



South African National Water Services Benchmarking Initiative

PROMOTING BEST PRACTICE

WSSLG,

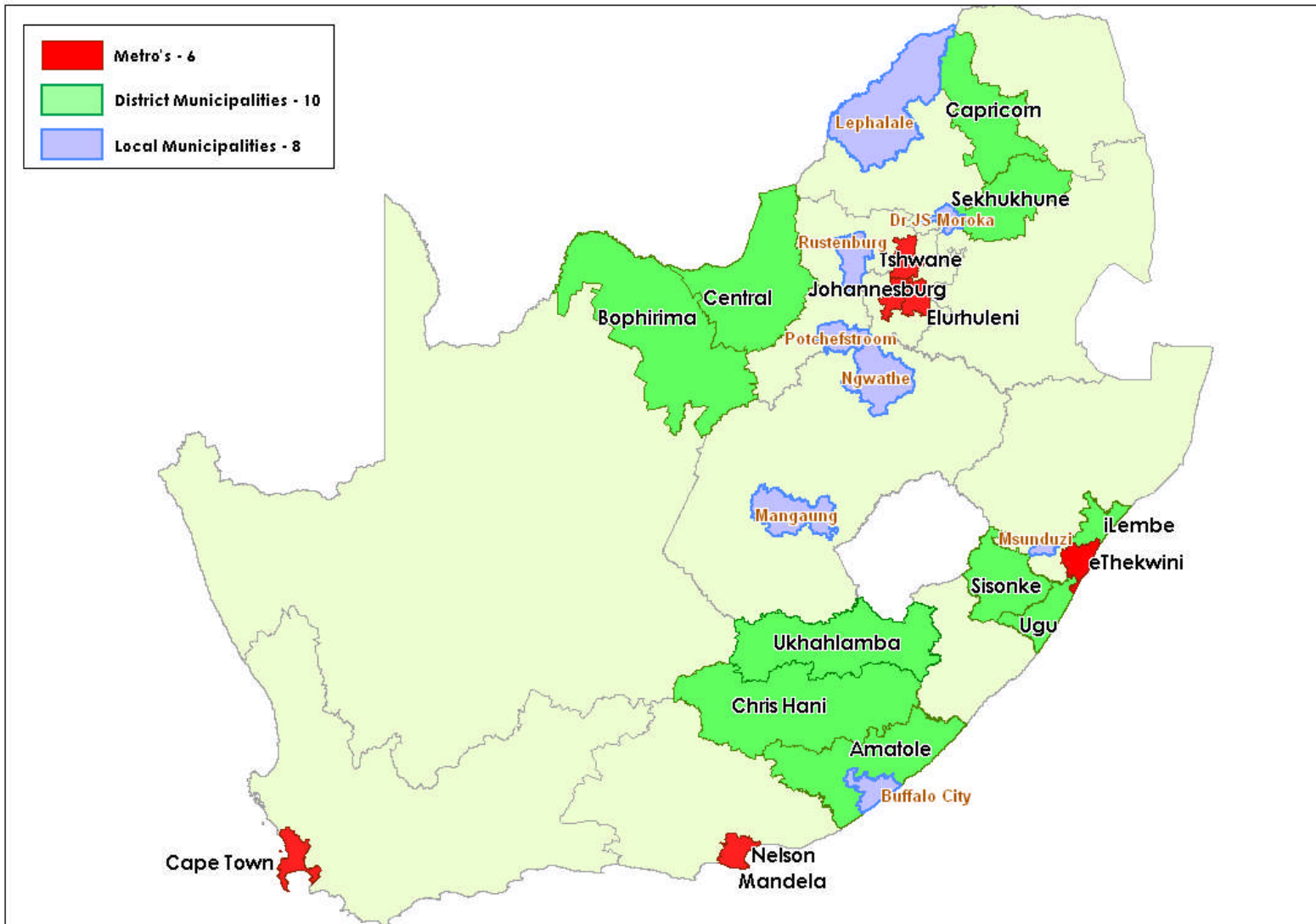
JUNE 2006



- Joint initiative between SALGA, DWAF and WRC
- With Funding Primarily from DWAF
- Ethekekwini is the IA



Participant municipalities



Performance measures to be monitored by Water Service Authorities (1 of 2)



- 1. Access to a basic water supply service**
 - Percentage access to at least a basic water supply
 - Absolute backlog
 - Rate of reduction in backlog
- 2. Access to a basic sanitation service**
 - Percentage access to at least a basic sanitation service
 - Absolute backlog
 - Rate of reduction in backlog
- 3. Drinking water quality**
 - Programme for water quality monitoring in place
 - Water quality indicator (percentage samples passing SANS 241)
- 4. Impact on the environment**
 - Status of effluent at treatment works
 - Effluent quality monitoring system in place
 - Percentage samples passing the minimum standard
 - Assessments of treatment works



5. Strategic asset management and water demand management

- Meter coverage
- Metering efficiency (unaccounted for water)
- Asset management plan in place
- Audited water services asset register

6. Customer service standards

- Continuity of water supply: number of households experiencing an interruption of greater than 48 hours per incident
- Continuity of water supply: number of interruption of greater than 6 hours, 24 hours and 48 hours per incident per 1000 connections

7. Financial performance

- Water services financial audit
- Collection efficiency
- Average debtor days
- Financial self-reliance
- Average domestic tariff

8. Institutional effectiveness

- Number of employees per 1000 connections
- WSA annual report submitted to the Minister

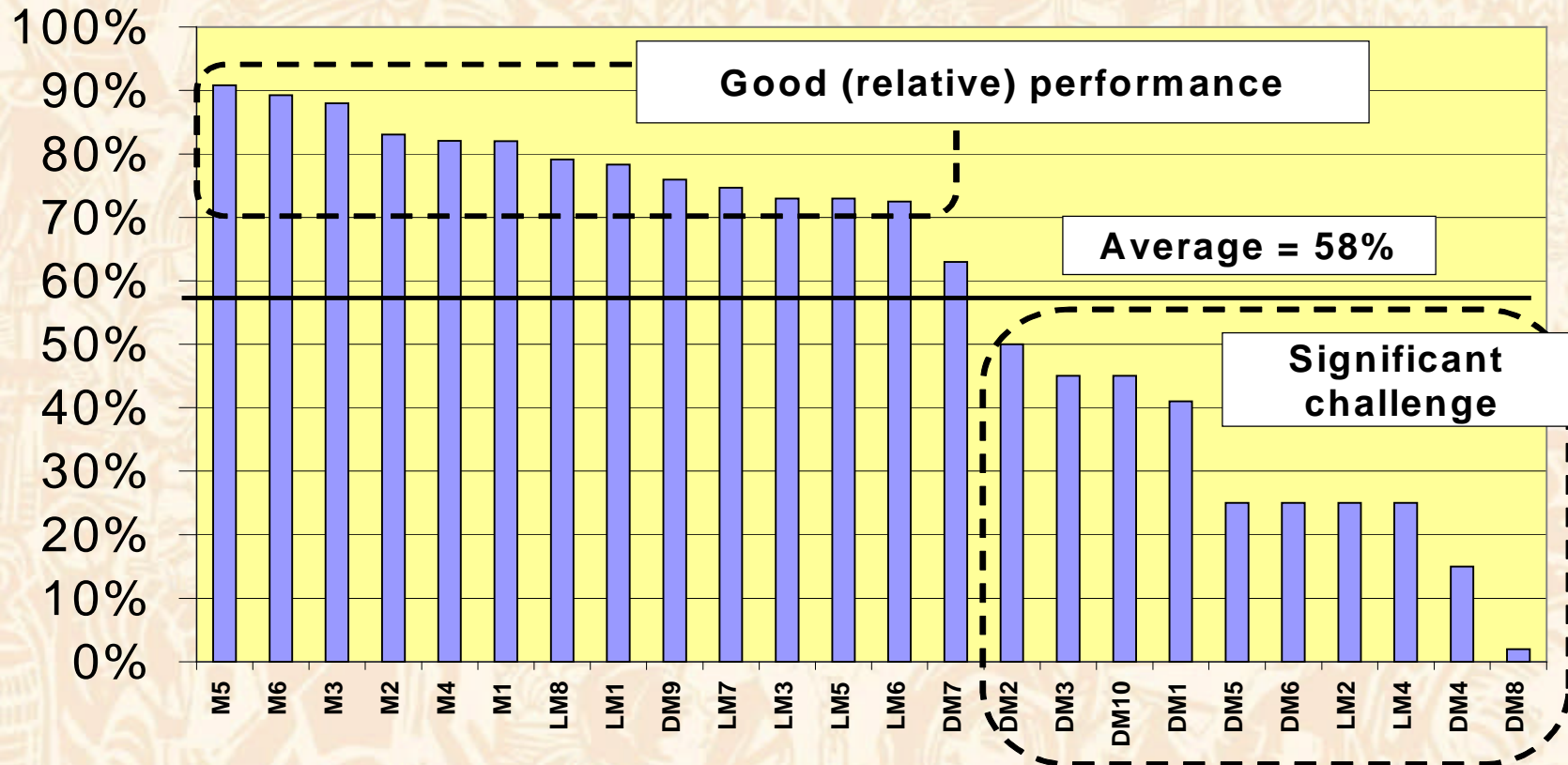


- Reporting by water services authorities on the key regulatory performance indicators.
- Financial reporting by water services authorities to National Treasury (on the basis of audited financial statements for water services, and common accounting conventions and reporting formats).
- Reporting by water boards on performance in terms of a standard framework (Annual report, with key performance indicators as required by DWAF).
- Reporting by water boards on financial performance (Audited financial statements).
- Regulatory interventions made by DWAF during the reporting period.



Returns	100%
Reliability	1.3

Access to at least a basic sanitation service (% population)





- Full report on first round available on request
- Will be posted on the DWAF and SALGA web site
- Contact:
 - **William Moraka (SALGA)**
 - **Sugandree Muruvan (DWAF)**
 - **Neil Macleod (Ethekwini)**



- Confirm participation
- Finalise indicators
- **WSAs prepare data – Jul-Sep**
- Visits
- Analyse data – Nov
- **Conference – 29 & 30 Nov**
- Report –Dec



- Significant achievement – first set of municipally reported Benchmarking data in SA
- Data collection & workshop in three months, start to finish!
- SA is a developing country – need to make distinction between urban and rural area indicators and performance:
 - Metropolitan: large urban networks
 - Secondary cities: medium-sized urban, some rural
 - Medium and small towns: dispersed small towns
 - Predominantly rural: large rural populations
- Significant challenges to refine data collection
- Date of next workshop: 29 & 30 November 2006
- Collaboration with SAAWU Benchmarking Process

Thank you

