

Provincial Best Performer

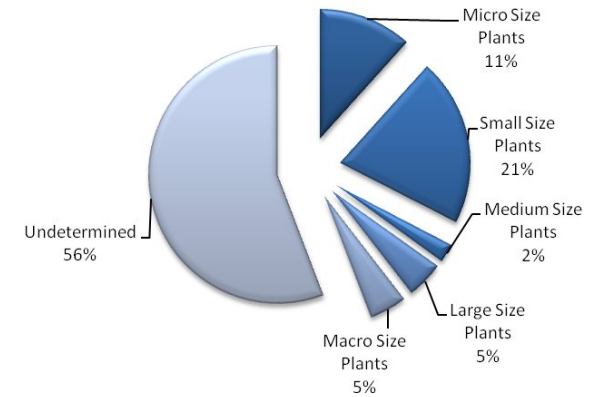
Tlokwe Local Municipality is the best performing municipality in North West Province:

- ✓ 96.87% Municipal Blue Drop Score

Introduction

Water services delivery is performed by eleven (11) Water Services Authorities in North West via 43 drinking water supply systems

Distribution of Water Supply Systems in North West



A total design capacity of 170.9 is available for drinking water supply in North West Province, distributed over 43 supply systems. Operational data is not available for all systems; however, the existing data indicates operating capacities between 55 and 87%. This results in an average output volume (of final water) of 122 M³/day.

	MICRO SIZE <0.5 M ³ /day	SMALL SIZE 0.5-2 M ³ /day	MEDIUM SIZE 2-10 M ³ /day	LARGE SIZE <10-25 M ³ /day	MACRO SIZE >25 M ³ /day	Undetermined	Total
Supply Systems	5	9	1	2	2	24	43
Volume (M ³ /day)	1.5	9.4	2.4	24.0	133.6	N	170.9
Operating Capacity (%)	54.8	69.8	87.5	73.0	70.9	N	71.2
Output (M ³ /day)	0.8	6.5	2.1	17.5	93.5	N	121.7

N/A = Not Applicable
NI = No Information

Provincial Blue Drop Analysis

Analysis of the Blue Drop assessment reports and site inspection results indicate that performance varies 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	(61.54%)	(100%)	(100%)	→
Number of water systems assessed	27	28	43	↑
Number of Blue Drop scores ≥50%	(37.03%)	(25.92%)	(25.58%)	→
Number of Blue Drop scores <50%	(62.95%)	(75%)	(74.42%)	→
Number of Blue Drop awards	1	2	4	↑
PROVINCIAL BLUE DROP SCORE	39.97%	66.01%	62.25%	N/A

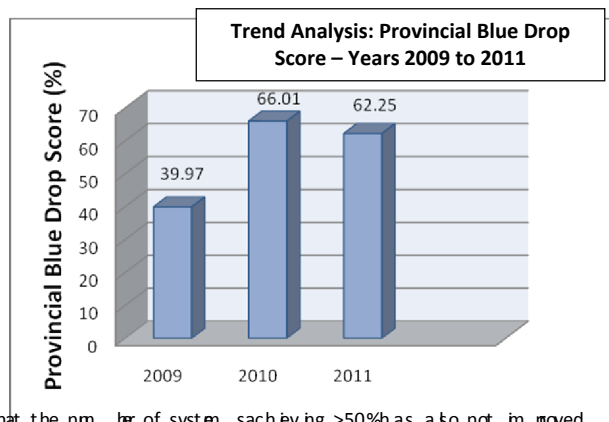
N/A = Not applied

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

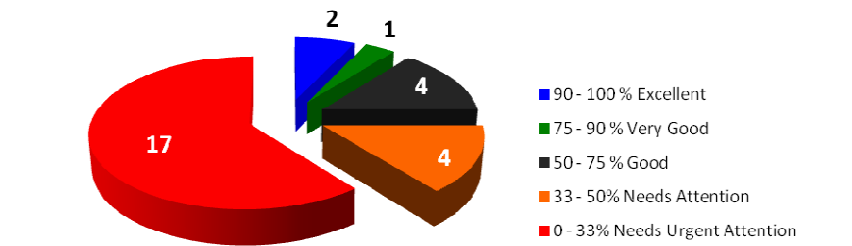
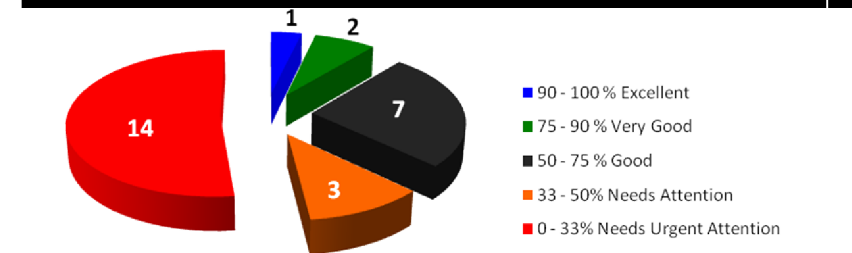
The 100% assessment coverage serves to affirm upon the continued commitment by North West municipalities to provide reliable and uninterrupted water supply to consumers. Unfortunately, the province disappointed by not maintaining a positive (improved) trend, as can be observed in the decline in Provincial Blue Drop score from 66 to 62.3%.

The Department trusts the better scoring municipalities will use the incentive-based regulatory approach as a positive stimulus to facilitate improved performance and public accountability, whilst establishing essential systems and processes to sustain and ensure gradual improvement.

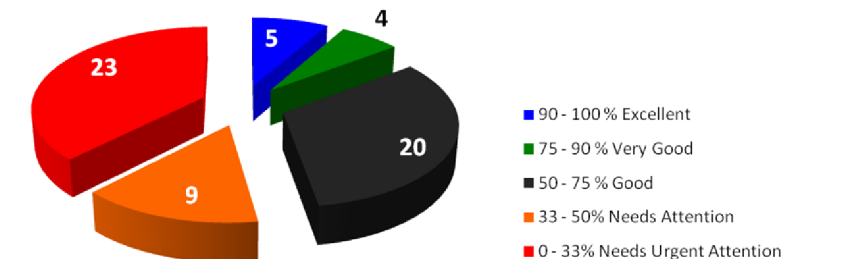
Analysis of the results indicate that the number of systems achieving >50% has also not improved markedly, which is in contrast with most provinces that shows pertinent areas of improvement. The most significant statistic is the Provincial Blue Drop Score of 92.25% which places North West amongst the better performing nationally.



Blue Drop Assessment Results 2009



Blue Drop Assessment Results 2011



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

- ✓ 43 systems were assessed in 2011 compared to 27 (2009) and 28 (2010)
- ✓ 4 systems achieved Blue Drop Certificate, compared to 2 (2010) and 1 (2009)
- ✓ 67% of systems scored between 50 and 100% in 2011, which compares well with the 39% in 2010
- ✓ 74% of all systems were still in critical condition, which compares well with the 75% in 2010.

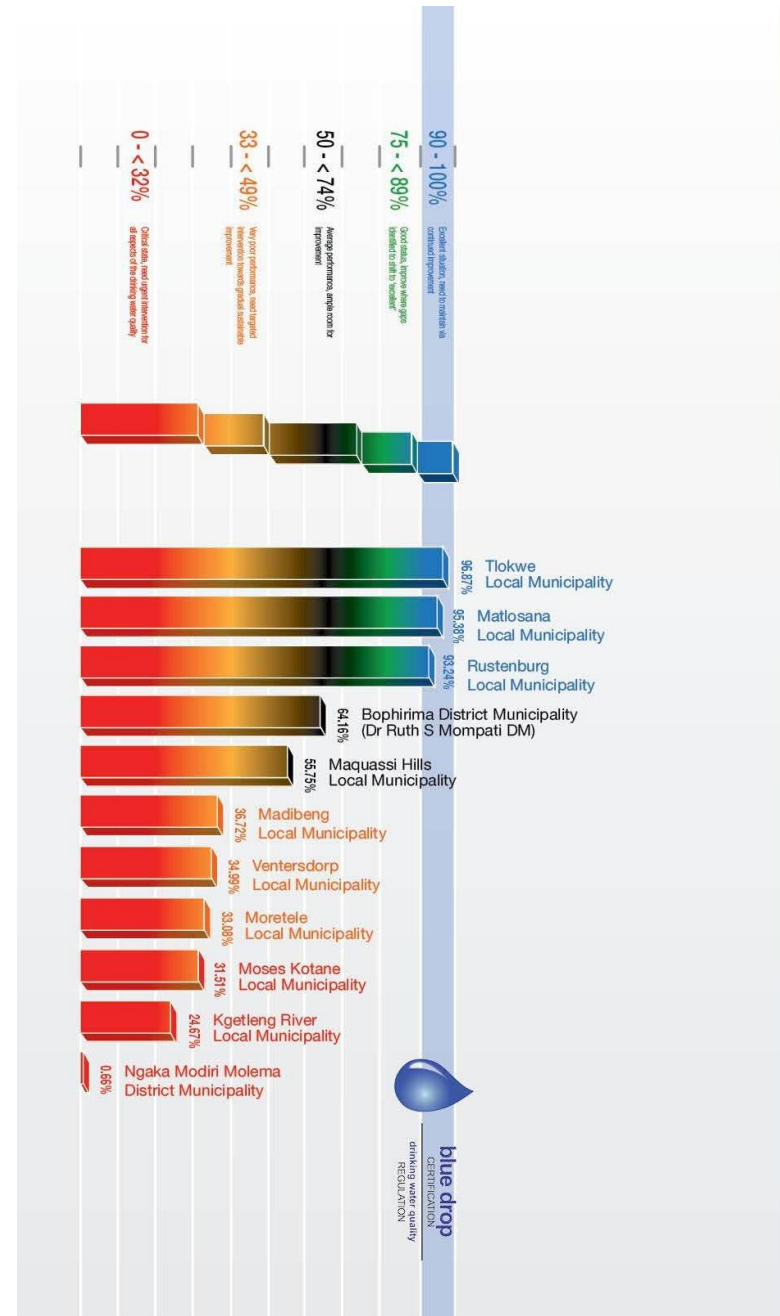
Readers need to be mindful that Blue Drop Certificate follows a regulation strategy that facilitates **gradual and sustainable improvement**... Thereby, Blue Drop requirements become more stringent with every assessment cycle. Municipalities who merely maintained their water services year in and out,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

Three Blue Drop Certificate is awarded in North West:

- **1 Blue Drop** : Mabsana Local Municipality / Mthaba Water Company
- **1 Blue Drop** : Rustenburg Local Municipality / Rand Water
- **1 Blue Drop** : Tlokwe Local Municipality



Monthly Blue Drop Score 2011: **64.16%**

Performance Area	Systems	Bogosing ^a	Bophirima ^a	Ganyesa ^b Kagisano LM	Mmagabue ^b Kagisano LM
Water Safety Planning Process & Incident Response Management		82	32	0	0
Process Control, Maintenance & Management Skills		60	40	0	0
Monitoring Programme		93	11	0	0
Credibility of Sample Analyses		88	53	0	0
Submission of Results		100	0	0	0
Drinking Water Quality Compliance		85	10	0	0
Performance Publication		100	100	0	0
Asset Management		12	0	0	0
Bonus Scores		1.9	0	0	0
Penalties		0.2	0	0	0
Blue Drop Score (2011)		76.23% (↑)	25.48% (→)	0.00% (→)	0.00% (→)
Blue Drop Score (2010)		49.38%	NA	NA	NA
System Design Supply Capacity (MI/d)		1.8	1.2	0.43 (yield)	0.09 (yield)
System Operational Capacity		46%	NI	60%	50%
Population Served by System		24 405	NI	15 693	28 291
Ave. Daily Consumption per Capita (l)		<50	-	<50	<50
Microbiological Compliance(12 months)		99.15%	75.44% (5 months)	No data	No data
Chemical Compliance(12 months)		94.61%	No data	No data	No data

Performance Area	Systems	Morokeng ^b Kagisano LM	Tlaskgameng ^b Kagisano LM	Kgomotso ^a	Majeakgoro ^a
Water Safety Planning Process & Incident Response Management		0	0	82	35
Process Control, Maintenance & Management Skills		0	0	80	30
Monitoring Programme		0	0	100	59
Credibility of Sample Analyses		0	0	53	100
Submission of Results		0	0	100	100
Drinking Water Quality Compliance		0	0	100	100
Performance Publication		0	0	100	100
Asset Management		0	0	12	5
Bonus Scores		0	0	2.9	2.6
Penalties		0	0	0	0
Blue Drop Score (2011)		0.00% (→)	0.00% (→)	82.61% (↑)	67.44% (↑)
Blue Drop Score (2010)		NA	NA	49.38%	NA
System Design Supply Capacity (MI/d)		0.43(yield)	0.61 (yield)	1.2	NI
System Operational Capacity		60%	71%	73%	NI
Population Served by System		24 044	NI	28 291	24 044
Ave. Daily Consumption per Capita (l)		<50	-	<50	-
Microbiological Compliance(12 months)		No data	No data	100.00%	100.00%
Chemical Compliance(12 months)		No data	No data	100.00%	98.98%

Performance Area	Systems	Naledi Edwin Frylink ^a	Pudimore ^a	Taung East Boreholes ^a	Taung West Boreholes ^a
Water Safety Planning Process & Incident Response Management		0	82	82	82
Process Control, Maintenance & Management Skills		0	80	30	30
Monitoring Programme		0	100	70	70
Credibility of Sample Analyses		0	75	75	75
Submission of Results		0	100	100	100
Drinking Water Quality Compliance		0	80	13	13
Performance Publication		0	100	80	80
Asset Management		0	15	5	5
Bonus Scores		0	1.9	0	0
Penalties		0	0	0.2	0
Blue Drop Score (2011)		0.00% (↓)	77.15% (↑)	43.48% (↑)	43.48% (↑)
Blue Drop Score (2010)		30.28%	30.28%	30.28%	30.28%
System Design Supply Capacity (MI/d)		1.04 (yield)	14	0.17(yield)	0.52(yield)
System Operational Capacity		75%	36%	24%	25%
Population Served by System		63 840	45 826	50 840	63 840
Ave. Daily Consumption per Capita (l)		<50	109	<50	<50
Microbiological Compliance(12 months)		No data	96.50%	86.81%	87.75%
Chemical Compliance(12 months)		No data	99.06%	99.87% (8 months)	99.87% (10 months)

Regulatory Impression:

The Ruth Segomotsi Mompoti District Municipality previously known as Bophirima District Municipality showed remarkable improvement since the 2009 assessment in satisfaction of the supply systems. The Blue Drop requirements are relatively being met resulting in an overall municipal score of 64.16% compared to the 2010 Blue Drop Score of 17.5%

Dr Ruth Segomotsi Mompoti District Municipality is supported by two Water Service Providers, namely: Sedibeng Water and Botshelo Water. According to the Inspectors, Sedibeng Water responded very well to the assessment findings and addressed most of the gaps identified during the virtual assessment. The same cannot be said about Botshelo Water and Naledi Edwin Frylink, which despite their enthusiastic, still require continuous support to maintain momentum.

NB: The Regulator is not satisfied with the performance of drinking water quality management by Botshelo Water for the following systems: Ganyesa, Mmagabue, Morokeng, Tlaskgameng, Naledi Edwin Frylink. The WSA is requested to submit a Corrective Action Plan to the Department within 60 days of release of the Blue Drop Report.

Findings

- The continued functioning of these systems in the absence of registered skilled personnel working with appropriate resources indicates that with proper planning and availability of appropriate staff, the robust basic technology could still be optimised to deliver safe drinking water.
- None of the 12 systems presented operational monitoring records.
- It is concerning that no appropriate operational and maintenance manuals are in place, the WSA will not have the means to operate the systems effectively.

4. The lack of asset management and planning of collection and treatment infrastructure is a major shortcoming for all systems in Dr Ruth S. M. on pt W.
5. From a regulatory perspective, the initiation of the water safety plan process is encouraging. The municipality is commended for taking the first step to present a system for assessment (even though little information was available on the latter).
6. The Department wishes to encourage the Municipality to continue to improve its efforts in order to ensure that certification is achieved during the next assessment period.

Water Services Authority: **Kgetleng River Local Municipality**
 Water Services Providers: **Kgetleng River Local Municipality**

Municipal Blue Drop Score 2011: **24.67%**

Performance Area	Systems	Derby Boreholes	Koster	Swartruggens
Water Safety Planning Process & Incident Response Management		20	20	20
Process Control, Maintenance & Management Skills		3	13	3
Monitoring Programme		0	25	0
Credibility of Sample Analyses		91	96	89
Submission of Results		0	0	100
Drinking Water Quality Compliance		0	80	60
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0	0	0.3
Blue Drop Score (2011)		07.80% (->)	35.53% (↑)	30.68% (↑)
Blue Drop Score (2010)		NA	29.44%	29.44%
System Design Supply Capacity (MI/d)		NI	NI	NI
System Operational Capacity		NI	NI	NI
Population Served by System		40 000	NI	NI
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		88.89% (9 months)	100.00% (10 months)	97.56%
Chemical Compliance(12 months)		No data	No data	No data

Regulatory Impression:

The Kgetleng River Local Municipality performance is unsatisfactory during the Blue Drop assessments, with a noted minimum increase in the municipal score from previous assessments. The 2011 overall municipal score (16.67%) clearly indicates that water services are not being managed according to the expectations of the Drinking Water Quality (DWQ) Regulation programme.

Although support was provided by the Department, the Blue Drop requirements are largely not being met. The Department has no confidence in the municipality's ability to render safe and sustainable DWQ management services in the Derby Borehole system since DWQ confirms a risk of infection from micro-biological contaminants.

From a regulatory perspective, the initiation of the water safety plan and the improved DWQ Compliance in the Koster and Swartruggens systems is encouraging.

Findings

1. The WSA presented no flow information on any of the systems and cannot therefore measure if the plant capacity is sufficient.
2. None of the 2 plants presented sufficient proof of process control, maintenance & management skills, water safety plans & incident response management, or a adequate monitoring programme or asset management.

3. The lack of a Drinking Water Incident Management Protocol & Water Quality Incident Register from the Municipality is a significant concern to the Department. In the event that any of the plants faces a disaster or emergency situation, the municipality would not be in a position to deal with such disaster since procedures are not in place.
4. The municipality is required to give urgent attention to the implementation of a adequate monitoring and to adjust process controls according to the findings of continuous compliance and operational monitoring.
5. It is crucial that the Municipality pursues the completion of the Risk Assessments of catchment, treatment works and reticulation. The Risk Assessment must indicate that the treatment facility has the ability to adequately treat the water from raw water quality to DWQ compliance with SANS 241.

NB: The Regulator is not satisfied with the overall performance of drinking water quality management in Kgetleng River LM. The WSA is requested to submit a Corrective Action Plan to the Department within 30 days of release of the Blue Drop Report.

Water Services Authority:	Madibeng Local Municipality
Water Services Providers:	Madibeng Local Municipality

Municipal Blue Drop Score 2011: **36.72%**

Performance Area	Systems	Brits	Schoemansville
Water Safety Planning Process & Incident Response Management		38	38
Process Control, Maintenance & Management Skills		35	45
Monitoring Programme		28	43
Credibility of Sample Analyses		65	65
Submission of Results		20	20
Drinking Water Quality Compliance		45	45
Performance Publication		0	0
Asset Management		51	10
Bonus Scores		0	0
Penalties		0.5	0.5
Blue Drop Score (2011)		37.24% (↑)	33.66% (↑)
Blue Drop Score (2010)		03.88%	04.13%
System Design Supply Capacity (ML/d)		60	10
System Operational Capacity		92%	110%
Population Served by System		NI	NI
Ave. Daily Consumption per Capita (l)		-	-
Microbiological Compliance(12 months)		97.33% (10 months)	97.33% (10 months)
Chemical Compliance(12 months)		100.00% (5 months)	100.00% (5 months)

Regulatory Impression:

The Department acknowledges the work that commenced to develop water safety plans, the Municipality is encouraged to continue with implementation of findings. Outcomes of the risk assessment should be used to improve holistic drinking water quality (DWQ) management. The Department further wishes to see improved reticulation compliance. Management support is needed for implementation of the water safety plan as we lack for securing funds.

Despite numerous communication between the WSA and the Inspectors, as well as an attempt to advise the WSA to update the data on the Blue Drop System (BDS), no data was updated on the Blue Drop System at time of the confirmation assessment. The lack of cooperation by Madibeng Local Municipality towards the National programme intent to inform the public on local municipal drinking water services cannot be entertained by the Department.

It is crucial for the municipality to 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 necessary information required to do a proper analysis on the quality of the water services. Please refer to the following Sections of the Water Services Act (Act 109 of 1997) for clarity:

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

On conclusion of the assessments, DWASA was encouraged to note that the municipality could explain the current situation and what they plan to do, are doing to improve DWQA. Also noted that funding has been available to turn around the situation, support from Municipal Management, DWASA North West and Mafes Water acknowledged.

Findings

1. Areas of improvement are noted (water safety plan, skills, monitoring programme planning) this is substantiated by the Municipal Blue Drop score of 04.0% in 2010 to 36.72% - it is hoped that these positive patterns will affect other areas of operations.
2. The Municipality is advised to publish their drinking water quality management performance against the requirements of SANS 241, this will improve the confidence of the public in the ability of the municipality to provide safe water.

Municipal Blue Drop Score 2011: **56.75%**


Performance Area	Systems	Maquasi distribution ^a	Maquasi bulk ^a
Water Safety Planning Process & Incident Response Management		0	91
Process Control, Maintenance & Management Skills		75	100
Monitoring Programme		30	75
Credibility of Sample Analyses		50	100
Submission of Results		0	100
Drinking Water Quality Compliance		0	60
Performance Publication		0	100
Asset Management		30	85
Bonus Scores		6.8	5.5
Penalties		0	0
Blue Drop Score (2011)		24.25% (↓)	87.27% (↑)
Blue Drop Score (2010)		64.88%	64.88%
System Design Supply Capacity (MI/d)		360	360
System Operational Capacity		46%	46%
Population Served by System		NI	NI
Ave. Daily Consumption per Capita (l)		-	-
Microbiological Compliance(12 months)		87.96% (6 months); WSP: 97.06%	87.96% (6 months); WSP: 97.06%
Chemical Compliance(12 months)		100% (6 months); WSP: 100% (2 months)	100% (6 months); WSP: 100% (2 months)

Regulatory Impression:

DWASA seriously concerned about the quality of drinking water within Maquassi Hills Local Municipality. The two water supply systems operated by Maquassi Hills Local Municipality, scored less than 90% for microbiological compliance. This represents a serious health risk to residents, disinfection should improve as a matter of urgency.

On a positive note, performance for the Bulk supplies showed improvement against a benchmark, this is encouraging to the Department.

Municipal Blue Drop Score 2011: **95.38%**

Performance Area	Systems	Matlosana ^a
		
Water Safety Planning Process & Incident Response Management		96
Process Control, Maintenance & Management Skills		100
Monitoring Programme		100
Credibility of Sample Analyses		100
Submission of Results		100
Drinking Water Quality Compliance		80
Performance Publication		100
Asset Management		100
Bonus Scores		2.3
Penalties		0
Blue Drop Score (2011)		95.38% (↑)
Blue Drop Score (2010)		59.63%
System Design Supply Capacity (MI/d)		320
System Operational Capacity		39%
Population Served by System		408 375
Ave. Daily Consumption per Capita (l)		305
Microbiological Compliance(12 months)		96.43%; WSP: 99.88%
Chemical Compliance(12 months)		100.00% (1 month); WSP: 100.00%

Regulatory Impression:

The Department wishes to congratulate the shared team effort displayed by the municipality to lift the Blue Drop score to Blue Drop certification status.

The regulator is most optimistic regarding the continuous improvement of the Water Quality Management performance of the municipality. Comparing the Municipal Blue Drop Score since 2009, when the municipality presented no information for assessment, Water Audit continued in improvement - from 59.63% (2010) to 95.38% in 2011. This is exceptional performance by the Municipality supported by Midvaal Water. The Department is very impressed with the improved submission of DWQ data (from 1 month submission in 2010 to 12 months submission in 2011).

The municipality is encouraged to maintain the Blue Drop certification status in the future Blue Drop assessments.

Municipal Blue Drop Score 2011: **31.51%**

Performance Area	Systems	Vaalkop ^a	Madikwe	Molatedi
Water Safety Planning Process & Incident Response Management		0	0	0
Process Control, Maintenance & Management Skills		0	53	33
Monitoring Programme		13	56	59
Credibility of Sample Analyses		31	38	34
Submission of Results		100	0	50
Drinking Water Quality Compliance		80	45	50
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0	0.6	0
Blue Drop Score (2011)		31.78% (↓)	26.29% (↓)	28.34% (↓)
Blue Drop Score (2010)		56.85%	47.88%	36.75%
System Design Supply Capacity (MI/d)		200	2.4	0.6
System Operational Capacity		100%	87.5%	108%
Population Served by System		21 500	24 292	1 419
Ave. Daily Consumption per Capita (l)		>500	85	456
Microbiological Compliance(12 months)		98.66%; WSP: No data	100.00% (8 months)	95.45% (11 months)
Chemical Compliance(12 months)		99.26% (10 months); WSP: No data	No data	100.00% (1 month)

Performance Area	Systems	Pella	Matau
Water Safety Planning Process & Incident Response Management		0	0
Process Control, Maintenance & Management Skills		33	23
Monitoring Programme		70	37
Credibility of Sample Analyses		37	24
Submission of Results		50	0
Drinking Water Quality Compliance		30	0
Performance Publication		0	0
Asset Management		0	0
Bonus Scores		0	0
Penalties		0.3	0
Blue Drop Score (2011)		23.62% (↓)	07.17% (↔)
Blue Drop Score (2010)		50.63%	NA
System Design Supply Capacity (MI/d)		1.2	1.2
System Operational Capacity		75%	75%
Population Served by System		13 776	7 713
Ave. Daily Consumption per Capita (l)		65	116
Microbiological Compliance(12 months)		96.77% (11 months)	91.67% (7 months)
Chemical Compliance(12 months)		100.00% (1 month)	100.00% (1 month)

Regulatory Impression:

The WSA showed no improvement since 2009, a pattern of digresses is however noted against all requirements of drinking water quality management performance. The lack of a water safety plan continues the historical inability to effectively implement a proactive management approach.

The lack of a Drinking Water Incident Management Protocol & Water Quality Incident Register concerns the Department. In the event that the plants face a disaster or emergency situation, the municipality would not be in a position to deal with such disaster since the procedures are not in place.

The Department has no confidence in the ability of Moses Kotane to render a safe and sustainable Drinking Water Quality (DWQ) management services from a reliable supply system since DWQ compliance is poor.

It is crucial for the municipality to 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 necessary information required to do a proper analysis on the quality of the water services. Please 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

NB: In light of the above, the Regulator is not satisfied with the overall performance of drinking water quality management in Moses Kotane. 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. Process control and operation needs to receive urgent attention to ensure compliance to the regulated drinking water quality standards.
2. All five systems do not monitor flow and are unable to measure if the system capacity is still sufficient for the daily operational flow.
3. None of the 5 plants presented sufficient proof of process control maintenance & management skills, water safety plans & incident response management, a adequate monitoring program or asset management.
4. The lack of a Drinking Water Incident Management Protocol & Water Quality Incident Register from the Municipality is a significant concern to the Department. In the event that any of the plants faces a disaster or emergency situation, the municipality would not be in a position to deal with such disaster since procedures are not in place.
5. The municipality is required to give urgent attention to the implementation of a adequate monitoring and to adjust process control according to the findings of continuous compliance and operational monitoring.
6. It is crucial that the Municipality pursues the completion of the Risk Assessments of catchment, treatment works and reticulation. The Risk Assessment must indicate that the treatment facility has the ability to adequately treat the water from raw water quality to DWQ in line with SANS 241.

Municipal Blue Drop Score 2011: **33.08%**

Performance Area	Systems	Moretele ^{a,b}
Water Safety Planning Process & Incident Response Management		13
Process Control, Maintenance & Management Skills		90
Monitoring Programme		34
Credibility of Sample Analyses		58
Submission of Results		100
Drinking Water Quality Compliance		5
Performance Publication		0
Asset Management		18
Bonus Scores		6.8
Penalties		0.8
Blue Drop Score (2011)		33.08% (->)
Blue Drop Score (2010)		NA
System Design Supply Capacity (ML/d)		60
System Operational Capacity		NI
Population Served by System		186 283
Ave. Daily Consumption per Capita (l)		-
Microbiological Compliance(12 months)		96.77%; WSP: 97.81%
Chemical Compliance(12 months)		No data; WSP: 100.00%

Regulatory Impression:

The Department commends the performance of Magalies water during this Blue Drop assessment period. The Office is very prepared and placed the required value to monitoring this ensured the continuous improvement still being witnessed towards achieving the Blue Drop Certification.

The Regulator is impressed by the WSA who submitted 12 months data of Metropolitan compliance.

Findings

1. The Department notes that this is the first Blue Drop assessment for Moretele LM, DWQ is therefore encouraged by the performance of Moretele LM even though the standard is still far from what is expected. However, with the support of Magalies Water, the WSA and WSP is encouraged to improve on the performance.
2. The Department advises the WSA to pursue a full SANS 241 analyses on the raw water source, the WSA / WSP must then monitor the risks in the compliance monitoring program.
3. There remains a need to commence effective and relevant chemical monitoring.
4. The following areas require drastic intervention by the Municipality: publishing and ending the monitoring program, Drinking water quality compliance, publication of the results as well as the asset management.

Municipal Blue Drop Score 2011: **0.66%**

Performance Area	Systems	Itsoseng Boreholes / Lichtenburg ^a	Motswedi ^b	Mafikeng town & Boreholes ^c
Water Safety Planning Process & Incident Response Management		0	0	0
Process Control, Maintenance & Management Skills		0	0	0
Monitoring Programme		18	14	8
Credibility of Sample Analyses		38	10	23
Submission of Results		0	20	20
Drinking Water Quality Compliance		5	20	20
Performance Publication		0	0	0
Asset Management		0	0	0
Bonus Scores		0	0	0
Penalties		0	0	0
Blue Drop Score (2011)		05.14% (→)	08.85% (↓)	08.89% (↓)
Blue Drop Score (2010)		NA	30.00%	31.88%
System Design Supply Capacity (MI/d)		NI	NI	NI
System Operational Capacity		NI	NI	NI
Population Served by System		NI	NI	NI
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		92.59% (5 months)	83.78% (3 months)	76.92% (6 months)
Chemical Compliance(12 months)		100.00% (10 months)	99.82% (11 months)	99.82%

Regulatory Impression:

The Ngaka Modiri Molema District Municipality has performed unsatisfactorily during the Blue Drop assessments. The Municipality did not attend the Confirmation session even after numerous communications. It is clear that the Municipality does not take cognisance of the need to provide the community with good water quality as the quality of water being served to the public is not up to standard.

The overall municipal score of 31.40% (2010 BD assessment) to 0.66% (2011 BD assessment) clearly indicates that the water services are not being managed properly according to the expectations of the Drinking Water Quality Regulation programme. Water makes this challenge worse as the poor submission of the water quality compliance to the Department (BDS).

The Municipality is instructed to inform the communities regarding the water quality they are serving them and provide alternative good drinking water quality to the public. This Municipality will be targeted for a more focussed Water Quality Performance Improvement Audit during 2011.

Findings

1. The WSA presented no flow information on any of the systems & WSA cannot therefore measure if the plant capacities is sufficient.
2. None of the 3 plants presented sufficient proof of process control maintenance & management skills, water safety plans & incident response management, a adequate monitoring programme & asset management.

3. The lack of a Drinking Water Incident Management Protocol & Water Quality Incident Register from the Municipality is a significant concern to the Department. In the event that any of the plants faces a disaster or emergency situation, the municipality would not be in a position to deal with such disaster since procedures are not in place.
4. The municipality is required to give urgent attention to the implementation of a adequate monitoring and to adjust process controls according to the findings of continuous compliance and operational monitoring.
5. It is crucial that the Municipality pursues the completion of the Risk Assessments of catchment, treatment works and reticulation. The Risk Assessment must indicate that the treatment facility has the ability to adequately treat the water from raw water quality to DWQAP in line with SANS241.

NB: The Ngaka Modiri Molema is requested to submit a Corrective Action Plan regarding the performance of drinking water quality management to the Department within 30 days of release of the Blue Drop Report.

Municipal Blue Drop Score 2011: **93.24%**

Performance Area	Systems	Rustenburg Town ^{a,b}	Vaalkop ^a	Marikana ^b	Rustenburg Borehole
Water Safety Planning Process & Incident Response Management		96	82	95	78
Process Control, Maintenance & Management Skills		100	98	94	18
Monitoring Programme		85	89	91	49
Credibility of Sample Analyses		90	64	93	100
Submission of Results		95	100	100	0
Drinking Water Quality Compliance		75	100	90	85
Performance Publication		95	100	100	100
Asset Management		90	85	98	0
Bonus Scores		3.3	1.7	1.7	6.8
Penalties		0.1	0	0	0.3
Blue Drop Score (2011)		90.97% (↓)	93.60% (↓)	95.69% (→)	65.62% (↓)
Blue Drop Score (2010)		95.10%	95.10%	95.10%	95.10%
System Design Supply Capacity (MI/d)	Magalies=134 Rand Water=1400	210	1400	0.4(Yield)	
System Operational Capacity	Magalies=25% Rand Water=3.21%	14%	0.2%	NI	
Population Served by System		315 000	100 000	15 000	5 000
Ave. Daily Consumption per Capita (l)	Magalies water=26 Rand water=4.3	<50	<50	-	
Microbiological Compliance(12 months)		98.79%	97.90%	100% (7 months)	100% (2 months)
Chemical Compliance(12 months)		100.00%	100.00%	100.00%	100% (2 months)

Regulatory Impression:

The Department wishes to applaud the Rustenburg Municipality for the shared team effort displayed by the municipality together with the two Water Services Authorities (Rand Water Magalies Water) in achieving the Blue Drop certification status.

It must be noted that Rustenburg M was previously assessed as one and during the 2011 Blue Drop Assessment the M separated the supplying system into four systems. Out of four systems one system managed to achieve the Blue Drop Certification.

According to the inspectors, the team from Rustenburg interviewed were prepared for the assessment, cooperative, enthusiastic and showed commitment throughout the entire assessment. The WSA and Magalies Water responded most positively and addressed all the gaps that were identified at the assessment session. This was really a remarkable achievement and shows Rustenburg's commitment towards complying with the Blue Drop Certification Programme. Based on the Blue Drop score from the other systems it is clear that they are not far from achieving the expected results.

Findings


1. It is noted that there is no regular submission of drinking water quality by the Municipality to the Department and that needs to be rectified as soon as possible.

2. Immediate intervention is required at the Rustenburg Boreholes with regards to the process control monitoring programme submission of results and asset management.

The Vaalkop Water Treatment System was inspected to verify the Blue Drop findings and the following refers:

3. Plant classification certificate not displayed, however it was presented during the actual assessment.
4. Some documents like logbook and job cards were not on site at time of inspection since they are kept, Magalies Water.
5. The garden well maintained and is neat.
6. Entrance signage in place, well displayed, fences good condition.
7. On-site monitoring equipment in place, staff has good knowledge of use.
8. Churnhat bin and fan signposting adequate.

Municipal Blue Drop Score 2011: **96.87%**

Performance Area	Systems	Tlokweng 
Water Safety Planning Process & Incident Response Management		100
Process Control, Maintenance & Management Skills		100
Monitoring Programme		100
Credibility of Sample Analyses		100
Submission of Results		100
Drinking Water Quality Compliance		100
Performance Publication		100
Asset Management		75
Bonus Scores		1.0
Penalties		0
Blue Drop Score (2011)		96.87% (↑)
Blue Drop Score (2010)		95.11%
System Design Supply Capacity (MI/d)		73.6
System Operational Capacity		49.73%
Population Served by System		138 872
Ave. Daily Consumption per Capita (l)		259
Microbiological Compliance(12 months)		100.00%
Chemical Compliance(12 months)		100.00%

Regulatory Impression:

The Tlokweng Local Municipality performed exceptionally well during the Blue Drop assessments and managed to uphold their Blue Drop certification status. The management at Tlokweng as well as their technicians are enthusiastic and should be applauded for their passion and commitment.

Findings

It is noted from the Score card that the Tlokweng Municipality still has room for improvement with regards to the Drinking Water and Asset Management.

The Tlokweng Water Treatment System was inspected to verify the Blue Drop findings and the following refers:

1. The WWS is classified as a Class A plant and all process controllers registrations are clearly displayed in the office.
2. All relevant manuals, logbooks, flow data and fault response management protocols were evident on site. Even though the flow meters are available at the works, history of calibration must still be established.
3. The works and the building are well maintained.
4. Gardens, lawns and safety signs are generally good and need some maintenance.
5. All staff at the works are optimistic, hands-on technicians and scientific managers, pleasant and healthy workplace environment.
6. There is a need of the replacement of some pipes since they appear to be ageing. Primary and secondary settling tanks shows good flow distribution, good settling takes place.

7. Chlorination is well controlled with proper sampling point and contact time.
8. A little bit of work must be done at the settling tanks.

Municipal Blue Drop Score 2011: **34.99%**

Performance Area	Systems	Boikhutso	Goedgevonden	Tsese
Water Safety Planning Process & Incident Response Management		0	0	0
Process Control, Maintenance & Management Skills		3	3	3
Monitoring Programme		25	23	0
Credibility of Sample Analyses		53	53	53
Submission of Results		100	50	0
Drinking Water Quality Compliance		53	53	45
Performance Publication		80	80	80
Asset Management		0	0	0
Bonus Scores		4.5	4.5	4.5
Penalties		0	0	0
Blue Drop Score (2011)		38.63% (↑)	35.90% (↑)	28.88% (↑)
Blue Drop Score (2010)		19.25%	19.25%	19.25%
System Design Supply Capacity (MI/d)		NI	NI	NI
System Operational Capacity		NI	NI	NI
Population Served by System		NI	NI	NI
Ave. Daily Consumption per Capita (l)		-	-	-
Microbiological Compliance(12 months)		100.00%	100.00% (11 months)	100.00% (2 months)
Chemical Compliance(12 months)		No data	No data	No data
Performance Area	Systems	Ventersdorp	Welgevonden	
Water Safety Planning Process & Incident Response Management		0	0	
Process Control, Maintenance & Management Skills		13	3	
Monitoring Programme		25	8	
Credibility of Sample Analyses		53	53	
Submission of Results		50	100	
Drinking Water Quality Compliance		53	53	
Performance Publication		80	80	
Asset Management		0	0	
Bonus Scores		4.5	4.5	
Penalties		0	0	
Blue Drop Score (2011)		34.50% (↑)	36.88% (↑)	
Blue Drop Score (2010)		18.50%	19.25%	
System Design Supply Capacity (MI/d)		NI	NI	
System Operational Capacity		NI	NI	
Population Served by System		10 000	30 000	
Ave. Daily Consumption per Capita (l)		-	-	
Microbiological Compliance(12 months)		96.47%	100.00% (11 months)	
Chemical Compliance(12 months)		No data	No data	

Regulatory Impression:

The performance of Ventersdorp Local Municipality remains unsatisfactory. However it is encouraging to note that the Municipality has shown improvement in the drinking water quality management.

During the previous cycle 2010 of Blue Drop Certificate on 8 supply systems were assessed and during the 2011 Blue Drop Certificate on only 5 supply systems were assessed.

Findings

1. The Department urges the Municipality to commence the development of the water safety plans and the risk assessment should be used to improve holistic Water Management. Management support is needed for implementation of the water safety plan as well as securing funds.
2. Areas of improvement are noted (water safety plan, skills, monitoring programme planning) and are substantiated by the Municipal Blue Drop score of 19% in 2010 to 34.99%. It is hoped that these positive patterns will affect other areas of operations as well.
3. The Municipality is advised to publish the drinking water quality management performance against the requirements of SANS 241 as this will build public knowledge and have much confidence to the Municipality in terms of the Water supplied to them.