



Overview

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Introduction

The No Drop Programme

- The No Drop is an incentive based regulatory programme
- Enables regulator to measure performance of WSAs pertaining to water use efficiency as managed by WSAs.
- Assessment of core competencies that enable acceptable performance in water demand management in the municipal sector.
- Feedback is generated for the WSAs to define risk profiles and inform plans for improvement.
- Resulting scorecard gives an inclusive view of the water demand management business relating to planning, asset management, finance, technical skills, and performance.

Purpose of the No Drop Programme

- Improve service delivery and water security, whilst reducing water losses and non-revenue water.
- Provide a guideline to water services institutions to develop a business approach to achieving WC/WDM objectives.
- Encourage continuous improvement and performance excellence in water use efficiency, water loss and NRW management in South Africa.
- Use credible data to report against defined targets.
- Contributes to sector-wide benchmarking initiatives.
- Incorporate the full water services cycle of the WSA by targeting political and management levels, finance and technical departments, and users.

No Drop Criteria

Strategy, planning, implementation	→	Available resources Water Use Licenses IWA Water Use diagrams WDM strategy & targets (own and national)
Asset management	→	Asset registers Mains Replacement Programme Consumer Meter Replacement Programme Valve and Bulk Meter Programme Monitoring and analysis of high water loss supply zones.
Technical skills	→	WDM management structures & performance targets O&M staff, meter readers, Meter reading to billing process Training
Credibility	→	Meter Readings and Billing system Record keeping Accuracy of systems independent audit Flow meter verification
Compliance, performance	→	Leaks in the reticulation systems Physical and Commercial water loss indicators Non-Revenue Water indicators Per Capita Usage indicators Pressure management systems
Local regulation	→	Metering, billing and credit control policy Consumer meter replacement policy By-laws Indigent database Water use installations / SABS.
Customer care	→	Customer Care Centre Informative billing Community Awareness- and Schools Awareness Campaign

2023 No Drop Programme

2023 No Drop Project Objectives

- To complete the consultative assessment
 - 144 WSAs
 - As per the No Drop Requirements
 - Based on the 2021/22 financial year.

Methodology

2023 No Drop Criteria

- The current assessment prioritised criteria which reflects on WSA's knowledge of their planning, the current status and performance against basic compliance. In subsequent years the Department will focus more on proactive work and increase the stringency of the criteria such as asset management and local regulation, however compliance and performance will always remain a substantial feature in the weighting.

Criteria 1	WCWDM status quo, plans and strategies, budgets, and implementation of projects (Water Resource Diagram, Water Balance, Council approved WCWDM strategies and budgets)
Criteria 2	Asset management as it relates to meter replacement. Monitoring, analysis, and action of high loss District Metered Areas (DMAs) in metropolitan municipalities
Criteria 3	Technical skills of WCWDM team
Criteria 5	Compliance and Performance based on the water loss and efficiency Key Performance Indicators (KPI) and year on year improvement there-of

No Drop 10 Year Planning Horizon

Criterion	Description	No Drop Weighted Scores (%)					
		2023	2025	2027	2029	2031	2033
1	WCDA strategy and planning	45.00	30	20	20	20	20
2	Asset management	10	10	10	15	20	20
3	Technical skills	10	10	10	5	5	5
4	Credibility	0	15	15	10	10	10
5	Compliance and performance	35%	35	35	35	30	30
6	Local regulation	0	0	0	5	5	5
7	Customer care	0	0	10	10	10	10
Bonus		(10%)	(17%)	(17%)	(17%)	(17%)	(17%)
Qualifiers		none	none	none	(100%)	(100%)	(100%)
TOTAL		100	100	100	100	100	100

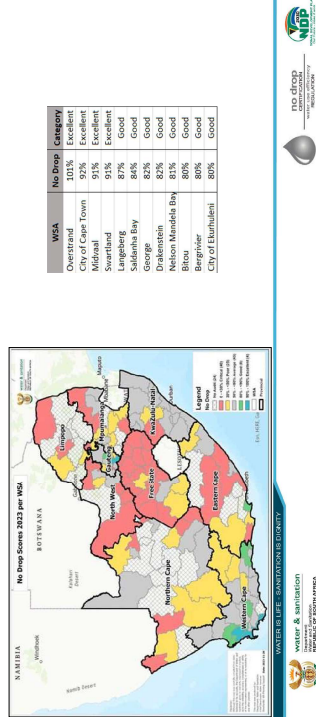
Audit Process



Results

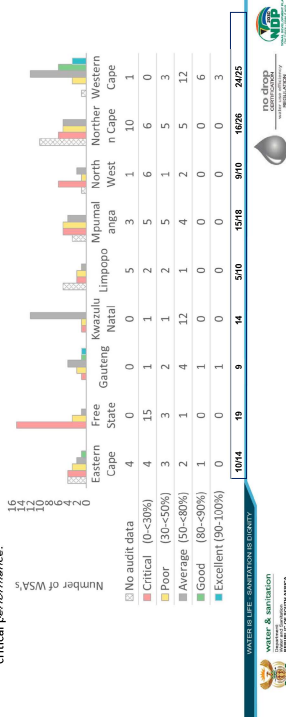
Top Achievers

12 Top Achievers performed well across all the assessed domains, and have the infrastructure, skills, systems, and processes to support optimal management and reduction of WC/WDM.



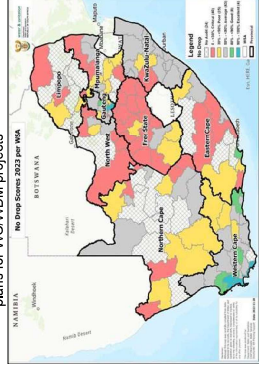
Results per Province

Best performance from Western Cape, Kwazulu Natal and Gauteng, where WSAs regularly report on Water Balances and WC/WDM. Free State, North West, and Limpopo are concerning with a high percentage of WSAs showing critical performance.



No Drop Score

No Drop Score is a measure used to assess a WSAs WC/WDM status in terms of their status quo of WC/WDM KPIs and WC/WDM business operations, and their strategies, budgets and implementation plans for WC/WDM projects



- Of the 144 WSAs, 120 WSAs participated and 24 did not respond to No Drop Score.
- All WSAs in Gauteng, Free State and KZN participated and responded to this assessment.
- 39 WSAs of the 120 WSAs into participants did not submit their water balance (56%)
- 12 WSAs achieved an 80% or above No drop Score, 65 WSAs scored below 50%.

Critical and No submissions

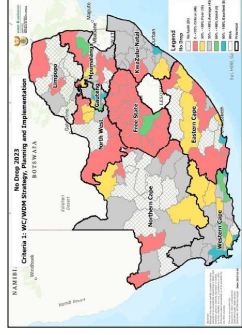
- 24 WSAs did not submit data for the audit
- 40 Critical WSAs do not know their WC/WDM status and are performing across the basic WC/WDM domains. Lessons learned from the No Drop Audit should result in future improvement

WSA	No Drop	WSA	No Drop
Midrand	91%	Midrand	91%
Overstrand	100%	Overstrand	100%
Langenberg	87%	Langenberg	87%
Goldens Bay	83%	Goldens Bay	83%
Gothenburg	82%	Gothenburg	82%
Durban	82%	Durban	82%
Nelson Mandela Bay	81%	Nelson Mandela Bay	81%
Bloem	80%	Bloem	80%
Brugmans	80%	Brugmans	80%
City of Ekurhuleni	80%	City of Ekurhuleni	80%

WSA	WSA
Khutsi	Lekwa
Blue Crane Route	Makana
Cape Agulhas	Modimolle
Capricorn DM	Mogani DM
Chief Robert Luthuli	Ngaka Modiri Molema DM
Chief Robert Luthuli	Phuthi
Dikgatong	Seluthu DM
Joe Gqabi DM	Siyatumba
Kai I Lamb	Siyatumba
Kamiesberg	Sunday's River Valley
Karaberg	Thabazimbi
Katberg	Thabazimbi

Criteria 1: WC/WDM Status Quo, Strategy & Implementation

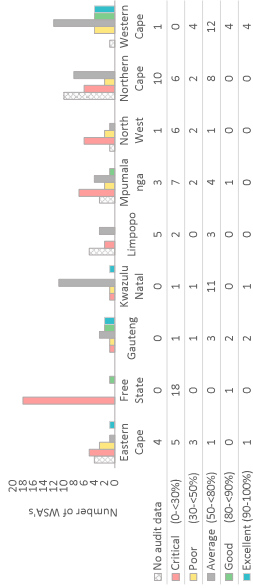
Understanding of current and future water demands, available water resources and water balances. Understanding of the status quo with regards to water losses, NRW and water use efficiencies and have strategies and budgets in place to make improvements



- 100%
Cape Town
Bhaca
Gauteng
Swartland
- 8 Excellent (>80%)
- 8 Good (50% - 80%)
- 43 Average (30% - 50%)
- 46 Critical (< 30%)
- 24 No Data Submitted

Criteria 1: WC/WDM Status Quo, Strategy & Implementation

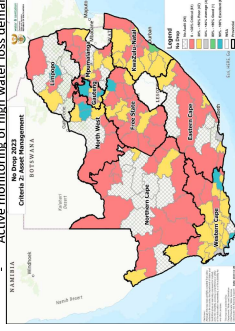
- Highest Scores: Western Cape, KwaZulu Natal, Gauteng. Water Balance reporting is regular in these provinces
- Free State: All submitted and engaged in audits, but poor results
- Others Poor



Criteria 2: Asset Management

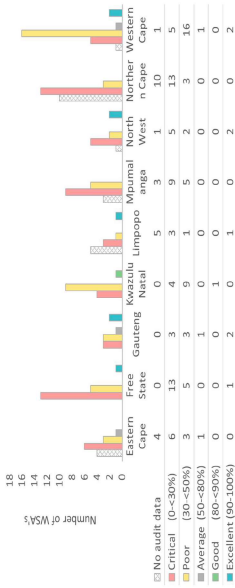
Managing infrastructure in a manner which will ensure that WC/WDM targets are met. Criterion the WSA's compliance with Regulations 509 of 2001 Clause 10(e) was assessed.

- Consumer meter maintenance, testing and replacement
- Active monitoring of high water loss demand management areas (Metros)
- 8 comply with minimum requirements
- 51 have records of meter maintenance, testing and replacements
- 61 did not submit evidence



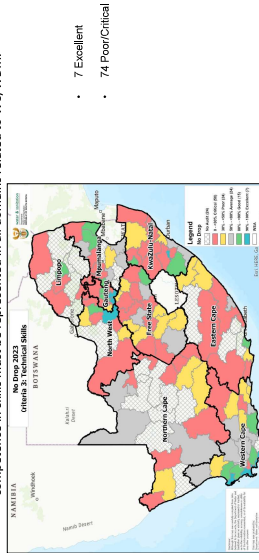
Criteria 2: Asset Management

- Most WSAs in Gauteng, KwaZulu Natal and Western Cape provided evidence that meter replacement programmes were in place.
- The majority of WSAs in Eastern Cape, Free State, Limpopo, Mpumalanga, and Northern Cape did not provide evidence of a consumer meter replacement programme



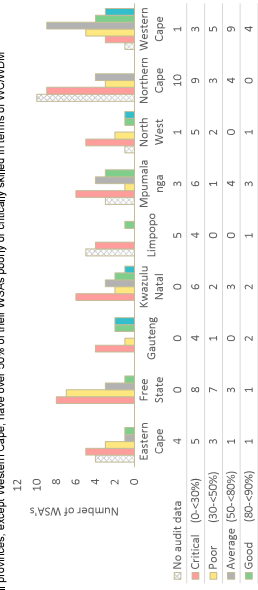
Criteria 3: Technical Skills

Sufficiently qualified WC/WDM team to drive and to add impetus to its WC/WDM initiatives. The necessary competence in skills must be represented in all domains related to WC/WDM.



Criteria 3: Technical Skills

- The Western Cape has the highest percentage of capacitated WSAs
- All provinces, except Western Cape, have over 50% of their WSAs poorly or critically skilled in terms of WC/WDM

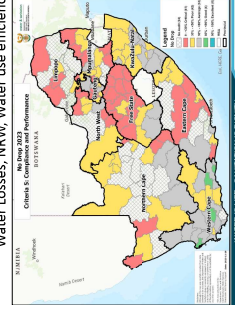


Criteria 5: Compliance and Performance

Best practice targets

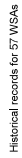
- Leaks in the reticulation systems must be repaired in under 48 hours
- Indicators must be known and demonstrate a year-on-year improvement (Physical & Commercial Water Losses, NRW, Water use efficiency)

- 4 Good
- 74 Poor/Critical



Bonus: Water Balance Submission

- Western Cape has the majority of WSAs with average and better compliance and performance.
- KwaZulu Natal have approximately 45% of their WSAs achieving above 50% (Average and Good).
- All others have over 75% of their WSAs achieving below 50% (Poor and Critical).

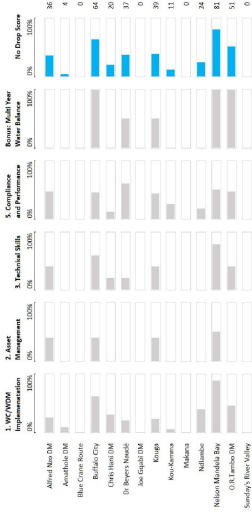


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WSA Summaries per Province

- Majority of WSA in Western Cape, KwaZulu Natal and Gauteng have historical data
- There was a very poor response the other provinces, particularly in the Free State, Limpopo, North West, and Northern Cape.



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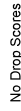
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Comparison to 2014 No Drop Audit



Province	Deterioriated	Maintained	Improved
Eastern Cape	3	1	3
Free State	7	2	0
Gauteng	6	0	2
KwaZulu Natal	7	2	4
Limpopo	3	1	2
Mpumalanga	2	1	3
North West	4	0	0
Northern Cape	4	2	4
Western Cape	11	2	7
Total	45	11	25

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Recommendations

Recommendations

- Municipalities should increase their efforts to achieve the targets set under the various water reconciliation strategies to ensure water security.
- Ongoing monitoring and reporting of municipal NRW and water loss performance by DWS against determined targets and baselines are critical.
- Municipalities should increase their efforts to reduce NRW and the negative impact it has on their ability to generate own income and operate a viable water business.
- Municipalities should, through on-going awareness programmes, encourage the consumer to appreciate the value of water and enforce the user pays principle.
- Municipalities should resolve metering and billing issues to increase payment levels, encourage consumer fixing of leaks, and prosecution of illegal water connections and reduce theft of water.
- Municipal asset management needs to be improved to ensure greater sustainability of water supply services.
- Closer involvement and collaboration with National Treasury is critical to ensure issues related to funding of WCWDM programmes, metering and billing issues are resolved with municipal finance departments.
- The No Drop incentive-based regulation programme should be rolled-out as planned with the other Drop programmes to elevate WCWDM regulation in the municipal environment.

