# CHAPTER 3 – EASTERN CAPE PROVINCE NORTH WEST NORTHERN CAPE Provincial Blue Drop Score 77.33%

# **Provincial Best Performer**

Buffalo City Local Municipality is the best performing municipality in Eastern Cape Province:

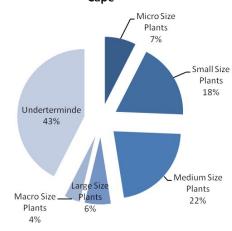
✓ 91.28% Municipal Blue Drop Score

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# Introduction

Water services delivery is performed by seventeen (17) Water Services Authorities in Eastern Cape via 163 drinking water supply systems. The Local Municipalities and the Amatola Water Board are the main Water Services Providers in the Eastern Cape that feeds to municipal networks via a number of centralised bulk water schemes.

# Distribution of Water Supply Systems in Eastern Cape



A total design capacity of 989 is available for drinking water supply in Eastern Cape Province, distributed over 163 supply systems. Operational data is not available for all systems and where absent, a figure of 80% is assumed (of the capacity utilised), resulting in an output volume of 797.2 MI/day.

	MICRO SIZE <0.5 M&/day	SMALL SIZE 0.5-2 M&/day	MEDIUM SIZE 2-10 M&/day	LARGE SIZE <10-25 M&/day	MACRO SIZE >25 M&/day	Undeter- mined	Total
No of Water Supply Systems	15	29	35	10	6	68	163
System Design Volume (Mℓ/day)	3.62	28.7	138.9	156.6	665.9	NI	989.1
Average Operating Capacity (%)	96.3	97.2	80.0	80.5	64.6	NI	80.6
Output volume (Ml/day)	3.48	27.9	111.0	126.0	430.1	NI	797.2

N/A = Not Applicable NI = No Information

#### **Provincial Blue Drop Analysis**

Analysis of the Blue Drop assessments and site inspection results indicate that performance vary from excellent to unsatisfactory. However, a remarkable 163 systems were assessed during the 2010/11 Blue Drop Certification. It must be noted that it is possible that smaller systems collapsed into a larger systems or that a large system divided to form smaller systems. These developments are monitored meticulously by the Department.

BLUE DROP COMPARATIVE ANALYSIS							
Performance Category	2009	2010	2011	Performance trend			
inc	centive-based in	ndicators					
Number of municipalities assessed	11 (of 17) (65%)	17 (of 17) (100%)	17 (of 17) (100%)	<b>↑</b>			
Number of water systems assessed	80	123	163	<b>↑</b>			
Number of Blue Drop scores ≥50%	35 (43.75%)	55 (42.95%)	83 (50.92%)	1			
Number of Blue Drop scores <50%	45 (56.25%)	68 (55.28%)	80 (49.08%)	1			
Number of Blue Drop awards	3	4	4	<b>→</b>			
PROVINCIAL BLUE DROP SCORE	54.33%	79.4%	77.33%	N/A			

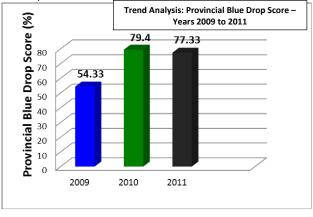
N/A = Not applied

 $\uparrow$  = improvement,  $\downarrow$  = digress,  $\rightarrow$  = no change

The 100% assessment coverage serves to affirmation the continued commitment by Eastern Cape municipalities to provide reliable and uninterrupted water supply to consumers. The incentive-based regulatory approach succeeds to act as a positive stimulus to facilitate improved performance and public accountability, whilst establishing essential systems and processes to <u>sustain</u> and <u>measure</u> gradual improvement. The trends analysis indicates that Eastern Cape has succeeded to improve its

Provincial Blue Drop score during the 2009 to 2010 assessment year, however, the decline from 2010 to 2011 by 2.1% is noted with concern. Most of the provinces across the country is managing a constant improvement on weighted provincial performance, and the Eastern Cape's deviation from this is disquieting.

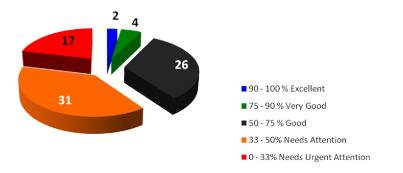
The positive trend in number of systems that achieved >50% is encouraging. Unfortunately, the Province



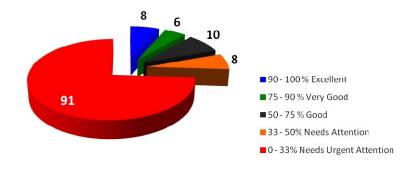
has succeeded to only raise 4 Blue Drop awards for the current assessment cycle. The most significant is score is the Provincial Blue Drop score of 77.3% which places Eastern Cape amongst the mid performance on the national Performance Log.

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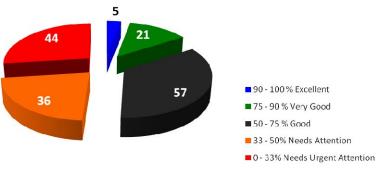
# **Blue Drop Assessment Results 2009**



# **Blue Drop Assessment Results 2010**







When comparing 2011 Blue Drop results with 2009 and 2010, the following trends are observed:

- ✓ 163 systems are assessed in 2011 compare to only809 (2009) and 123(2010)
- ✓ 49% systems scored between 0-33% in 2011, which is a marked improvement from 74% in 2010
- ✓ 13.2 of all systems are now in excellent and very good state (2011) compared to 11.4% in 2010
- **★** 5 systems achieved Blue Drop Certification, compared to 8 (2010) and 2 (2009).

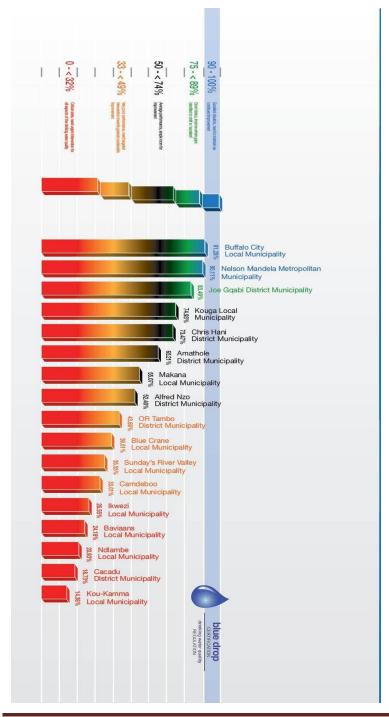
Readers need to be mindful that Blue Drop Certification follows a regulation strategy that facilitates **gradual and sustainable improvement....** Thereby, Blue Drop requirements become more stringent with every assessment cycle. Municipalities who merely 'maintained' their water on same levels year in and out, is likely to achieve reduced Blue Drop scores, whilst municipalities that drive 'continuous' improvement, are likely to be awarded with improved Blue Drop scores with each assessment cycle.

#### Conclusion

The Blue Drop results for 2011 indicate that municipal drinking water quality management in Eastern Cape vary from excellent to unsatisfactory, with 44 systems that need attention, as indicated in the Provincial Performance Log. The overall business of drinking water supply and quality management is not in a healthy space, as indicated by the low number of Blue Drop scores and the slight decline in Provincial Blue Drop score.

Four Blue Drop Certificates are awarded in Eastern Cape:

2 Blue Drops : Buffalo City Local Municipality
 2 Blue Drops : Joe Gqabi District Municipality



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Water Services Authority: Alfred Nzo District Municipality
Water Services Providers: Alfred Nzo District Municipality

Municipal Blue Drop Score 2011: 52.54%

Performance Area	Belfort(Maluti) Matatiele LM	Matatiele Matatiele LM	Kwabhaca UMzimvubu LM	MountAyliff UMzimvubu LM
Water Safety Planning Process & Incident Response Management	58	58	58	58
Process Control, Maintenance & Management Skills	75	35	65	75
Monitoring Programme	70	72	69	78
Credibility of Sample Analyses	60	62	66	59
Submission of Results	0	0	0	0
Drinking Water Quality Compliance	45	45	45	10
Performance Publication	100	100	100	100
Asset Management	2	2	9	9
Bonus Scores	0	6.8	6.7	6.8
Penalties	0.3	0.3	0.3	0.3
Blue Drop Score (2011)	<b>49.92</b> %(↑)	<b>52.89%</b> (↑)	<b>56.94</b> %(↑)	<b>47.98</b> %( <b>↑</b> )
Blue Drop Score (2010)	23.44%	25.94%	24.75%	27.69%
System Design Supply Capacity (MI/d)	1	2.5	3	2.5
System Operational Capacity	90%	76%	100%	80%
Population Served by System	23 000	19 000	52 000	6 000
Ave. Daily Consumption per Capita (I)	<50	100	<50	333
Microbiological Compliance(12 months)	100% (8 months)	100% (7 months)	98.61% (8 months)	91.30% (9 months)
Chemical Compliance(12 months)	No data	No data	No data	No data

#### **Regulatory Impression**

Alfred Nzo District Municipality displayed an impressive improvement since the previous assessment. The overall Blue Drop score improved from 26.2% to 56.54%. This serves as prove that this Municipality is geared for the paradigm shift towards excellence as facilitated by the Blue Drop certification programme. There obviously remains sufficient room for improvement but the Department is encouraged by this display of commitment towards improvement.

The Lead Assessor noted: "The WSA was fairly well prepared and provided a number of outstanding information at the confirmation session. They presented a good attitude and will make work of information that must still be provided. This is a good success story where their manager presented them with a target and they are working hard to achieve this. Target was 80%; sadly they will not achieve this though due to lack of chemical monitoring".

# Findings:

- There is a real need to improve the monitoring programmes to include sampling for chemical determinands as well. This should be conducted in line with the risk assessment component of the water safety planning process. A full SANS 241 done at the period/season of expected highest risk is to inform this process. (Regular, at least monthly monitoring required.)
- Asset management also requires enhancement. The asset register displays unrealistic (under-valued) replacement value costs. In addition to this it is paramount that the municipality ensures that process audits are undertaken to inform process optimisation or refurbishment where required. Some of the systems also operate beyond its design capacity in times of peak demand.

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Water Services Authority: Amatole District Municipality
Water Services Providers: Amatole DM; Amatola Water

Municipal Blue Drop Score 2011: 65.21%

Chemical Compliance(12 months)

Western Region			- 10 18	a . a	a
Performance Area	Su	Adelaide <sup>a</sup>	Bedford <sup>a</sup>	Fort Beaufort a	Alice <sup>a</sup>
	Systems				
	S				
Water Safety Planning Process &		5	5	5	5
Incident Response Management Process Control, Maintenance &					
Management Skills		50	50	80	70
Monitoring Programme		86	81	86	86
Credibility of Sample Analyses		82	78	84	79
Submission of Results		100	100	100	100
<b>Drinking Water Quality Complianc</b>	е	20	20	20	85
Performance Publication		100	100	100	100
Asset Management		51	51	51	51
Bonus Scores		11.6	11.6	11.6	7.3
Penalties		0	0	0	0.3
Blue Drop Score (2011)		<b>58.72%</b> (↑)	<b>58.09%</b> (↑)	61.78% (1)	<b>75.79%</b> (↑)
Blue Drop Score (2010)		56.31%	50.31%	53.06%	72.81%
System Design Supply Capacity (MI.	/d)	7.8	2.16	8.208	8.208
System Operational Capacity		14%	100%	84%	68%
Population Served by System		12 500	15 000	31 700	31 800
Ave. Daily Consumption per Capita (I)		87	<50	217	176
Microbiological Compliance(12 mon	ths)	92.50%	88.60%	93.41%	97.67%
Chemical Compliance(12 months)		100% (4 months)	100% (4 months)	100% (8 months)	100% (5 months)
De Constant Anna		Seymour <sup>a</sup>	a		
Performance Area					
	S	Seyilloui	Hogsback <sup>a</sup>	Cathcart <sup>a</sup>	Kei Road <sup>a</sup>
	stems	Seymour	нодѕраск	Cathcart	Kei Road
	Systems	Seymoul	нодѕраск	Cathcart	Kei Road
Water Safety Planning Process &	Systems	,			
Incident Response Management	Systems	5	Hogsback *	Cathcart 5	Kei Road *
Incident Response Management Process Control, Maintenance &	Systems	,			
Incident Response Management Process Control, Maintenance & Management Skills	Systems	5 80	5 90	5	14 90
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	Systems	5 80 86	5 90 86	5 80 85	14 90 75
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses	Systems	5 80 86 87	5 90 86 81	5 80 85 80	14 90 75 82
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results		5 80 86 87 100	5 90 86 81 100	5 80 85 80 100	14 90 75 82 100
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		5 80 86 87 100 29	5 90 86 81 100 20	5 80 85 80 100 55	14 90 75 82 100 29
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		5 80 86 87 100 29	5 90 86 81 100 20 100	5 80 85 80 100 55	14 90 75 82 100 29
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management		5 80 86 87 100 29 100 51	5 90 86 81 100 20 100 51	5 80 85 80 100 55 100 51	14 90 75 82 100 29 100 51
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		5 80 86 87 100 29	5 90 86 81 100 20 100	5 80 85 80 100 55	14 90 75 82 100 29
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Complianc Performance Publication Asset Management Bonus Scores Penalties		5 80 86 87 100 29 100 51 11.0 0.3	5 90 86 81 100 20 100 51 11.4 0	5 80 85 80 100 55 100 51 6.6 0.4	14 90 75 82 100 29 100 51 7.6 0.3
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Complianc Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)		5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\$\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sq}\}}}}}}\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sq}\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sq}\sq\sint{\sq}\sq}\sq\sint{\si}\signa\signet\sin\sin\sin\sin\sin\signa\sqrt{\sq}\signa\sq}\sign	5 90 86 81 100 20 100 51 11.4 0 62.43% (\$\psi\$)	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑)	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑)
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)	e	5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\psi) 72.06%	5 90 86 81 100 20 100 51 11.4 0 62.43% (\psi) 73.31%	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑)	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑)
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (Mi.	e	5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\$\psi\$) 72.06%	5 90 86 81 100 20 100 51 11.4 0 62.43% (↓) 73.31% 0.7776	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑) 53.69%	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑) 53.06% 4.8
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (Ml. System Operational Capacity	e	5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\psi) 72.06% 2.5 22%	5 90 86 81 100 20 100 51 11.4 0 62.43% (↓) 73.31% 0.7776 94%	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑) 53.69% 1.44 192%	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑) 53.06% 4.8 75%
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Complianc Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI. System Operational Capacity Population Served by System	e e	5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\$\psi\$) 72.06% 2.5 22% 6 000	5 90 86 81 100 20 100 51 11.4 0 62.43% (↓) 73.31% 0.7776 94% 1500	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑) 53.69% 1.44 192% 1500	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑) 53.06% 4.8 75%
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Complianc Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (Ml. System Operational Capacity	e (I)	5 80 86 87 100 29 100 51 11.0 0.3 63.96% (\psi) 72.06% 2.5 22%	5 90 86 81 100 20 100 51 11.4 0 62.43% (↓) 73.31% 0.7776 94%	5 80 85 80 100 55 100 51 6.6 0.4 66.85% (↑) 53.69% 1.44 192%	14 90 75 82 100 29 100 51 7.6 0.3 61.62% (↑) 53.06% 4.8 75%

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100% (3 months)

100% (1 month)

100% (3 months)

100% (7 months)

Performance Area	Systems	Sandile <sup>a</sup>	В	infield <sup>a</sup>	Debe <sup>6</sup>	a	Stutterheim
Water Safety Planning Process & Incident Response Management	07	68		68	68		5
Process Control, Maintenance & Management Skills		80		70	90		65
Monitoring Programme		86		86	81		43
Credibility of Sample Analyses		100		100	100		73
Submission of Results		100		100	100		0
Drinking Water Quality Compliand	e	85		85	58		55
Performance Publication		10		100	100		60
Asset Management		51		51	21		12
Bonus Scores		4.7		4.9	7.5		11.3
Penalties		0.3		0.3	0.5		0.6
Blue Drop Score (2011)		84.56% (1)	83.	.80% (↓)	75.20%	( <del>1</del> )	50.79% (4)
Blue Drop Score (2010)		83.58%		88.06%	92.25%	• •	53.69%
system Design Supply Capacity (MI/d)		18		4.8	1.5		4.7
System Operational Capacity		120%		100%	130%		102%
opulation Served by System		94 964		21 555	16 797		32 000
Ave. Daily Consumption per Capita		227		<50	116		150
Microbiological Compliance(12 mon	iths)	99.16% 99.73% (10 months)		98.91% % (9 months)	96.64% 100% (6 mor		100% (8 months) No data
Chemical Compliance(12 months)		99.73% (10 months)	100	% (9 months)	100% (6 mor	itnsj	NO data
Performance Area	Systems	Ambele <sup>a</sup>		Upper Mi	nyameni <sup>a</sup>	M	asincendane <sup>a</sup>
Water Safety Planning Process & Incident Response Management		5		68		68	
Process Control, Maintenance & Management Skills		60		80		90	
Monitoring Programme		86		8	6		86
Credibility of Sample Analyses		81		10	00		100
Submission of Results		100		5	0		100
Drinking Water Quality Compliand	e	85		85			85
Performance Publication		100		10	00		100
Asset Management		12		5	1		51
Bonus Scores		7.9		5	.3		4.4
Penalties		0.2		0	.3		0.3
Blue Drop Score (2011)		<b>70.60%</b> (↑	)	82.64	<b>!%</b> (↑)	8	<b>35.33%</b> ( <b>↑</b> )

NA

0.6

125%

288

>500

100.00%

100.00% (3 months)

78.06%

0.29

109%

3 056

103

100.00% (11 months)

100.00% (6 months)

83.50%

110%

8 140

270

100.00%

100.00% (5 months)

Blue Drop Score (2010)

System Operational Capacity

Population Served by System

Chemical Compliance(12 months)

System Design Supply Capacity (MI/d)

Ave. Daily Consumption per Capita (I)

Microbiological Compliance(12 months)

Performance Area	St	MorganBay <sup>a</sup>	Cin	sta East <sup>a</sup>	Kei Mou	th <sup>a</sup>	KeiBridge <sup>a</sup>
	Systems						
Water Safety Planning Process & Incident Response Management		5		5	5		5
Process Control, Maintenance & Management Skills		90		90	90		90
Monitoring Programme		81		86	81		81
Credibility of Sample Analyses		87		80	82		80
Submission of Results		100		100	100		100
Drinking Water Quality Compliance	9	78		45	78		20
Performance Publication		100		100	100		100
Asset Management		43		43	43		43
Bonus Scores		7.7		12.8	9.9		11.6
Penalties		0.4		0.3	0.4		0
Blue Drop Score (2011)		<b>74.65%</b> (↑)	/0.	.11% (↓)	76.68%		61.00% (↓)
Blue Drop Score (2010)		63.44%		72.44%	53.06%		61.94%
System Design Supply Capacity (MI/	'd)	0.696		0.71712	1.0368		0.7344
System Operational Capacity		97%		145%	87%		129%
Population Served by System	/I)	8 140		5 850	5 700		25 250
Ave. Daily Consumption per Capita		83		178	158	,	<50
Microbiological Compliance(12 mont Chemical Compliance(12 months)	:ns)	100.00% 100% (7 months)	100	95.95% % (6 months)	100.00% 100% (7 mo		89.35% 100% (4 months)
chemical compliance(12 months)		100% (7 months)	100	78 (6 IIIOIILIIS)	100% (7 1110	iitiisj	100% (4 months)
Performance Area	Systems	Hagahaga <sup>a</sup>		Ped	die <sup>a</sup>		Glenmore <sup>a</sup>
Water Safety Planning Process & Incident Response Management		5		6	8		68
Process Control, Maintenance & Management Skills		90		9	0		80
Monitoring Programme		81		7	0		70
Credibility of Sample Analyses		87		100		100	
Submission of Results		100	100		00	50	
Drinking Water Quality Compliance	9	20		2	.0	29	
Performance Publication		100		100		100	
Asset Management		53		5	51		51
Bonus Scores		14.6		_	.3		9.5
Penalties		0			0		0.3
Blue Drop Score (2011)		<b>65.90%</b> (↑	)	69.16	5% ( <b>↓</b> )	(	68.54% (↓)
Blue Drop Score (2010)		61.81%			01%		79.94%
System Design Supply Capacity (MI/	'd)	0.2592		6	.5		0.11
System Operational Capacity		32%		10	0%		64%
Population Served by System		760		45	000		5 141
Ave. Daily Consumption per Capita		109			50		<50
Microbiological Compliance(12 mont	:hs)	89.09%			35%		94.74%
Chemical Compliance(12 months)		100.00% (5 month	ıs)	100.00%	(9 months)	10	00.00% (7 months)

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**Central Region** 

Eastern Region				_
Performance Area	Butterworth <sup>a</sup>	Ngqamakwe <sup>a</sup>	Qolorha <sup>a</sup>	Tholeni <sup>a</sup>
S		0.1		
Systems				
Water Safety Planning Process &	5	5	5	5
Incident Response Management Process Control, Maintenance &				
Management Skills	90	35	50	65
Monitoring Programme	78	86	81	81
Credibility of Sample Analyses	89	83	91	93
Submission of Results	100	100	100	100
Drinking Water Quality Compliance	20	85	20	20
Performance Publication	100	100	100	100
Asset Management	69	62	51	31
Bonus Scores	10.9	7.7	11.6	11.6
Penalties	0	0.3	0	0.2
Blue Drop Score (2011)	<b>64.18%</b> (↑)	<b>74.48%</b> (↑)	58.76% ( <b>↓</b> )	<b>57.40%</b> (↑)
Blue Drop Score (2010)	52.56%	41.63%	64.31%	46.31%
System Design Supply Capacity (MI/d)	18	0.17	0.36	NI
System Operational Capacity	72%	59%	50%	NI
Population Served by System	80 000	150 700	700	35 000
Ave. Daily Consumption per Capita (I)	162	<50	257	-
Microbiological Compliance(12 months)	89.33%	98.28%	92.86%	80.00%
Chemical Compliance(12 months)	100% (9 months)	100% (8 months)	100% (8 months)	100% (8 months)
Performance Area	Elliotdale <sup>a</sup>	Dutywa <sup>a</sup>	Willowvale <sup>a</sup>	Qwaninga <sup>a</sup>
Performance Area	Elliotdale <sup>a</sup>	Dutywa <sup>a</sup>	Willowvale <sup>a</sup>	Qwaninga <sup>a</sup>
Performance Area	Elliotdale <sup>a</sup>	Dutywa <sup>a</sup>	Willowvale <sup>a</sup>	Qwaninga <sup>a</sup>
Systems		•		
Performance Area  Water Safety Planning Process & Incident Response Management	Elliotdale <sup>a</sup>	Dutywa <sup>a</sup> 5	Willowvale <sup>a</sup>	Qwaninga <sup>a</sup>
Water Safety Planning Process &	5	5	5	5
Water Safety Planning Process & Incident Response Management		•		
Water Safety Planning Process & Incident Response Management Process Control, Maintenance &	5	5	5	5
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills	5 40	5 85	5 55	5 70
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	5 40 86	5 85 86	5 55 84	5 70 67
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results	5 40 86 87 100	5 85 86 84 100	5 55 84 89 100	5 70 67 76
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance	5 40 86 87 100 45	5 85 86 84 100 20	5 55 84 89 100 20	5 70 67 76 100 78
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication	5 40 86 87 100 45	5 85 86 84 100 20 100	5 55 84 89 100 20 100	5 70 67 76 100 78 100
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management	5 40 86 87 100 45 100 51	5 85 86 84 100 20 100 62	5 55 84 89 100 20 100 62	5 70 67 76 100 78 100 62
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores	5 40 86 87 100 45 100 51	5 85 86 84 100 20 100 62 14.3	5 55 84 89 100 20 100 62 11.6	5 70 67 76 100 78 100 62 10.3
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties	5 40 86 87 100 45 100 51 10.7 0.3	5 85 86 84 100 20 100 62 14.3	5 55 84 89 100 20 100 62 11.6 0	5 70 67 76 100 78 100 62 10.3 0.4
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑)	5 85 86 84 100 20 100 62 14.3 0	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑)	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑)	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑)	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑)	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d)	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑) 47.06% 0.56	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑) 48.31% 2.6	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑) 45.56% 0.72	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑) 59.06% 0.86
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑) 47.06% 0.56 71%	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑) 48.31% 2.6 50%	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑) 45.56% 0.72 67%	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑) 59.06% 0.86 58%
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑) 47.06% 0.56 71% 15 600	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑) 48.31% 2.6 50% 5 900	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑) 45.56% 0.72 67% 15 700	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑) 59.06% 0.86 58% 23 000
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System Ave. Daily Consumption per Capita (I)	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑) 47.06% 0.56 71% 15 600 <50	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑) 48.31% 2.6 50% 5 900 220	5  55  84  89  100  20  100  62  11.6  0  61.02% (↑)  45.56%  0.72  67%  15 700  <50	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑) 59.06% 0.86 58% 23 000 <50
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	5 40 86 87 100 45 100 51 10.7 0.3 64.59% (↑) 47.06% 0.56 71% 15 600	5 85 86 84 100 20 100 62 14.3 0 66.59% (↑) 48.31% 2.6 50% 5 900	5 55 84 89 100 20 100 62 11.6 0 61.02% (↑) 45.56% 0.72 67% 15 700	5 70 67 76 100 78 100 62 10.3 0.4 76.06% (↑) 59.06% 0.86 58% 23 000

Fastern Region

NS	Cwebe <sup>a</sup>	Mendu	Dwesa	Kotana
Systen				
	5	5	5	5
	50	60	40	90
	69	64	72	81
	91	92	92	93
	100	100	100	100
•	45	20	20	20
	100	100	100	100
	62	51	62	62
		~-		11.0
	0.3	0	0	0
	65.45% (\(\psi\))	61.41% (↓)	58.48% (↓)	63.77% (4)
	75.19%	71.69%	69.31%	67.94%
d)	0.38	0.5	0.5	4.6
System Operational Capacity		40%	40%	26%
Population Served by System		4 400	5 800	46 627
Ave. Daily Consumption per Capita (I)  Microbiological Compliance(12 months)				<50
hs)				92.59%
	100% (7 months)	100% (7 months)	100% (7 months)	100% (7 months)
	Mnguma	Mhashe	Δmahlathi	Ngqanda
Systems	iviiiquiiu	Wisdanie	Amumatin	regquilau
	0	0	0	8
	15	10	0	20
	18	20	22	78
	98	100	100	99
	0	0	0	0
•	32	43	43	85
Performance Publication		0	0	0
Asset Management				0
	0	0	0	U
	0	0	0	0
			0 0.2	_
	Systems Systems	5 50 69 91 100 e 45 100 62 10.5 0.3 65.45% (↓) 75.19% (d) 0.38 26% 5 900 (l) <50 95.65% 100% (7 months) Minquma  0  15  18  98  0	5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	S

Borehole systems not assessed: Nkonke; Ngqushwa; Great Kei and Nxuba

# **Regulatory Impression**

The performance of Amathole DM remained more or less the same but it is regrettable that decline in compliance (especially in Peddie and Debe) prevented a Blue Drop allocation for the third year in a row. The Department however notes the commitment of this municipality in spite of the host of challenges that goes with the management of drinking water quality in a sparsely populated area. Yet would the expectation remain to ensure that the performance improves over the next reporting cycle.

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# Findings:

- The water safety planning process focuses too much on infrastructural challenges, risks and requirements and not on the water quality perspective. This is an important requirement.
- From an asset management perspective, the asset register requires improvement to ensure that the municipality is informed on all the crucial elements of infrastructure. The operations and maintenance manuals also requires improvement to ensure that process controllers have access to site specific manuals.

Water Services Authority: Baviaans Local Municipality
Water Services Providers: Baviaans Local Municipality

Municipal Blue Drop Score 2011: 24.18%

Performance Area	Systems	Steytlerville	Willowmore	
Water Safety Planning Process & Incident Response Management		0	0	
Process Control, Maintenance & Management Skills		3	65	
Monitoring Programme		58	50	
Credibility of Sample Analyses		28	27	
Submission of Results		85	50	
Drinking Water Quality Compliance		0	65	
Performance Publication		25	25	
Asset Management		0	0	
Bonus Scores		0	0	
Penalties	0.3		0.3	
Blue Drop Score (2011)		14.13% (↓)	37.33% (↓)	
Blue Drop Score (2010)		55.85%	50.25%	
System Design Supply Capacity (MI/d)	)	NI	NI	
System Operational Capacity		NI	NI	
Population Served by System		8 500	10 500	
Ave. Daily Consumption per Capita (I)		-	-	
Microbiological Compliance(12 months	s)	94.64%	100.00% (11 months)	
Chemical Compliance(12 months)	iance(12 months) No data		No data	

# **Regulatory Impression**

It is unfortunate to see a significant decline in the performance of BaviaansMunicipality, indicating that Drinking Water Quality Management is not up to standard. This can be largely accounted for by the increased weightings applied to the: Water Safety Planning Process and Incident Response Management and the; Asset Management performance areas for this assessment period, and the consequent lack of effort from the municipality to address these areas.

The Steytlerville system needs urgent attention to address poor microbiological compliance. This can be addressed through improved process control, maintenance and management skill. Both systems will benefit from the initiation and implementation of a Water Safety Plan which will assist in identifying and addressing all possible risks to the system.

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Water Services Authority: Blue Crane Route Local Municipality
Water Services Providers: Blue Crane Route Local Municipality

Municipal Blue Drop Score 2011: 39.51%

Performance Area	Cookhouse	Pearston	Somerset East
Water Safety Planning Process & Incident Response Management	18	9	46
Process Control, Maintenance & Management Skills	20	8	54
Monitoring Programme	51	44	51
Credibility of Sample Analyses	50	50	50
Submission of Results	100	100	100
Drinking Water Quality Compliance	70	50	20
Performance Publication	0	0	0
Asset Management	8	0	8
Bonus Scores	7.0	0	7.0
Penalties	0.3	0.3	0
Blue Drop Score (2011)	46.13% ()	28.94% (->)	38.84% (↑)
Blue Drop Score (2010)	NA	NA	30.00%
System Design Supply Capacity (MI/d)	2	NI (yield)	4
System Operational Capacity	100%	NI	NI
Population Served by System	10 000	10 000	NI
Ave. Daily Consumption per Capita (I)	200	-	-
Microbiological Compliance(12 months)	100.00%	96.43%	88.12%
Chemical Compliance(12 months)	No data	No data	No data

# **Regulatory Impression**

Drinking Water Quality Management Performance in BlueCraneMunicipality has remained stagnant with a slight improvement shown in the Somerset East system, despite poor microbiological compliance. The improvement shown in the Somerset East system is largely due to commendable efforts in initiating the Water Safety Planning Process. Implementing this process within all systems will be greatly beneficial in improving overall performance.

Attention must be given to implementing a more comprehensive Water Quality Monitoring Programme, one that is informed by proper risk assessment. Greater effort also needs to be applied in the performance areas of Asset Management and Publication of Drinking Water Quality Performance. Both criteria have increased weightings from the last assessment period with the Department's aim of promoting continuous improvement.

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Water Services Authority: Buffalo City Local Municipality
Water Services Providers: Buffalo City LM; Amatola Water ; Amatole DM

Municipal Blue Drop Score 2011: 91.28%

Performance Area	East	Kei Road <sup>a;b</sup>	KiddsBeach	King Williams
	London(Umzon			Town
Ω	yana)			blue drop
Systems	blue drop			SIGNUST CHARLES TO CHA
Š	SICELLINIT Crising Warr Said & Reserved			
Water Safety Planning Process &	96	63	80	93
Incident Response Management	30			
Process Control, Maintenance & Management Skills	99	90	14	89
Monitoring Programme	94	60	64	100
Credibility of Sample Analyses	93	82	93	81
Submission of Results	100	60	100	100
Drinking Water Quality Compliance	100	29	20	100
Performance Publication	100	100	100	100
Asset Management	78	49	40	93
Bonus Scores	0.4	7.0	4.7	0.9
Penalties	0	0.3	0	0
Blue Drop Score (2011)	<b>95.29%</b> (↑)	<b>64.58%</b> (↑)	<b>56.06%</b> (↑)	96.57% (1)
Blue Drop Score (2010)	95.15%	NA	NA	95.25%
System Design Supply Capacity (MI/d)	120	4.8	0.15 (yield)	12
System Operational Capacity	81%	75%	NI	84%
Population Served by System	430 000	2 500	5 000	50 000
Ave. Daily Consumption per Capita (I)	226	>500 No data	-	202
Microbiological Compliance(12 months)	99.51%	WSP: 92.59%	97.92%	100.00%
Chemical Compliance(12 months)	99.92%	No data WSP: 100% (3 m)	100% (10 months)	99.42%
Performance Area	Laing <sup>a</sup>	Majali	Nahoon <sup>a</sup>	Ncera
Water Safety Planning Process &				
Incident Response Management	93	85	89	85
Process Control, Maintenance &	100	45	100	42
Management Skills	100	15	100	13
Monitoring Programme	86	0	75	58
Credibility of Sample Analyses	93	0	93	93
Submission of Results	85	0	85	0
Drinking Water Quality Compliance	96	0	55	75
Performance Publication	85	0	100	50
Asset Management	81	40	78	48
Bonus Scores	4.0	0	4.2	0
Penalties	0.3	0	0.6	0.3
Blue Drop Score (2011)	92.44% (1)	20.25% (->)	81.97% (↑)	<b>59.00%</b> (↑)
Blue Drop Score (2010)	NA	NA	NA	NA
System Design Supply Capacity (MI/d)	33	NI (yield)	33.7	NI (yield)
System Operational Capacity	76%	NI	78%	NI
Population Served by System	45 000	5 000	270 000	3 000
Ave. Daily Consumption per Capita (I)	>500	-	97	-
Microbiological Compliance(12 months)	99.68% WSP: 97.35%	No data	99.82% WSP: 100.00%	100% (6 months)
Chemical Compliance(12 months)	100.00%	No data	100.00%	100% (4 months)

Performance Area	Sandile <sup>a</sup>	Winterstrand	
Systems			
Water Safety Planning Process & Incident Response Management	69	85	
Process Control, Maintenance & Management Skills	90	15	
Monitoring Programme	69	66	
Credibility of Sample Analyses	89	93	
Submission of Results	75	100	
Drinking Water Quality Compliance	100	55	
Performance Publication	100	100	
Asset Management	93	48	
Bonus Scores	1.1	2.7	
Penalties	0	0.6	
Blue Drop Score (2011)	<b>89.34%</b> (↑)	<b>66.82%</b> (↑)	
Blue Drop Score (2010)	NA	NA	
System Design Supply Capacity (MI/d)	18	0.086 (yield)	
System Operational Capacity	120%	30%	
Population Served by System	94 964	2 000	
Ave. Daily Consumption per Capita (I)	227	<50	
Microbiological Compliance(12 months)	No data, WSP: 99.16%	100.00%	
Chemical Compliance(12 months)	No data, WSP: 99.73% (10 months)	100.00% (10 months)	

Again the teams of Buffalo City Local Municipality and Amatola Water impressed with a very good effort under challenging circumstances. The Department wish to congratulate these two institutions for achieving Blue Drop status for two systems and came rather close for a third. This is a remarkable effort for the second year in succession.

It is also noted that the municipality made a significant amendment to its drinking water quality management approach where smaller villages were given recognition as formal water supply systems. This obviously will make DWQ management much more challenging but is absolutely the correct step taken.

#### Findings:

- Certain systems' scores were compromised due to a lack of information or evidence
  presented to the inspectors. The water services institutions are encouraged to prepare
  portfolios of evidence throughout the year.
- It was basically the lack of a proper process audit, the fact that only 7 months' chemical
  monitoring was done by Amatola Water and the lack of monitoring programmes as
  informed by the risk assessment that prevented the certification of the Laing system.

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Water Services Authority: Cacadu District Municipality
Water Services Providers: Cacadu District Municipality

Municipal Blue Drop Score 2011: 18.73%

		Glenconnor	Kleinpoort	Miller
	ems			
	Systems			
Water Safety Planning Process &		0	0	0
Incident Response Management		U	U	U
Process Control, Maintenance &		0	0	3
Management Skills			_	
Monitoring Programme		64	66	41
Credibility of Sample Analyses		50	50	5
Submission of Results		50	50	0
Drinking Water Quality Compliance	!	10	10	0
Performance Publication		20	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0	0	0
Blue Drop Score (2011)		16.35% (4)	14.55% (🗸)	04.55% (↓)
Blue Drop Score (2010)		26.88%	26.88%	26.88%
System Design Supply Capacity (MI/o	d)	NI	NI	NI
System Operational Capacity		NI	NI	NI
Population Served by System		1 000	500	500
Ave. Daily Consumption per Capita (		-	-	-
Microbiological Compliance(12 month	hs)	83.33% (11 months)	92.00% (11 months)	No data
Chemical Compliance(12 months)		No data	No data	No data
Performance Area		Disabus	Manadalina	Wolwefontein
Performance Area	Systems	Rietbron	Vondeling	wolweiontein
	Sys			
Water Safety Planning Process &		0	0	0
Incident Response Management			•	
Process Control, Maintenance & Management Skills		3	0	0
Monitoring Programme		66	66	66
			50	50
Credibility of Sample Analyses		50 50	50 50	50 50
Credibility of Sample Analyses Submission of Results		50	50	50
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance	!	50 60	50 70	50 10
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication	!	50 60 0	50 70 0	50 10 0
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management	!	50 60 0	50 70 0	50 10 0
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores	!	50 60 0 0	50 70 0 0	50 10 0 0
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties		50 60 0 0 0 0 0	50 70 0 0 0 0	50 10 0 0 0
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)	· ·	50 60 0 0 0 0 0.3 29.80% (↑)	50 70 0 0 0 0 0.3 32.55% (↑)	50 10 0 0 0 0 14.55% (↓)
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)		50 60 0 0 0 0.3 29.80% (↑)	50 70 0 0 0 0.3 32.55% (↑) 26.88%	50 10 0 0 0 0 14.55% (\(\psi\))
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d		50 60 0 0 0 0.3 29.80% (↑) 26.88%	50 70 0 0 0 0 0.3 32.55% (↑) 26.88%	50 10 0 0 0 0 14.55% (\(\psi\)) 26.88% NI
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/O System Operational Capacity		50 60 0 0 0 0.3 29.80% (↑) 26.88% NI	50 70 0 0 0 0.3 32.55% (↑) 26.88% NI	50 10 0 0 0 0 14.55% (↓) 26.88% NI
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/c System Operational Capacity Population Served by System	d)	50 60 0 0 0 0.3 29.80% (↑) 26.88%	50 70 0 0 0 0.3 32.55% (↑) 26.88% NI NI 500	50 10 0 0 0 0 14.55% (\(\psi\)) 26.88% NI
Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/O System Operational Capacity	d)	50 60 0 0 0 0.3 29.80% (↑) 26.88% NI	50 70 0 0 0 0.3 32.55% (↑) 26.88% NI	50 10 0 0 0 0 14.55% (↓) 26.88% NI

It is regrettable to observe an overall decline in the performance of CacaduMunicipality, with slight improvements in the Rietbron and Vondeling systems. Both the Rietbron and Vondeling managed to achieve 100% compliance with microbiological standards, while all other systems failed to meet acceptable standards. Another area of concern is the municipality's challenge in attaining the appropriate process control, maintenance and management skills to ensure optimal Drinking Water Quality within CacaduMunicipality. It is strongly advised that the municipality initiates and implements the Water Safety Planning Process which will allow all possible risks to the drinking water system to be identified and addressed.

One of the aims of the Blue Drop Certification Programme is to promote continuous improvement thus certain criteria have increased in weighting over the past assessment periods, such as Water Safety Planning, Performance Publication and Asset Management. From the assessment it seems that CacaduMunicipality has not taken cognisance of this as no progress has been made in either of these performance areas.

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Water Services Authority: Camdeboo Local Municipality
Water Services Providers: Camdeboo Local Municipality

Municipal Blue Drop Score 2011: 32.95%

Performance Area	Graaf Reinet	Nieu Bethesda	Aberdeen
Water Safety Planning Process & Incident Response Management	27	27	27
Process Control, Maintenance & Management Skills	58	48	54
Monitoring Programme	30	36	36
Credibility of Sample Analyses	50	50	50
Submission of Results	100	100	100
Drinking Water Quality Compliance	20	55	20
Performance Publication	25	25	25
Asset Management	16	29	29
Bonus Scores	1.7	0	0.
Penalties	1.6	1.6	1.6
Blue Drop Score (2011)	32.81% (↓)	<b>43.28%</b> (↑)	33.38% (↓)
Blue Drop Score (2010)	40.13%	35.38%	36.13%
System Design Supply Capacity (MI/d)	10	NI	1.79
System Operational Capacity	90%	NI	44%
Population Served by System	25 000	1 000	5 000
Ave. Daily Consumption per Capita (I)	360	-	158
Microbiological Compliance(12 months)	88.68%	100.00%	82.61%
Chemical Compliance(12 months)	No data	No data	No data

# **Regulatory Impression**

Unfortunately it was measured that CamdebooLocalMunicipality is not making any progress on implementing the Blue Drop requirements.

However it is noted that there is promise for improved future performances. The Lead Inspector noted: "The WSA has shown commitment to improvement during the next assessment period. A consultant has been appointed to assist with some of the documentation and evaluation of the current situation. Analytical equipment has been purchased and evidence of intention to participate in the WaterAcademy training programme was submitted. Inspectors are confident that this positive attitude will bear fruit in terms of a significantly improves score during the next assessment period. Inspectors advised that the monitoring programme needs to be addressed and as well as maintenance of equipment."

The Department also requires urgent attention to be given to microbiological compliance with the national standard as well as the expansion of the monitoring programme to include chemical determinands.

Water Services Authority: Chris Hani District Municipality
Water Services Providers: Chris Hani District Municipality

Municipal Blue Drop Score 2011: 73.47%

Performance Area	Indwe Emalahleni LM	Machubeni Emalahleni LM	Rural & Farms Emalahleni LM	Dordrecht Emalahleni LM
Water Safety Planning Process & Incident Response Management	85	85	35	85
Process Control, Maintenance & Management Skills	60	40	30	70
Monitoring Programme	89	89	37	89
Credibility of Sample Analyses	71	75	75	73
Submission of Results	50	100	0	100
Drinking Water Quality Compliance	93	93	20	20
Performance Publication	100	100	100	100
Asset Management	40	40	40	40
Bonus Scores	2.0	4.9	4.5	9.1
Penalties	0.1	0.1	0	9.1
		-	_	-
Blue Drop Score (2011)	<b>79.51%</b> (↑)	83.08% (1)	<b>42.18%</b> (→)	<b>68.46%</b> ( <b>↑</b> )
Blue Drop Score (2010)	50.50%	67.75%	NA	33.38%
System Design Supply Capacity (MI/d)	0.9	2	1	2.4
System Operational Capacity	83%	60.5%	NI	NI
Population Served by System	9 200	32 977	90 000	10 200
Ave. Daily Consumption per Capita (I)	81	<50	<50	235
Microbiological Compliance(12 months)	100.% (11 months)	98.83%	90.00% (5 months)	92.73%
Chemical Compliance(12 months)	95.95% (11 months)	95.38% (11 months)	100% (3 months)	100% (11 months)
				Sterkstroom Inkwanca LM
Chemical Compliance(12 months)  Performance Area	95.95% (11 months)  Engcobo	95.38% (11 months)  Rural	100% (3 months)  Molteno	Sterkstroom
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process &	95.95% (11 months)  Engcobo Engcobo LM	95.38% (11 months)  Rural Engcobo LM	Molteno Inkwanca LM	Sterkstroom Inkwanca LM
Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance &	95.95% (11 months)  Engcobo Engcobo LM  85	95.38% (11 months)  Rural Engcobo LM  35	Molteno Inkwanca LM	Sterkstroom Inkwanca LM
Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	95.95% (11 months)  Engcobo Engcobo LM  85  60  56	95.38% (11 months)  Rural Engcobo LM  35	Molteno Inkwanca LM  85  70	Sterkstroom Inkwanca LM 85 40 59
Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills	95.95% (11 months)  Engcobo Engcobo LM  85	95.38% (11 months)  Rural Engcobo LM  35  30  13	Molteno Inkwanca LM  85	Sterkstroom Inkwanca LM 85 40
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses  Submission of Results	95.95% (11 months)  Engcobo LM  85  60  56  75  50	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50	Sterkstroom Inkwanca LM 85 40 59 69 50
Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses	95.95% (11 months)  Engcobo LM  85  60  56  75  50  10	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50  22	Sterkstroom Inkwanca LM 85 40 59 69 50 38
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication	95.95% (11 months)  Engcobo LM  85  60  56  75  50  10  100	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50  22  100	85 40 59 69 50 38 100
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses  Submission of Results  Drinking Water Quality Compliance Performance Publication  Asset Management	85 60 56 75 50 10 40	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40	85 70 89 67 50 22 100 40	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses  Submission of Results  Drinking Water Quality Compliance  Performance Publication  Asset Management  Bonus Scores	85 60 56 75 50 10 40 40 4.5	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3	85 70 89 67 50 22 100 40 3.9	85 40 59 69 50 38 100 40 4
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses  Submission of Results  Drinking Water Quality Compliance  Performance Publication  Asset Management  Bonus Scores  Penalties	85 60 56 75 50 10 40 4.5 0	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  4  0.4
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)	85 60 56 75 50 10 40 4.5 0 54.09% (↑)	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)	Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  4  0.4  59.80% (↑)
Chemical Compliance (12 months)  Performance Area  Water Safety Planning Process & Incident Response Management  Process Control, Maintenance & Management Skills  Monitoring Programme  Credibility of Sample Analyses  Submission of Results  Drinking Water Quality Compliance  Performance Publication  Asset Management  Bonus Scores  Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)	95.95% (11 months)  Engcobo Engcobo LM  85  60  56  75  50  10  40  4.5  0  54.09% (↑)	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)	Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)  43.31%	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  4  0.4  59.80% (↑)  37.38%
Chemical Compliance (12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme  Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010) System Design Supply Capacity (MI/d)	95.95% (11 months)  Engcobo Engcobo LM  85  60  56  75  50  10  40  4.5  0  54.09% (↑)  NA  2	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)  NA  0.4	Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)  43.31%  1.39	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  4  0.4  59.80% (↑)  37.38%  2.8
Chemical Compliance (12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity	95.95% (11 months)  Engcobo Engcobo LM  85  60  56  75  50  10  100  40  4.5  0  54.09% (↑)  NA  2  90%	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)  NA  0.4  NI	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)  43.31%  1.39  96%	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  40  0.4  59.80% (↑)  37.38%  2.8  137%
Chemical Compliance(12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	95.95% (11 months)  Engcobo Engcobo LM  85  60  56  75  50  10  40  4.5  0  54.09% (↑)  NA  2  90% 6 200	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)  NA  0.4  NI  30 000	Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)  43.31%  1.39  96%  10 474	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  4  0.4  59.80% (↑)  37.38%  2.8
Chemical Compliance (12 months)  Performance Area  Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity	95.95% (11 months)  Engcobo Engcobo LM  85  60  56  75  50  10  100  40  4.5  0  54.09% (↑)  NA  2  90%	95.38% (11 months)  Rural Engcobo LM  35  30  13  75  0  75  100  40  4.3  0.3  56.12% (↑)  NA  0.4  NI	100% (3 months)  Molteno Inkwanca LM  85  70  89  67  50  22  100  40  3.9  0.4  60.85% (↑)  43.31%  1.39  96%	Sterkstroom Inkwanca LM  85  40  59  69  50  38  100  40  40  0.4  59.80% (↑)  37.38%  2.8  137%

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System Operational Capacity

Population Served by System

Chemical Compliance(12 months)

Ave. Daily Consumption per Capita (I)

Microbiological Compliance(12 months)

Performance Area	Systems	Tsojana Intsika Yethu LM	Rural Intsika Yethu LM	Thomo Intsika Yethu LM	Cradock Inxuba Yethemba LM
Water Safety Planning Process & Incident Response Management		85	35	85	85
Process Control, Maintenance & Management Skills		70	40	23	80
Monitoring Programme		89	0	59	84
Credibility of Sample Analyses		74	0	74	75
Submission of Results		100	0	50	100
Drinking Water Quality Compliance	е	93	0	73	78
Performance Publication		100	0	100	100
Asset Management		40	0	40	40
Bonus Scores		1.7	0	3.2	5.1
Penalties		0.1	0	0.1	0.1
Blue Drop Score (2011)		82.82% (1)	09.25% (-)	<b>68.03%</b> (↑)	82.34% (↑
Blue Drop Score (2010)		NA	NA	NA	40.13%
System Design Supply Capacity (MIA	/d)	5	0.69	2	21.6
System Operational Capacity		80%	NI	75%	15.8
Population Served by System	<b>(1)</b>	45 000	90 000	10 000	64 000
Ave. Daily Consumption per Capita		89	-	150	239
Microbiological Compliance(12 mon	ths)	99.42%	No data	96.88% (11 months)	100.00%
Chemical Compliance(12 months)		98.76% (11 months)	No data	100% (11 months)	100% (1 month)
Performance Area	Systems	Middleburg Inxuba Yethemba LM	Queenstown Lukhanji LM	Whittlesea Lukhanji LM	Rural Lukhanji LM
Water Safety Planning Process & Incident Response Management		85	85	85	35
Process Control, Maintenance & Management Skills		30	90	90	40
Monitoring Programme		54	89	76	53
Credibility of Sample Analyses		74	71	39	71
Submission of Results		100	100	0	50
Drinking Water Quality Complianc	е	20	93	78	93
Performance Publication		100	100	100	100
		40	40	40	40
Asset Management	-				
Asset Management Bonus Scores		4.3	1.5	2.6	3.2
Bonus Scores			1.5 0.1	2.6 0.4	3.2 0.1
Bonus Scores Penalties Blue Drop Score (2011)		4.3 0 <b>56.22% (↑)</b>	0.1 <b>84.49% (↑)</b>		
Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)		4.3 0 <b>56.22% (↑)</b> 32.13%	0.1 <b>84.49% (↑)</b> 62.56%	0.4 <b>73.26% (↑)</b> NA	0.1 <b>67.60% (</b> ↑)
Bonus Scores Penalties Blue Drop Score (2011)	/d)	4.3 0 <b>56.22% (↑)</b>	0.1 <b>84.49% (↑)</b>	0.4 <b>73.26% (</b> ↑)	0.1 <b>67.60%</b> (

61%

95 000

231

100.00%

95.35%

45 600

342

93.38%

100% (8 months)

80%

19 899

402

100% (7 months)

100% (7 months)

NI

68 000

98.82% (11 months)

98.89% (11 months)

Performance Area	Cala Sakhisizwe LM	Rural Sakhisizwe LM	Elliot Sakhisizwe LM	Tsolwana Tsolwana LM
Water Safety Planning Process & Incident Response Management	85	35	85	85
Process Control, Maintenance & Management Skills	60	50	40	50
Monitoring Programme	69	46	42	68
Credibility of Sample Analyses	71	30	75	75
Submission of Results	0	0	0	0
Drinking Water Quality Compliance	20	20	20	78
Performance Publication	100	100	100	100
Asset Management	40	40	40	40
Bonus Scores	4.4	4.5	4.5	7.3
Penalties	0	0	0	0.4
Blue Drop Score (2011)	<b>55.67%</b> (↑)	42.83% (>)	<b>51.24%</b> (↑)	<b>74.84%</b> (↑)
Blue Drop Score (2010)	NA	NA	NA	NA
System Design Supply Capacity (MI/d)	NI	NI	6	NI
System Operational Capacity	NI	NI	90%	NI
Population Served by System	15 000	35 000	9 500	32 509
Ave. Daily Consumption per Capita (I)	106	-	>500	-
Microbiological Compliance(12 months)	44.44% (3 months)	No data	24.00% (4 months)	100.00%
Chemical Compliance(12 months)	100% (4 months)	100% (1 month)	100% (5 months)	100% (11 months)

Another Eastern Cape Water Services Authority that impresses with its drive to improve drinking water quality management. An overall score improvement from 53.1% to 73.5% speaks volumes of the officials' commitment in this regard. This is sincerely a commendable performance under challenging circumstances.

Nevertheless there would remain areas with dreadful microbiological compliances i.e. in systems such as Cala and Eliott. Compliance percentages in these two systems are well below 50% and it can be expected that these communities are at risk. The municipality is required to inform the Department's regional office within 30 days as from the release of this report on an action plan for urgent improvement of treatment efficiency levels in these areas.

The Blue Drop inspectors noted: "The Water Services Providers responded very well to the deficiencies identified during the Blue Drop Assessment and come well prepared for the Confirmation Interviews. The WSPs were strongly supported by the ChrisHaniDistrictMunicipality. The District Director personally led the interviews and made sure that each of his WSPs was represented in large numbers. This illustrates the commitment of the District towards the Blue Drop Certification Programme."

# Findings:

 The worst performing systems would be the Rural Systems within the jurisdiction of IntsikaYethuLocalMunicipality.

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Water Services Authority: Ikwezi Local Municipality
Water Services Providers: Ikwezi Local Municipality

Municipal Blue Drop Score 2011: 26.55%

Performance Area	Jansenville	Klipplaat	Waterford
<i>₹</i>			
Water Safety Planning Process & Incident Response Management	0	0	0
Process Control, Maintenance & Management Skills	28	68	28
Monitoring Programme	35	53	0
Credibility of Sample Analyses	28	27	0
Submission of Results	100	100	0
Drinking Water Quality Compliance	10	10	0
Performance Publication	80	80	0
Asset Management	47	62	9
Bonus Scores	3.4	0	0
Penalties	0.5	0.8	0
Blue Drop Score (2011)	33.98% (↑)	38.61% (↑)	04.10% (1)
Blue Drop Score (2010)	12.13%	03.88%	03.38%
System Design Supply Capacity (MI/d)	0.7	0.5	NI
System Operational Capacity	114%	180%	NI
Population Served by System	15 000	6 000	60
Ave. Daily Consumption per Capita (I)	53	150	-
Microbiological Compliance(12 months)	70.21%	85.42%	No data
Chemical Compliance(12 months)	No data	No data	No data

# **Regulatory Impression**

While overall scores for Ikwezi Municipality systems remain low, the Department has noted marked improvements in the Jansenville and Klipplaat systems. This indicates that the municipality is taking steps to improving Drinking Water Quality Management performance but greater commitment is necessary. Microbiological compliance is not up to standard thus it is advised that the municipality asserts greater effort in improving operational monitoring to ensure that treatment is optimised. Furthermore the fact that both the Jansenville and Klipplaat treatment systems are operating above their design capacities needs to be addressed.

The Waterford system requires attention as no information was available for most performance areas. Initiation and implementation of the Water Safety Planning process will greatly assist Ikwezi Municipality across all systems in identifying and addressing all risks from drinking water source to consumer.

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Water Services Authority: Joe Gqabi District Municipality
Water Services Providers: Elundini LM ; Gariep LM ; Maletswai LM ; Senqu LM ;
Amatola Water \*\*

Municipal Blue Drop Score 2011: 83.49%

Performance Area	9	Maclear <sup>a</sup>	Ugie <sup>a</sup>	Burgersdorp b	Oviston <sup>b</sup>
	Systems		blue drop  ONESSED  PROCEST  COMAN MOT Deby Progreet		
Water Safety Planning Process & Incident Response Management		68	100	60	68
Process Control, Maintenance & Management Skills		35	86	39	39
Monitoring Programme		78	100	78	78
Credibility of Sample Analyses		93	93	93	93
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		85	85	20	85
Performance Publication		100	100	100	100
Asset Management		60	100	82	82
Bonus Scores		3.3	1.3	5.6	2.8
Penalties		0.3	0.3	0	0.3
			95.05% ( <b>↑</b> )	<b>64.19%</b> (↑)	
Blue Drop Score (2011)		<b>78.81%</b> (↑)			82.03% ( <b>↑</b> )
Blue Drop Score (2010)	-1\	53.60%	60.98%	47.10%	46.85%
System Design Supply Capacity (MI/o System Operational Capacity	u)	6 41%	0.72 120%	4.81 NI	5.6 NI
Population Served by System		16 335	12 000	19 541	8 157
Ave. Daily Consumption per Capita (1	1)	151	72	19 341	0 13/
Microbiological Compliance(12 month		100.00%	100.00%	88.73%	98.04%
Chemical Compliance(12 months)	113)	97.87% (3 months)	96.15% (3 months)	94.29% (2 months)	95.83% (2 months)
Chemical Compilance(12 months)		37.87 /6 (3 IIIOIIIIIS)	30.13% (3 months)	34.23% (2 months)	33.83% (2 HIOHUS)
Performance Area	Systems	Aliwal North <sup>c</sup>	Jamestown <sup>c</sup>	Barkley East <sup>d</sup>	Lady Grey <sup>d</sup>
Performance Area  Water Safety Planning Process & Incident Response Management	Systems	Aliwal North <sup>c</sup>	Jamestown <sup>c</sup>	Barkley East <sup>d</sup>	Lady Grey <sup>d</sup>
Water Safety Planning Process &	Systems				
Water Safety Planning Process & Incident Response Management Process Control, Maintenance &	Systems	63	63	79	79
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills	Systems	<b>63</b> 89	63 79	79 79	79 19
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	Systems	63 89 85 93	63 79 74 93	79 79 73 93	79 19 69 93
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results		63 89 85 93 100	63 79 74 93 100	79 79 73 93 100	79 19 69 93 100
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		63 89 85 93 100 85	63 79 74 93 100 20	79 79 73 93 100 85	79 19 69 93 100 45
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		63 89 85 93 100 85 100	63 79 74 93 100 20 100	79 79 73 93 100 85 100	79 19 69 93 100 45 100
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management		63 89 85 93 100 85 100 72	63 79 74 93 100 20 100 96	79 79 73 93 100 85 100 78	79 19 69 93 100 45 100 52
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores		63 89 85 93 100 85 100 72 2.4	63 79 74 93 100 20 100 96	79 79 73 93 100 85 100 78 2.2	79 19 69 93 100 45 100 52 5.2
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties		63 89 85 93 100 85 100 72 2.4 0.3	63 79 74 93 100 20 100 96 0	79 79 73 93 100 85 100 78 2.2 0.3	79 19 69 93 100 45 100 52 5.2 0.3
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)		63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑)	63 79 74 93 100 20 100 96 0 0 64.55% (↑)	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑)	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)		63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑)	63 79 74 93 100 20 100 96 0 0 64.55% (↑)	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑)	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Biue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/o		63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑) 53.08%	63 79 74 93 100 20 100 96 0 0 84.55% (↑) NA 1.4	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑) 53.60% NI	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑) 51.62% 2.1
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/o System Operational Capacity		63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑) 53.08% 14.4 73%	63 79 74 93 100 20 100 96 0 0 64.55% (↑) NA 1.4 NI (new plant)	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑) 53.60% NI	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑) 51.62% 2.1 NI (new plant)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)  System Design Supply Capacity (MI/O System Operational Capacity Population Served by System	d)	63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑) 53.08% 14.4 73% 60 000	63 79 74 93 100 20 100 96 0 0 84.55% (↑) NA 1.4	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑) 53.60% NI	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑) 51.62% 2.1
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Operational Capacity (MI/O System Operational Capacity Population Served by System Ave. Daily Consumption per Capita (I	d)	63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑) 53.08% 14.4 73% 60 000 175	63 79 74 93 100 20 100 96 0 0 64.55% (↑) NA 1.4 NI (new plant) 7 991	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑) 53.60% NI NI 20 000	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑) 51.62% 2.1 NI (new plant) 2 000
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)  System Design Supply Capacity (MI/O System Operational Capacity Population Served by System	: d)	63 89 85 93 100 85 100 72 2.4 0.3 84.93% (↑) 53.08% 14.4 73% 60 000	63 79 74 93 100 20 100 96 0 0 64.55% (↑) NA 1.4 NI (new plant)	79 79 73 93 100 85 100 78 2.2 0.3 85.95% (↑) 53.60% NI	79 19 69 93 100 45 100 52 5.2 0.3 66.71% (↑) 51.62% 2.1 NI (new plant)

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Performance Area	Rhodes <sup>d</sup>	Rossouw Boreholes <sup>d</sup>	Sterkspruit e  blue drop  CRAINTE CRAINTE PROPERTY
Water Safety Planning Process & Incident Response Management	79	39	79
Process Control, Maintenance & Management Skills	29	29	89
Monitoring Programme	84	49	89
Credibility of Sample Analyses	93	93	100
Submission of Results	100	50	100
Drinking Water Quality Compliance	85	20	100
Performance Publication	100	100	100
Asset Management	63	73	100
Bonus Scores	0	0	0.4
Penalties	0.3	0	0
Blue Drop Score (2011)	<b>77.66%</b> (↑)	<b>47.68%</b> (→)	95.02% (1)
Blue Drop Score (2010)	50.60%	NA	57.98%
System Design Supply Capacity (MI/d)	0.1	0.013 (yield)	6.4
System Operational Capacity	NI	NI	131%
Population Served by System	2 000	1 727	160 000
Ave. Daily Consumption per Capita (I)	-	-	419
Microbiological Compliance(12 months)	100.00%	88.00% (11 months)	97.28%
Chemical Compliance(12 months)	100.00% (3 months)	No data	99.96% (11 months)

# **Regulatory Impression**

EASTERN CAPE

The Department commends the performance of JoeGqabiDistrictMunicipalityduring this Blue Drop assessment period. Together with various water services providers (Elundini LM; Gariep LM; Maletswai LM; Senqu LM and Amatola Water), DWA found the municipal officials well prepared and eager to improve drinking water quality (DWQ) management within the 11 supply systems presented for evaluation. The definitive laudable feat would therefore be that DWA can award the Joe Gqabi with Blue Drop Certification in 2 water supply systems (Ugie and Sterkspruit). The Department wish to encourage the Municipality to not rest on its laurels but to maintain the performance and supply of drinking water safe for human consumption.

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Water Services Authority: Kouga Local Municipality
Water Services Providers: Kouga LM; Nelson Mandela Metropolitan Municipality

Municipal Blue Drop Score 2011: 74.93%

Performance Area		Hankey	Humansdorp	JeffreysBay	Loerie <sup>a</sup>
Terrormance Area	ms	Halikey	Humansuorp	Jenneysbay	Locite
	Systems				
	S.				
Water Safety Planning Process &		54	54	54	61
Incident Response Management Process Control. Maintenance &			_		
Management Skills		40	40	40	90
Monitoring Programme		71	78	71	86
Credibility of Sample Analyses		94	88	96	88
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		20	20	100	100
Performance Publication		50	50	50	80
Asset Management		39	32	32	55
Bonus Scores		0	0	0	0
Penalties		0	0	0	0
Blue Drop Score (2011)		<b>45.67%</b> ( <b>↓</b> )	44.93% (1)	<b>68.68%</b> (↑)	82.30% ( <b>↑</b> )
Blue Drop Score (2010)		63.75%	58.94%	67.56%	61.75%
System Design Supply Capacity (MI/o	d)	2.1	3.5	3.4	100
System Operational Capacity		57%	NI	NI	80%
Population Served by System		5 000	19 889	33 328	5 000
Ave. Daily Consumption per Capita (		11 400	-	-	>500
Microbiological Compliance(12 month	hs)	93.55%	95.54%	100.00%	100.00%
Chemical Compliance(12 months)		100% (4 months)	100% (4 months)	100% (4 months)	100% (4 months)
Dorformana Araa		D-4i-	C. F B. 8	Th b : 11 8	0
Performance Area	us	Patensie	St Francis Bay <sup>a</sup>	Thornhill <sup>a</sup>	Oysterbay
Performance Area	stems	Patensie	St Francis Bay <sup>a</sup>	Thornhill <sup>a</sup>	Oysterbay
Performance Area	Systems	Patensie	St Francis Bay <sup>a</sup>	Thornhill <sup>a</sup>	Oysterbay
Performance Area  Water Safety Planning Process &	Systems		,		
Water Safety Planning Process & Incident Response Management	Systems	Patensie 54	St Francis Bay <sup>a</sup> 61	Thornhill <sup>a</sup>	Oysterbay 54
Water Safety Planning Process & Incident Response Management Process Control, Maintenance &	Systems		,		,
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills	Systems	54 40	61 90	61 90	54 60
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	Systems	54 40 71	61 90 86	61 90 86	54 60 51
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses	Systems	54 40 71 84	61 90 86 88	61 90 86 88	54 60 51 93
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results		54 40 71 84 100	61 90 86 88 100	61 90 86 88 100	54 60 51 93 100
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses		54 40 71 84	61 90 86 88	61 90 86 88	54 60 51 93
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results		54 40 71 84 100	61 90 86 88 100	61 90 86 88 100	54 60 51 93 100
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		54 40 71 84 100 20	61 90 86 88 100 20	61 90 86 88 100 96	54 60 51 93 100 20
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		54 40 71 84 100 20 50 32 0	61 90 86 88 100 20 80	61 90 86 88 100 96 80	54 60 51 93 100 20 50 32
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management		54 40 71 84 100 20 50 32	61 90 86 88 100 20 80 55	61 90 86 88 100 96 80 55	54 60 51 93 100 20 50
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores		54 40 71 84 100 20 50 32 0	61 90 86 88 100 20 80 55	61 90 86 88 100 96 80 55	54 60 51 93 100 20 50 32 0
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties		54 40 71 84 100 20 50 32 0	61 90 86 88 100 20 80 55 0	61 90 86 88 100 96 80 55 0 0.1	54 60 51 93 100 20 50 32
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)		54 40 71 84 100 20 50 32 0 0 44.08% (↓)	61  90  86  88  100  20  80  55  0  0  58.30% (↑)	61 90 86 88 100 96 80 55 0 0.1 81.15% (↑)	54 60 51 93 100 20 50 32 0 0 44.46% (↓)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)		54 40 71 84 100 20 50 32 0 0 44.08% (\psi) 62.25%	61 90 86 88 100 20 80 55 0 0 58.30% (↑)	61 90 86 88 100 96 80 55 0 0.1 81.15% (↑)	54 60 51 93 100 20 50 32 0 44.46% (↓)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/C System Operational Capacity Population Served by System	: d)	54 40 71 84 100 20 50 32 0 0 44.08% (↓) 62.25% 2	61  90  86  88  100  20  80  55  0  0  58.30% (↑)	61 90 86 88 100 96 80 55 0 0.1 81.15% (↑) 64.50%	54 60 51 93 100 20 50 32 0 0 44.46% (↓) 50.56% 0.25 NI 842
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/C System Operational Capacity Population Served by System Ave. Daily Consumption per Capita (in	d)	54 40 71 84 100 20 50 32 0 0 44.08% (↓) 62.25% 2 NI 5 500 364	61  90  86  88  100  20  80  55  0  0  58.30% (^)  NI  NI  5 163	61  90  86  88  100  96  80  55  0  0.1  81.15% (↑)  64.50%  NI  NII  5 000	54 60 51 93 100 20 50 32 0 0 44.46% (↓) 50.56% 0.25 Ni 842 297
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/C System Operational Capacity Population Served by System	d)	54 40 71 84 100 20 50 32 0 0 44.08% (↓) 62.25% 2 NI 5500	61 90 86 88 100 20 80 55 0 0 58.30% (↑) 50.19% NI	61  90  86  88  100  96  80  55  0  0.1  81.15% (↑)	54 60 51 93 100 20 50 32 0 0 44.46% (↓) 50.56% 0.25 NI 842

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# **Regulatory Impression**

KougaLocalMunicipality performed impressively during the last Blue Drop assessment in spite of dropping scores on 4 of the 8 systems. The overall Blue Drop score improved from 60.5% to 75.93% which is a striking improvement.

Lead Inspector noted: "There is definitely a commitment towards obtaining Blue Drop Status in this municipality. However, the condition of some of the water works needs to be improved to match the work being done in other areas of the Blue Drop Certification (refer to plant visits, especially for Hankey)."

The Municipality is encouraged to focus on improving or initiating operational monitoring at some of the smaller systems as well as process audits as part of implementing sound asset management practice.

Water Services Authority: Kou Kamma Local Municipality
Water Services Providers: Kou Kamma Local Municipality

Municipal Blue Drop Score 2011: 14.36%

Performance Area	Clarkson	Coldstream	Joubertina	Kareedouw
Systems				
Water Safety Planning Process &	_		_	_
Incident Response Management	0	0	0	0
Process Control, Maintenance & Management Skills	0	0	0	0
Monitoring Programme	41	39	43	41
Credibility of Sample Analyses	71	74	75	74
Submission of Results	50	20	20	50
Drinking Water Quality Compliance	10	10	10	10
Performance Publication	0	0	0	0
Asset Management	0	0	0	0
Bonus Scores	0	0	0	0
Penalties	1.5	1.5	1.5	1.5
Blue Drop Score (2011)	13.11% (↓)	11.55% (↓)	<b>12.04%</b> (↑)	13.30% (1)
Blue Drop Score (2010)	15.13%	19.88%	09.13%	10.63%
System Design Supply Capacity (MI/d)	NI	NI	NI	NI
System Operational Capacity	NI	NI	NI	NI
Population Served by System	2 000	368	8 000	6 000
Ave. Daily Consumption per Capita (I)	-	-	-	-
Microbiological Compliance(12 months)	31.58% (11 months)	93.10% (10 months)	35.29%	63.64% (11 months)
Chemical Compliance(12 months)	No data	No data	No data	No data
Performance Area	Krakeel	Louterwater	Misgund	Sanddrif
Water Safety Planning Process & Incident Response Management	0		_	
	U	0	0	0
Process Control, Maintenance & Management Skills	0	0	0	0
		-		
Management Skills	0	0	0	0
Management Skills Monitoring Programme	0 43	0 43	0	0 39
Management Skills  Monitoring Programme  Credibility of Sample Analyses	0 43 75	0 43 71	0 33 78	0 39 76
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results	0 43 75 100	0 43 71 100	0 33 78 0	0 39 76 20
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance	0 43 75 100	0 43 71 100 60	0 33 78 0	0 39 76 20
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication	0 43 75 100 10	0 43 71 100 60	0 33 78 0 10	0 39 76 20 10
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management	0 43 75 100 10 0	0 43 71 100 60 0	0 33 78 0 10 0	0 39 76 20 10 0
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)	0 43 75 100 10 0 0	0 43 71 100 60 0 0	0 33 78 0 10 0 0	0 39 76 20 10 0
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)	0 43 75 100 10 0 0 1.5 16.06% (↑)	0 43 71 100 60 0 0 1.5 30.84% (↑)	0 33 78 0 10 0 0 0	0 39 76 20 10 0 0
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d)	0 43 75 100 10 0 0 1.5 16.06% (↑)	0 43 71 100 60 0 0 1.5 30.84% (↑)	0 33 78 0 10 0 0 1.5 10.13%(→) NA NI	0 39 76 20 10 0 0 1.5 11.68%()
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity	0 43 75 100 0 0 0 1.5 16.06% (↑)	0 43 71 100 60 0 0 1.5 30.84% (↑)	0 33 78 0 10 0 0 1.5 10.13%(→)	0 39 76 20 10 0 0 1.5 11.68%(→)
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	0 43 75 100 10 0 0 1.5 16.06% (↑) 09.88% NI NI 6 000	0 43 71 100 60 0 0 1.5 30.84% (↑) 13.63% NI NI 902	0 33 78 0 10 0 0 1.5 10.13%(*) NA NI NI 2160	0 39 76 20 10 0 0 1.5 11.68%()
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System Ave. Daily Consumption per Capita (I)	0 43 75 100 10 0 0 1.5 16.06% (↑) 09.88% NI NI 6 000	0 43 71 100 60 0 0 1.5 30.84% (↑) 13.63% NI NI 902	0 33 78 0 10 0 0 1.5 10.13%(-) NA NI NI 2160	0 39 76 20 10 0 0 1.5 11.68%(-) NA NI NI 4 000
Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	0 43 75 100 10 0 0 1.5 16.06% (↑) 09.88% NI NI 6 000	0 43 71 100 60 0 0 1.5 30.84% (↑) 13.63% NI NI 902	0 33 78 0 10 0 0 1.5 10.13%(*) NA NI NI 2160	0 39 76 20 10 0 0 1.5 11.68%(→)

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Performance Area	StormsRiver	Woodlands
Water Safety Planning Process & Incident Response Management	0	0
Process Control, Maintenance & Management Skills	0	0
Monitoring Programme	39	41
Credibility of Sample Analyses	74	75
Submission of Results	20	50
Drinking Water Quality Compliance	10	10
Performance Publication	0	0
Asset Management	0	0
Bonus Scores	0	0
Penalties	1.5	1.5
Blue Drop Score (2011)	11.57%(↓)	13.32%(↓)
Blue Drop Score (2010)	15.88%	16.63%
System Design Supply Capacity (MI/d)	NI	NI
System Operational Capacity	NI	NI
Population Served by System	600	7 000
Ave. Daily Consumption per Capita (I)	-	-
Microbiological Compliance(12 months)	89.47% (10 months)	19.05% (11 months)
Chemical Compliance(12 months)	No data	No data

# **Regulatory Impression**

**EASTERN CAPE** 

It is unfortunate that Kou Kamma municipality's performance is not up to standard with only four of the ten supply systems showing only slight improvement. No information was provided for the following performance areas: Water Safety Planning Process and Incident Response Management; Process Control, Maintenance and Management Skills; Performance Publication and; Asset Management. As a result overall Blue Drop scores for all systems remain low.

Blue Drop scores for the past two years indicate that greater effort and commitment is required from Kou Kamma municipality to get drinking water quality management practices up to standard. A good start would be to initiate and most importantly, implement the Water Safety Planning process which aims at identifying and addressing all risks within the water supply system, from source right through to the consumer. This process, once implemented will assist in addressing the shortcomings in terms of the Blue Drop criteria such as: improved operational and compliance monitoring; improved management of drinking water quality incidents and consequently improved drinking water quality compliance.

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Water Services Authority: Makana Local Municipality
Water Services Providers: Makana Local Municipality

Municipal Blue Drop Score 2011: 55.07%

Performance Area	Systems	Alicedale	Grahamstown	Riebeeck East
Water Safety Planning Process & Incident Response Management		63	63	63
Process Control, Maintenance & Management Skills		38	74	58
Monitoring Programme		36	36	44
Credibility of Sample Analyses		46	39	39
Submission of Results		100	100	100
Drinking Water Quality Compliance		20	20	53
Performance Publication		100	100	100
Asset Management		8	38	38
Bonus Scores		6.8	6.8	5.7
Penalties		0.3	0.3	0.2
Blue Drop Score (2011)		<b>48.03</b> %( <b>↑</b> )	<b>55.77%</b> ( <b>↑</b> )	<b>63.62</b> %( <b>↑</b> )
Blue Drop Score (2010)		25.00%	36.13%	24.13%
System Design Supply Capacity (MI/d)	)	2	19	0.1
System Operational Capacity		NI	NI	NI
Population Served by System		6 000	132 000	1 600
Ave. Daily Consumption per Capita (I)		-	-	-
Microbiological Compliance(12 months	s)	84.62%	89.89%	95.45%
Chemical Compliance(12 months)		100.00% (7 months)	99.54% (7 months)	100.00% (6 months)

# **Regulatory Impression**

The Department takes great courage out of the impressive improvement of this municipality since the previous reporting cycle. (In 2011 scores amounted to 55.07% in comparison to the 2010 score of 28.4%.) During the reporting cycle the Department deployed the Emergency Response Facility to assist the Municipality to optimise treatment since various complaints were received on the visual compliance of the water at the time this area was drought stricken. It is therefore understandable that compliance in the Grahamstown area is far from the set target of 97%. While the improvement is noteworthy, further (urgent) drinking water quality enhancement is of utmost importance.

# Findings:

- The water safety plan is still to improve in term of the influence it brings to current operations. The monitoring programme is to be amended according to the findings of the risk assessment.
- The Process Controllers are also in this process to be trained to fully comprehend the importance of operational monitoring. Currently daily recordings are noted predominantly in an incorrect fashion.

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Water Services Authority: Ndlambe Local Municipality
Water Services Providers: Ndlambe LM; Amatola Water

Municipal Blue Drop Score 2011: 20.93%

Performance Area	Systems	AlbanyCoast Network <sup>a</sup>	Alexandria	Canon Rock	
Water Safety Planning Process & Incident Response Management		16	0	0	
Process Control, Maintenance & Management Skills		35	5	15	
Monitoring Programme		61	34	34	
Credibility of Sample Analyses		79	50	50	
Submission of Results		50	50	50	
Drinking Water Quality Compliance	е	55	12	28	
Performance Publication		50	25	25	
Asset Management		15	8	0	
Bonus Scores		1.7	0	0	
Penalties		0.6	0.2	0.2	
Blue Drop Score (2011)		<b>43.86%</b> (↑)	16.00% (↓)	20.68% (↓)	
Blue Drop Score (2010)		38.50%	38.00%	39.00%	
System Design Supply Capacity (MI/	/d)	NI	3	NI	
System Operational Capacity		NI	NI	NI	
Population Served by System	<b>(1)</b>	10 000	10 000	10 000	
Ave. Daily Consumption per Capita		-	-	-	
Microbiological Compliance(12 months)		97.59% (11 months)	96.49% (11 months)	96.67% (11 months)	
Chemical Compliance(12 months)		93.98% (2 months)	No data	No data	
Performance Area					
	Systems	Bathurst	Port Alfred	Seafield / Kleinmonde	
Water Safety Planning Process & Incident Response Management	Systems	Bathurst 0	Port Alfred		
	Systems			Kleinmonde	
Incident Response Management Process Control, Maintenance &	Systems	0	0	Kleinmonde 0	
Incident Response Management Process Control, Maintenance & Management Skills	Systems	0 5	0 5	Kleinmonde 0 0	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	Systems	0 5 32	0 5 36	Kleinmonde  0  0  34	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses		0 5 32 51	0 5 36 50	0 0 0 34 49	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		0 5 32 51 50	0 5 36 50 50	0 0 0 34 49 50	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		0 5 32 51 50 10 28	0 5 36 50 50 10 25	0 0 34 49 50 10 25	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		0 5 32 51 50	0 5 36 50 50	0 0 34 49 50	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management		0 5 32 51 50 10 28 8	0 5 36 50 50 10 25 8	0 0 34 49 50 10 25	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)		0 5 32 51 50 10 28 8 0	0 5 36 50 50 10 25 8	0 0 34 49 50 10 25 0	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)	e	0 5 32 51 50 10 28 8 0	0 5 36 50 50 10 25 8 0	Neinmonde	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/	e	0 5 32 51 50 10 28 8 0 0 15.39% (\(\psi\) 36.00% 0.45	0 5 36 50 50 10 25 8 0 0 15.77% (↓) 37.00%	0 0 34 49 50 10 25 0 0 0 13.86% (↓)	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/ System Operational Capacity	e	0 5 32 51 50 10 28 8 0 0 15.39% (↓) 36.00% 0.45 NI	0 5 36 50 50 10 25 8 0 0 15.77% (↓) 37.00%	0 0 34 49 50 10 25 0 0 0 13.86% (↓)	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/ System Operational Capacity Population Served by System	e e	0 5 32 51 50 10 28 8 0 0 15.39% (↓) 36.00% 0.45 NI 10000	0 5 36 50 50 10 25 8 0 0 15.77% (↓) 37.00%	Column Ni	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/System Operational Capacity Population Served by System Ave. Daily Consumption per Capital	e e	0 5 32 51 50 10 28 8 0 0 0 15.39% (↓) 36.00% 0.45 NI 10 000	0 5 36 50 50 10 25 8 0 0 15.77% (↓) 37.00% NI NI 10 000	Ni   Ni   Ni   Ni   Ni   Ni   Ni   Ni	
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/ System Operational Capacity Population Served by System	e e	0 5 32 51 50 10 28 8 0 0 15.39% (↓) 36.00% 0.45 NI 10000	0 5 36 50 50 10 25 8 0 0 15.77% (↓) 37.00%	NI   NI   10 000	

The Local Municipality of Ndlambe was unfortunately under-represented due to the sudden sickness of one of the key role-players within the municipality at the time of the confirmation assessment. This unfortunate situation adversely affected the Blue Drop performance; an overall decline in score was recorded.

The Inspectors noted that the records of evidence were not orderly or not always containing relevant information. It is therefore recommended to note that preparation for the assessment is a crucial element of the Blue Drop process. Improvement is possible.

# Findings:

- The Water Safety plan that was presented was very generic and not in line with Blue Drop
  expectations at all. The WHO guidelines should be revisited to ensure that the water safety
  planning process is in line with the requirement for site-specific risk assessment.
- 2. It is important that Alert Levels be included in the Incident Management Protocol. This serves as trigger for the reaction to incidents.
- The Municipality is requested to give special attention to address the predominant "No Information" status on various requirements listed above. Without information effective drinking water quality management on the principles of risk-management is fairly impossible.
- Microbiological Compliance at Bathurst and Seafield is not according to the expected standard. Improvement is urgently required.

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**EASTERN CAPE** 

Water Services Authority: Nelson Mandela Bay Metropolitan Municipality
Water Services Providers: Nelson Mandela Bay Metropolitan Municipality

Municipal Blue Drop Score 2011: 90.11%

Performance Area		Nelson Mandela Bay Metropolitan
	Syst	
Water Safety Planning Process & Incident Response Management		85
Process Control, Maintenance & Management Skills		96
Monitoring Programme		90
Credibility of Sample Analyses		100
Submission of Results		100
<b>Drinking Water Quality Compliance</b>		88
Performance Publication		100
Asset Management		67
Bonus Scores		2.3
Penalties		0
Blue Drop Score (2011)		90.11% (↓)
Blue Drop Score (2010)		95.08%
System Design Supply Capacity (MI/d)		446.2
System Operational Capacity		90%
Population Served by System		1 000 000
Ave. Daily Consumption per Capita (I)		402
Microbiological Compliance(12 month	ıs)	98.66%
Chemical Compliance(12 months)		98.87%

# **Regulatory Impression**

It is with great regret that the Department has to withdraw Blue Drop certification from the Nelson Mandela water supply system. The Municipal team showed great commitment and impressed with the manner in which they approached the Blue Drop assessment. However it would be a 0.34% shortfall in compliance that prevented it from having compliance classified as excellent. The lack of an annual process audit further compromised the Blue Drop score obtained.

The Municipality is encouraged not be disheartened but to proceed in its endeavour to regain the coveted Blue Drop certification status within the next assessment cycle since the Department is convinced that the necessary skills exist within the Metro to steer performance in that direction. Attention should also be given to monitoring and recordkeeping of analyses results.

The Inspectors did an on-site verification audit at the Nooitgedacht water treatment plant and was impressed by the excellent condition of the plant. The only concern raised was the fact that the standby chlorination unit was found to be out of order. Nevertheless the plant operations and condition confirms that the Port Elizabeth community water supply is still good. Excellence is the next step.

**OR Tambo District Municipality** Water Services Authority: **OR Tambo District Municipality** Water Services Providers:

Municipal Blue Drop Score 2011: 43.69%

	Systems (Rural) (Ingquza LM	Flagship Ingquza LM	Xura Ingquza LM	Borehole (Rural) KSD LM
Water Safety Planning Process & Incident Response Management	30	50	50	30
Process Control, Maintenance & Management Skills	0	25	15	0
Monitoring Programme	28	35	32	23
Credibility of Sample Analyses	50	50	50	50
Submission of Results	0	0	0	0
<b>Drinking Water Quality Compliance</b>	45	45	45	10
Performance Publication	80	80	80	80
Asset Management	0	40	40	0
•	1.1	0	0	1.1
Bonus Scores	****	-	·	***
Penalties	0.6	0.6	0.6	0
Blue Drop Score (2011)	32.34%(->)	<b>43.41%(→)</b>	<b>42.16%(→)</b>	21.41%(->)
Blue Drop Score (2010)	NA	NA	NA	NA
System Design Supply Capacity (MI/d	) NI (yield)	NI	NI	NI (yield)
System Operational Capacity	NI	NI	NI	NI
Population Served by System	25 000	180 000	30 000	250 000
Ave. Daily Consumption per Capita (I)		-	-	-
Microbiological Compliance(12 month		100% (6 months)	100% (8 months)	100% (1 month)
Chemical Compliance(12 months)	No data	No data	No data	No data
Performance Area	Coffee Bay KSD LM	Mhlahlane KSD LM	Mqanduli KSD LM	Thornhill KSD LM
Water Safety Planning Process &				
Incident Response Management	60	60	60	60
	60 35	60 15	60 45	60 75
Incident Response Management Process Control, Maintenance &				
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	35 35	<b>15</b>	45	75
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses	35	15	45 52 50	75 34
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results	35 35 50 0	15 49 50 5	45 52 50 20	75 34 50 20
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance	35 35 50 0	15 49 50 5	45 52 50 20 45	75 34 50 20 45
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication	35 35 50 0 10 80	15 49 50 5 10 80	45 52 50 20 45 80	75 34 50 20 45 80
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management	35 35 50 0 10 80 55	15 49 50 5 10 80 40	45 52 50 20 45 80 55	75 34 50 20 45 80 55
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores	35 35 50 0 10 80 55	15 49 50 5 10 80 40	45 52 50 20 45 80 55	75 34 50 20 45 80 55
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties	35 35 50 0 10 80 55 0 0.1	15 49 50 5 10 80 40 0	45 52 50 20 45 80 55 0	75 34 50 20 45 80 55 0
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)	35 35 50 0 10 80 55 0 0.1 37.66% (↑)	15 49 50 5 10 80 40 0 0	45 52 50 20 45 80 55 0 0.7 51.94% (↑)	75 34 50 20 45 80 55 0 0.7
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)	35 35 50 0 10 80 55 0 0.1 37.66% (↑) 21.13%	15 49 50 5 10 80 40 0 0 35.09% (↑)	45 52 50 20 45 80 55 0 0.7 51.94% (↑)	75 34 50 20 45 80 55 0 0.7 53.14% (↑)
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d	35 35 50 0 10 80 55 0 0.1 37.66% (↑) 21.13% )	15 49 50 5 10 80 40 0 0 35.09% (↑)	45 52 50 20 45 80 55 0 0.7 51.94% (↑) 20.75%	75 34 50 20 45 80 55 0 0.7 53.14% (↑)
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d System Operational Capacity	35 35 50 0 10 80 55 0 0.1 37.66% (↑) 21.13% ) 1	15 49 50 5 10 80 40 0 0 35.09% (↑) 22.63% NI	45 52 50 20 45 80 55 0 0.7 51.94% (↑) 20.75% 1	75 34 50 20 45 80 55 0 0.7 53.14% (↑) NA 60 NI
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d System Operational Capacity Population Served by System	35 35 50 0 10 80 55 0 0.1 37.66% (↑) 21.13% ) 1 NI 25 000	15 49 50 5 10 80 40 0 0 35.09% (↑)	45 52 50 20 45 80 55 0 0.7 51.94% (↑) 20.75%	75 34 50 20 45 80 55 0 0.7 53.14% (↑)
Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d System Operational Capacity	35 35 50 0 10 80 55 0 0.1 37.66% (↑) 21.13% ) 1 NI 25 000	15 49 50 5 10 80 40 0 0 35.09% (↑) 22.63% NI	45 52 50 20 45 80 55 0 0.7 51.94% (↑) 20.75% 1	75 34 50 20 45 80 55 0 0.7 53.14% (↑) NA 60 NI

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	Systems	Borehole (Rural) Mbizana LM	Mbizana Mbizana LM	Nomlacu Mbizana LM	Borehole (Rural) Mhlontlo LM
Water Safety Planning Process & Incident Response Management		30	60	60	30
Process Control, Maintenance & Management Skills		0	15	15	0
Monitoring Programme		23	27	32	23
Credibility of Sample Analyses		50	50	50	50
Submission of Results		0	0	0	0
Drinking Water Quality Compliance		10	10	60	30
Performance Publication		80	80	80	80
		0	40	48	0
Asset Management		1.1	0	0	1.1
Bonus Scores		0	0	0.3	0
Penalties			- J		,
Blue Drop Score (2011)		<b>21.36%(→)</b>	<b>32.69%</b> ( <b>↑</b> )	<b>49.29%</b> ( <b>↑</b> )	<b>27.41%(→)</b>
Blue Drop Score (2010)		NA	20.75%	20.75%	NA
System Design Supply Capacity (MI/	d)	NI (yield)	NI	NI	NI
System Operational Capacity		NI	NI	NI	NI
Population Served by System		60 000	15 000	21 000	95 000
Ave. Daily Consumption per Capita (	[])	-	-	-	-
Microbiological Compliance(12 mont	hs)	100% (1 month)	93.33% (8 months)	100% (7 months)	100% (2 months)
Chemical Compliance(12 months)		No data	No data	No data	No data
Performance Area	Systems	Mvumelwano Mhiontio LM	Upper Chulunca Mhlontlo LM	Sidwadweni Mhlontlo LM	Tsolo Mhlontlo LM
Performance Area  Water Safety Planning Process & Incident Response Management	Systems				
Water Safety Planning Process &	Systems	Mhlontlo LM	Mhlontlo LM	Mhlontlo LM	Mhlontlo LM
Water Safety Planning Process & Incident Response Management Process Control, Maintenance &	Systems	Mhiontio LM	Mhlontlo LM	Mhlontlo LM	Mhlontlo LM
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme	Systems	60 55 32	60 65 32	60 65 28	60 65 34
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses	Systems	60 55 32 50	60 65 32 50	60 65 28 50	60 65 34 50
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results		60 55 32 50 0	60 65 32 50	60 65 28 50 0	60 65 34 50 0
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance		60 55 32 50 0	60 65 32 50 0	60 65 28 50 0 55	60 65 34 50 0 45
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication		60 55 32 50 0 10 80	60 65 32 50 0 10	60 65 28 50 0 55 80	60 65 34 50 0 45 80
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management		60 55 32 50 0 10 80	60 65 32 50 0 10 80 55	60 65 28 50 0 55 80	60 65 34 50 0 45 80 55
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores		60 55 32 50 0 10 80 40 0	60 65 32 50 0 10 80 55	60 65 28 50 0 55 80 55	60 65 34 50 0 45 80 55
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties		60 55 32 50 0 10 80 40 0	60 65 32 50 0 10 80 55 0	60 65 28 50 0 55 80 55 0	60 65 34 50 0 45 80 55 0
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)		60 55 32 50 0 10 80 40 0 37.16%(→)	Mhlontlo LM  60  65  32  50  0  10  80  55  0  0.1  40.41%(→)	60 65 28 50 0 55 80 55 0 0.6 53.46% (↑)	60 65 34 50 0 45 80 55 0 0.6 51.14% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)		60 55 32 50 0 10 80 40 0 37.16%(→)	60 65 32 50 0 10 80 55 0 0.1 40.41%(→)	Mhlontlo LM  60  65  28  50  0  55  80  55  0  0.6  53.46% (↑)  20.75%	Mhlontlo LM  60  65  34  50  0  45  80  55  0  0.6  51.14% (↑)
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties  Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/		Mhlontlo LM  60  55  32  50  0  10  80  40  0  0  37.16%(→)  NA  NI	60 65 32 50 0 10 80 55 0 0.1 40.41%(-) NA 1.4	Mhlontlo LM  60  65  28  50  0  55  80  55  0  0.6  53.46% (↑)  20.75%  1	Mhlontlo LM  60  65  34  50  0  45  80  55  0  0.6  51.14% (↑)  20.75%  1
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI// System Operational Capacity		Mhlontlo LM  60  55  32  50  0  10  80  40  0  37.16%(→)  NA  NI	Mhlontlo LM  60  65  32  50  0  10  80  55  0  0.1  40.41%(→)  NA  1.4  NI	Mhlontlo LM  60  65  28  50  0  55  80  55  0  0.6  53.46% (↑)  20.75%  1  NI	Mhlontlo LM  60  65  34  50  0  45  80  55  0  0.6  51.14% (↑)  20.75%  1
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/System Operational Capacity Population Served by System	e d)	Mhlontlo LM  60  55  32  50  0  10  80  40  0  0  37.16%(→)  NA  NI	60 65 32 50 0 10 80 55 0 0.1 40.41%(-) NA 1.4	Mhlontlo LM  60  65  28  50  0  55  80  55  0  0.6  53.46% (↑)  20.75%  1	Mhlontlo LM  60  65  34  50  0  45  80  55  0  0.6  51.14% (↑)  20.75%  1
Water Safety Planning Process & Incident Response Management Process Control, Maintenance & Management Skills Monitoring Programme Credibility of Sample Analyses Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI// System Operational Capacity	d)	Mhlontlo LM  60  55  32  50  0  10  80  40  0  37.16%(→)  NA  NI	Mhlontlo LM  60  65  32  50  0  10  80  55  0  0.1  40.41%(→)  NA  1.4  NI	Mhlontlo LM  60  65  28  50  0  55  80  55  0  0.6  53.46% (↑)  20.75%  1  NI	Mhlontlo LM  60  65  34  50  0  45  80  55  0  0.6  51.14% (↑)  20.75%  1

retionnance Area	(Rural) Ntabankulu LM	Ntabankulu LM	Nyandeni LM	Nyandeni LM
Water Safety Planning Process & Incident Response Management	30	60	60	60
Process Control, Maintenance & Management Skills	0	35	35	35
Monitoring Programme	23	24	22	25
Credibility of Sample Analyses	50	50	50	50
Submission of Results	0	0	0	0
Drinking Water Quality Compliance	10	10	45	25
Performance Publication	80	80	80	80
Asset Management	0	55	40	40
Bonus Scores	1.1	0	0	0
Penalties	0	0.1	0.6	0.6
Blue Drop Score (2011)	21.36%(→)	<b>36.69%</b> (↑)	44.61% (↑)	38.96%(→)
Blue Drop Score (2010)	NA	20.75%	19.88%	NA
System Design Supply Capacity (MI/d)	NI	NI	NI	NI
System Operational Capacity	NI	NI	NI	NI
Population Served by System	70 000	20 000	35 000	35 000
Ave. Daily Consumption per Capita (I)	-	-	-	-
Microbiological Compliance(12 months)	100% (1 month)	76.93% (6 months)	100% (8 months)	96.15% (8 months)
Chemical Compliance(12 months)	No data	No data	No data	No data
Performance Area	Ngqeleni Nyandeni LM	Bululo Port St Johns LM	Mdlankala Port St Johns LM	Tombo Port St Johns LM
Water Safety Planning Process & Incident Response Management	60	60	60	60
Process Control, Maintenance & Management Skills	35	65	25	65
Monitoring Programme				05
	22	33	27	25
Credibility of Sample Analyses	<b>22</b> 50	33 50		
Credibility of Sample Analyses Submission of Results			27	25
<u> </u>	50	50	27 50	25 50
Submission of Results	50 0	50 0	27 50 0	25 50 0
Submission of Results Drinking Water Quality Compliance	50 0 10	50 0 10	27 50 0 45	25 50 0 10
Submission of Results Drinking Water Quality Compliance Performance Publication	50 0 10 80	50 0 10 80	27 50 0 45 80	25 50 0 10 80
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management	50 0 10 80 40	50 0 10 80 55	27 50 0 45 80 40	25 50 0 10 80 40
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011)	50 0 10 80 40	50 0 10 80 55	27 50 0 45 80 40	25 50 0 10 80 40
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010)	50 0 10 80 40 0 0 34.19% (↑)	50 0 10 80 55 0.1 0 40.51% (→)	27 50 0 45 80 40 0	25 50 0 10 80 40 0
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d)	50 0 10 80 40 0 0 34.19% (↑) 22.00%	50 0 10 80 55 0.1 0 40.51% (**)	27 50 0 45 80 40 0 0 44.16 (↑) 20.75%	25 50 0 10 80 40 0 0 37.44% (↑) 20.75%
Submission of Results  Drinking Water Quality Compliance Performance Publication  Asset Management Bonus Scores Penalties  Blue Drop Score (2011)  Blue Drop Score (2010)  System Design Supply Capacity (MI/d)  System Operational Capacity	50 0 10 80 40 0 0 34.19% (↑) 22.00% NI	50 0 10 80 55 0.1 0 40.51% (-) NA 1	27 50 0 45 80 40 0 0 44.16 (↑) 20.75% NI	25 50 0 10 80 40 0 0 37.44% (↑) 20.75% 1
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	50 0 10 80 40 0 0 34.19% (↑) 22.00%	50 0 10 80 55 0.1 0 40.51% (**)	27 50 0 45 80 40 0 0 44.16 (↑) 20.75%	25 50 0 10 80 40 0 0 37.44% (↑) 20.75%
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System Ave. Daily Consumption per Capita (I)	50 0 10 80 40 0 0 34.19% (↑) 22.00% NI NI 3 000	50 0 10 80 55 0.1 0 40.51% (-) NA 1 NI 40 000	27 50 0 45 80 40 0 0 44.16 (↑) 20.75% NI NI 23 000	25 50 0 10 80 40 0 0 37.44% (↑) 20.75% 1 NI 38 000
Submission of Results Drinking Water Quality Compliance Performance Publication Asset Management Bonus Scores Penalties Blue Drop Score (2011) Blue Drop Score (2010) System Design Supply Capacity (MI/d) System Operational Capacity Population Served by System	50 0 10 80 40 0 0 34.19% (↑) 22.00% NI	50 0 10 80 55 0.1 0 40.51% (-) NA 1	27 50 0 45 80 40 0 0 44.16 (↑) 20.75% NI	25 50 0 10 80 40 0 0 37.44% (↑) 20.75% 1

Borehole

Ntabankulu

Corana

Mhlanga

Performance Area

Systems not assessed: Nyandeni LM- Rural Boreholes and Lutsheko; Port St Johns LM- Rural Boreholes

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#### **Regulatory Impression**

OR Tambo District Municipality is not performing very well as yet, but impressed with a noteworthy improvement from 22.2% (in 2010) to 43.7% (in 2011). These statistics serves as gauge of the water services authority's progress which is encouraging. Nevertheless there remain ample room for improvement especially in the domain of water quality compliance.

The Inspectors noted: "The water quality management team of OR Tambo are trying their level best to manage their water supply systems in accordance with the provisions of the Blue Drop Certification Programme. However it is evident that they are confronted with challenges in terms of the lack of resources and management support. OR Tambo DM needs to solicit the support of a drinking water quality management specialist to assist them in the restructuring of their water supply systems, the drafting and correct implementation of water safety plans, operational- and compliance monitoring. With proper restructuring of the modus operandi they would be well placed to achieve Blue Drop status within the next three years as the will and enthusiasm is there."

The municipality is required to prioritise disinfection as a control measure for bacteriological risk to water supply within its entire area of jurisdiction.

Water Services Authority: Sunday's River Valley Local Municipality
Water Services Providers: Sunday's River Valley Local Municipality

Municipal Blue Drop Score 2011: 35.55%

Performance Area	Systems	Addo	Enon / Bersheba	Kirkwood	Patterson
Water Safety Planning Process & Incident Response Management		0	0	0	0
Process Control, Maintenance & Management Skills		15	15	15	5
Monitoring Programme		30	34	34	28
Credibility of Sample Analyses		75	75	73	76
Submission of Results		0	50	50	0
Drinking Water Quality Compliance	!	85	93	93	5
Performance Publication		0	0	0	0
Asset Management		0	0	0	0
Bonus Scores		0	0	0	0
Penalties		1.8	1.7	1.7	1.8
Blue Drop Score (2011)		33.67%(→)	38.92%(↓)	38.73%(↓)	08.61%(-)
Blue Drop Score (2010)		NA	47.50%	49.50%	NA
System Design Supply Capacity (MI/	d)	3.5	0.5	4.5	NI
System Operational Capacity		NI	NI	NI	NI
Population Served by System		10 000	5 000	15 000	5 000
Ave. Daily Consumption per Capita (	l)	-	-	-	-
Microbiological Compliance(12 mont	hs)	100% (9 months)	100% (11 months)	100% (11 months)	88.24% (8 months)
Chemical Compliance(12 months)		100.00% (1 month)	100.00% (1 month)	100.00% (1 month)	100.00% (1 month)

# **Regulatory Impression**

Sunday's RiverValleyMunicipality's performance has remained relatively stagnant with declines in the overall scores of the Enon/Bersheba and Kirkwood systems. Excellent microbiological compliance has been noted within the Addo, Enon/Bershaba and Kirkwood systems, however attention should be given to improving water quality monitoring programmes through the initiation of operational monitoring at the treatment works as well as ensuring consistent compliance monitoring. Overall improvement of the management aspects of Drinking Water Quality Management will also ensure that the excellent microbiological compliance achieved is sustained.

The municipality also needs to focus on improving water quality compliance within the Patterson system, which only attained a microbiological compliance of 88.24%. Implementation of a Water Safety Plan will greatly assist Sunday's RiverMunicipality across all systems identifying and addressing all risks from drinking water source to consumer.