

2. SERVICE LEVEL PROFILE

Service levels currently differ across the ZDM, predominantly based on a rural/urban split. In general urban areas have water services equal to or higher than, and many rural areas have either no water services or these services do not meet, the compulsory national standards determined by the Minister of Water Affairs and Forestry in terms of Section 9(1)(a) of the Water Services Act, 1997 (Table 4a). The potential service levels for water include:

- Communal supply at the minimum prescribed levels listed – this service level is the ‘basic’ supply.
- Controlled volume supply – this would include yard tanks that are filled daily or low pressure connections either as yard or house connections.
- Uncontrolled volume supply – these are usually high-pressure connections either as yard taps or house connections.

The potential sanitation service levels include:

- Dry installations at the minimum prescribed levels listed – this usually comprises a ventilated improved pit (VIP) latrine that is the ‘basic’ supply.
- Wet installations – these are onsite waste “treatment” and would include septic tanks.
- Waterborne installations – these are connected to a wastewater treatment works (WWTW) either for digester effluent only (intermediate) or for the entire wastewater flow (full).

Zululand District Municipality has adopted a Free Basic Water Services policy as follows:

- All households will receive six kilolitres of potable water free of charge for domestic use.
- Industrial, commercial and institutional consumers do not qualify for free basic services.
- All water supplied from standpipes and rudimentary systems will be free.

Table 2(a): Free Basic Water Policy

Service Level Number	Level of Water Service	Definition	Free Basic Water Policy
DW1	Full pressure conventional house connection	Direct unrestricted full pressure (24m) connection to the reticulation system, metered and billed	Stepped block tariff (with first block at zero charge free to all households)
DW2	Yard tank (RDP standard)	Restricted (to 200l per day) individual erf connection with tank in yard	All water at no charge
DW3	Communal street tap (RDP standard)	Unrestricted full pressure standpipe not further than 200m from dwellings (shared by a number of consumers)	All water at no charge
DW4	Rudimentary system	Formalised supply: <ul style="list-style-type: none"> • Borehole equipped with 	All water at no charge

Service Level Number	Level of Water Service	Definition	Free Basic Water Policy
		hand pump • Protected spring • Communal standpipe further than 200m from dwellings	

Table 2(b): Free Basic Sanitation Policy

Service Level Number	Level of Sanitation Service	Definition	Free Basic Sanitation Policy
DS1	Water borne sewage	Unrestricted connection to municipal sewerage system	Included in free basic water allocation
DS2	Septic tank or similar facility	On-site disposal (self treatment)	No charge
DS3	Conservancy tank	Localised sewage temporary storage facility	No charge to selected households in specific areas as determined by the municipality, aligned to free basic water policy for service level DW4
DS4	Ventilated improved pit (VIP) latrine	Dry pit with sufficient capacity on-site disposal based on set standards	No charge

2.1 Residential consumer units

The level of access of residential consumers to basic water services are shown in the tables below:

Table 2.1 (a): Residential consumers: access to water

WATER	None or Inadequate	Rudimentary	Communal standpipes	Yard connections	TOTALS
		<RDP	RDP	>RDP	
AbaQulusi LM	0	0	0	20 350	20 350
eDumbe LM	0	0	0	6 162	6 162
Nongoma LM	0	0	0	957	957
Ulundi LM	0	0	0	6 980	6 980
uPhongolo LM	0	0	0	4 135	4 135
Total (urban)	0	0	0	38 584	38 584
AbaQulusi LM	6 371	2 703	264	6 381	15 719
eDumbe LM	2 763	949	1104	4 033	8 849
Nongoma LM	11 933	9 936	8 636	2 594	33 099
Ulundi LM	7 566	6 624	7 579	6 560	28 329
uPhongolo LM	3 586	967	1033	12 377	17 963
Total (rural)	32 219	21 179	18 616	31 945	103 959
Total (households)	32 219	21 179	18 616	70 529	142 543

Table 2.1 (b): Residential consumers: access to sanitation

SANITATION	None or Inadequate	VIP	Septic tank	Waterborne	TOTALS
		RDP	RDP	>RDP	
AbaQulusi LM	0	0	0	20 350	20 350
eDumbe LM	0	0	595	5 567	6 162
Nongoma LM	0	0	0	957	957
Ulundi LM	0	0	0	6 980	6 980
uPhongolo LM	0	0	0	4 135	4 135
Total (urban)	0	0	595	37 989	38 584
AbaQulusi LM	13 811	1 871	37	0	15 719
eDumbe LM	962	7 743	144	0	8 849
Nongoma LM	28 242	4 857	0	0	33 099
Ulundi LM	20 960	7 327	42	0	28 329
uPhongolo LM	5 953	11 684	326	0	17 963
Total (rural)	69 928	33 482	549	0	103 959
Total (households)	69 928	33 482	1 144	37 989	142 543

Table 2.1 (c): Percentage backlogs (water & sanitation)

WATER	Total Households	Backlogs	% Backlogs	% of Total Backlogs
AbaQulusi LM	36 069	9 074	25,2%	17,0%
eDumbe LM	15 011	3 712	24,7%	6,9%
Nongoma LM	34 056	21 869	64,2%	41,0%
Ulundi LM	35 309	14 190	40,2%	26,6%
uPhongolo LM	22 098	4 553	20,6%	8,5%
Total (urban)	142 543	53 398	37,5%	100,0%
SANITATION	Total Households	Backlogs	% Backlogs	% of Total Backlogs
AbaQulusi LM	36 069	13 811	38,2%	19,8%
eDumbe LM	15 011	962	6,4%	1,3%
Nongoma LM	34 056	28 242	82,9%	40,3%
Ulundi LM	35 309	20 960	59,4%	30,0%
uPhongolo LM	22 098	5 953	26,9%	8,6%
Total (rural)	142 543	69 928	49,1%	100,0%

2.2 Public institutions and 'dry' industries

Tables 2.2 (a) & (b) below shows the no off institutions in the district and Figures 2.2 (a) & (b) the location of these facilities relative to water infrastructure. The current situation with access to services is still largely unknown at this stage. ZDM is currently embarking on an extensive field survey to determine the backlog with services at schools and clinics. The outcome of this survey is only expected towards June 2010 and will be included in the document when available.

Table 2.2 (a): Public institutions and 'dry' industries: access to water

Institution	No off	WATER		
		None or inadequate	Communal standpipe	Yard connection
Businesses	958	tbd	tbd	tbd
Clinics	61	tbd	tbd	tbd
Creches	7	tbd	tbd	tbd
"Dry" Industries		tbd	tbd	tbd
Hospitals	14	tbd	tbd	tbd
Magistrate offices	7	tbd	tbd	tbd
Police Stations	15	tbd	tbd	tbd
Prisons	3	tbd	tbd	tbd
Schools	777	tbd	tbd	tbd
Community Halls	39	tbd	tbd	tbd
Total	1881			

Table 2.2 (b): Public institutions and 'dry' industries: access to sanitation

Institution	No off	SANITATION		
		None or inadequate	Dry pit/ Septic tanks	Waterborne
Businesses	958	tbd	tbd	tbd
Clinics	61	tbd	tbd	tbd
Creches	7	tbd	tbd	tbd
"Dry" Industries		tbd	tbd	tbd
Hospitals	14	tbd	tbd	tbd
Magistrate offices	7	tbd	tbd	tbd
Police Stations	15	tbd	tbd	tbd
Prisons	3	tbd	tbd	tbd
Schools	777	tbd	tbd	tbd
Community Halls	39	tbd	tbd	tbd
Total (Rural)	1881			

2.3 Wet Industries

There is a weak industrial base within the region and therefore industrial water use has not received high focus to date. Further detail will be obtained in future reviews of the WSDP.

2.4 'Raw' water consumers

There do not appear to be any raw water consumers in the ZDM, other than those not supplied with adequate water services i.e. the backlog. All water supplied is passed through a treatment facility.

2.5 Industrial consumer units: sanitation

No industry discharges wastewater directly into the river system. All wastewater passes through the WWTWs prior to discharge at the requisite standards. However, detailed data on the effluent received from industrial consumers still needs to be obtained.

2.6 Industries and their permitted effluent releases

No industry discharges wastewater directly into the river system. All wastewater passes through the WWTWs, however details of the effluent are still required.

Figure 2.2 (a): Location of institutional facilities relative to water infrastructure

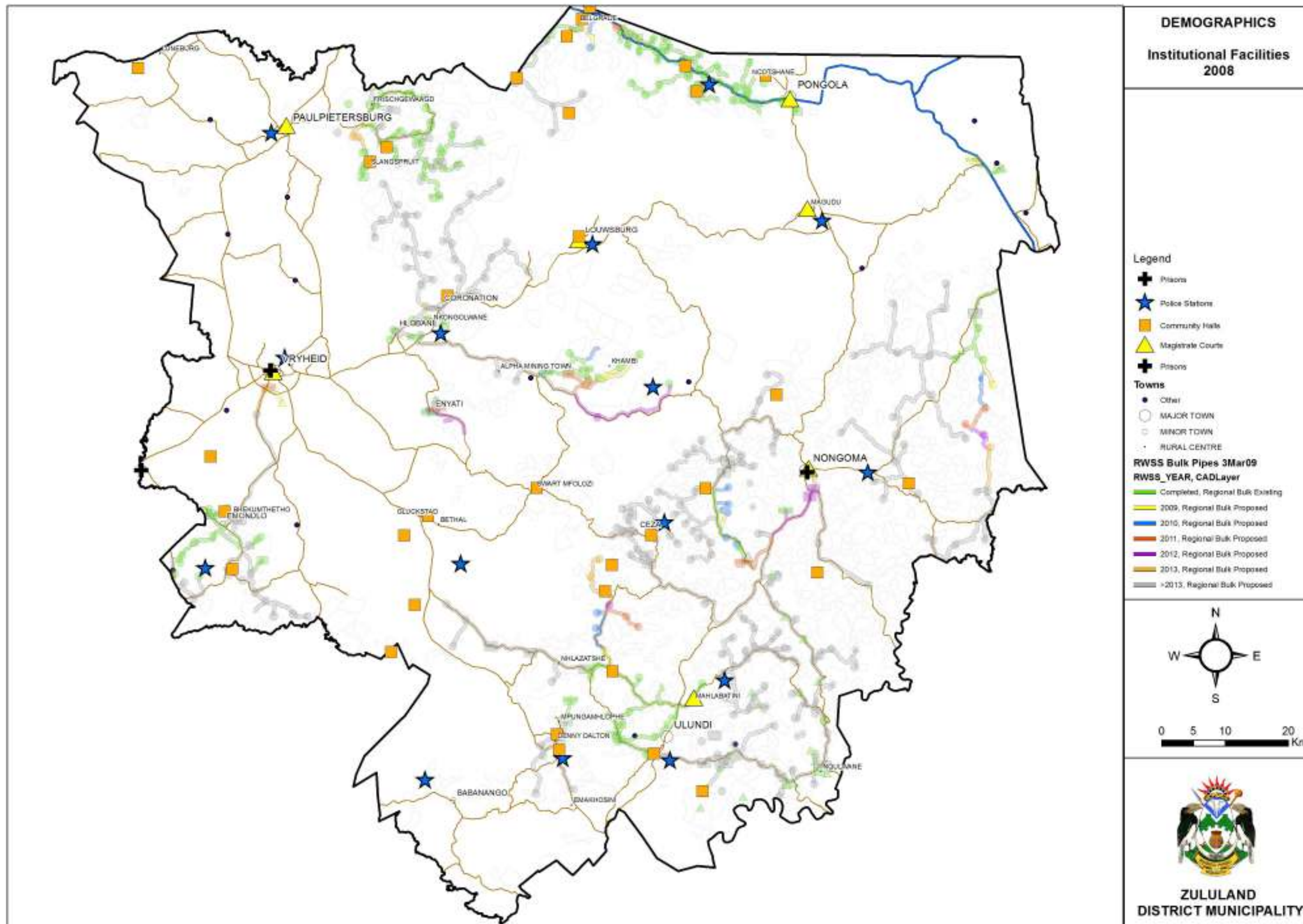


Figure 2.2 (b): Location of schools relative to water infrastructure

