

Provincial Best Performer

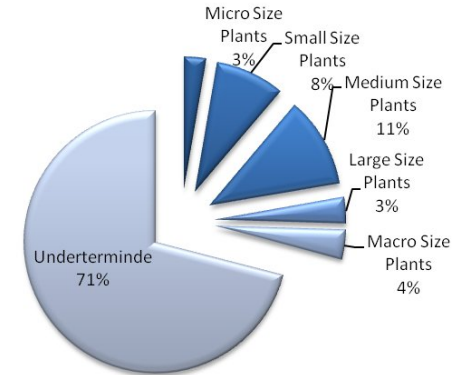
Steve Tshwete Local Municipality is the best performing municipality in Mpumalanga Province:

- ✓ 96.60% Municipal Blue Drop Score

Introduction

Water services delivery is performed by nineteen (19) Water Services Authorities in Mpumalanga via 80 drinking water supply systems.

Distribution of Water Supply Systems in Mpumalanga



A total design capacity of 661 is available for drinking water supply in Mpumalanga Province, distributed across 80 supply systems. Operational data is not available for all systems, however the existing data indicates average operating capacities between 71 and 118%. This result in an average output volume (final water) of 502 Ml/day.

	MICRO SIZE <0.5 Mℓ/day	SMALL SIZE 0.5-2 Mℓ/day	MEDIUM SIZE 2-10 Mℓ/day	LARGE SIZE <10-25 Mℓ/day	MACRO SIZE >25 Mℓ/day	Undeter- mined	Total
No of Water Supply Systems	6	19	25	7	8	159	80
System Design Volume (Mℓ/day)	1.8	27.3	104.7	109.0	416.0	NI	660.7
Average Operating Capacity (%)	118.2	71.3	77.3	83.4	71.5	NI	75.9
Output volume (Mℓ/day)	2.2	19.5	81.1	90.9	297.4	NI	501.5

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. A total of **100% municipalities** were assessed during the 2010/11 Blue Drop Certification.

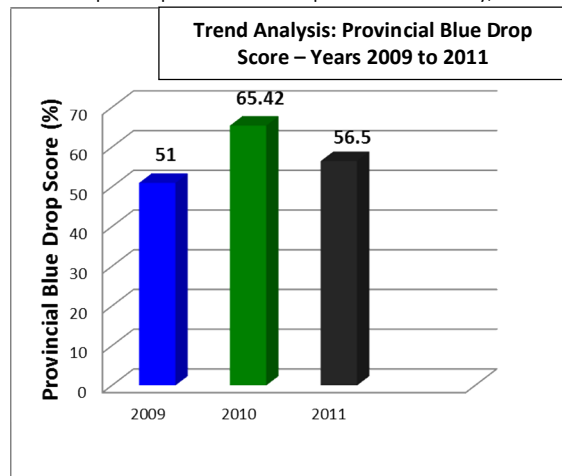
BLUE DROP COMPARATIVE ANALYSIS				
Performance Category	2009	2010	2011	Performance trend
<i>Incentive-based indicators</i>				
Number of municipalities assessed	8 (of 21) (38.0%)	14 (of 21) (66.7%)	19 (of 21) (90.47%)	↑
Number of water systems assessed	35	78	80	↑
Number of Blue Drop scores ≥50%	19 (54.28%)	24 (30.7%)	44 (55%)	↑
Number of Blue Drop scores <50%	16 (45.71%)	54 (69.23%)	36 (45%)	↑
Number of Blue Drop awards	3	6	8	↑
PROVINCIAL BLUE DROP SCORE	51%	65.42%	56.50%	↑

N/A = Not applied

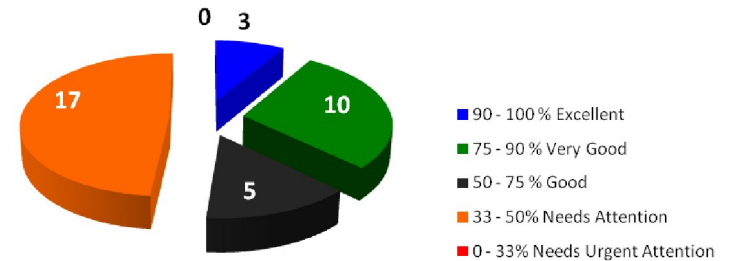
↑ = improvement, ↓ = digress, → = no change

Most of the Mpumalanga municipalities is committed to the Blue Drop process, in an effort to raise the drinking water quality and reliability of supply to all consumers. The incentive-based regulatory approach act as a positive stimulus to facilitate improved performance and public accountability, whilst establishing essential systems and processes to sustain and measure gradual improvement. The trends analysis indicate that Mpumalanga is not quite on par with their provincial objectives to ensure continued improvement, as can be seen from the drop in provincial score from 65.4 to 56.5%. Renewed effort and resources will have to be applied to turn around this undesirable trend.

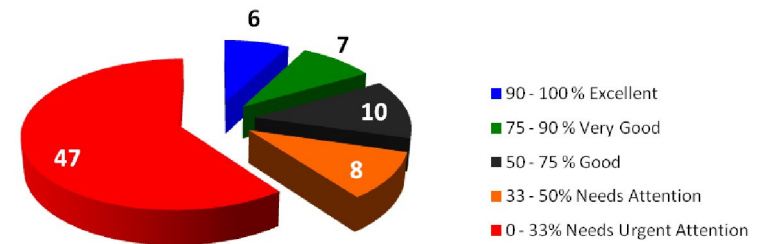
On a positive note, the overall appearance looks positive, as can be seen by the increased number of Blue Drops in the province, as a reflection of prominent centres of excellence in this Province. In addition, the number of systems that achieve >50% Blue drop status has also increased. However, the most significant statistic is the Provincial Blue Drop Score of 56.5%, which place Mpumalanga amongst the lower performing provinces on the national Performance Log.



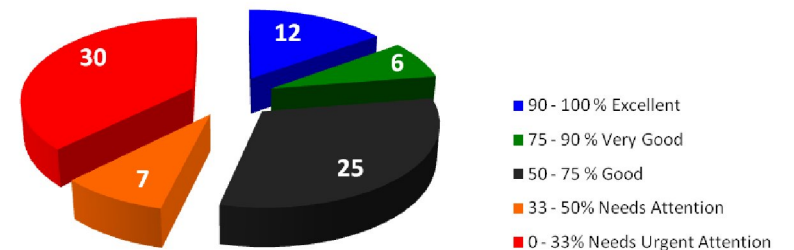
Blue Drop Assessment 2009



Blue Drop Assessment 2010



Blue Drop Assessment 2011



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

- ✓ 80 systems are assessed in 2011 compare to only 35 (2009) and 78 (2010)
- ✓ 8 systems achieved Blue Drop Certification, compared to 6 (2010) and 3 (2009)
- ✓ 0% systems scored between 0-33% in 2010, which eliminate critical systems from the Mpumalanga performance log
- ✗ 37.5% of all systems are now in critical condition compared to 60% (2010), which is a progressive improvement.

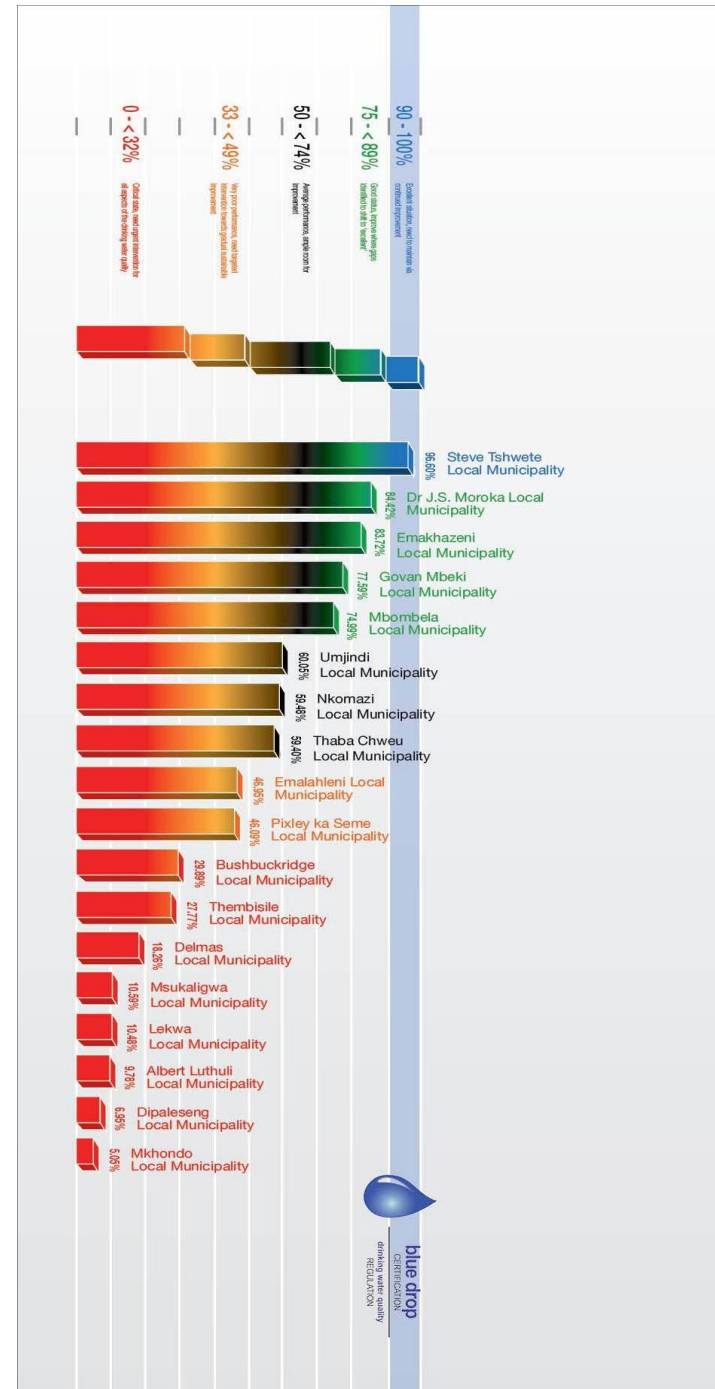
Readers need to be mindful that Blue Drop Certification follows a regulation strategy that facilitates **gradual and sustainable improvement**.... Thereby, Blue Drop requirements become more stringent with every assessment cycle. Municipalities who merely 'maintained' their water on same levels year 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 Mpumalanga vary from excellent to good, with 4 systems that need attention, as indicated in the Provincial Performance Log. The overall business of drinking water supply and quality management is satisfactory, however areas of concern are raised where improvement is required. Mpumalanga is taking a position amongst the lower performing provinces in the country.

Eight Blue Drop Certificates are awarded in Mpumalanga:

- ◆ **2 Blue Drops** : Mbombela Local Municipality / Silulumanzi
- ◆ **6 Blue Drops** : Steve Tswete Local Municipality / ESKOM



Municipal Blue Drop Score 2011: **09.78%**

Performance Area	Systems	Carolina	Badplass	Mpuluzi	Lushushwane / Bettysgoed
Water Safety Planning Process & Incident Response Management		49	49	49	49
Process Control, Maintenance & Management Skills		23	23	23	23
Monitoring Programme		0	0	0	0
Credibility of Sample Analyses		5	5	5	5
Submission of Results		0	0	0	0
Drinking Water Quality Compliance		0	0	0	0
Performance Publication		0	0	0	0
Asset Management		0	0	0	0
Bonus Scores		0	0	0	0
Penalties		0	0	0	0
Blue Drop Score (2011)		09.78% (↑)	09.78% (→)	09.78% (→)	09.78% (→)
Blue Drop Score (2010)		05.13%	08.96%	08.63%	08.63%
System Design Supply Capacity (MI/d)		6	4	8.5	4
System Operational Capacity		60%	NI	NI	NI
Population Served by System		13 632	10 600	44 983	1 106
Ave. Daily Consumption per Capita (l)		264	-	-	-
Microbiological Compliance(12 months)		56.00% (7 months)	56.00% (7 months)	56.00% (7 months)	56.00% (7 months)
Chemical Compliance(12 months)		95.00% (6 months)	95.00% (6 months)	95.00% (6 months)	95.00% (6 months)

Performance Area	Systems	Elukwatini	Metula Fernie	Ekulindeni
Water Safety Planning Process & Incident Response Management		49	49	49
Process Control, Maintenance & Management Skills		23	23	23
Monitoring Programme		0	0	0
Credibility of Sample Analyses		5	5	5
Submission of Results		0	0	0
Drinking Water Quality Compliance		0	0	0
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0	0	0
Blue Drop Score (2011)		09.78% (→)	09.78% (→)	09.78% (→)
Blue Drop Score (2010)		08.63%	08.63%	08.63%
System Design Supply Capacity (MI/d)		13	7	5
System Operational Capacity		NI	NI	66%
Population Served by System		65 654	31 056	10 885
Ave. Daily Consumption per Capita (l)		-	-	322
Microbiological Compliance(12 months)		56.00% (7 months)	56.00% (7 months)	56.00% (7 months)
Chemical Compliance(12 months)		95.00% (6 months)	95.00% (6 months)	95.00% (6 months)

Regulatory Impression:

The 2011 Blue Drop score of Albert Luthuli Local Municipality showed minimal improvement from the previous assessment. The Department however acknowledges the commencement of the water safety planning process. The commitment from the technical team is noted, even though the team currently faces a challenge with regards to staff turn-over. The current team was found to work under challenging conditions.

Although the Municipality appointed a service provider to assist in turning around the current appalling situation, DWA requires Albert Luthuli to immediately improve Drinking Water Quality (DWQ) management with intensive effort, all Blue Drop Requirements needs to be addressed.

Management support is needed for implementation of the water safety plan already noted being developed, funds must be available to improve DWQ service delivery. While the municipality and service provider attempts to improve the situation, information should be submitted on the Blue Drop System to allow DWA to monitor the situation (as required in Section 82 of the Water Services Act, No 108 of 1997). Conservatively, the Department assumes that all water within the jurisdiction of the municipality poses a risk of infection.

NB: The Regulator is extremely concerned with the performance of drinking water quality management by Albert Luthuli. The WSA is requested to submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Findings

1. According to the BDS, only two systems are registered. This does not allow DWA to adequately evaluate all seven system presented for evaluation. DWQ data has to be submitted per supply system, monitoring should occur as often as stipulated in SANS 241 (South African standard for Drinking Water) and informed by the risk assessment. This must be rectified as soon as possible.
2. It is evident that there is a decline in the Microbial DWQ management practices of the municipality (i.e. disinfection), the inconsistent sampling practice is furthermore disconcerting since a false impression of safe water could be portrayed against the limited data.
3. Compared with the results in 2010 for 11 months, the 7 months of microbiological and 6 months chemical data confirms that all water poses a serious risk to public health.
4. Other areas that requires urgent attention by the Municipality are:
 - Process Control, Maintenance & Management Skills
 - Monitoring Programme
 - Credibility of Sample Analyses
 - Performance Publication
 - Asset Management

Municipal Blue Drop Score 2011: **29.89%**

Performance Area	Systems	Dingledale	Sigagule	Thorndale
Water Safety Planning Process & Incident Response Management		0	0	0
Process Control, Maintenance & Management Skills		5	10	0
Monitoring Programme		26	34	25
Credibility of Sample Analyses		50	50	50
Submission of Results		0	50	10
Drinking Water Quality Compliance		73	73	50
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0.3	0.3	0.6
Blue Drop Score (2011)		27.48% (↑)	31.32% (→)	25.00% (→)
Blue Drop Score (2010)		08.50%	NA	NA
System Design Supply Capacity (MI/d)		1.5	2	2d
System Operational Capacity		NI	NI	NI
Population Served by System		2 262	2 354	3 012
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		100.00% (7 months)	100.00% (11 months)	100.00%
Chemical Compliance(12 months)		100.00% (7 months)	100.00% (11 months)	88.89% (8 months)

Performance Area	Systems	Zoeknog	Marite	Cork
Water Safety Planning Process & Incident Response Management		0	0	0
Process Control, Maintenance & Management Skills		10	10	10
Monitoring Programme		14	42	21
Credibility of Sample Analyses		50	50	50
Submission of Results		100	100	20
Drinking Water Quality Compliance		75	65	65
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0.3	0.5	0.5
Blue Drop Score (2011)		32.42% (↑)	32.15% (→)	26.08% (→)
Blue Drop Score (2010)		11.50%	NA	NA
System Design Supply Capacity (MI/d)		4.5	3	2
System Operational Capacity		NI	NI	NI
Population Served by System		36 853	20 366	11 563
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		100.00%	100.00%	100.00% (10 months)
Chemical Compliance(12 months)		97.37% (9 months)	93.75% (8 months)	93.94% (8 months)

Regulatory Impression:

Regrettably, despite numerous communiqué between the WSA and the Blue Drop Inspectors in an attempt to finalise the virtual assessment against data / information loaded on the Blue Drop System (BDS), no data was uploaded on the BDS at the confirmation assessment. The situation in Bushbuckridge LM is considered critical from a regulatory view and holds high risk to public health.

The 29.89% overall municipal score confirms that drinking water quality management services are still not managed according to the expectations of the regulation programme. The only positive the Department can highlight is the commencement of the water safety planning process.

The Municipality has to prioritise development and implementation of the water safety plan, it is imperative to conduct risk assessments for the entire area that covers the catchment, treatment systems and distribution. Roles and responsibilities must be clearly defined, while management shows support by availing budget. Service level agreements should be in place and endorsed should any Water Services Providers assist the Authority.

The municipality is commended for ensuring that DWQ data on both the chemical and microbiological quality of drinking water in all the supply systems are available on the BDS. The Regulator is encouraged that the municipality adhered to the request during the 2010 assessment to submit data. The municipality is now encouraged to improve on all other aspects of the DWQ management business.

NB: The regulator is extremely concerned with the DWQ management performance of Bushbuckridge. The WSA should submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report detailing plans to improve the situation.

Findings

- During the 2010 Blue Drop assessment, the WSA presented 10 systems for assessment. This year, Bushbuckridge registered 6 systems. The WSA is advised to ensure that the amalgamation of systems results in a more focussed DWQ management approach, the WSA should also confirm that the entire area under jurisdiction is included under the 6 supply systems.
- The following areas require urgent attention by the Municipality, it must be included in the action plan submitted to the Department:
 - 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

Municipal Blue Drop Score 2011: **06.95%**

Performance Area	Systems	Fortuna
Water Safety Planning Process & Incident Response Management		0
Process Control, Maintenance & Management Skills		0
Monitoring Programme		45
Credibility of Sample Analyses		19
Submission of Results		0
Drinking Water Quality Compliance		5
Performance Publication		0
Asset Management		0
Bonus Scores		0
Penalties		0.3
Blue Drop Score (2011)		06.95% (->)
Blue Drop Score (2010)		NA
System Design Supply Capacity (MI/d)		5
System Operational Capacity		100%
Population Served by System		50 000
Ave. Daily Consumption per Capita (l)		100
Microbiological Compliance(12 months)		44.12% (5 months)
Chemical Compliance(12 months)		100.00% (4 months)

Regulatory Impression:

The representative of Dipaleseng Local Municipality sent to the 2011 Blue Drop confirmation session was not informed regarding the requirements for the Blue Drop evaluation. DWA consequently received minimal information during the session. Although required to make information available to the DWA to regulate the drinking water management service of the WSA (Water Services Act, Act 108 of 1997), almost no information was furthermore available on the Blue Drop System (BDS). This impedes the ability of the Department to perform its regulatory function. The WSA should improve drinking water quality management, all requirements of the Blue Drop Certification process require urgent attention.

The quality of drinking water presents a risk to public health, a number of E. coli failures were noted against the limited data on BDS.

The WSA should urgently develop a Water Safety Plan for the supply system. If implemented, DWQ management against the principles of the water safety planning process will enhance understanding and data availability on risks / hazards in the supply system. It should further provide the information to seek senior management commitment for service improvement.

The Blue Drop Inspectors noted an abattoir upstream of the treatment works that constitutes a high risk impacting the quality of the resource water. The WSA should ensure address of this risk. DWA also noted that the South African Development Bank is assisting with water related projects.

NB: The Regulator is extremely concerned with the DWQ management performance of Dipaleseng Local Municipality. The WSA should submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Findings

1. Dipaleseng was highlighted in the 2010 Blue Drop report as one of the Municipalities who showed a lack of commitment towards Drinking Water Quality management. The Regulator can no longer tolerate the dismissive attitude, municipal management should immediately address the non-compliances.
2. The Municipality must note that even though the Blue Drop certification process is part of incentive-based regulation, assessments are compulsory. Water Service Authorities and Water Service Providers are compelled under law to provide the Regulator with the necessary information to do a proper analysis on the quality of DWQ management. Refer to the following Sections of the Water Services Act (Act 109 or 1997) for clarity:
 - Section 19: Institutional arrangements
 - Section 23: Responsibility to reveal information
 - Section 62: Right to regulate
 - Section 82: Offence to withhold information.

Municipal Blue Drop Score 2011: **84.42%**

Performance Area	Systems	Weltevrede
Water Safety Planning Process & Incident Response Management		63
Process Control, Maintenance & Management Skills		100
Monitoring Programme		90
Credibility of Sample Analyses		88
Submission of Results		100
Drinking Water Quality Compliance		65
Performance Publication		100
Asset Management		70
Bonus Scores		10.3
Penalties		0.3
Blue Drop Score (2011)		84.42% (↓)
Blue Drop Score (2010)		95.73%
System Design Supply Capacity (MI/d)		60
System Operational Capacity		90%
Population Served by System		218 290
Ave. Daily Consumption per Capita (l)		247
Microbiological Compliance(12 months)		98.30%
Chemical Compliance(12 months)		100.00% (10 months)

Regulatory Impression:

It is disappointing that Dr JS Moroka could not retain its Blue Drop Certification status. Poor performance against the Water Safety Plan requirement, together with the microbiological quality of the water only evaluated as good, largely prevented DWA from evaluating the drinking water quality (DWQ) management business as excellent. Should these aspects receive serious attention, while performance is maintained against the other aspects of the business, Blue Drop status again becomes achievable in 2012.

Findings

1. During the 2011 confirmation session, the Blue Drop Inspectors expressed concern about the compliance monitoring programme maintained by the WSA in the distribution system. The management of incidents in general also warranted concern. DWA found that the municipality monitors the microbiological quality of the drinking water at the point of use primarily with E. coli Colilert presence / absence tests. Although advisable to use when circumstances prevents monitoring with quantifiable test methods, the municipality provided little evidence on failure-follow-up sampling / analyses. The municipality furthermore provided little information to confirm credibility of the results from the in-house laboratory. DWA advises the WSA to immediately re-sample water showing the presence of microbiological contaminants, analyses should then be done with a quantifiable method (probably an external laboratory). Remedial action should ensure positive identification of failures, notifications to be implemented when necessary.
2. Incidents should be documented in the Incident Management Protocol, while the WSA also maintains an incident register.

The Weltevrede WTWSystem was inspected to verify the Blue Drop findings and the following refers:

1. The WTW is classified as a Class B works.
2. All relevant manuals, logbooks, flow data and failure response management protocols were evident on site. Onsite equipment was found well managed.
3. The works and the building are well maintained. Security operates 24 hours, 7 days a week.
4. Gardens, lawns and safety signs are in excellent condition, well displayed.
5. Chlorination was found well controlled, with a proper sampling point and contact time.
6. The Inspectors however noted room for improvement at the storage facility of Bags.

Municipal Blue Drop Score 2011: **83.72%**

Performance Area	Systems	Belfast (Emakhazeni)	Dullstroom	Emgwenya (W Boven)	Entokozweni (Machadodorp)
Water Safety Planning Process & Incident Response Management		70	70	70	70
Process Control, Maintenance & Management Skills		40	68	28	40
Monitoring Programme		76	91	69	76
Credibility of Sample Analyses		100	100	100	100
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		100	60	100	100
Performance Publication		100	100	100	100
Asset Management		43	80	43	43
Bonus Scores		7	7	4	7
Penalties		0	0	0	0
Blue Drop Score (2011)		84.95% (↑)	83.41% (↑)	80.42% (↑)	84.95% (↑)
Blue Drop Score (2010)		71.19%	71.19%	65.19%	71.19%
System Design Supply Capacity (MI/d)		3.5	2.2	3	2.7
System Operational Capacity		91%	82%	70%	74%
Population Served by System		19 253	8 375	11 071	10 858
Ave. Daily Consumption per Capita (l)		165	215	190	184
Microbiological Compliance(12 months)		96.88%	96.94% (11 months)	100.00%	100% (11 months)
Chemical Compliance(12 months)		100.00%	100% (11 months)	100% (11 months)	99.07% (11 months)

Regulatory Impression:

The Emakhazeni LM is to be commended on their positive approach and commitment to fulfilling all the requirements of the Blue Drop Certification Programme. An attempt was made to table evidence for each criterion, some of the documentation was however generic in nature.

All the documentary evidence presented was in hard copy. It is recommended (required) that the LM appoint a responsible person to ensure that this information is uploaded on the Blue Drop System (BDS).

Findings

- In general, the following areas requires the urgent attention of the Municipality:
 - Process Control, Maintenance & Management Skills
 - Credibility of Sample Analyses
 - Asset Management
- It is recommended that a concerted effort be made to compile operation and maintenance manuals for each plant.
- Inspectors noted the commitment by the LM to improve Process control and small infrastructure on the plants.

The Belfast and Dullstroom WTW's were inspected to verify the Blue Drop findings and the following refers:

Belfast WTW

- The WTW is classified as a Class C works, certificate was displayed on the wall.
- O&M manual, as well as the calibration certificates, absent.
- The works and the building are in good condition. The area that needs attention is the sludge dams.
- There is a room for improvement at the storage facility of Lime Bags.

Dullstroom WTW

- The WTW is classified as a Class C works, certificate was displayed on the wall.
- O&M manual available, manuals and equipment calibration fluids on-site.
- The works and the building are in good condition.
- There is a room of improvement at the storage facility of Lime Bags and the disposal area of unused materials.

Municipal Blue Drop Score 2011: **46.90%**

Performance Area	Systems	Witbank	Rietspruit	Kriel
Water Safety Planning Process & Incident Response Management		4	4	4
Process Control, Maintenance & Management Skills		33	23	43
Monitoring Programme		41	42	60
Credibility of Sample Analyses		93	93	93
Submission of Results		100	50	50
Drinking Water Quality Compliance		20	20	85
Performance Publication		100	100	100
Asset Management		27	8	31
Bonus Scores		9	11	3
Penalties		0.3	0.3	0.3
Blue Drop Score (2011)		46.05% (↑)	41.78% (↑)	61.22% (↑)
Blue Drop Score (2010)		31.00%	29.00%	29.00%
System Design Supply Capacity (MI/d)		120	NI	7.5
System Operational Capacity		79%	3.3	67%
Population Served by System		300 000	10 000	15 055
Ave. Daily Consumption per Capita (l)		316	-	334
Microbiological Compliance(12 months)		91.97%	90.48% (11 months)	100.00% (11 months)
Chemical Compliance(12 months)		99.72% (11 months)	99.17% (11 months)	100.00% (11 months)

Regulatory Impression:

Although Emalahleni still performed unsatisfactory against the requirements of the Blue Drop Certification process, an increase in the 2011 Blue Drop score is seen (municipal average from 29.7% to 46.90%). The municipality should improve all aspects of their drinking water quality (DWQ) management performance, urgent attention should be given to address the microbiological drinking water quality failures in the Witbank and Rietspruit systems. Disinfection should improve, it is further advisable that the WSA prepare O&M manuals for all the treatment plants.

The Witbank (**eMalahleni**) WTW was inspected to verify the Blue Drop findings and the following refers:

- All assets owned by the LM including the municipal buildings are poorly maintained. Operation was poorly supervised, failure of equipment appear a regular occurrence.
- The Class-B certification certificate is not displayed at the plant.
- There appears to be little incentive to improve performance. On the positive, record keeping and supervision was significantly better at the Kriel plant.
- The WSA takes no responsibility for sample collection or analysis, there is no follow-up sampling on failures which regularly occurs at the Witbank plant.
- No logbooks, no maintenance book, flow data and failure response management protocol were evident on-site.
- Insufficient signage at the chlorine installation.

Municipal Blue Drop Score 2011: **77.59%**

Performance Area	Systems	Greater Govan Mbeki
Water Safety Planning Process & Incident Response Management		50
Process Control, Maintenance & Management Skills		75
Monitoring Programme		89
Credibility of Sample Analyses		86
Submission of Results		100
Drinking Water Quality Compliance		44
Performance Publication		100
Asset Management		100
Bonus Scores		6
Penalties		0
Blue Drop Score (2011)		77.59% (↓)
Blue Drop Score (2010)		78.88%
System Design Supply Capacity (MI/d)		NI
System Operational Capacity		NI
Population Served by System		244 123
Ave. Daily Consumption per Capita (l)		-
Microbiological Compliance(12 months)		96.76%
Chemical Compliance(12 months)		99.85%

Regulatory Impression:

Govan Mbeki was found to maintain good drinking water quality (DWQ) management practices for their area of responsibility. Evaluated against the more stringent 2011 Blue Drop requirements, the slight decline from the 2010 Blue Drop score is not seen as a decline in service delivery. DWA encourages the municipality to improve performance, address of the microbiological water quality failures and implementation of a water safety plan could see the municipality on its way of attaining Blue Drop status.

Municipal Blue Drop Score 2011: **10.48%**

Performance Area	Systems	Morgenzon	Standerton
Water Safety Planning Process & Incident Response Management		0	0
Process Control, Maintenance & Management Skills		59	59
Monitoring Programme		16	14
Credibility of Sample Analyses		28	24
Submission of Results		0	0
Drinking Water Quality Compliance		6	5
Performance Publication		0	0
Asset Management		0	0
Bonus Scores		0	0
Penalties		0.2	0.3
Blue Drop Score (2011)		18.85% (↓)	09.92 (↓)
Blue Drop Score (2010)		21.00%	18.00%
System Design Supply Capacity (MI/d)		1.8	27
System Operational Capacity		44.00%	82.00%
Population Served by System		10 000	104 824
Ave. Daily Consumption per Capita (l)		72	211
Microbiological Compliance(12 months)		75.00% (4 months)	82.76% (6 months)
Chemical Compliance(12 months)		100.00% (7 months)	100.00% (9 months)

Regulatory Impression:

The overall municipal score confirms that the municipality did little to improve on their drinking water quality (DWQ) management business since the 2010 assessment when 19.5% was recorded.

The dismissive behaviour by Lekwa Local Municipality towards a national programme intent to inform the public of local municipal service performance, is deplorable. This Department is extremely concerned about the current status of the DWQ. For a second year the municipality did not adhere to the requirement of the regulator to provide information needed by the Minister to access all aspects of the DWQ management service. According to section 62 of the Water Services Act, Act 107 of 1998, the WSA must provide information to the Department on a monthly basis. Information must be uploaded per supply system on the Blue Drop System (BDS).

NB: The Regulator is extremely concerned with the DWQ management performance of Lekwa LM. DWA requires a Corrective Action Plan within 30 days of release of this Blue Drop Report.

Findings

1. All areas of the municipal service require improvement.
2. The Municipality is advised to publish their DWQ performance against the South African standard for drinking water (SANS 241) – the public should be informed of the risk drinking water poses to public health.
3. Management commitment is urgently needed to address the poor drinking water quality, disinfection should be optimised as a matter of urgency.

Municipal Blue Drop Score 2011: **74.99%**

Performance Area	Systems	Dwaleni ^a	Elandshoek	Hazyview	Legogote Mganduzweni ^a
Water Safety Planning Process & Incident Response Management		0	56	56	30
Process Control, Maintenance & Management Skills		0	50	70	8
Monitoring Programme		0	81	81	11
Credibility of Sample Analyses		0	86	92	35
Submission of Results		0	100	100	0
Drinking Water Quality Compliance		0	75	20	0
Performance Publication		0	80	80	0
Asset Management		0	63	52	20
Bonus Scores		0	4	6	0
Penalties		0	0.3	0	0
Blue Drop Score (2011)		0.00%	74.61% (↑)	60.96% (↓)	11.14% (→)
Blue Drop Score (2010)		NA	NA	64.13%	NA
System Design Supply Capacity (MI/d)		NI	1	2	2
System Operational Capacity		NI	60%	90%	NI
Population Served by System		5 000	2 000	5 600	100
Ave. Daily Consumption per Capita (l)		-	300	321	-
Microbiological Compliance(12 months)		No data	100.00%	94.59%	No data
Chemical Compliance(12 months)		No data	100.00%	100.00%	No data

Performance Area	Systems	Matsulu ^b	Nelspruit ^b	Nsikazi North Nyongane ^a	Nsikazi South Kanyamazane ^a
Water Safety Planning Process & Incident Response Management		96	96	30	15
Process Control, Maintenance & Management Skills		100	80	8	98
Monitoring Programme		89	89	26	48
Credibility of Sample Analyses		100	100	35	79
Submission of Results		100	100	0	100
Drinking Water Quality Compliance		100	100	0	85
Performance Publication		100	100	0	100
Asset Management		74	92	20	20
Bonus Scores		1	1	0	8
Penalties		0	0	0	0.3
Blue Drop Score (2011)		95.56% (↑)	96.11% (↓)	12.56% (→)	71.75% (↓)
Blue Drop Score (2010)		90.00%	96.80%	NA	88.00%
System Design Supply Capacity (MI/d)		12	55	15	55
System Operational Capacity		133%	87%	100%	136%
Population Served by System		70 000	56 000	60 000	450 000
Ave. Daily Consumption per Capita (l)		228	>500	250	166
Microbiological Compliance(12 months)		100.00%	100.00%	No data	99.80%
Chemical Compliance(12 months)		100.00%	100.00%	No data	100.00%

Performance Area	Systems	Phola Mshadza ^a	Tekwane Primkop ^b	White River	White River CE
Water Safety Planning Process & Incident Response Management		15	96	56	56
Process Control, Maintenance & Management Skills		26	100	68	80
Monitoring Programme		35	68	81	45
Credibility of Sample Analyses		0	96	93	93
Submission of Results		0	100	100	100
Drinking Water Quality Compliance		0	85	100	20
Performance Publication		0	100	100	100
Asset Management		16	82	40	63
Bonus Scores		0	2.0	3.0	6.0
Penalties		0	0.3	0	0
Blue Drop Score (2011)		08.96% (↔)	91.13% (↑)	81.76% (↑)	61.82% (↑)
Blue Drop Score (2010)		NA	NA	72.13%	NA
System Design Supply Capacity (MI/d)		1.5	1	6	1.5
System Operational Capacity		NI	180%	83%	90%
Population Served by System		3 500	2 500	17 000	1 000
Ave. Daily Consumption per Capita (l)		-	>500	293	>500
Microbiological Compliance(12 months)		No data	100.00%	97.56%	91.67%
Chemical Compliance(12 months)		No data	100.00%	100.00%	100.00%

Regulatory Impression:

Mbombela Local Municipality performed extremely well in some water supply systems, while the performance in particularly Dwaleni, Legogote Mganduzweni, Nsikazi North Nyongane and Phola Mshadza needs to urgently improve. On a very positive note, the Department wishes to applaud the Municipality for the shared team effort with Silulumanzi to achieve Blue Drop certification status in the Matsulu and Nelspruit systems.

Findings

1. There has been a tremendous improvement in the quality of drinking water supplied in the Matsulu system. The Municipality is encouraged to sustain the current status, maintaining excellent service as a requirement for Blue Drop certification.

The Kanyamazane and Nelspruit Water Treatment Works were inspected to verify the Blue Drop findings, the following refers:

Kanyamazane WTW

- Plant classification certificate is displayed (class-A works).
- Proof provided of regular maintenance.
- Documents, i.e. logbook and job cards available on-site at time of inspection.
- With regards to the OHS, two problems were identified: Hoist for lime does not have rails to prevent people from falling down the shaft; sluice was noted broken.
- The garden is well maintained / neat.
- Entrance signage in place, well displayed, fences good condition. Gate next to sand filters.
- On-site monitoring equipment, staff showed good knowledge of use.
- Chlorination and final sampling point adequate.
- General condition good. Scum accumulated and removed.
- In general, the works is well maintained.

Nelspruit WTW

- Plant classification certificate is displayed (class-B works).
- Proof provided of regular maintenance.
- Some challenges with security, the plant are currently being upgraded.
- Some documents, i.e. logbook and job cards referred to, but not available on-site at time of inspection.
- With regards to the OHS, no problems identified.
- Gate next to sand filters.
- The garden is well maintained / neat.
- Chlorination and final sampling point adequate. Lid of chamber not well-maintained – rusted.
- In general, the works is well maintained.

Municipal Blue Drop Score 2011: **05.05%**

Performance Area	Systems	Piet Retief	Amsterdam	Driefontein / Dirkiesdorp	Greater Mkhondo LM
Water Safety Planning Process & Incident Response Management		0	0	0	0
Process Control, Maintenance & Management Skills		0	0	0	0
Monitoring Programme		19	19	19	11
Credibility of Sample Analyses		0	0	0	0
Submission of Results		0	0	0	0
Drinking Water Quality Compliance		4	1	1	0
Performance Publication		25	25	25	25
Asset Management		0	0	0	0
Bonus Scores		0	0	0	0
Penalties		0.1	0.1	0.1	0
Blue Drop Score (2011)		05.46% (↓)	04.56% (↓)	04.56% (↓)	03.55% (→)
Blue Drop Score (2010)		28.55%	28.55%	28.55%	NA
System Design Supply Capacity (MI/d)		14	6.5	2	NI
System Operational Capacity		50%	59%	90%	NI
Population Served by System		40 000	40 000	40 000	116 788
Ave. Daily Consumption per Capita (l)		175	96	<50	-
Microbiological Compliance(12 months)		93.10% (5 months)	93.10% (5 months)	93.10% (5 months)	93.10% (5 months)
Chemical Compliance(12 months)		100% (2 months)	100% (2 months)	100% (2 months)	100% (2 months)

Regulatory Impression:

Mkhondo performed unsatisfactory and below expectations, DWA is seriously concerned about the decline of drinking water quality (DWQ) management. Microbiological compliance indicates all drinking water poses a risk of infection, DWQ data is yet to be supplied per water supply system. Data submission, for both microbiological and chemical determinands, is well below the 12 month legal requirement. DWA also noted a complete lack of operational monitoring at the water treatment works.

The municipality must improve disinfection, municipal management commitment required to ensure a turn-around of the unacceptable situation.

Municipal Blue Drop Score 2011: **10.59%**

Performance Area	Systems	Ermelo
Water Safety Planning Process & Incident Response Management		0
Process Control, Maintenance & Management Skills		23
Monitoring Programme		10
Credibility of Sample Analyses		5
Submission of Results		0
Drinking Water Quality Compliance		0
Performance Publication		0
Asset Management		48
Bonus Scores		0
Penalties		0
Blue Drop Score (2011)		10.59% (→)
Blue Drop Score (2010)		NA
System Design Supply Capacity (MI/d)		22.5
System Operational Capacity		58%
Population Served by System		60 000
Ave. Daily Consumption per Capita (l)		218
Microbiological Compliance(12 months)		77.14% (6 months)
Chemical Compliance(12 months)		97.87% (5 months)

Regulatory Impression:

During the on-site assessment, DWA noted as a major observation that the area of supply under Msukaligwa should be assessed under more than 1 water supply system. WSA representatives confirmed the observation, the WSA should therefore improve management and submission of information / data on the Blue Drop System (BDS) for future assessments. Proper demarcation of water supply systems should be prioritised, followed by the development of the Water Safety Plan, which should inform appropriate action across the individual Blue Drop Certification criteria. The WSA team displayed good cohesion & coordination in their different roles.

NB: The Regulator is however extremely concerned with the performance of Msukaligwa, DWQ management should improve to be in line with legal requirements / international best practice. The WSA should submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Findings

1. Improvement is required in all areas of DWQ management (Blue Drop Requirements) to ensure the supply of safe tap water on a continuous basis. Currently, the Department has no confidence in the management of DWQ by the LM. It is however encouraging to note that a new plant is due to be commissioned.

The Douglas Dam Water Treatment Works (Msukaligwa LM) was inspected to verify the Blue Drop findings, the following refers:

- Plant classification certificate displayed (class C works).

- Some documents, i.e. logbook and job cards were available on-site at the time of inspection.
- Aspects related Occupational Health and Safety needs improvement.
- Gate next to sand filters.
- Even though the garden is well maintained and neat, DWA noted ageing infrastructure that needs to be replaced.
- In general, management at the works is regarded fair.

Municipal Blue Drop Score 2011: **59.48%**

Performance Area	Systems	Driekoppies	Fig Tree	Hectorspruit	Komatipoort
Water Safety Planning Process & Incident Response Management		46	26	46	46
Process Control, Maintenance & Management Skills		35	10	15	10
Monitoring Programme		75	48	63	63
Credibility of Sample Analyses		93	88	83	85
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		100	20	100	100
Performance Publication		40	40	40	40
Asset Management		23	0	0	8
Bonus Scores		6	3	3	3
Penalties		0.3	0.3	0.3	0.3
Blue Drop Score (2011)		70.48% (↑)	32.44% (↑)	60.73% (↑)	61.42% (↑)
Blue Drop Score (2010)		17.15%	17.15%	17.15%	17.15%
System Design Supply Capacity (MI/d)		29 (estimated)	8 (Estimated)	2	6
System Operational Capacity		NI	NI	NI	75%
Population Served by System		110 000	20 000	1 000	4 000
Ave. Daily Consumption per Capita (l)		-	-	-	>500
Microbiological Compliance(12 months)		99.38%	100.00%	100.00%	100.00%
Chemical Compliance(12 months)		100.00%	100.00%	100.00%	100.00%

Performance Area	Systems	Langeloop	Low Creek	Madadeni	Magudu
Water Safety Planning Process & Incident Response Management		46	26	26	26
Process Control, Maintenance & Management Skills		60	15	15	25
Monitoring Programme		63	24	46	55
Credibility of Sample Analyses		83	88	88	88
Submission of Results		100	0	50	100
Drinking Water Quality Compliance		100	80	97	100
Performance Publication		40	40	40	40
Asset Management		40	0	0	9
Bonus Scores		3	0	3	3
Penalties		0.3	0.3	0.3	0.3
Blue Drop Score (2011)		65.98% (↑)	40.24% (↑)	53.34% (↑)	59.59% (↑)
Blue Drop Score (2010)		17.15%	17.15%	17.15%	17.15%
System Design Supply Capacity (MI/d)		2.9	NI	1	2
System Operational Capacity		93%	NI	NI	NI
Population Served by System		5 000	1 000	7 000	-
Ave. Daily Consumption per Capita (l)		539	-	-	-
Microbiological Compliance(12 months)		100.00%	100% (3 months)	100% (11 months)	100.00%
Chemical Compliance(12 months)		100.00%	100% (2 months)	100% (11 months)	100.00%

Performance Area	Systems	Malalane	MarlothPark	Mbuzini	Nyathi
Water Safety Planning Process & Incident Response Management		26	26	26	26
Process Control, Maintenance & Management Skills		15	15	25	15
Monitoring Programme		48	48	55	47
Credibility of Sample Analyses		88	88	88	88
Submission of Results		100	100	20	100
Drinking Water Quality Compliance		100	100	85	100
Performance Publication		40	40	40	40
Asset Management		0	0	2	0
Bonus Scores		3	3	2	3
Penalties		0.3	0.3	0.3	0.3
Blue Drop Score (2011)		56.70% (↑)	56.70% (↑)	48.68% (↑)	56.67% (↑)
Blue Drop Score (2010)		17.15%	17.15%	17.15%	17.15%
System Design Supply Capacity (MI/d)		6	3.4	2	12
System Operational Capacity		NI	NI	NI	NI
Population Served by System		3 000	1 000	8 750	12 000
Ave. Daily Consumption per Capita (l)		-	-	-	-
Microbiological Compliance(12 months)		100.00%	100.00%	100.00%	100.00%
Chemical Compliance(12 months)		100.00%	100.00%	100.00%	100.00%

Performance Area	Systems	Nkomazi Rudimentary Boreholes	Sibange	Tonga
Water Safety Planning Process & Incident Response Management		26	26	26
Process Control, Maintenance & Management Skills		5	25	35
Monitoring Programme		48	48	55
Credibility of Sample Analyses		88	88	88
Submission of Results		100	20	100
Drinking Water Quality Compliance		85	85	100
Performance Publication		40	40	40
Asset Management		0	0	0
Bonus Scores		3	3	3
Penalties		0.3	0.3	0.3
Blue Drop Score (2011)		51.44% (↑)	49.44 (↑)	59.21% (↑)
Blue Drop Score (2010)		17.15%	17.15%	17.15%
System Design Supply Capacity (MI/d)		NI	0.3	25
System Operational Capacity		NI	NI	NI
Population Served by System		51 000	3 000	110 000
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		97.37%	100.00% (10 months)	99.30%
Chemical Compliance(12 months)		93.11%	100.00% (10 months)	100.00%

Findings

1. The WSA is urged to amend the Water Safety Plan, on completion of supply system risk assessments, monitoring programmes should be amended.
2. The WSA should finalise registration of all process controller staff.
3. Asset management needs to improve.

Regulatory Impression:

The Department wishes to applaud the Nkomazi Local Municipality on a good improvement with the Blue Drop score from (2010) 17.5 % to 59.48, this is worth phrasing. The most worthy praise is the submission of DWQ data to evaluate both chemical and microbiological compliance. The municipality is encouraged to further improve their performance.

Municipal Blue Drop Score 2011: **46.09%**

Performance Area	Systems	Volksrust	Vukuzakhe	Wakker-stroom	Amersfoort
Water Safety Planning Process & Incident Response Management		41	41	41	41
Process Control, Maintenance & Management Skills		68	78	70	70
Monitoring Programme		53	59	51	68
Credibility of Sample Analyses		5	5	51	33
Submission of Results		0	20	0	50
Drinking Water Quality Compliance		7	2	70	98
Performance Publication		80	80	80	80
Asset Management		27	27	27	27
Bonus Scores		0	0	0	0
Penalties		0	0.3	0.3	0
Blue Drop Score (2011)		32.48% (+)	33.56% (+)	51.50% (+)	65.61% (+)
Blue Drop Score (2010)		NA	NA	NA	NA
System Design Supply Capacity (MI/d)		4	4	2	4.8
System Operational Capacity		98%	63%	45%	90%
Population Served by System		15 000	40 000	9 000	44 000
Ave. Daily Consumption per Capita (l)		261	63	100	98
Microbiological Compliance(12 months)		60.00% (4 months)	72.97% (11 months)	100% (3 months)	100.00%
Chemical Compliance(12 months)		100% (4 months)	100% (11 months)	100% (3 months)	100% (11 months)

Regulatory Impression:

The performance of Pixley ka seme LM is satisfactorily, some gaps is however noted. Asset management, credibility of drinking water quality (DWQ) data, 12-month submission of all required compliance results, are some of the areas requiring attention. The municipality should however prioritise improvement of disinfection practices in the Volksrust and Vukuzakhe supply systems, water in these supply system were evaluated to pose an unacceptable risk to public health.

Municipal Blue Drop Score 2011: **96.51%**

Performance Area	Systems	Hendrina ^a	Arnot/Reitkuil ^a	Komati Blinkpan ^a	Middelburg & Mhluzi
Water Safety Planning Process & Incident Response Management		85	96	68	100
Process Control, Maintenance & Management Skills		100	100	100	80
Monitoring Programme		100	100	100	100
Credibility of Sample Analyses		100	100	100	100
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		100	100	100	100
Performance Publication		100	100	100	100
Asset Management		100	85	78	93
Bonus Scores		0.2	0.2	0.6	0.7
Penalties		0.3	0.3	0.3	0.3
Blue Drop Score (2011)		97.75% (↑)	97.36% (↑)	92.37% (↓)	97.53% (↑)
Blue Drop Score (2010)		95.84%	95.84%	95.43%	95.84%
System Design Supply Capacity (MI/d)		15	12	15	45
System Operational Capacity		80%	NI	100%	98%
Population Served by System		8 000	8 000	8 000	99 000
Ave. Daily Consumption per Capita (l)		>500	-	>500	446
Microbiological Compliance(12 months)		100.00%	100.00%	100.00%	100.00%
Chemical Compliance(12 months)		100.00%	100.00%	100.00%	100.00%

Performance Area	Systems	Presidentrus	Hendrina (STLM)	Doorenkop 1&2
Water Safety Planning Process & Incident Response Management		100	100	100
Process Control, Maintenance & Management Skills		70	80	80
Monitoring Programme		100	100	80
Credibility of Sample Analyses		100	99	100
Submission of Results		100	100	100
Drinking Water Quality Compliance		100	100	100
Performance Publication		100	100	100
Asset Management		93	100	100
Bonus Scores		0.3	0.4	0.3
Penalties		0.3	0.3	0.3
Blue Drop Score (2011)		96.18% (↑)	97.96% (↑)	97.98% (↑)
Blue Drop Score (2010)		89.34%	95.84%	92.84%
System Design Supply Capacity (MI/d)		0.32	5.4	0.25
System Operational Capacity		63%	46%	328%
Population Served by System		1 000	10 000	6 000
Ave. Daily Consumption per Capita (l)		202	248	125
Microbiological Compliance(12 months)		100.00%	100.00%	100.00%
Chemical Compliance(12 months)		100.00%	100.00%	100.00%

Performance Area	Systems	Kraanspoort ^b	Middleburg Mine ^c
Water Safety Planning Process & Incident Response Management		83	72
Process Control, Maintenance & Management Skills		66	66
Monitoring Programme		100	57
Credibility of Sample Analyses		55	100
Submission of Results		100	100
Drinking Water Quality Compliance		100	100
Performance Publication		100	100
Asset Management		85	52
Bonus Scores		1	1
Penalties		0.3	0.3
Blue Drop Score (2011)		90.26% (↑)	82.26% (↑)
Blue Drop Score (2010)		62.38%	87.85%
System Design Supply Capacity (MI/d)		1	1
System Operational Capacity		50%	100%
Population Served by System		1 000	1 584
Ave. Daily Consumption per Capita (l)		500	>500
Microbiological Compliance(12 months)		100.00%	100.00%
Chemical Compliance(12 months)		100.00%	100.00%

Regulatory Impression:

Steve Tshwete Local Municipality (STLM), assisted by the noted Water Services Providers (WSP's) performed exceptionally well during the 2011 Blue Drop assessments. The municipality and WSP's managed to uphold their Blue Drop certification status in various supply systems. Management and technical teams of the WSA and WSP's are applauded for continued passion and commitment. The Department encourages both the WSP and WSA to maintain the Blue Drop Certification status.

Findings

As can be seen in the score card, STLM still has room to improve drinking water quality (DWQ) management practices. Process Control is identified as an area that needs to be addressed.

The Hendrina STLM Water Treatment System was inspected to verify the Blue Drop findings, the following refers:

1. The WTW is classified as a Class C works, the certificate is clearly displayed on the wall.
2. All relevant manuals, logbooks, flow data and incident management procedure were evident on-site. On-site equipment is available at the works, the history of calibration can be shown.
3. The works and the buildings, gardens, lawns and safety signs are generally in good condition. The lead inspector used the following words to describe the works "Beautifully manicured lawns; generally well kept facility".
4. All Staff at the works are optimistic, have hands-on technical skills and are "happy people". DWA noted a pleasant and healthy workplace environment. In general, the works is at an excellent status.

Municipal Blue Drop Score 2011: **59.40%**

Performance Area	Systems	Lydenburg	Coromandal	Sabie	Graskop
Water Safety Planning Process & Incident Response Management		65	65	65	65
Process Control, Maintenance & Management Skills		25	25	25	15
Monitoring Programme		89	74	74	75
Credibility of Sample Analyses		41	41	41	41
Submission of Results		100	100	100	100
Drinking Water Quality Compliance		60	60	60	60
Performance Publication		25	25	25	25
Asset Management		28	28	43	28
Bonus Scores		3	3	6	7
Penalties		0.3	0.3	0.3	0.3
Blue Drop Score (2011)		59.15% (↑)	57.85% (↑)	59.80% (↑)	57.10% (↑)
Blue Drop Score (2010)		47.45%	45.20%	45.20%	47.45%
System Design Supply Capacity (MI/d)		23	0.45	22	NI
System Operational Capacity		NI	78%	46%	0.2
Population Served by System		28 000	1 500	17 000	6 000
Ave. Daily Consumption per Capita (l)		-	234	>500	-
Microbiological Compliance(12 months)		98.37%	98.37%	98.37%	98.37%
Chemical Compliance(12 months)		100% (7 months)	100% (7 months)	100% (7 months)	100% (7 months)

Regulatory Impression:

The Thaba Chweu LM performed satisfactorily compared to the 2010 performance (45.1% in 2010 increased to 59.49% in 2011). The most urgent areas requiring improvement are water safety planning, submission of results and improvement of drinking water quality (DWQ) compliance.

Findings

1. Other areas also not satisfactory are process control (registration of the process controllers, availability of on-site O&M manuals), performance publication (an annual publication of drinking water quality management performance against the requirements of SANS 241) and asset management (specifically the annual plant and process audit).

Municipal Blue Drop Score 2011: **27.77%**

Performance Area	Systems	Thembisile
Water Safety Planning Process & Incident Response Management		0
Process Control, Maintenance & Management Skills		0
Monitoring Programme		0
Credibility of Sample Analyses		45
Submission of Results		0
Drinking Water Quality Compliance		85
Performance Publication		0
Asset Management		0
Bonus Scores		0
Penalties		0.3
Blue Drop Score (2011)		27.77% (↓)
Blue Drop Score (2010)		39.88%
System Design Supply Capacity (MI/d)		NI
System Operational Capacity		NI
Population Served by System		262 489
Ave. Daily Consumption per Capita (l)		-
Microbiological Compliance(12 months)		100.00% (9 months)
Chemical Compliance(12 months)		100.00% (11 months)

Regulatory Impression:

The lack of information on the Blue Drop System (BDS), even after DWA forwarded various communiqué requesting the Municipality to make information available, made it impossible to adequately assess the drinking water quality (DWQ) management performance of the municipality. Representation from the WSA furthermore arrived only after the scheduled time for the confirmation session (@ 17H00). The official had no information to present to DWA. Concertedly, DWA still had no information on the business of the WSA even after a third provision was set to submit data.

The Municipality must note that the Blue Drop evaluations, as incentive-based regulation of DWA, it compulsory. Water Service Authorities and Water Service Providers are compelled under law to provide the necessary information required to do a proper analysis on the quality of the water services. Refer to the following Sections of the Water Services Act (Act 109 or 1997) for clarity on:

- Section 19: Institutional arrangements
- Section 23: responsibility to reveal information
- Section 62: Right to regulate
- Section 82: Offence to withhold information.

NB: In light of the above-mentioned, the Thembisile LM is requested to submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Findings:

1. Other areas that requires urgent attention by the Municipality are:
 - The Water Safety need to be developed, the plan should include Risk Assessments of catchment, treatment works and reticulation. The Risk Assessment should indicate

that the treatment facility has the ability to adequately treat the water from raw water quality to DWQ complying with SANS 24

- Process Control, Maintenance & Management Skills
- Monitoring Programme
- Credibility of Sample Analyses
- Submission of Results
- Drinking Water Quality Compliance
- Performance Publication
- Asset Management

Municipal Blue Drop Score 2011: **60.05%**

Performance Area	Systems	Umjindi Trust	Rimmers Barberton Suidekaap	Sheba Water
Water Safety Planning Process & Incident Response Management		60	60	60
Process Control, Maintenance & Management Skills		18	48	48
Monitoring Programme		32	71	70
Credibility of Sample Analyses		5	5	5
Submission of Results		20	100	100
Drinking Water Quality Compliance		70	85	85
Performance Publication		25	25	25
Asset Management		28	13	16
Bonus Scores		0	4.5	0
Penalties		0.3	0.3	0.3
Blue Drop Score (2011)		42.83% (↓)	60.43% (↑)	56.33% (↓)
Blue Drop Score (2010)		54.75%	55.25%	58.25%
System Design Supply Capacity (MI/d)		0.32	16.5	0.2
System Operational Capacity		NI	60%	NI
Population Served by System		5079	51000	4937
Ave. Daily Consumption per Capita (l)		-	194	-
Microbiological Compliance(12 months)		100.00% (10 months)	100.00%	100.00%
Chemical Compliance(12 months)		100.00% (1 month)	No data	No data

Regulatory Impression:

The overall score of Umjindi LM was satisfactory compared to the score in 2010, and given the fact that the current criteria are more stringent. This is a great achievement of the municipality.

The Department wishes to commend the performance of Umjindi, DWA trusts that the Municipality will build on this performance by pursuing continuous improvement.

The Department expresses some level confidence in Umjindi's ability to render safe and sustainable drinking water quality (DWQ) management services.

Findings

1. The Department recommends that the WSA review and amend the water safety plan in place, findings must be implemented.
2. Other areas requiring improvement include process control, adequacy of the monitoring programmes, sample analysis credibility, publication of performance and asset management.

Municipal Blue Drop Score 2011: **18.26%**

Performance Area	Systems	Delmas
Water Safety Planning Process & Incident Response Management		26
Process Control, Maintenance & Management Skills		40
Monitoring Programme		15
Credibility of Sample Analyses		55
Submission of Results		0
Drinking Water Quality Compliance		15
Performance Publication		0
Asset Management		11
Bonus Scores		0
Penalties		0.6
Blue Drop Score (2011)		18.26 (->)
Blue Drop Score (2010)		NA
System Design Supply Capacity (MI/d)		20.5 yield (b 5MI)
System Operational Capacity		83%
Population Served by System		56 000
Ave. Daily Consumption per Capita (l)		303
Microbiological Compliance(12 months)		96.88% (3 months)
Chemical Compliance(12 months)		No data

Regulatory Impression:

The LM did not participate in the Blue Drop assessment during 2010. The information presented here is based on a telephonic interview and the Blue Drop Audit conducted April 2010. A new plant is due to be commissioned for the Victor Khanye LM.

NB: The Regulator is extremely concerned with the performance of drinking water quality management by Albert Luthuli. The WSA is requested to submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Findings

The Victor Khanye DWQ management business urgently needs to be prioritised for improvement. Improvement is required in all aspects to ensure a continuous supply of safe tap water. Currently, the Department has no confidence in the management of DWQ by the LM. However, it is encouraging that a new plant is due to be commissioned.