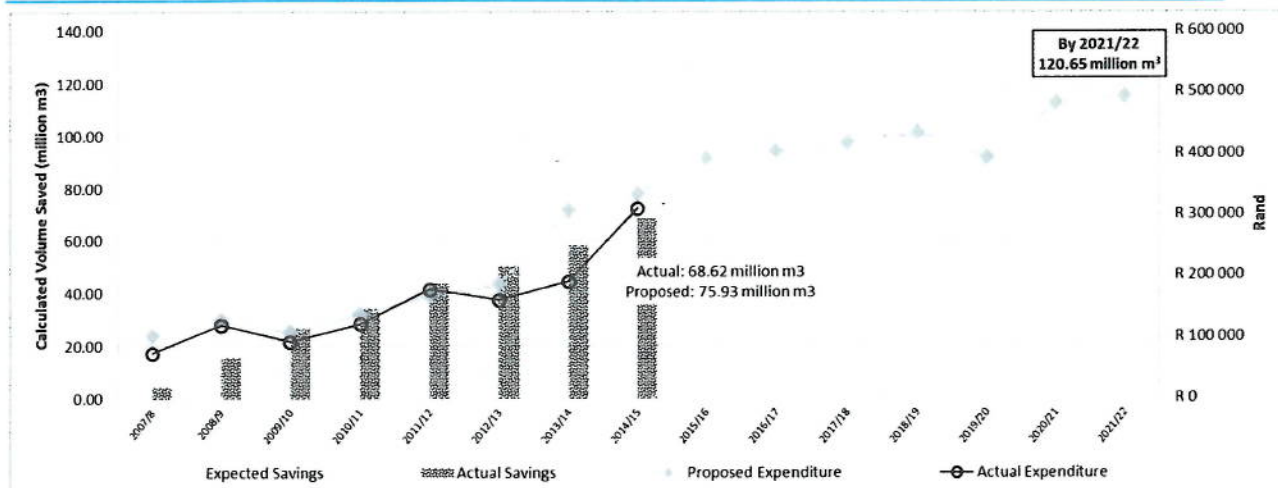


Figure C5: Historic and project water saving and budget expenditure profile

The above graph represents the total project-related investment (funded both from capital and operating allocations) actual and required, to reduce the level of NRW within the water distribution system. The actual savings are only calculated against interventions where it was possible to quantify the savings. Cumulatively, it may appear as though the target was not achieved - however, when compared to the annual target of 6.38 million m³, the actual savings was exceeded, at a value of 10.50 million m³ per annum.

The following table shows projects in more detail and over a longer implementation period for the programme as a whole.

Table C5.1: Summary of Interventions implemented and associated impact (million m³/annum)

Intervention	2014/15 FY2015	2013/14 FY2014	2012/13 FY2013	2011/13 FY2012	2010/11 FY2011	Cumulative
Pressure Management Areas		2.23	0.64	2.91	0.18	
Crossroads					0.18	0.18
Plumstead/ Retreat				0.96		0.96
Marina Da Gama				0.33		0.33
Grassy Park				1.07		1.07
Bishop Lavis				0.55		0.55
Thornton			0.53			0.53
Kalkfontein			0.11			0.11
Melkbos		0.88				0.88
Brakloof		0.31				0.31
Dennehoek		0.15				0.15
Mountainside		0.65				0.65
Lynns View		0.18				0.18
Pelican Park		0.07				0.07
Ottery	0.11					0.11
Bothasig	0.40					0.40
Jagtershof	0.02					0.02
Kenridge	0.00					0.00
Harrington	0.03					0.03
Princess	0.04					0.04
New Horizons	0.06					0.06
Park Rd	0.05					0.05
Altydgedacht	0.01					0.01
Vredeloof	0.01					0.01
Kenridge	0.01					0.01
Lochner St/Owen Rd	0.06					0.06
Greenfield/Silverhurst	0.06					0.06
Melkbos	0.04					0.04
Helderzicht/De Beers Av	0.02					0.02
Firgrove	0.02					0.02

Treated Effluent

Potable Water Offset (conservative estimate)	5.44	5.52	5.68	5.2	7.08	29.19
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Retrofit and leak repair

Retrofit and Leak Repair Savings						0.20
Samora Machel						0.15
Fisantekraal						0.15
Ravensmead						

Pipe Replacement

Estimated Savings based on reduced burst rate	0.21	0.03	0.25	0.79	0.11	1.40
---	------	------	------	------	------	------

Leak Detection and Repair

Highbury		0.031					0.031
Highbury Park		0.008					0.008
Wesbank		0.037					0.037
Citywide leak repair on leadings, meters, sluices, valves	3.89	4.59	3.58	2.29			14.35

Other

No. Meters Replaced/ re-fixed/relocated	6 453	5 656	5 450	8 272	20 574		
No. Water Management Devices Installed	31 11	17 989	7 468	17 556	-		
No. Repairs on connections	33 133	36 968	28 933	27 203	22 579		

Table C5.2 below reflects the continued planned investment in demand management activities in order to reduce the level of non-revenue water

Table C5.2: Further Capital Investment allocated to demand management activities

Project Description	FY2017	FY2018	FY2019	FY2020	FY2021
Treated Effluent	R 20 000	R 20 000	R 20 000	R 25 000	R 35 800
Pressure Management	R 20 000	R 20 000	R 23 430	R 27 000	R 40 700
Zone Metering & Valves	R 5 000	R 4 760	R 0	R 0	R 0
Water Meters New Connections	R 21 680	R 23 000	R 24 000	R 23 000	R 23 000
Meter Replacement Programme	R 162 300	R 190 000	R 210 000	R 175 000	R 231 000
Replace & Upgrade Water Network (City Wide)	R 32 700	R 46 552	R 51 000	R 50 000	R 63 900
	R 261 680	R 304 312	R 328 430	R 300 000	R 394 400

For additional measures on how to save water, please refer to our Keep Saving Water Website: [Keep Saving Water link](#)

Section D: Approval and Publication Record

- D1. This Annual Water Services Development Plan Performance- and Water Services Audit Report for the Financial Year ending June 2015 (FY2015) is hereby approved for submission to the Minister of the Department of Water Affairs, the Minister for Department of Cooperative Governance, the Province and to SALGA, as required by the Water Services Act, 1997.
- D2. The municipality endeavours to summarise this report on the Department's website at <http://www.capetown.gov.za/water>.
- D3. This report will be available for inspection at the offices of the municipality as of 1 February 2016 and is available as a downloadable file on the Department's website. A printed copy is obtainable against payment of a nominal fee of R 401.40 (incl. VAT), collectable from the Water and Sanitation office at Durbanville municipal building.

RECOMMENDED BY:

Manager: Water Demand Management & Strategy


.....
ZOLILE BASHOLODate 29/03/2010

APPROVED BY:

Director: Water and Sanitation


.....
PETER FLOWERDate 2016-03-30

RECOMMENDED BY:

Executive Director: Utility Services


.....
GISELA KAISERDate 1 April 2016

APPROVED BY:

City Manager: City of Cape Town


.....
ACHMAT EBRAHIMDate 05.04.2016

CITY of CAPE TOWN

Statement of Financial Position for Water and Sanitation Service at 30 June 2015

	Note	2015 R'000	2014 R'000
ASSETS			
Non-current assets		5,855,377	5,150,680
Property, plant and equipment	1	5,612,737	4,920,546
Investments		242,640	230,134
Current assets		1,632,057	1,407,859
Inventory	2	20,168	26,159
Trade receivables	3	1,435,008	1,362,545
Other receivables	4	176,881	161
Investments		-	6,225
Cash and cash equivalents		-	12,769
TOTAL ASSETS		7,487,434	6,558,539
LIABILITIES			
Non-current liabilities		3,330,791	2,816,297
Borrowings	5	2,705,647	2,380,862
Provisions	6	625,144	435,435
Current liabilities		1,536,026	1,355,062
Deposits	7	44,103	139,961
Provisions	8	130,581	98,539
Payables	9	526,378	586,729
Unspent conditional grants and receipts		-	6,225
VAT	10	111,586	95,276
Current portion of borrowings	5	347,797	234,278
Overdrawn bank		375,581	194,054
Total liabilities		4,866,817	4,171,359
NET ASSETS			
Total net assets		2,620,617	2,387,180
Reserves		242,640	230,134
Accumulated surplus	11	2,377,977	2,157,046
TOTAL NET ASSETS AND LIABILITIES		7,487,434	6,558,539

CITY of CAPE TOWN

Statement of Financial Performance for Water and Sanitation Service for the year ended 30 June 2015

	Note	ACTUAL	
		2015 R'000	2014 R'000
REVENUE			
Exchange revenue		5,952,485	5,326,453
Service charges	12	5,808,680	5,178,111
Finance income		14,035	19,557
Interest on outstanding debtors		97,999	96,466
Other income		17,838	29,393
Insurance recoveries		10,181	189
Gains on disposal of property, plant and equipment		3,752	2,737
Non-exchange revenue		355,692	543,450
Government grants and subsidies: capital		184,231	151,861
Donated property, plant and equipment		8,553	9,514
Contributions from other municipal departments		162,908	382,075
Total revenue		6,308,177	5,869,903
EXPENDITURE			
Employee-related costs	13	1,076,428	946,226
Impairment costs	14	510,183	554,497
Collection costs		30	1,724
Depreciation and amortisation expense		363,805	336,010
Finance costs		298,188	253,655
Bulk purchases		400,066	308,118
Contracted services		552,141	610,887
General expenses	15	2,817,519	2,648,857
Utility services paid to other municipal departments		32,190	29,340
Insurance premiums		22,924	20,912
Contributions to other municipal departments		830	846
Loss on disposal of property, plant and equipment		436	185
Total expenditure		6,074,740	5,711,257
Surplus from operations		233,437	158,646
SURPLUS FOR THE YEAR		233,437	158,646

CITY OF CAPE TOWN

Statement of Changes in Net Assets for the Water and Sanitation Service for the year ended 30 June 2015

	CAPITAL REPLACEMENT RESERVE R'000	ACCUMULATED SURPLUS R'000	TOTAL R'000
2014			
Balance at 30 June 2013	491,518	1,737,016	2,228,534
Surplus for the year		158,646	158,646
Transfer to reserves	(240,029)	240,029	-
Property, plant and equipment purchased	(21,355)	21,355	-
Balance at 30 June 2014	230,134	2,157,046	2 387 180
2015			
Net surplus for the year		233,437	233 437
Transfer to reserves	14,287	(14,287)	-
Property, plant and equipment purchased	(1,781)	1,781	-
Balance at 30 June 2015	242,640	2,377,977	2,620,617

CITY of CAPE TOWN

Cash flow Statement for Water and Sanitation Service for the year ended 30 June 2015

	Note	2015 R'000
CASH FLOW FROM OPERATING ACTIVITIES		
Cash receipts from ratepayers, government and other		5,936,982
Cash paid to suppliers and employees		(5,228,610)
Cash generated from operations	16	708,372
Finance income		112,034
Finance Costs		(298,188)
NET CASH FROM OPERATING ACTIVITIES		522,218
CASH FLOW FROM INVESTING ACTIVITIES		
Additions to property, plant and equipment		(1,033,774)
Proceeds on disposal of assets		(18,905)
(Increase) in investments		(6,281)
NET CASH FROM INVESTING ACTIVITIES		(1,058,960)
CASH FLOW FROM FINANCING ACTIVITIES		
New loans raised and interest capitalised		407,255
Repayment of borrowings		31,049
Increase in consumer deposits		(95,858)
NET CASH FROM FINANCING ACTIVITIES		342,446
NET DECREASE IN CASH AND CASH EQUIVALENTS		(194,296)
Cash and cash equivalents at the beginning of the year		(181,285)
Cash and cash equivalents at the end of the year		(375,581)

1 PROPERTY, PLANT AND EQUIPMENT

	Opening Balance R'000	Transfers/ Adjustments R'000	Additions R'000	Disposals R'000	Depreciation R'000	Impairment R'000	Carrying value R'000
As at 30 June 2015							
Infrastructure assets	4,052,171	256,426	394,848	0	(311,683)	0	4,391,762
Other assets	342,786	81,948	93,570	(12,591)	(52,122)	0	453,591
Assets under construction	525,589	(303,561)	545,356	0	0	0	767,384
TOTAL	4,920,546	34,813	1,033,774	(12,591)	(363,805)	-	5,612,737
As at 30 June 2014							
Infrastructure assets	3,621,596	383,541	324,601	0	(277,567)	0	4,052,171
Other assets	311,440	10,586	71,946	(466)	(58,443)	7,723	342,786
Assets under construction	444,907	(360,629)	449,042	(7,731)	0	0	525,589
TOTAL	4,377,943	33,498	845,589	(8,197)	(336,010)	7,723	4,920,546

2 INVENTORY

Material Inventory	20,168	26,159
TOTAL	20,168	26,159

3 TRADE RECEIVABLES

	Gross balance R'000	Provision for impairment R'000	Net balance R'000
As at 30 June 2015			
Service debtors	3,862,490	(2,427,482)	1,435,008
TOTAL	3,862,490	(2,427,482)	1,435,008
As at 30 June 2014			
Service debtors	3,831,921	(2,469,376)	1,362,545
TOTAL	3,831,921	(2,469,376)	1,362,545
Reconciliation of impairment provision			
Balance at beginning of the year		2,469,376	2,173,313
Contributions to provisions		351,433	279,834
Transfers to/(from) provisions		94,253	264,568
Bad debts written off		(487,581)	(248,339)
Balance as at 30 June 2015		2,427,481	2,469,376

4 OTHER RECEIVABLES

	Gross balance R'000	Provision for impairment R'000	Net balance R'000
As at 30 June 2015			
Government subsidies	19	-	19
Payments made in advance	1,003	-	1,003
Other Debtors	175,859	-	175,859
TOTAL	176,881	-	176,881
As at 30 June 2014			
Government subsidies	-	-	0
Payments made in advance	-	-	0
Other Debtors	161	-	161
TOTAL	161	-	161

5 BORROWINGS

Loans	3,053,444	2,615,140
Current portion transferred to current liabilities	(347,797)	(234,278)
	2,705,647	2,380,862
Reconciliation of borrowings		
Balance at beginning of the year	2,615,140	2,384,062
New loans raised (EFF funded asset acquisitions)	407,255	452,550
Loans repaid (EFF funded asset depreciation)	(232,004)	(221,021)
Loans repaid (EFF funded asset retirements)	263,053	(451)
Balance as at 30 June 2015	3,053,444	2,615,140

6 PROVISIONS (NON-CURRENT)

	Long-service leave benefits R'000	Post-retirement medical aid benefits R'000	Total R'000
As at 30 June 2015			
Balance	54,356	570,788	625,144
TOTAL	54,356	570,788	625,144

7 CONSUMER DEPOSITS

Water	44,103	139,961
TOTAL	44,103	139,961

8 PROVISIONS (CURRENT)

	Opening Balance 2015 R'000	Raised from Financial Statement of Performance R'000	Reversed to Financial Statement of Performance R'000	Transfers from non-current R'000	Closing Balance 2015 R'000
Other provisions	10,449	4,470	0	14,597	29,516
Employee post-retirement benefits	13,049	3,119	0	5,876	22,044
Employee leave benefits	75,041	868	0	3,112	79,021
TOTAL	98,539	8,457	0	23,585	130,581

9 PAYABLES

Trade creditors	340,652	364,100
Payments received in advance	132,464	180,341
Other creditors	53,262	42,288
TOTAL	526,378	586,729

10 VAT

VAT payable	176,229	167,330
VAT receivable	64,643	72,054
TOTAL NET VAT RECEIVABLE	111,586	95,276

VAT is payable on the payment basis

11 ACCUMULATED SURPLUS

Accumulated surplus	2,377,977	2,157,046
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12 SERVICE CHARGES

Sale of water to external consumers	3,845,939	3,374,095
Other service charges	43,129	43,468
Sale of water to other municipal departments	1,919,612	1,760,548
TOTAL	5,808,680	5,178,111

13 EMPLOYEE-RELATED COSTS

Salaries and wages	710,336	661,484
Social contributions - UIF, pensions and medical aid	201,499	183,400
Travel, car, accommodation, subsistence and other allowances	45,770	52,372
Housing benefits and allowances	3,463	3,209
Overtime payments	100,154	86,010
Contribution and benefits paid: current	11,355	(40,249)
Contribution: post-retirement and long service	3,851	0
TOTAL	1,076,428	946,226

14 IMPAIRMENT COSTS

Allowance for impairment losses	510,183	554,497
Impairment of property, plant and equipment	0	-
TOTAL	510,183	554,497

15 GENERAL EXPENSES

Consultants	15,320	12,239
Contributions to/from provisions	0	0
Electricity - Eskom payments	69,559	58,788
Fuel	43,424	37,525
Indigent relief	62,622	165,025
Legal fees	65	102
Loss on forex transactions	0	0
Materials and consumables	48,569	51,217
Rental	11,938	10,053
Scrapping of assets	0	0
Security services	43,220	417
Telecommunications	161	348
Other expenditure	2,530,530	2,319,273
	2,825,408	2,654,987
Less: Expenditure recharged to capital projects	(7,889)	(6,130)
TOTAL	2,817,519	2,648,857

16 CASH GENERATED BY OPERATIONS

Surplus for the year	233,437	158,646
Adjustment for:	726,499	719,425
Depreciation	363,805	336,010
Contribution to provisions	221,751	(47,729)
Contribution to impairment provision	(41,895)	296,063
Gain and loss on disposal of property, plant and equipment	(3,316)	(2,552)
Interest on outstanding debtors	(97,999)	(96,466)
Finance income	(14,035)	(19,556)
Finance costs	298,188	253,655
Operating surplus before working capital changes:	959,936	878,071
Increase in inventories	5,991	(6,857)
Increase in trade receivables	(30,569)	(370,712)
Decrease in other receivables	(176,720)	227
Increase in unspent grants	(6,225)	(2,499)
Increase in payables	(60,351)	167,603
Increase in net VAT payable	16,310	(11,415)
Cash generated by operations	708,372	654,417