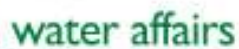




version 1



blue drop
CERTIFICATION
drinking water quality
REGULATION

List of Acrynomns

BD	Blue Drop
BDS	Blue Drop System (www.dwa.gov.za/buedrop)
DBSA	Development Bank of Southern Africa
DM	District Municipality
DWA	Department of Water Affairs
DWQ	Drinking Water Quality
DWQM	Drinking Water Quality Management
eWQMS	Electronic Water Quality Management System
LM	Local Municipality
O & M	Operation and Maintenance
RWS	Rural Water Scheme
UK	United Kingdom
WSA	Water Service Authority
WSP	Water Service Provider
WTW	Water Treatment Works

Blue Drop Report

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National Overview

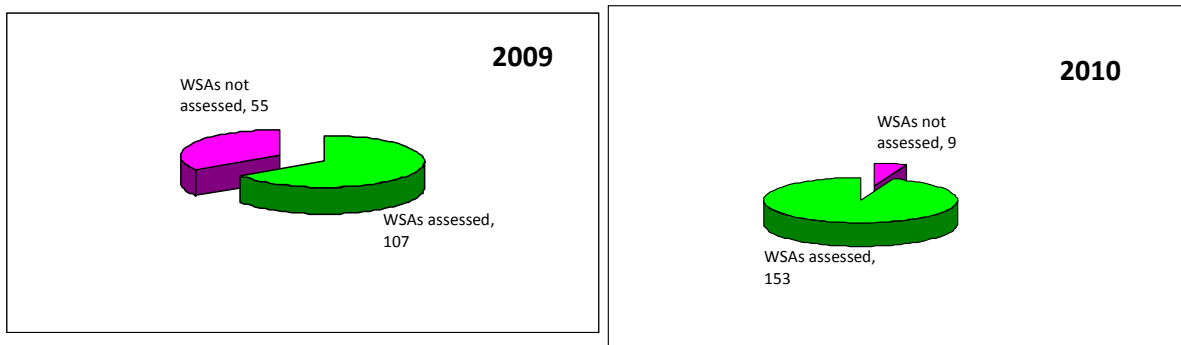
Introduction

The Department of Water Affairs initiated the drinking water quality (DWQ) regulation programme in 2005 with the objective of ensuring the improvement of tap water quality by means of compliance monitoring. A survey conducted in the preceding year indicated that less than 50% of municipalities then monitored drinking water quality as per legislated requirements. The introduction of the regulation initiative saw the monitoring performance improving to 100% by early 2008. However this improvement did not necessarily instilled public confidence due to many negative reporting on water quality at that stage. This phenomenon triggered the initiation of an incentive-based regulation programme, termed Blue Drop Certification, which commenced on 11 September 2008.

In June 2009, this regulatory concept was presented to the Drinking Water Regulators Network (RegNet) of the World Health Organisation in Singapore. Regulators were generally impressed with this fresh concept and what it has achieved in a short space of time. The Drinking Water Inspectorate (UK) supported by means of providing advice and exposure to their manner of regulation; this through an informal relationship which was initially established in 2004.

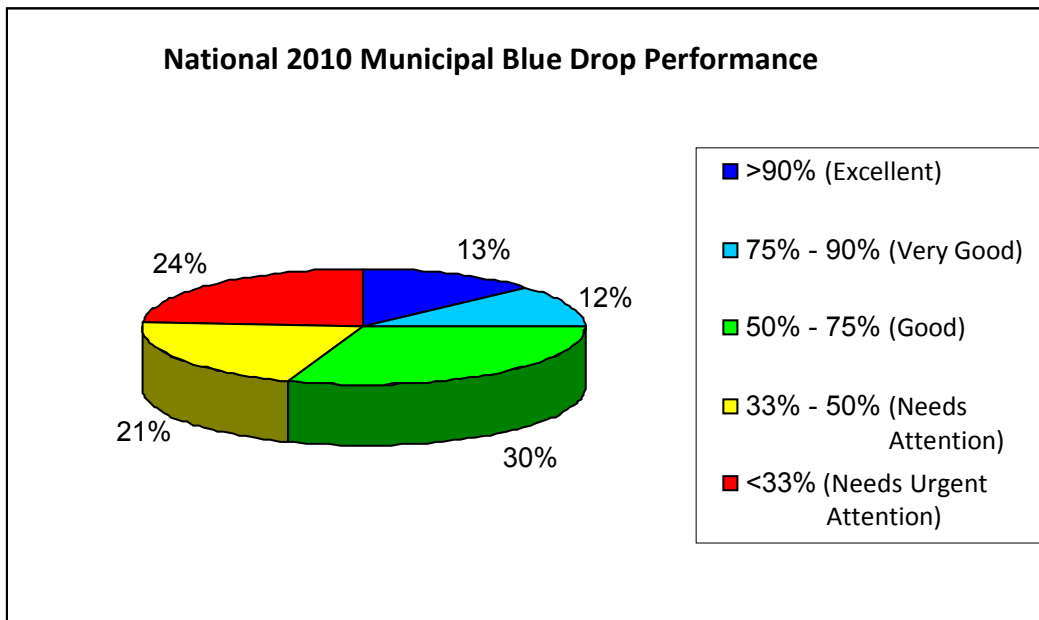
Summary Blue Drop 2010

The Blue Drop Certification programme is only in its second year of existence and promises to be the catalyst for sustainable improvement of South African drinking water quality management in its entirety. This is derived from the evidence of holistic improvements detected in various areas of the drinking water quality management discipline. In spite of it being early days, it is remarkable to note the heightened levels of commitment to drinking water quality management detected within the municipal fraternity. This all is to the good of the general public who depends on tap water to sustain their livelihoods.



The number of Water Services Authorities assessed increased from 66% (2009) to 94% (2010).

DWA officials working on this programme were humbled by the heightened levels of enthusiasm and commitment with which municipalities prepared for the 2010 Blue Drop assessments. For example during the Limpopo assessments in February 2010, some municipal officials explained their way through vast volumes of DWQ records and documents up until well after 23h00 at night. There certainly was a huge improvement in commitment to the management of drinking water quality since the inception of incentive-based regulation (11 September 2008).



55% of all Municipalities scored higher than 50% which portray gradual improvement, and 24% of municipal drinking water quality management programmes were found to be wanting of more substance which will ensure that good tap water quality could be sustained. But generally there has been improvement since the inception of the Blue Drop Certification programme.

The significance of this improvement is put into context when considering the fact that this improvement occurred in spite of:

- The number of systems assessed in 2010 almost doubled on the 440 assessed in 2009. (787 systems were assessed in 2010). This implies that 347 water supply systems were assessed for the first time ever.
- The Blue Drop Requirements increased from 6 to 9. Water Safety Plans, Asset Management and DWQ Performance Publication were introduced as new requirements and accumulatively accounted for 25% of the weighting.

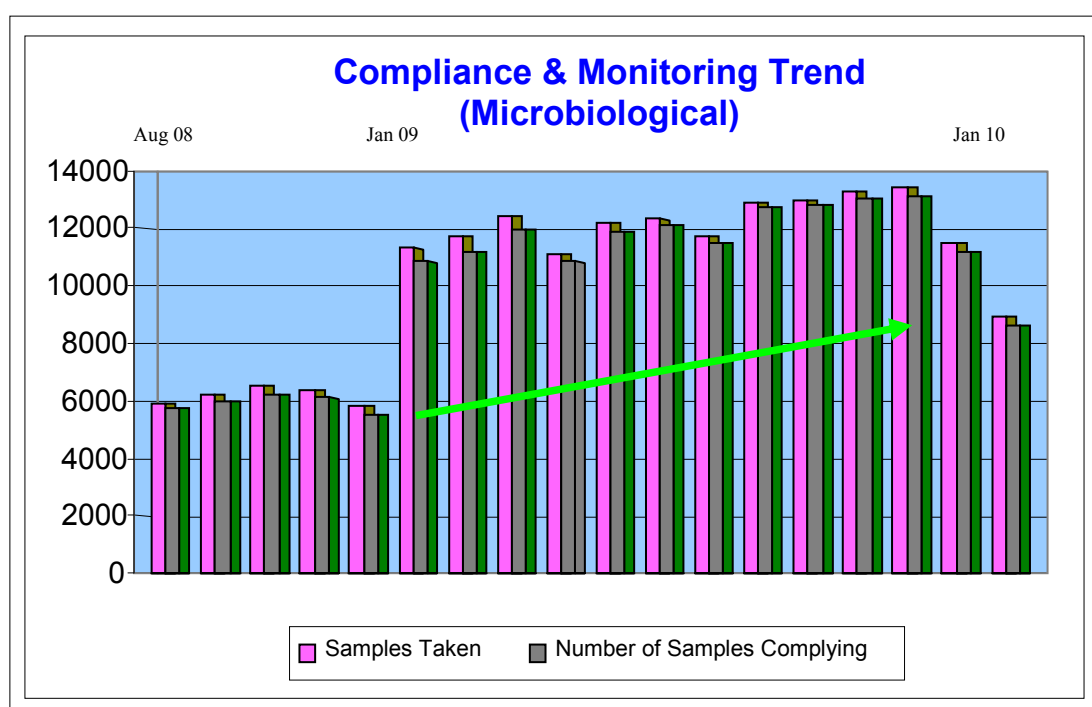
Status of South African Drinking Water Quality

During the 2009 Blue Drop reporting cycle a compliance of 93.3% (microbiological) was reported. This improved to 97.5% (microbiological) and 99.5% (chemical) compliance for the 2010 which is a significant improvement if it is considered that the number of sampling escalated momentarily. These compliance figures emanates from samples taken within municipal systems where access to at least basic water services was achieved. Up until January 2009 about 4200 samples were tested and reported per month; since the inception of the Blue Drop Programme this count increased to about 12 000 per month. This signifies the magnitude of this improvement.

Previous reporting was based upon microbiological compliance only since chemical compliance was found to be well within the limits of the national standard, but henceforth there will be 3 categories of official DWQ performance reporting as indicated on the Blue Drop System (BDS). There will be a focus to enhance monitoring programmes by adopting the risk-based management approach as encouraged by the World Health Organisation. This will ensure that monitoring will be custom-made for the raw water and other related risks identified during a catchment to consumer water quality risk assessment.

Even though this progress is a source for optimism, the Department will by no means rest on the laurels of this recorded regulatory success but will proceed with efforts to ensure that all South Africans and visitors consume water of the highest standard at all times. There remain significant challenges in the field of drinking water quality which will require a focussed regulatory approach as well as intensified municipal management commitment to ensure improvement. These challenges generally occur in the domain of the management of and operation of treatment technology, due to the lack of adequate process controlling skills in some areas.

Hence the need for continued regulatory engagement with water services authorities and providers to improve the efficacy of monitoring programmes. The South African National Accreditation Service (SANAS) and National Laboratory Association (NLA) will be engaged to improve credibility of laboratory results. This includes the introduction of coordinated efforts to expand effective proficiency testing schemes for laboratories not yet accredited. This initiative might result in the temporarily decrease of compliance figures within the next year but this will ensure increased integrity of the drinking water quality regulation programme.



This graph indicates the immediate improvement in sampling and compliance levels since the inception of the Blue Drop Certification Programme. (The reduction in February 2010 is due to the delay in laboratory results submission on the Blue Drop System (BDS) and thus not being available at the time of print). This trend though is indicative of an evident paradigm shift since the introduction of incentive-based regulation.

Significant changes were made to the Drinking Water Quality Regulation information system, which has been renamed as the Blue Drop System (BDS). This allows for enhanced regulation capability, gives water services institutions access to their own regulatory performance views and provides credible DWQ information to the public. This system can be accessed at www.dwa.gov.za/bluedrop.

A search engine-based web page (“My Water”) was created secondary to the BDS where the public can be informed on the status of drinking water quality in an area of concern to them. It

therefore no longer would be necessary to be misled by opportunistic marketing strategies of certain home water purification systems or bottled water businesses. “My Water” can be accessed at www.dwa.gov.za/mywater. Information is based upon the preceding 3-month compliance trend.

Enhancing Regulatory Efficiency



The Department of Water Affairs (DWA) is the South African water sector regulator and this includes a specialised unit which monitors municipal drinking water quality management performance. This unit established a twinning arrangement with the Drinking Water Inspectorate (DWI) that serves as regulator of tap water quality in the United Kingdom (UK) in order to enhance efficacy and subsequent regulatory credibility. This cooperative relationship was facilitated by PfWS (Partners for Water and Sanitation) which is a British initiative to develop skills in the water sectors of developing countries. The UK Department of Environment, Food and Rural Affairs (DEFRA) provided the necessary funding for this exceptional initiative to materialise.

A core group of Blue Drop assessors were exposed to the operations and regulatory interpretations of the Drinking Water Inspectorate (DWI), as well as the Environment Agency (EA) (UK environment regulators) in October 2009. This group provided extensive training to the rest of the national drinking water quality regulation team upon return to South Africa prior to the commencement of the Blue Drop audits.

A DWI inspector joined the South African audit team for a week long intensive audit cycle at the end of November 2009. This visitation presented a mutual benefit to both countries; the two regulatory entities obtained intellectual investments that will augment both regulatory capacity and credibility.

Blue Drop 2010 Performance

Non Assessed Systems

While the 2010 Blue Drop Assessment discovered various improvements in the sector, it is unfortunate that 9 Water Services Authorities (out of 162) were found to portray a disregard for drinking water quality management when they chose not to adhere to the call to be assessed. These municipalities are:

- Breede Rivier/Winelands LM (Western Cape)
- Delmas LM (Mpumalanga)
- Dipaleseng LM (Mpumalanga)
- Metsimaholo LM (Free State)
- Moqhaka LM (Free State)
- Moretele LM (North West)
- Musukaligwa LM (Mpumalanga)
- Pixley ka Seme LM (Mpumalanga)

- Phumelela LM (Free State)

The Department will give special attention to these municipalities over the next few months to ensure that the public is informed on the state of drinking water quality management in water supply systems under their areas of jurisdiction.

Comparative Provincial Blue Drop Performance

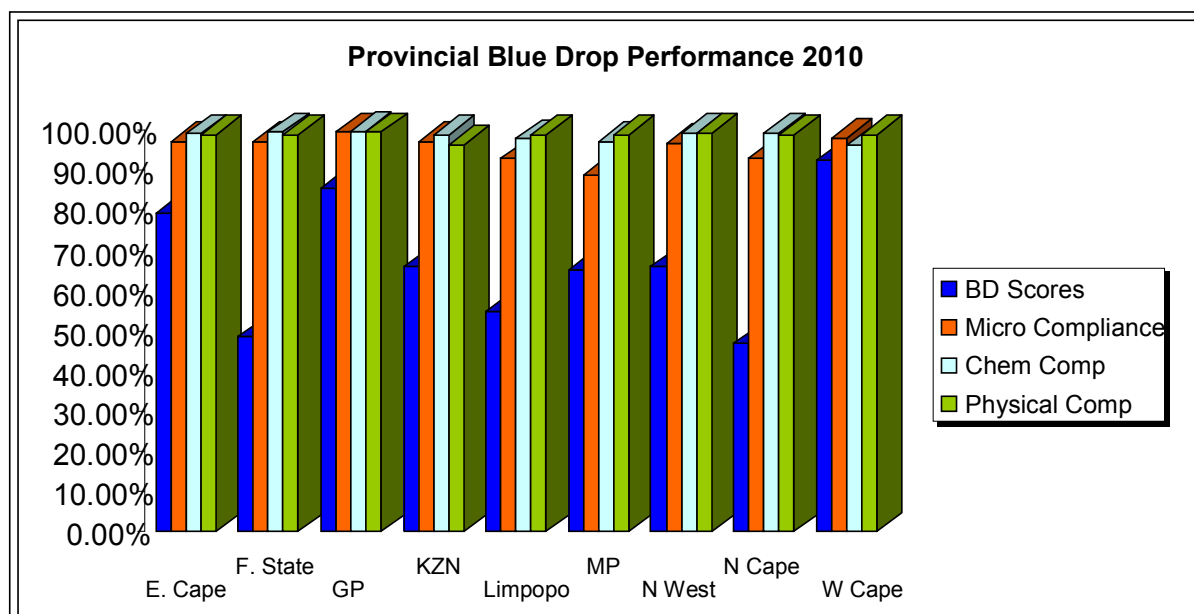
It is encouraging to note that 38 Water Supply Systems received Blue Drop Certification In 2010 compared to 23 Water Supply Systems that received Blue Drop Certification in 2009.

Western Cape and Gauteng remained in the leading positions as far as provincial Blue Drop performance is concerned. Free State and Northern Cape proved to have found it most challenging to adapt from a drinking water quality *monitoring* approach to that of drinking water quality *management*. (These figures were calculated based upon the water supply system scores weighted according to the volume of water supplied by each specific system. This would imply that the score of larger systems would have a higher weighting than a smaller system.)

	Blue Drop Scores	Microbiological Compliance	Chemical Compliance	Physical Compliance
Eastern Cape	79.40%	97.30%	99.20%	99.00%
Free State	48.50%	97.40%	99.60%	98.80%
Gauteng	85.54%	99.50%	99.70%	99.60%
KwaZulu Natal	65.91%	97.30%	98.90%	96.50%
Limpopo	54.95%	92.90%	97.90%	98.90%
Mpumalanga	65.42%	89.00%	97.40%	98.90%
North West	66.01%	97.00%	99.30%	99.30%
Northern Cape	46.87%	93.10%	99.30%	98.90%
Western Cape	92.45%	98.20%	96.20%	99.00%
National Average	70.75%	97.30% ¹	99.50% ²	99.00% ²

¹ Microbiological compliance will remain the main benchmark for DWQ performance measurement. The National Standard (SANS 241:2006) sets a target of 97% while the Blue Drop excellence target is set at 99%.

² With the drive to enhance data credibility (through the “step ladder” approach towards accreditation and implementation of water safety plan informed monitoring programmes), it is expected that these compliance figures would slightly decline, yet the target will remain 95% as set in the national standard.



In 2009 the average National Blue Drop score was recorded as 53% while the 2010 average is noted as 70.74%. This is a remarkable improvement considering the fact the scope of Blue Drop certification increased significantly.

National Top 10 Blue Drop Performers

1.	City of Joburg (+ Johannesburg Water & Rand Water)	98.4%
2.	City of Cape Town	98.2%
3.	Bitou LM	97.7%
4.	Kgatelopele LM	97.4%
5.	George LM	96.9%
6.	Ekurhuleni Metro (+ Rand Water)	96.8%
7.	Mogale City (+ Rand Water)	96.7%
8.	City of Tshwane (+ Rand Water & Magalies Water)	96.4%
9.	Ethekwini Metro (+ Umgeni Water)	96.1%
10.	Dr J.S. Moroka LM	95.7%

The National Top 10 performers list indicates that excellent drinking water quality management is not limited to bigger municipalities and metropolitan areas. Smaller municipalities such as Bitou, Kgatelopele, George and Dr. J. S. Moroka Local Municipalities made the Top 10 a 60:40 split between bigger and smaller municipalities. Excellence is therefore an all-round possibility.

Blue Drop Certified Systems for 2010

<u>System</u>	<u>WSA</u>
1. Peddie	Amathole DM (+ Amatola Water)
2. Beaufort West	Beaufort West LM
3. Plettenberg Bay	Bitou LM
4. Nature's Valley	Bitou LM
5. Kurland	Bitou LM
6. King Williams Town	Buffalo City
7. East London (Umzonyana)	Buffalo City
8. City of Cape Town	City of Cape Town
9. City of Johannesburg	City of Johannesburg (+ Johannesburg Water & Rand Water)
10. City of Tshwane	City of Tshwane (+ Rand Water & Magalies Water)
11. Weltevreden	Dr JS Moroka LM
12. Paarl	Drakenstein LM (+ City of Cape Town)
13. Saron	Drakenstein LM
14. Hermon	Drakenstein LM (+ City of Cape Town)
15. Gouda	Drakenstein LM (+ West Coast DM)
16. Ekurhuleni	Ekurhuleni Metro (+ Rand Water)
17. Emfuleni	Emfuleni LM (+ Rand Water)
18. Ethekwini	Ethekwini Metro (+ Umgeni Water)
19. George	George LM
20. Danielskuil	Kgatelopele Local Municipality
21. Karatara	Knysna LM
22. Mangaung East (Maselspoort)	Mangaung LM
23. Mangaung West (Welbedacht)	Mangaung LM (+ Bloem Water)
24. Nelspruit	Mbombela LM (+ Silulumanzi)
25. Mogale City	Mogale City (+ Rand Water)
26. Greater Tzaneen	Mopani District Municipality (+ Greater Tzaneen LM)
27. Letsitele Town	Mopani District Municipality (+ Greater Tzaneen LM)
28. Nelson Mandela Bay	Nelson Mandela Metro
29. City of Polokwane	Polokwane Local Municipality (+ Lepelle Water)
30. Rustenburg	Rustenburg LM (+ Rand Water & Magalies Water)
31. Stellenbosch	Stellenbosch LM (+ City of Cape Town)
32. Middelburg/Mhluzi	Steve Tshwete LM
33. Hendrina	Steve Tshwete LM
34. Arnot/Rietkuil	Steve Tshwete LM
35. Komati/Blinkpan	Steve Tshwete LM
36. Tlokwe	Tlokwe LM
37. Ceres	Witzenburg LM
38. Prins Alfred Hamlet	Witzenburg LM

Blue Drop Report-card Scoring Criteria

Criteria (& weighting)	Score	Symbol	Description	Requirements (& secondary weighting)
Water Safety Plan (5%)	100%	A	Complies 100% with the set criteria	<ol style="list-style-type: none"> 1. A Risk Assessment (on the basis of the Water Safety Plan concept) must have been done, covering all areas of responsibility (from catchment to consumer) (30%) 2. The Water Safety Plan must detail roles and responsibilities, deadlines for management activities, and Management's commitment to fund implementation (30%) 3. Proof had to be presented on how findings of the Risk Assessment influenced the monitoring programme. It must also indicate plans for security improvement (40%)
	80% - < 100%	B	Partially complies, yet very good performance recorded	
	60% - < 80%	C	Possible outstanding issues noted, e.g. Managerial Commitment for implementation of safety plan not obtained; Risk Assessment lacking comprehensive element, etc	
	45% - < 60%	E	Water Safety Plan in place but requires significant improvement. Could also be that plan is not informing the monitoring programme	
	30% - < 45%	F	Risk Assessment done or effort noted to get a Water Safety Plan in place, yet far from the required standard	
	0% - < 30%	G	Not complying. No Water Safety Plan- implying DWQ related risks of this specific water supply system are not managed at all	
Process Control and Maintenance Competency (10%)	95% - 100%	A	Complies with all requirements	<ol style="list-style-type: none"> 1. Treatment works complying with Regulation 2834 of Water Act. in terms of Classification and Registration (20%) 2. Process Controllers complies with skills requirements of Regulation 2834 of Water Act (40%) 3. Availability of skilled maintenance skills (10%) 4. Operations and Maintenance manual is in place (30%)
	80% - < 95%	B	Complies with all requirements except for 1	
	70% - < 80%	C	Not complying with 2 Requirements	
	50% - < 70%	D	Not complying with criteria No. 2 or complying with No.2 and none of the other	
	30% - < 50%	E	Not complying with criteria No. 1 & 2 or No. 2 & 4	
	12% - < 30%	F	Not complying with the majority of the requirements	
	0% - < 12% (& no info)	G	Not complying with any of the requirements or the complete lack of info	
Efficiency of Drinking Water Quality Monitoring Programme (15%)	90% - 100%	A	Complies with all requirements	<ol style="list-style-type: none"> 1. Operational monitoring efficiency (20%) 2. Compliance monitoring efficiency (40%) 3. Adequate monitoring coverage or distribution network (20%) 4. Number of key analyses (e.g. E. coli) per population served (regulatory yardstick is a minimum of 1:10 000) (20%)
	70% - < 90%	B	Complies with all requirements except for 1	
	60% - < 70%	C	Not complying with requirement No. 2 and another requirement; Or not complying with any other 3 requirements	
	50% - < 60%	D	Only complying with Requirement No. 2 or any other 2 criteria	
	40% - < 50%	E	Not complying with majority of the criteria. Only complying with one requirement	
	10% - < 40%	F	Not complying with majority of the criteria. Only complying with a portion of a single requirement.	
	0% - < 10% (& no info)	G	Not complying with any of the requirements or the complete lack of info	

Criteria (& weighting)	Score	Symbol	Description	Requirements (& secondary weighting)
Credibility of Drinking Water Sample Analysis (5%)	100%	A	Fully complies with all requirements	1. Proof to be provided of the laboratory used (10) 2. Laboratory is either accredited or participates in an accredited Proficiency Scheme (obtaining an acceptable Z-score) (50) 3. Proof that analysis results are used to improve process controlling (30) 4. DWQ Data is fully verifiable on the Blue Drop System (BDS) (10)
	80% - < 100%	B	Complies with all requirements except for Requirement No.1	
	60% - < 80%	C	Complies with all requirements except for Requirement No.3	
	50% - < 60%	D	Not complying with Requirement No.2; Or not complying with Requirements 1 & 2	
	40% - < 50%	E	Only complying with Requirement No. 3	
	10% - 40%	F	Only complying with Requirement No.1	
	0% (& no info)	G	Not complying with any of the requirements or the complete lack of info	
Regular Submission of Drinking Water Quality Results to DWA (5%)	100% (12months)	A	Fully complied with criterion	1. Results must be submitted 12 months a year (100)
	0% (0 months)	G	No data submitted	
Drinking Water Compliance with the South African National Standard (SANS 241) (30%)	100%	A	Fully complies with the criteria	1. Provided adequate figures/information on monitoring data for compliance calculation (20%) 2. Complies with more than 99% of key micro bacteriological limits and more than 95% of key chemical limits (80%) <i>Penalties were introduced to ensure that inadequate sampling and DWQ results submission are taken into account as situations that could portray in inaccurate positive compliance.</i>
	80% – < 100%	B	Complying but penalty applied due to either lack of system specific data or irregular submission of data	
	60% - <80%	C	Complies with more than 99% of key micro bacteriological limits and more than 95% of key chemical limits but could not provide sufficient monitoring information	
	40% – < 50%	E	Provided sufficient monitoring information but did not comply with excellence limits of SANS 241	
	0% (& no info)	G	Did not comply with both sub-criteria or failed to submit sufficient data for assessment purposes	
Drinking Water Quality Failure Response Management (15%)	100%	A	Fully complies with the criteria	1. Proof provided of a Drinking Water Incident Management Protocol (45%) 2. Proof of Implementation - DWQ Failure Incident register (55%)
	60% - <80%	C	Have evidence to proof incident management control, but has no documented protocol	
	40% – < 50%	E	Has a documented protocol in place but not evidence to proof implementation	
	0% (& no info)	G	No complying with criteria or failed to submit sufficient information for assessment purposes	

Criteria (& weighting)	Score	Symbol	Description	Requirements (& secondary weighting)
Responsible Publication of DWQ Management Performance (5%)	100%	A	Fully Complies with Criteria	1. Annual Publication of DWQ Management performance (50%) 2. Evidence to be provided that wider audiences reached through the communication means (50%)
	85% - < 100%	B	Publishing some DWQ information but not fully accessible	
	75% - < 85%	C	Electronic means of communication but not accessible to all	
	50% - < 75%	D	Some form of making information available but not according to the expected norm	
	0% (& no info)	G	Not complying	
Efficacy of basic DWQ Asset Management (10%)	100%	A	Fully complies with Criteria	1. An annual Process Audit done on treatment works (20%) 2. An updated Asset Register to be in place (30%) 3. Treatment works operations should not exceed design capacity (20%) 4. Operations budget should make provision for Maintenance (30%)
	80% - < 100%	B	Complies with all criteria except for one of 4 aspects	
	70 % - < 80%	C	Partially complies with the listed requirements	
	50% - < 70%	D	Complies with at least 50% of the requirements	
	30% - < 50%	E	Complies with a portion of the requirements	
	20% - < 30%	F	An effort is noted to initiate the asset management processes	
	0% (& no info)	G	Not complying	

Drinking Water System **Blue Drop** Performance Rating

100% **Exceptional** Drinking Water Quality Management

This score implies that the water services institutions complies 100% with all Blue Drop Certification Criteria. DWA has full confidence in the management ability of water services institutions involved in treating, monitoring and managing drinking water in the specific water supply system. This institution/municipality fully comprehends its responsibility to continuously act in a proactive/preventative manner to ensure safe water supply.

95% – <100% **Managing** Drinking Water Quality with **Excellence**

Compliance with this scoring category implies that the specific water supply system qualifies for Blue Drop Certification. If sufficient information is available to support the scoring, Blue Drop acknowledgement will be issued. This would imply that DWA has confidence that the water services institutions (municipality) is capable of sustaining safe quality of water supply and will act responsibly when deviation in tap water quality is detected (which might pose a health risk) through continuous efficient operational and compliance monitoring.

80% - <95% **Very Good** Drinking Water Quality Management (DWQM)

Scoring in this category implies that the municipality/institution have very good systems in place to effectively manage the quality of drinking water in this specific supply zone. However there are shortcomings which prevent it from becoming a Blue Drop certified system. Improvement towards certification is within reach.

60% - <80% Good DWQM

There is sufficient proof that the municipality/institution has adequate processes in place to ensure safe water supply. However there is room for improvement towards Blue Drop certification, since portions of the requirements are not complied with as yet.

50% - <60% Reasonable (Satisfactory) DWQM

The municipality/institution has an average level of ability and understanding to manage DWQ according to most of the regulatory criteria. However this is not sufficient to ensure full confidence from DWA in the ability of the systems and those responsible for DWQ management in this specific water supply system.

33.3% - <50% Improvement Required in DWQM

While the municipality/institution might still be in the position to provide safe drinking water most of the time, DWA has a lower level of confidence in the institution's ability to sustain the provision of safe water. Therefore a concerted effort is required to improve in the various areas of DWQ management to ensure the public's confidence in the quality of safe water supply at all times.

<33.3% Significant Improvement Required in DWQM

This score is an indication of inadequate DWQ Management (probably incl. Monitoring, Treatment and Planning) efficiency levels. Urgent intervention is required by the municipal/institutional management to ensure drastic improvement towards the point where the public and DWA could have confidence in the manner DWQ is being managed. At the current level of performance an extreme low level of confidence would prevail.

EASTERN CAPE Province



Chapter 1 - EASTERN CAPE Province

Introduction

Improvement is evident since the 2009 Blue Drop assessments, and this is most heartening since resource constraints have not limited the endeavour towards drinking water quality management improvement. Yet (disappointingly) digress were also detected in some areas and this led to the withdrawal of Blue Drop status in the case of Sandile (Amathole DM), but the Department is confident that this is temporary of nature.

Of concern would be the tendency to neglect regular monitoring of chemical determinands in smaller municipalities and rural systems. The Department would encourage municipalities to manage each water supply system according to the risk management method by means of a water safety plan and to amend conventional monitoring to include relevant and appropriate chemical monitoring.

The Department notes the commendable manner in which Baviaans LM manages its borehole abstraction to sustain adequate aquifer levels and trust that other municipalities would adopt similar practices in this arid region where water resources should be regarded as key assets. In an arid area such as the Eastern Cape ground water monitoring should be an essential component of individual asset management plans.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Nelson Mandela Bay	Nelson Mandela Metro
King Williams Town	Buffalo City
East London (Umzonyana)	Buffalo City
Peddie	Amathole DM (+ Amatola Water)

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

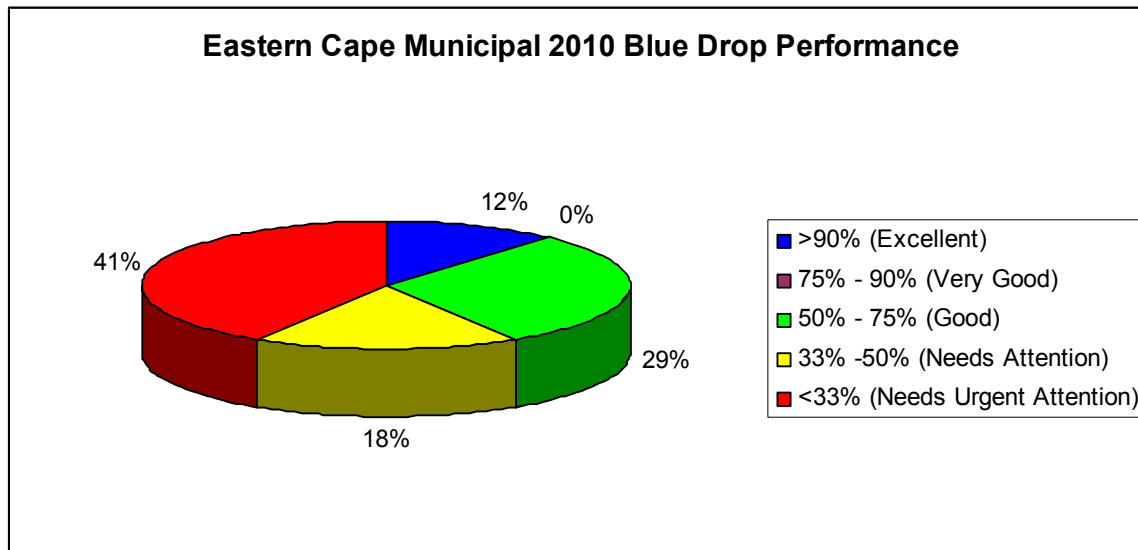
1.	Buffalo City	95.2%
2.	Nelson Mandela Metro	95.1%
3.	Amathole DM (+ Amatola Water)	68.2%
4.	Kouga LM	60.5%
5.	Joe Gqabi DM (Ukhahlamba)	55.0%

Provincial Blue Drop Score: **79.4%**

Percentage of Water Service Authorities assessed: 100%

Quick Facts

- ◆ During the assessment 123 water supply systems were assessed which according to records supply about 1200 Ml/day drinking water to various towns, villages and cities within the province. These figures imply that there are a vast number of systems that produce smaller volumes of water per day to the relevant communities.
- ◆ The following average provincial DWQ compliance figures were recorded for 2009:
 - Microbiological: 97.3%
 - Chemical Health: 99.2%
 - Physical & Organoleptic 99.0%
- ◆ While these compliance records portray a positive picture, there remains concern regarding the adequacy of monitoring programmes. It has been found that conventional monitoring practice is normally not based upon a proper risk assessment; however this is being advised to be amended to allow for water safety plan based risk assessments to inform adequate monitoring programmes.
- ◆ Some improvement is required with regards to the basic requirement for proper process controlling; 62 of the assessed 109 water treatment facilities had Operations and Maintenance Manuals in place.



This graph depicts the result of a huge increase in DWQ management focus on smaller systems during the 2010 assessment. 41% of the municipalities obtained a “pass” mark (50%) while the rest still requires improvement in various areas which previously might have been regarded as “not-necessary” for rural or smaller schemes. The challenge now would be to reduce the yellow and red portions of the graph by 2011. So while the graph might not portray a very good picture, it remains one from which encouragement can be drawn.

Water Services Authority: Alfred Nzo District Municipality

Water Services Provider: Alfred Nzo DM

Municipal Blue Drop Score: **26.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Matatiele	Mount Ayliff	Mt. Frere	Maluti Regional	Rural Schemes
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		E	B	A	D	A
Efficiency of Monitoring Programme		E	F	F	F	E
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		E	E	E	E	E
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		D	D	F	D	D
Efficacy of Asset Management		F	G	G	G	F
Microbial DWQ Compliance with National Standard		67.55%* 07 months data	67.55%* 07 months data	67.55%* 07 months data	67.55%* 07 months data	67.55%* 07 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		25.94% ↑	27.69% ↑	24.75% ↑	23.44% ↑	30.94% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

It is encouraging to note that Alfred Nzo DM commenced with basic compliance monitoring and reporting during the Blue Drop assessment period. Yet the drinking water quality management requires significant improvement with a focus on the quality of the tap water. An average of 67.6% compliance is far from acceptable and leaves the communities at risk since there will be inconsistent supply of drinking water which complies with the acceptable standards. Effective and relevant chemical monitoring is essential but must be informed through a thorough risk assessment (as part of the water safety plan process).

Water Services Authority: Amathole District Municipality
Water Services Provider: Amathole DM; Amatola Water & WSSA

Municipal Blue Drop Score: **68.2%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Cintsa East Amathole Water	Haga Haga Amathole Water	Kei Mouth Amathole Water	Morgan's Bay Amathole Water	Idutywa Amathole Water
Water Safety Plan		F	F	F	G	G
Process Control & Maintenance Competency		B	B	B	C	B
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	E	C	C	C
Compliance with National Standard		B	D	G	B	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		D	D	D	D	G
Efficacy of Asset Management		B	C	B	D	B
Microbial DWQ Compliance with National Standard		98.75% 12 months data	97.96% 10 months data	96.56%* 12 months data	96.56%* 12 months data	96.56%* 12 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data	99.99% 02 months data	93.39%* 04 months data	93.39%* 04 months data	93.39%* 04 months data
Blue Drop Score (2010) + Trend		72.44% ↑	61.81% ↑	53.06% ↓	63.44% ↘	48.31% ↑
Blue Drop Score (2009)		42%	40%	68%	68%	42%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Willowvale Amathole Water	Elliotdale Amathole Water	Kotana Amathole Water	Mendu Amathole Water	Cwebe Amathole Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	B	B	C	B
Efficiency of Monitoring Programme		B	B	D	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		E	C	C	B	B
Compliance with Nat. Standard		G	G	A	A	A
Failure Response Management		E	E	E	E	E
Publication of Performance		G	G	D	D	D
Efficacy of Asset Management		B	D	D	D	B
Microbial DWQ Compliance with National Standard		95.00% 08 months data	95.00% 11 months data	99.99% 12 months data	99.99% 11 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 03 months data	99.99% 04 months data	99.99% 03 months data	99.99% 03 months data	99.99% 03 months data
Blue Drop Score (2010) + Trend		45.56% ↑	47.06% ↑	67.94% ↘	71.69% ↑	75.19% ↑
Blue Drop Score (2009)		42%	42%	70%	66%	42%

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Dwesa Amathole Water	Butterworth Amathole Water	Ngqama-khwe Amathole Water	Qolorha Amathole Water	Toleni Amathole Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		B	A	E	D	E
Efficiency of Monitoring Programme		B	B	D	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		C	B	C	C	C
Compliance with Nat. Standard		B	G	C	B	G
Failure Response Management		E	E	G	E	E
Publication of Performance		B	G	G	B	B
Efficacy of Asset Management		B	B	E	D	B
Microbial DWQ Compliance with National Standard		99.99% 08 months data	94.29% 12 months data	96.56%* 12 months data	99.99% 11 months data	96.56%* 12 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data	99.99% 03 months data	93.39%* 04 months data	99.99% 03 months data	93.39%* 04 months data
Blue Drop Score (2010) + Trend		69.31% ↘	52.56% ↑	41.63% ↑	64.31% ↑	46.31% ↓
Blue Drop Score (2009)		70%	Not Assessed	Not Assessed	45%	68%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 4)


<i>Performance Area</i>	<i>Systems</i>	Alice Amathole Water	Seymour Amathole Water	Fort Beaufort Amathole Water	Hogsback Amathole Water	Cathcart Amathole Water
Water Safety Plan		G	F	F	F	F
Process Control & Maintenance Competency		D	E	C	B	B
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		C	C	C	C	C
Compliance with Nat. Standard		A	A	G	B	G
Failure Response Management		E	E	E	E	E
Publication of Performance		B	B	B	B	B
Efficacy of Asset Management		B	D	B	B	D
<i>Microbial DWQ Compliance with National Standard</i>		98.48% 12 months data	91.67% 12 months data	90.91% 12 months data	96.56%* 12 months data	85.71% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 02 months data	99.99% 03 months data	99.99% 03 months data	93.39%* 04 months data	99.99% 04 months data
Blue Drop Score (2010) + Trend		72.81% ↑	72.06% ↑	53.06% ↑	73.31% ↑	53.69% ↑
Blue Drop Score (2009)		Not Assessed	68%	Not Assessed	70%	45%

Water Supply Systems Blue Drop Performance (Table 5)

<i>Performance Area</i>	<i>Systems</i>	Stutterheim WSSA	Kei Road Amathole Water	Bedfort Amathole Water	Adelaide Amathole Water	Qwaninga Amathole Water
Water Safety Plan		F	G	F	F	F
Process Control & Maintenance Competency		B	A	E	E	D
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	B	B	B	C
Compliance with Nat. Standard		G	G	G	E	E
Failure Response Management		E	E	E	E	E
Publication of Performance		B	B	B	B	B
Efficacy of Asset Management		D	D	B	B	B
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 12 months data	90.90% 12 months data	96.56%* 12 months data	98.00% 12 months data	96.56%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 03 months data	99.99% 03 months data	93.39%* 04 months data	99.99% 03 months data	93.39%* 04 months data
Blue Drop Score (2010) + Trend		53.69% ↓	54.31% ↑	50.31% ↑	56.31% ↓	59.06% ↑
Blue Drop Score (2009)		66%	Not Assessed	40%	68%	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 6)

Performance Area	Systems	Sandile Amathole Water	Peddie Amathole Water 	Rooikrantz Amathole Water	Debe Amathole Water	Binfield Amathole Water
Water Safety Plan		E	F	F	F	F
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		A	A	A	A	A
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	B	B	B	B
Compliance with Nat. Standard		B	A	B	B	B
Failure Response Management		C	B	E	C	B
Publication of Performance		C	A	G	B	B
Efficacy of Asset Management		D	A	B	A	D
Microbial DWQ Compliance with National Standard		96.56%* 12 months data	96.56%* 12 months data	90.91% 12 months data	96.56%* 12 months data	96.56%* 12 months data
Chemical DWQ Compliance with National Standard		93.39%* 04 months data	93.39%* 04 months data	99.99% 03 months data	93.39%* 04 months data	93.39%* 04 months data
Blue Drop Score (2010) + Trend		83.58% ↓	95.01% ↘	76.39% ↑	92.25% ↑	88.06% ↑
Blue Drop Score (2009)		96%	96%	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 7)

Performance Area	Systems	Masinedane Amathole Water	Darbie Amathole Water	Glenmore Amathole Water
Water Safety Plan		F	F	F
Process Control & Maintenance Competency		A	A	A
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with Nat. Standard		A	A	A
Failure Response Management		E	E	E
Publication of Performance		C	D	G
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		96.56%* 12 months data	96.56%* 12 months data	96.56%* 12 months data
Chemical DWQ Compliance with National Standard		93.39%* 04 months data	93.39%* 04 months data	93.39%* 04 months data
Blue Drop Score (2010) + Trend		83.50% ↑	82.25% ↑	79.94% ↑
Blue Drop Score (2009)		79%	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 8)

Performance Area	Systems	Upper-Mnyameni Amathole Water	ADM Rural Borehole Schemes	Kei Bridge Amathole Water
Water Safety Plan		F	G	G
Process Control & Maintenance Competency		A	F	B
Efficiency of Monitoring Programme		A	F	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		B	G	D
Failure Response Management		E	G	E
Responsible Publication of Performance		G	G	D
Efficacy of Asset Management		D	E	D
Microbial DWQ Compliance with National Standard		96.56%* 12 months data	96.56%* 12 months data	98.83% 12 months data
Chemical DWQ Compliance with National Standard		93.39%* 04 months data	93.39%* 04 months data	>99.9% 03 months data
Blue Drop Score (2010) + Trend		78.06% ↑	24.25% ↑	61.94% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

Even though it is regrettable that Sandile could not maintain its Blue Drop status of 2009, the Department finds the monitoring programme of the District Municipality and Amatola Water as laudable. The Authority is taking responsibility for a very large area with many villages; it is noted that both drinking water quality compliance levels and sampling ratios are generally well within limits of acceptability.

There however remains sufficient room for improvement especially in the areas of Treatment (& Process Control), Incident Preparedness and Water Safety Planning. It is noted that the shortcoming of process control and incident response were raised in the 2009 Blue Drop report as well. It would be to the benefit of the affected communities should the Authority seek to improve this situation soonest.

Municipal Blue Drop Score: **52.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Steytleville	Willowmore
Water Safety Plan		G	G
Process Control & Maintenance Competency		A	D
Efficiency of Monitoring Programme		B	C
Credibility of Sample Analyses		C	C
Data Submission to DWA		C	C
Compliance with National Standard		D	D
Failure Response Management		G	G
Responsible Publication of Performance		B	B
Efficacy of Asset Management		D	B
Microbial DWQ Compliance with National Standard		96.67%* 12 months data	96.67%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data
Blue Drop Score (2010) + Trend		55.85% ↑	50.25% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department finds the aquifer asset management practice as commendable and would urge the municipality to sustain these efforts, especially since the water scarcity in this area dictates that such practices should be embraced. While the Blue Drop 2010 performance of this municipality obtained a reasonable score, there remains a need to improve monitoring and treatment efforts. A detailed risk assessment is required to inform which chemical determinands should be monitored (& at which frequency).

Water Services Authority: Blue Crane Local Municipality**Water Services Provider: Blue Crane LM****Municipal Blue Drop Score: 30.0%****Water Supply Systems Blue Drop Performance**



<i>Performance Area</i>	<i>Systems</i>	Sommerset East (Orange Fish)
Water Safety Plan		G
Process Control & Maintenance Competency		D
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		E
Failure Response Management		G
Responsible Publication of Performance		D
Efficacy of Asset Management		F
Microbial DWQ Compliance with National Standard		87.62% 12 months data
Chemical DWQ Compliance with National Standard		No data
Blue Drop Score (2010) + Trend		30.00% ↓
Blue Drop Score (2009)		42.5%

Regulatory Impression:

The drinking water quality compliance of Blue Crane LM fluctuated between excellent and poor. It is required that structured programmes are put in place to sustain consistent supply of excellent water. The Department notes the efforts to get a water safety plan in place which is highly recommended. However it will require Management's commitment to implement the findings of the risk assessment to ensure the sustained safety of drinking water.

Even though the Blue Drop 2009 called for urgent improvement, it is regrettable that a 12% digress was recorded.

Water Services Authority: Buffalo City Local Municipality**Water Services Provider: Buffalo City LM**Municipal Blue Drop Score: **95.2%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	King William's Town	Umzonyana (East London)
			
Water Safety Plan		B	B
Process Control & Maintenance Competency		B	A
Efficiency of Monitoring Programme		A	B
Credibility of Sample Analyses		C	C
Data Submission to DWA		A	A
Compliance with National Standard		A	A
Failure Response Management		A	A
Responsible Publication of Performance		D	B
Efficacy of Asset Management		A	B
Microbial DWQ Compliance with National Standard		99.20%* 12 months data	99.20%* 12 months data
Chemical DWQ Compliance with National Standard		98.62%* 12 months data	98.62%* 12 months data
Blue Drop Score (2010) + Trend		95.25% ↑	95.15% ↑
Blue Drop Score (2009)		Not Assessed	67.5%

* Compliance determined from Municipal Overview


Regulatory Impression:

It certainly took an incredible team effort to have lifted the municipality's performance from 67.5% to the point where both registered systems obtained the prestigious Blue Drop Certification for excellent drinking water quality management. The Department congratulates Buffalo City LM on a job well done but trust that this effort will be continued to ensure that this status will be maintained.

There however remains a need to:

- *Improve on the credibility of data through the improvement of Blue Drop System records and laboratory proficiency.*
- *Improve public communication on DWQ performance.*

Water Services Authority: Cacadu District Municipality**Water Services Provider: Cacadu DM**Municipal Blue Drop Score: **26.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Rural Schemes, Rietbron, Miller, Vondeling, Wolwefontein, Kleinpoort, Glenconnor
Water Safety Plan		G
Process Control & Maintenance Competency		E
Efficiency of Monitoring Programme		D
Credibility of Sample Analyses		B
Data Submission to DWA		B
Compliance with National Standard		G
Failure Response Management		G
Responsible Publication of Performance		D
Efficacy of Asset Management		E
Microbial DWQ Compliance with National Standard		80.90% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 03 months data
Blue Drop Score (2010) + Trend		26.88% 
Blue Drop Score (2009)		Not Assessed

Regulatory Impression:

The highlight of the Cacadu DM 2010 Blue Drop performance would be that there is sufficient reason to have a high level of confidence in the data credibility. This would also then be the reason why the Department would be deeply concerned about the quality of tap water in Wolwefontein and Glenconnor. These areas are prone to recurring microbiological failures even though records have it to be marginal. Disinfection must be improved and sustained.

A concerted effort is required to improve on the overall Blue Drop performance.

Water Services Authority: Camdeboo Local Municipality

Water Services Provider: Camdeboo LM

Municipal Blue Drop Score: 37.4%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Graaf Reinet	Aberdeen	Nieu Bethesda
Water Safety Plan		G	F	G
Process Control & Maintenance Competency		A	A	A
Efficiency of Monitoring Programme		F	F	D
Credibility of Sample Analyses		E	E	E
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		A	A	A
Microbial DWQ Compliance with National Standard		80.49%* 12 months data	80.49%* 12 months data	80.49%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		40.13% ↑	36.13% ↑	35.38% ↑
Blue Drop Score (2009)		16.3%	25%	33.3%

* Compliance determined from Municipal Overview

Regulatory Impression:

There is good reason to be encouraged by this municipality's performance regarding Asset Management, Process Controlling and Maintenance. The Department also notes the initial efforts to get a water safety plan in place and trust that there will be sufficient drive to improve on this promising start. However the overall performance is well below par.

The quality of water requires urgent improvement. 80.49% is far from desirable and is indicative of sporadic failures which could be accounted to inconsistent treatment practices. The practice of not testing for chemical determinands should be revisited urgently by means of risk assessment that would give special consideration to the chemical quality of raw water.

Water Services Authority: Chris Hani District Municipality
Water Services Provider: Intsika Yethu; Inxuba Yethemba; Emalahleni; Sakhisizwe(Elliot); Inkwanca & Lukhanji LMs

Municipal Blue Drop Score: **53.1%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Cofimvaba Town Intsika Yethu LM	Tsomo Intsika Yethu LM	Cradock Inxuba Yethemba LM	Middelburg Inxuba Yethemba LM
Water Safety Plan		G	G	B	B
Process Control & Maintenance Competency		D	E	D	D
Efficiency of Monitoring Programme		B	E	B	E
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	E	E	E
Compliance with National Standard		A	C	G	G
Failure Response Management		C	E	E	E
Responsible Publication of Performance		A	D	D	B
Efficacy of Asset Management		E	F	F	G
<i>Microbial DWQ Compliance with National Standard</i>		95.38% 12 months data	94.74% 06 months data	92.11% 09 months data	83.93% 09 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 12 months data	99.99% 01 months data	No data	No data
Blue Drop Score (2010) + Trend		75.13% ↓	47.13% ↑	40.13% ↑	32.13% ↑
Blue Drop Score (2009)		90%	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Dordrecht Emalahleni LM	Indwe Emalahleni LM	Machubeni Emalahleni LM	Sakhisizwe (Elliot) Sakhisizwe (Elliot)
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	E	G
Efficiency of Monitoring Programme		G	E	B	D
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		G	G	A	G
Compliance with National Standard		C	B	B	G
Failure Response Management		E	C	C	C
Responsible Publication of Performance		B	B	B	B
Efficacy of Asset Management		G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		94.74% 04 months data	97.30% 04 months data	96.50% 12 months data	No data
<i>Chemical DWQ Compliance with National Standard</i>		No data	99.99% 02 months data	99.99% 09 months data	No data
Blue Drop Score (2010) + Trend		33.38% ↑	50.50% ↑	67.75% ↑	26.50% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Molteno Inkwanca LM	Sterkstroom Inkwanca LM	Queenstown Lukhanji LM
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		F	C	B
Efficiency of Monitoring Programme		E	F	B
Credibility of Sample Analyses		C	C	B
Data Submission to DWA		G	G	E
Compliance with National Standard		D	G	C
Failure Response Management		C	E	D
Responsible Publication of Performance		D	D	D
Efficacy of Asset Management		F	D	D
Microbial DWQ Compliance with National Standard		99.99% 02 months data	99.99% 01 months data	99.99% 05 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data	99.99% 03 months data	99.99% 02 months data
Blue Drop Score (2010) + Trend		43.31% ↑	37.38% ↑	62.56% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

Regulatory Impression:

Chris Hani DM and all relevant Local Municipalities impressed in the manner they were prepared for the Blue Drop Assessments. The water supply systems of Queenstown, Machubeni and Cofimvaba Town compared rather well with the Blue Drop 2010 requirements, but varied levels of improvement is required in other areas.

Inconsistent sampling practice is disconcerting since false impressions could be portrayed when reporting is done.

Water Services Authority: Ikwezi Local Municipality**Water Services Provider: Ikwezi LM**Municipal Blue Drop Score: **06.5%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	<i>Jansenville</i>	<i>Klipplaat</i>	<i>Waterford</i>
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		G	G	G
Efficiency of Monitoring Programme		F	G	G
Credibility of Sample Analyses		G	G	G
Data Submission to DWA		E	E	E
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		66.67%* 10 months data	66.67%* 10 months data	66.67%* 10 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		12.13% ↑	03.88% ↑	03.38% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

There has been an evident improvement in DWQ over the last few months of the reporting cycle. However there remains concern about the quality of tap water in Jansenville and Klipplaat, and due to the recurring nature of microbiological failures in these two towns, the Department has no other choice but to alert residents of these towns to take precautionary measures when consuming tap water. This arrangement has to remain in place until such time when the Municipality can proof that it has the ability to provide safe water consistently.

Water Services Authority: Joy Gqabi District Municipality (Ukhahlamba)
Water Services Provider: Amatola Water, Syntec Consulting, Maletswai LM, Gariep LM, Elundini LM, Senqu LM

Municipal Blue Drop Score: **55.0%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Sterkspruit Amatola Water	Ugie Syntec Consulting / Elundini	Aliwal North Maletswai	Burgersdorp Gariep LM	Oviston / Venterstad Gariep LM
Water Safety Plan		F	C	E	E	E
Process Control & Maintenance Competency		B	B	C	E	E
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		C	C	D	E	E
Data Submission to DWA		B	C	B	C	B
Compliance with National Standard		G	G	F	F	F
Failure Response Management		C	C	C	C	C
Responsible Publication of Performance		D	D	G	D	D
Efficacy of Asset Management		C	A	D	E	E
Microbial DWQ Compliance with National Standard		81.76% 12 months data	62.90% 07 months data	97.33% 12 months data	94.12% 12 months data	95.45% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 03 months data	99.99% 01 months data	99.99% 01 months data	No data	No data
Blue Drop Score (2010) + Trend		57.98% ↘	60.98% ↓	53.08% ↓	47.10% ↓	46.85% ↓
Blue Drop Score (2009)		59.5%	87.5%	59.5%	59.5%	87.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Maclear 1: Aucamp Elundini LM	Maclear 2: Moorriver Elundini LM	Barkly East Senqu LM	Lady Grey Senqu LM	Rhodes Senqu LM
Water Safety Plan		E	E	E	E	F
Process Control & Maintenance Competency		C	C	C	C	C
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		E	E	E	E	E
Data Submission to DWA		B	C	C	C	C
Compliance with National Standard		G	G	G	G	G
Failure Response Management		C	C	C	C	C
Responsible Publication of Performance		D	D	D	D	D
Efficacy of Asset Management		E	D	D	E	E
Microbial DWQ Compliance with National Standard		83.54%* 12 months data	83.54%* 12 months data	89.09% 12 months data	92.42% 12 months data	90.48% 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 01 months data	99.99%* 01 months data	No data	99.99% 01 months data	No data
Blue Drop Score (2010) + Trend		53.35% ↘	53.60% ↘	53.60% ↓	51.62% ↓	50.60% ↓
Blue Drop Score (2009)		55.5%	55.5%	59.5%	59.5%	59.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

Even though the report card shows a pattern of digress, the Department was quite impressed with the pragmatic approach the municipality adopted to improve DWQ management in their area of jurisdiction. This serves as promise for sustainable improvement. Currently it is found that the management of DWQ by Joe Gqabi DM (Ukhahlamba) is satisfactory but with sufficient room for improvement. It would not be unfair to expect excellence in the next reporting cycle since there is sufficient reason for structured optimism.

There remains however the need to implement protocols towards overall microbiological quality improvement, especially in the town of Ugie. The quality compliance results suggest that disinfection practices requires attention.

Water Services Authority: Kouga Local Municipality

Water Services Provider: Kouga LM

Municipal Blue Drop Score: **60.5%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Patensie	Hankey	Loerie	Thornhill
Water Safety Plan		C	C	C	C
Process Control & Maintenance Competency		D	D	D	C
Efficiency of Monitoring Programme		D	C	C	B
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		C	C	C	C
Compliance with National Standard		B	B	B	B
Failure Response Management		F	F	F	F
Responsible Publication of Performance		D	D	D	D
Efficacy of Asset Management		B	B	D	D
Microbial DWQ Compliance with National Standard		95.31%* 12 months data	95.31%* 12 months data	95.31%* 12 months data	95.31%* 12 months data
Chemical DWQ Compliance with National Standard		96.97%* 01 months data	96.97%* 01 months data	96.97%* 01 months data	96.97%* 01 months data
Blue Drop Score (2010) + Trend		62.25% ↑	63.75% ↑	61.75% ↑	64.50% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	<i>Humansdorp</i>	<i>St Frances / Cape St Frances</i>	<i>Jeffreys Bay</i>	<i>Oyster Bay</i>
Water Safety Plan		C	B	B	B
Process Control & Maintenance Competency		D	A	D	D
Efficiency of Monitoring Programme		D	A	B	B
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		C	C	C	C
Compliance with National Standard		B	G	B	G
Failure Response Management		F	F	F	F
Responsible Publication of Performance		D	D	D	G
Efficacy of Asset Management		D	D	B	B
<i>Microbial DWQ Compliance with National Standard</i>		95.31%* 12 months data	95.31%* 12 months data	95.31%* 12 months data	95.31%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		96.97%* 01 months data	96.97%* 01 months data	96.97%* 01 months data	96.97%* 01 months data
Blue Drop Score (2010) + Trend		58.94% ↑	50.19% ↑	67.56% ↑	50.56% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

Kouga LM certainly impressed with their Blue Drop 2010 performance and special mention can be made of the valiant effort to get a water safety plan in place. The quality of the water safety plan indicates that the municipality are cognisant of the importance of managing DWQ in a risk-based manner which serves as great comfort that drinking water management occurs in a preventative manner in their area of jurisdiction.

There is room for improvement, especially in the monitoring programme and how results are reported to DWA. There is however encouragement with the commencement of monitoring for chemical determinands towards the end of the reporting cycle.

Water Services Authority: Kou-Kamma Local Municipality

Water Services Provider: Kou-Kamma LM

Municipal Blue Drop Score: **15.8%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Coldstream	Storms River	Nomphu-molelo Village	Blikkiesdorp
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		F	F	G	D
Efficiency of Monitoring Programme		G	E	F	F
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		E	E	G	E
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	D
Efficacy of Asset Management		G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		42.66%* 10 months data	42.66%* 10 months data	Inadequate data	42.66%* 10 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		19.88% ↑	15.88% ↓	11.13% ↑	22.19% ↑
Blue Drop Score (2009)		7%	30%	7%	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	<i>Koemansbos</i>	<i>Woodlands</i>	<i>Clarkson</i>	<i>Kareedouw</i>
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	F	F	E
Efficiency of Monitoring Programme		E	E	E	G
Credibility of Sample Analyses		F	F	F	G
Data Submission to DWA		G	E	E	E
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		42.66%* 10 months data	66.67% 08 months data	>99.9% 03 months data	42.66%* 10 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		29.69% ↑	16.63% ↑	15.13% ↑	10.63% ↓
Blue Drop Score (2009)		<i>Not Assessed</i>	7%	7%	28%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Joubertina	Krakeel	Louterwater
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		F	F	F
Efficiency of Monitoring Programme		G	G	F
Credibility of Sample Analyses		F	F	F
Data Submission to DWA		E	E	E
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		38.82% 10 months data	42.66%* 10 months data	42.66%* 10 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		09.13% ↓	09.88% ↑	13.63% ↓
Blue Drop Score (2009)		30%	0%	30%

* Compliance determined from Municipal Overview

Regulatory Impression:

The recording of an overall improvement during the Blue Drop Assessment is most heartening but the overall compliance of the tap water supplied in all of the systems depicts a picture of poor tap water quality. This scenario is prevalent in Krakeel, Joubertina, Clarkson, Kareedouw and Storms Rivier. Coldstreams were part of this list but recent improvement in quality has been noted.

Due to the recurring nature of microbiological failures in these towns, the Department has no other choice but to alert residents and visitors to take precautionary measures when consuming tap water in the entire area of municipal jurisdiction. This arrangement has to remain in place until such time when the Municipality can proof that it has the ability to provide safe water consistently. The Department will intensify performance monitoring in this area.

Water Services Authority: Makana Local Municipality**Water Services Provider: Makana LM**Municipal Blue Drop Score: **28.4%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Alicedale	Grahamstown	Riebeeck East
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		D	D	D
Credibility of Sample Analyses		E	C	D
Data Submission to DWA		C	C	C
Compliance with National Standard		D	D	D
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		96.43%* 12 months data	96.43%* 12 months data	96.43%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		25.00% ↑	36.13% ↓	24.13% ↑
Blue Drop Score (2009)		22%	58%	24%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Blue Drop performance of Makana LM was not meeting expectations. It certainly does not instil the required confidence needed to stem the tide of water quality criticism the authority is experiencing.

The Department's Emergency Response unit recently performed a process optimisation assessment of the Waainek and Kleynhans water treatment facilities. This initiative was done to assist with improving the adverse quality situation in a sustainable manner. It is noted that the municipality faces severe challenges to continuously amend process controlling according the quality fluctuations of the resource water, especially during dry spells. This is the primary reason why inaccurate dosing patterns are followed at times. However the Department takes courage out of the fact that protocols and mechanisms are being put in place towards the improvement of the situation.

There remains a need to improve on the chemical monitoring since erratic sampling has been recorded with no chemical data submissions made since August 2009.

Water Services Authority: Ndlambe Local Municipality

Water Services Provider: Ndlambe LM

Municipal Blue Drop Score: **37.8%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Alexandria	Bathurst	Albany Coast Water Board
Water Safety Plan		C	C	B
Process Control & Maintenance Competency		D	C	D
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		C	E	C
Microbial DWQ Compliance with National Standard		93.10%* 10 months data	93.10%* 10 months data	93.10%* 10 months data
Chemical DWQ Compliance with National Standard		99.99%* 01 months data	99.99%* 01 months data	99.99%* 01 months data
Blue Drop Score (2010) + Trend		38.00% ↓	36.00% ↓	38.50% ↑
Blue Drop Score (2009)		47%	75%	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Cannon Rocks/Boknes	Port Alfred	Seafield/ Kleinemonde
Water Safety Plan		C	C	C
Process Control & Maintenance Competency		B	B	B
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	E	E
Microbial DWQ Compliance with National Standard		93.10%* 10 months data	93.10%* 10 months data	93.10%* 10 months data
Chemical DWQ Compliance with National Standard		99.99%* 01 months data	99.99%* 01 months data	99.99%* 01 months data
Blue Drop Score (2010) + Trend		39.00% ↓	37.00% ↓	38.50% ↓
Blue Drop Score (2009)		46%	49%	79%

* Compliance determined from Municipal Overview


Regulatory Impression:

There was no improvement on the performance recorded during the previous reporting cycle. Yet the commencement of the water safety planning process is both commendable and encouraging. While there is evidence of actual drinking water quality improvement, there is a need to manage DWQ according to the water safety plan principles in order to prevent the sporadic nature of failures across the municipal area. The improvement of the portfolio of evidence during the next assessment cycle will ignite a definite improvement.

The Department takes encouragement out of the municipality's innovative approaches to address their own challenges.

Municipal Blue Drop Score: **95.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Nelson Mandela Bay 
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		B
Responsible Publication of Performance		B
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		98.90% 12 months data
Chemical DWQ Compliance with National Standard		98.59% 12 months data
Blue Drop Score (2010) + Trend		95.08% ↑
Blue Drop Score (2009)		85%

Regulatory Impression:

The concerted effort by Nelson Mandela Metro to improve management of DWQ over the past 12 months ensured that the Department acknowledges these enhancements by awarding Blue Drop status for the 2010 cycle. Most significant was the improvement in overall chemical quality.

The Department performed a detailed audit of the operations of the Metro in October 2009 and were reasonably impressed in the professionalism with which DWQ management is approached. The cleanliness and sound condition of assets instilled enhanced levels of confidence.

The water safety plan and other areas as listed in the above report card is indicative that there is no room for complacency since more is required to improve on the Blue Drop performance in the next assessment cycle.

Water Services Authority: OR Tambo District Municipality

Water Services Provider: OR Tambo DM

Municipal Blue Drop Score: **22.2%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Libode Town & Villages	Corana Villages	Ngqeleni Town & Suburbs	Mthatha Town & Suburbs	Mhlahlane Villages
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		E	E	E	D	D
Efficiency of Monitoring Programme		E	F	F	F	F
Credibility of Sample Analyses		D	F	D	D	D
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data
Blue Drop Score (2010) + Trend		22.38% ↓	19.88% ↓	22.00% ↓	22.50% ↓	22.63% ↓
Blue Drop Score (2009)		67%	67%	65%	37%	39%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	<i>Coffee Bay Town & Villages</i>	<i>Qumbu Town & Villages</i>	<i>Tsolo Town</i>	<i>Sidwadweni Villages</i>	<i>Lusikisiki Town & Villages</i>
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	E	E	E	E
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		F	D	F	D	D
Data Submission to DWA		B	B	B	B	B
Compliance with Nat. Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data
Blue Drop Score (2010) + Trend		21.13% ↓	20.75% ↓	19.63% ↓	20.75% ↓	20.75% ↓
Blue Drop Score (2009)		37%	37%	37%	37%	39%

Water Supply Systems Blue Drop Performance (Table 3)

<i>Performance Area</i>	<i>Systems</i>	<i>Port St Johns Town</i>	<i>Mdlankala Villages</i>	<i>Tombo Villages</i>	<i>Ntabankulu Town</i>
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		E	E	E	E
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		D	D	D	D
Data Submission to DWA		B	B	B	B
Compliance with Nat. Standard		G	G	G	G
Failure Response Management		G	G	G	G
Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data
Blue Drop Score (2010) + Trend		20.75% ↓	20.75% ↓	20.75% ↓	20.75% ↓
Blue Drop Score (2009)		65%	37%	37%	37%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Bizana Town	Nomlacu Villages	Mqanduli Town & Villages
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		E	E	E
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		D	D	D
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		90.84%* 12 months data	90.84%* 12 months data	90.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 03 months data	99.99%* 03 months data	99.99%* 03 months data
Blue Drop Score (2010) + Trend		20.75% ↓	20.75% ↓	20.75% ↓
Blue Drop Score (2009)		37%	37%	37%

* Compliance determined from Municipal Overview

Regulatory Impression:

OR Tambo DM has to improve in almost every aspect of the drinking water quality management business since various fundamentals are found not to be in place. This would mean that there is no guarantee that the authority would be capable of maintaining the safeness of tap water quality for sustained periods. The report card indicates a consistent pattern of shortcomings across the spectrum.

Water Services Authority: Sunday's River Valley Local Municipality**Water Services Provider: Sunday's River Valley LM**Municipal Blue Drop Score: **46.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Kirkwood	Enon/Bersheba	Ceaser Dam
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		A	C	A
Efficiency of Monitoring Programme		C	C	C
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		B	B	A
Compliance with National Standard		C	C	C
Failure Response Management		G	G	G
Responsible Publication of Performance		C	C	C
Efficacy of Asset Management		F	F	G
Microbial DWQ Compliance with National Standard		94.06%* 12 months data	94.06%* 12 months data	94.06%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 02 months data	99.99%* 02 months data	99.99%* 02 months data
Blue Drop Score (2010) + Trend		49.50% ↑	47.50% ↑	36.00% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The municipality struggled to adapt to the new Blue Drop requirements since areas such as Asset Management and water safety planning were found to be shortcomings. Yet a very good effort took them close to the "pass" mark but the lack of the two mentioned aspects as well as preparedness to deal with drinking water quality related incidents, compromised the municipality's ability to score more favourably.

The Department notes that the municipality only tested for chemical compliance in the months of May and November 2009. This practice requires improvement to establish confidence in the manner DWQ is being managed by the authority.

Chapter 2

FREE STATE Province



Chapter 2 - FREE STATE Province

Introduction

With commencement of the National Drinking Water Quality Regulation programme in 2005, Free State province recorded the most favourable tap water quality compliance levels with the National Standard. This was due to the innovative Provincial Government and CSIR project that stimulated monitoring and recording practices. Unfortunately 2010 Blue Drop assessments revealed little of this good innovation remains in place at municipal level.

The Departmental Regional Office did more than some of the other provinces to prepare for the 2010 assessments, but unfortunately the Blue Drop 2010 performance does not reflect the provincial capacity building attempts. From a regulatory perspective another provincial initiative is required to inspire the success levels of 2004/5.

It is however remarkable how Bloem Water progressed to the point where the Department can confidently expand Blue Drop certification to the western supply system of Mangaung (as supplied from Welbedacht water treatment facility). Even though the improvements recorded for many of the other water supply systems were minimal, it is encouraging to note the enhancement which serves as promise for the future.

It is sincerely unfortunate that 3 Water Services Authorities in the Free State Province shown no commitment towards their Drinking Water Quality Management responsibilities during the Blue Drop assessments. The Department therefore cannot have any confidence in the manner tap water quality is being managed, but will determine DWQ Management adequacy levels by means of detailed audits against the 2010 Blue Drop criteria. The 3 Water Services Authorities are:

- Phumelela LM
- Moqhaka LM
- Metsimaholo LM

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Manguang East (Maselspoort)	Mangaung LM
Mangaung West (Welbedacht)	Mangaung LM (+ Bloem Water)

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

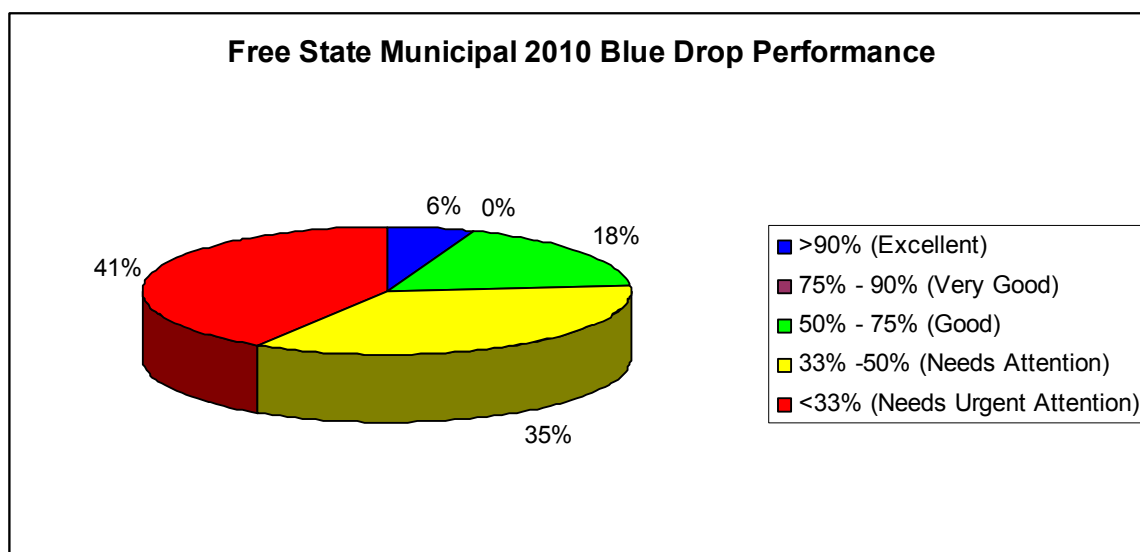
1.	Mangaung LM	95.0%
2.	Maluti-a-Phofung LM	65.8%
3.	Nala LM	63.6%
4.	Kopanong LM	60.2%
5.	Tshwelopele LM	49.9%

Provincial Blue Drop Score: **48.5%**

Percentage of Water Service Authorities assessed: 85%

Quick Facts

- ◆ During the 2010 Blue Drop assessment 58 water supply systems were assessed which supplies a volume of about 1600 Ml/day of drinking water.
- ◆ On average about 550 microbiological, 600 chemical and 1000 physical/organoleptic analyses are done on a monthly basis and compliance figures are recorded as follows:
 - Microbiological: 97.4%
 - Chemical Health: 99.6%
 - Physical & Organoleptic 98.8%
- ◆ At a quick glance it can be stated that there is a need to increase chemical monitoring since there are many systems that are dependent on groundwater and inadequate chemical sampling were noted. In the report cards those specific municipalities are urged to improve in this area of the business.



Although the quality of tap water might not have been compromised, the performance levels of about 76% of Free State municipalities indicates that attention is required to ensure that adequate drinking water quality management levels are in place to sustain quality levels.

Water Services Authority: Dihlabeng Local Municipality

Water Services Provider: Dihlabeng LM

Municipal Blue Drop Score: 04.9%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Bethlehem	Clarens	Fouriesburg	Paul Roux	Rosendaal
Water Safety Plan		E	E	E	E	E
Process Control & Maintenance Competency		G	G	G	G	G
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		G	G	G	G	G
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		96.08%* 03 months data	96.08%* 03 months data	96.08%* 03 months data	96.08%* 03 months data	96.08%* 03 months data
Chemical DWQ Compliance with National Standard		87.10%* 03 months data	87.10%* 03 months data	87.10%* 03 months data	87.10%* 03 months data	87.10%* 03 months data
Blue Drop Score (2010) + Trend		04.88% ↑	04.88% ↑	04.88% ↑	04.88% ↑	04.88% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The DWA acknowledges the risk assessment done on the catchment, treatment works and distribution network. The content of the water safety plan should however improve to include a better description of the supply systems and multi-stakeholder participation (roles and responsibilities). Commitment from management to ensure sustained implementation and address of high risks also needed. Implementation of the water safety plan would hopefully also imply adequate monitoring covering all facets to comply with SANS 241, publication of DWQ performance to the public and effective failure response management. Support from management and dedicated budget would be a necessity to ensure effective asset management.

As reflected by the 2010 Blue Drop Score, the lack of information and limited DWQ data (also noting the non-compliance of the actual DWQ) is a serious concern. The situation warrants immediate improvement, if not, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ.

Water Services Authority: Kopanong Local Municipality

Water Services Provider: Bloem Water

Municipal Blue Drop Score: **60.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Bethulie Bloem Water	Gariep Bloem Water	Springfontein & Trompsburg Bloem Water	Philippolis Bloem Water
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		A	A	A	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		B	B	B	C
Compliance with National Standard		G	C	G	G
Failure Response Management		C	C	C	C
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		D	D	D	D
Microbial DWQ Compliance with National Standard		98.39% 12 months data	99.99% 12 months data	98.90% 12 months data	98.21% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 08 months data	98.17% 10 months data	99.99% 08 months data	No data
Blue Drop Score (2010) + Trend		58.13% ↑	71.00% ↑	58.13% ↑	53.50% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed

Systems not assessed: Reddersburg & Edenburg

Regulatory Impression:

Firstly, the Department acknowledges the information loaded by Bloem Water on the BDS. In future, the WSA needs to provide documentation that verifies the continuous partnership between the WSA and WSP. Work within the municipality needs to commence which will complement the work already done by the WSP (i.e. risk assessments that cover the entire area of supply).

The municipality could easily increase their Blue Drop Scores by addressing the situations that prevents the water from being classified as excellent in terms of microbiological compliance. The only factors standing in the way of the municipality achieving Blue Drop Status would then be to improve chemical data submission and publication of DWQ performance.

Water Services Authority: Letsemeng Local Municipality

Water Services Provider: Letsemeng LM

Municipal Blue Drop Score: **42.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Koffiefontein	Luckhoff	Jacobsdal	Oppermangronde	Petrusburg (Boreholes)
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		97.73%* 11 months data	97.73%* 11 months data	97.73%* 11 months data	97.73%* 11 months data	97.73%* 11 months data
Chemical DWQ Compliance with National Standard		98.53%* 11 months data	98.53%* 11 months data	98.53%* 11 months data	98.53%* 11 months data	98.53%* 11 months data
Blue Drop Score (2010) + Trend		42.50% ↑	42.50% ↑	42.50% ↑	42.50% ↑	42.50% ↑
Blue Drop Score (2009)		36%	36%	36%	8%	36%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department acknowledges the work commenced to develop water safety plans, the municipality is encouraged to continue. Findings should be used to improve holistic DWQ management. The Department further hopes to see improvement in DWQ compliance following address of risk factors affecting the quality of the drinking water. Management support is needed for implementation of the water safety plan, but also to secure funds to ensure effective asset management and publication of DWQ performance.

Water Services Authority: Mafube Local Municipality

Water Services Provider: Mafube LM

Municipal Blue Drop Score: **10.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Tweeling	Frankfort	Villiers
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		G	G	G
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		G	G	G
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		92.86%* 06 months data	92.86%* 06 months data	92.86%* 06 months data
Chemical DWQ Compliance with National Standard		99.00%* 06 months data	99.00%* 06 months data	99.00%* 06 months data
Blue Drop Score (2010) + Trend		10.63% ↑	10.63% ↑	10.63% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

A lack of information during the assessment, and subsequent submission of proof on the BDS to verify procedures/processes alluded to, accounts for the low Blue Drop scores. This lack of information and limited DWQ data (also noting the microbiological non-compliance of the actual DWQ) is of serious concern.

DWQ management in its entirety requires urgent improvement for the municipality to be adequately prepared for DWQ related incidents, while ensuring a supply of safe tap water on a sustained basis. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the Mafube LM.

Water Services Authority: Maluti-a-Phofung Local Municipality**Water Services Provider: Map Water**Municipal Blue Drop Score: **65.8%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Fika – Patso ¹ Map Water	Makwane ² Map Water	Harrismith ³ Map Water
Water Safety Plan		A	A	A
Process Control & Maintenance Competency		A	A	A
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		A	A	A
Data Submission to DWA		B	A	A
Compliance with National Standard		G	G	G
Failure Response Management		A	A	A
Responsible Publication of Performance		A	A	A
Efficacy of Asset Management		A	A	B
Microbial DWQ Compliance with National Standard		96.70% 12 months data	96.58% 12 months data	97.02% 12 months data
Chemical DWQ Compliance with National Standard		98.68% 01 months data	98.73% 12 months data	95.08% 12 months data
Blue Drop Score (2010) + Trend		65.75% ↑	67.00% ↑	65.00% ↑
Blue Drop Score (2009)		64%	64%	38.5%

1 Lejwaneng, Namahadi, Phuthaditjhaba, Bolata, Monontsha, Tseki, Kestell

2 Comet, Makwane and Phahameng East

3 Intabazwe, Tsiambe, Bergsig



Regulatory Impression:

The Department acknowledges that Maluti-a-Phofung Local Municipality, supported by Map Water has the ability and understanding to manage actual DWQ compliance against the national DWQ standard. Inadequate performance against criterion 6 mainly prevents the municipality from attaining Blue Drop Status. Sufficient proof was however submitted to assure the Department that the municipality has adequate processes in place to effectively deal with non-compliances. The municipality is encouraged to improve disinfection in all water supply systems and to continue improving their Blue Drop scores.

Water Services Authority: Mangaung Local Municipality
Water Services Provider: Mangaung LM & Bloem Water

Municipal Blue Drop Score: **95.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mangaung East (Maselspoort) ¹ 	Mangaung West (Welbedacht) ² Bloem Water 	Botshabelo & Thaba Nchu (Rustfontein) Bloem Water
Water Safety Plan		B	B	B
Process Control & Maintenance Competency		B	A	A
Efficiency of Monitoring Programme		A	A	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with Nat. Standard		B	B	B
Failure Response Management		B	B	B
Responsible Publication of Performance		A	B	B
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.92% 12 months data	99.99% 11 months data	98.36% 12 months data
Chemical DWQ Compliance with National Standard		99.22% 12 months data	99.25% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		95.05% ↓	95.04% ↑	91.77% ↑
Blue Drop Score (2009)		97.5%	89.5%	89.5%

- 1 Bloemfontein (North), Bayswater, Pentagon Park, Heuwelsig, Dan Pienaar, Brandwag, Westdene, Arboretum, Bloemspruit
2 Bloemfontein
3 Thaba Nchu, Botshabelo, Bloemfontein

Regulatory Impression:

Following the continued effort by Mangaung Local Municipality, combined with the concerted endeavours of Bloem Water to improve DWQ management over the past 12 months, the DWA has pleasure to announce that not only does the Mangaung East (Maselspoort) water supply system maintains its Blue Drop Status, but that the Mangaung West (Welbedacht) water supply system also receive Blue Drop status. It is further commendable to note the improvements in the Botshabelo, Thaba Nchu (Rustfontein) water supply system. Slight disinfection improvements could soon see another Blue Drop for Mangaung LM.

The Department following a detailed audit at the municipality and all treatment works in December 2009, the latter followed by further assessment of Bloem Water, are impressed by the professionalism with which DWQ management is approached by all entities. The WSA and WSP are warranted to continue all endeavours to maintain excellent DWQ management.

Water Services Authority: Mantsopa Local Municipality
Water Services Provider: Mantsopa LM & Bloem Water

Municipal Blue Drop Score: **27.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Ladybrand ¹	Hobhouse	Tweespruit	Thaba-Phatshwa	Exelsior Bloem Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	F	E	F	F
Efficiency of Monitoring Programme		F	E	F	F	F
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		F	F	F	F	F
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		D	E	E	E	E
Microbial DWQ Compliance with National Standard		83.54%* 07 months data	83.54%* 07 months data	83.54%* 07 months data	83.54%* 07 months data	83.54%* 07 months data
Chemical DWQ Compliance with National Standard		94.59%* 04 months data	94.59%* 04 months data	94.59%* 04 months data	94.59%* 04 months data	94.59%* 4 months data
Blue Drop Score (2010) + Trend		28.50% ↑	26.50% ↑	25.00% ↑	24.25% ↑	24.25% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

* Compliance determined from Municipal Overview

1 Ladybrand town/Moeresnek, Manyatseng, Modderport

Regulatory Impression:

A concerted effort is required by Mantsopa LM to improve DWQ management, almost every aspect of the DWQ management business needs attention. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the Mafube LM.

The municipality showed no proof of a formal (documented) DWQ Incident Management Protocol, the Failure Response Register presented during the assessment was limited to basic information related to complaints only (action taken are not listed). Informal audits conducted by the superintendant needs to be formalised and properly documented, while the Asset Register needs an update.

Water Services Authority: Masilonyana Local Municipality

Water Services Provider: Masilonyana LM

Municipal Blue Drop Score: **06.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Theunissen ¹	Brandfort ²	Soutpan ³	Winburg ⁴	Verkeerde- vlei ⁵ (Boreholes)
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	F
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		F	F	F	F	F
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		07.00% ↑	07.00% ↑	07.00% ↑	07.00% ↑	03.00% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

- 1 Theunissen, Masilo
- 2 Brandfort, Majwemasweu
- 3 Soutpan, Ikomotseng
- 4 Winburg, Makeleketla
- 5 Verkeerdevelei, Tshepong

Regulatory Impression:

DWQ management at the Masilonyana Local Municipality urgently needs to be prioritised. Since no evidence was provided to show the contrary, the DWA has no option but to question the quality of tap water supplied to consumers within the area of jurisdiction. Monitoring, amongst the other non-compliances, needs to commence immediately to avoid that the Department has to voice a vote of no confidence in the total management of DWQ at the municipality.

Water Services Authority: Matjhabeng Local Municipality**Water Services Provider: Sedibeng Water**Municipal Blue Drop Score: **47.3%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Odendaalsrus, Welkom, Henneman Virginia & Ventersburg Sedibeng Water
Water Safety Plan		F
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		F
Credibility of Sample Analyses		C
Data Submission to DWA		G[#]
Compliance with National Standard		E
Failure Response Management		E
Responsible Publication of Performance		G
Efficacy of Asset Management		C
Microbial DWQ Compliance with National Standard		98.71% 11 months data
Chemical DWQ Compliance with National Standard		99.38% 11 months data
Blue Drop Score (2010) + Trend		47.25% ↑
Blue Drop Score (2009)		<i>Not assessed</i>

[#] The municipality did not receive credit for the compliance data submitted by Sedibeng Water, the data was however used to score compliance.

Regulatory Impression:

In general, the Matjhabeng Local Municipality could not provide proof of a completed water safety plan, a DWQ Incident Management protocol, failure response management, publication of DWQ performance nor an Asset Register. Of serious concern is also the lack of a compliance monitoring programme. During the assessment, it was also not possible to ascertain if management supported efforts by staff to improve DWQ.

The Department wishes to acknowledge the commitment and skill of staff present during the assessment (and audit conducted during October 2009). With management commitment, the Department trusts that the quality of drinking water and the business of sustaining such a quality, could improve drastically. Dedicated funds must be made available not only to address the shortcomings as listed in the score card, but also to maintain the condition of assets.

The Department further recognises the support from Sedibeng Water; the WSP submitted all the data used to calculate compliance for the systems. Such data, in future, can only count in favour of the municipality if the continued relationship between the WSA and WSP is documented.

Water Services Authority: Mohokare Local Municipality

Water Services Provider: Mohokare LM

Municipal Blue Drop Score: 46.3%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Zastron	Smithfield	Rouxville (Boreholes)
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		E	E	E
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		F	F	F
Data Submission to DWA		C	C	C
Compliance with National Standard		G	B	B
Failure Response Management		E	E	E
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		E	E	E
Microbial DWQ Compliance with National Standard		96.46% 11 months data	99.99% 11 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 03 months data	99.99% 01 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		30.38% ↑	54.38% ↓	54.38% ↓
Blue Drop Score (2009)		27%	55%	55%

Regulatory Impression:

Mohokare Local Municipality needs to address factors that undermine their ability to continuously manage DWQ holistically in compliance with legal requirements and best practices. Skill shortages need to be identified and addressed. During the assessment, the municipality referred to information but the latter wasn't loaded on the BDS for consideration and possible improvement of the Blue Drop score. Current chemical compliance data on the BDS are mostly for one month only, the latter a non-compliance that has a negative effect on the final Blue Drop Score (follow-up needed with eWQMS to ensure data submitted reflects on the BDS). Apart from addressing the already mentioned aspects, specific attention needs to be given to the development of a water safety plan, publication of performance and management support to secure finances for asset management.

Water Services Authority: Nala Local Municipality

Water Services Provider: Sedibeng Water

Municipal Blue Drop Score: **63.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Wesselsbron & Bothaville Sedibeng Water
Water Safety Plan		F
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		F
Credibility of Sample Analyses		C
Data Submission to DWA		G[#]
Compliance with National Standard		B
Failure Response Management		D
Responsible Publication of Performance		G
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.17% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 11 months data
Blue Drop Score (2010) + Trend		63.56% ↑
Blue Drop Score (2009)		<i>Not assessed</i>

[#] The municipality did not receive credit for the compliance data submitted by Sedibeng Water, the data was however used to score compliance.

Regulatory Impression:

DWQ management needs to be prioritised by the Nala Local Municipality. Non-sampling for example is a serious non-compliance with DWQ regulation. Information and data submitted by Sedibeng Water predominantly accounts for the score awarded to the WSA. In future, particularly DWQ compliance data submitted by the WSP will not count in favour of the WSA if documentation does not proof that the WSP will be responsible for the function (valid contract).

The Nala Local Municipality needs to urgently develop and implement a water safety plan which will inform their monitoring programme (also to conform to SANS 241). A DWQ Incident Management Protocol, with failure response management, and publication of DWQ performance to the public are other areas that needs immediate action. Commitment of management is essential to maintain infrastructure while addressing the holistic management of DWQ.

Water Services Authority: Naledi Local Municipality**Water Services Provider: Bloem Water**Municipal Blue Drop Score: **47.5%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Dewetsdorp Bloem Water	Wepener Bloem Water
Water Safety Plan		E	E
Process Control & Maintenance Competency		E	E
Efficiency of Monitoring Programme		B	B
Credibility of Sample Analyses		E	E
Data Submission to DWA		B	B
Compliance with National Standard		F	F
Failure Response Management		E	E
Responsible Publication of Performance		G	G
Efficacy of Asset Management		D	D
Microbial DWQ Compliance with National Standard		97.79% 11 months data	97.75% 11 months data
Chemical DWQ Compliance with National Standard		99.85% 11 months data	99.57% 11 months data
Blue Drop Score (2010) + Trend		47.50% ↑	47.50% ↑
Blue Drop Score (2009)		Not assessed	Not assessed

Systems not assessed: Van Stadensrus (Boreholes)

Regulatory Impression:

Staff representing the Naledi Local Municipality has the ability and understanding to improve and maintain DWQ in compliance with the national drinking water quality standard (SANS 241). Due to the late arrival and non-attendance of the municipality on the second day of the assessment, scoring had to be finalised against information loaded on the BDS. At present, data submitted to the Department indicates that the microbiological quality of the tap water can't be classified as excellent against SANS 241. It is however acknowledged that the municipality could have outstanding data which could improve compliance with criterion 6. Increased data submission would further improve the Blue Drop score.

Specific attention needs to be given to the development of a Water Safety Plan, compliance with Regulation 2834 and implementing failure response management.

Water Services Authority: Ngwathe Local Municipality
Water Services Provider: Ngwathe LM & Rand Water

Municipal Blue Drop Score: **25.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Vredefort ¹	Koppies ²	Heilbron Rand Water	Edenville ³ (Boreholes)	Parys ⁴
Water Safety Plan		G	G	C	G	G
Process Control & Maintenance Competency		E	D	A	D	D
Efficiency of Monitoring Programme		F	F	F	G	E
Credibility of Sample Analyses		F	F	D	G	F
Data Submission to DWA		C	C	C	C	C
Compliance with National Standard		G	G	F [#]	G	G
Failure Response Management		F	F	D	F	F
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	D	G	G
Microbial DWQ Compliance with National Standard		79.02%* 11 months data	79.02%* 11 months data	79.02%* 11 months data	79.02%* 11 months data	79.02%* 11 months data
Chemical DWQ Compliance with National Standard		93.49%* 04 months data	93.49%* 04 months data	93.49%* 04 months data	93.49%* 04 months data	93.49%* 04 months data
Blue Drop Score (2010) + Trend		18.38% ↑	20.38% ↑	48.16% ↑	16.38% ↑	21.88% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

* Compliance determined from Municipal Overview

Data submitted by Rand Water, not reflected in the municipal overview increased scoring for this system

1 Vredefort town, Vredeshop, Mokwallo

2 Koppies town, Kwakwatsi

3 Edenville town, Ngwathe township

4 Parys town, Tumahole Schonkenville

Regulatory Impression:

Improvement in DWQ management is urgently required in its entirety to ensure that the supply of safe tap water is attained and sustained on a continuous basis. Except for water supplied with the assistance from Rand Water to the Heilbron water supply system, actual DWQ needs to improve. Proof of quality further needs to be shown by the implementation of adequate monitoring programmes which ends with 12 months data submitted to the Department. The draft water safety plans needs to be clearer on control measures, roles and responsibilities and deadlines for addressing high risks. Management support is further needed to secure funds for not only asset management and process optimisation audits, but also improvement and implementation of other actions such as formal DWQ Incident Management Protocols (further defined to indicate alert levels) and publication of DWQ performance.

Water Services Authority: Nketoana Local Municipality

Water Services Provider: Nketoana LM

Municipal Blue Drop Score: **20.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Reitz ¹	Petrus Steyn	Arlington	Lindley
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		E	G	E	G
Efficiency of Monitoring Programme		C	E	E	E
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		C	C	C	C
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		F	G	G	G
Microbial DWQ Compliance with National Standard		89.92%* 11 months data	89.92%* 11 months data	89.92%* 11 months data	89.92%* 11 months data
Chemical DWQ Compliance with National Standard		72.50%* 03 months data	72.50%* 03 months data	72.50%* 03 months data	72.50%* 03 months data
Blue Drop Score (2010) + Trend		22.50% ↑	14.25% ↓	17.25% ↑	14.25% ↓
Blue Drop Score (2009)		15.5%	15.5%	15.5%	43.5%

* Compliance determined from Municipal Overview

1 Reitz, Petsana, Petrus Steyn

Regulatory Impression:

Improvement in DWQ management is urgently required in its entirety to ensure that the supply of safe tap water is attained and sustained on a continuous basis. Data submitted indicates microbiological and chemical non-compliance with SANS 241. Proof of safe drinking water needs to be shown by implementation of improved monitoring programmes which ends with 12 months data submitted to the Department. The Nketoane Local Municipality needs to develop water safety plans for holistic management of DWQ. Management support is further needed to secure funds for not only asset management, but also implementation of formal DWQ Incident Management Protocols and publication of DWQ performance to the public.

Water Services Authority: Setsoto Local Municipality

Water Services Provider: Setsoto LM

Municipal Blue Drop Score: **33.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Ficksburg	Marquard	Senekal	Clocolan
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		B	C	C	D
Efficiency of Monitoring Programme		D	G	D	D
Credibility of Sample Analyses		C	G	C	C
Data Submission to DWA		G	G	G	G
Compliance with National Standard		G	G	G	G
Failure Response Management		F	F	F	F
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
Microbial DWQ Compliance with National Standard		97.21%* 02 months data	97.21%* 02 months data	97.21%* 02 months data	97.21%* 02 months data
Chemical DWQ Compliance with National Standard		98.65%* 12 months data	98.65%* 12 months data	98.65%* 12 months data	98.65%* 12 months data
Blue Drop Score (2010) + Trend		37.38% ↓	24.38% ↓	35.13% ↑	34.13% ↓
Blue Drop Score (2009)		48%	48%	20%	49.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Setsoto Local Municipality seems to have problems to maintain submission of data to the Department – although the municipality was applauded in the 2009 Blue Drop Report for commencing with DWQ monitoring less than 6 months prior the 2009 assessment, submission of 2 months' microbiological data during this assessment period raises concern that monitoring is not yet a adequately entrenched function of DWQ management at the municipality. Chemical water quality compliance and monitoring appears to be better managed. In general, the average Blue Drop Score for the water supply systems decreased and this could be a result of water safety plans not yet fully defined (roles & responsibilities to be specified), adopted by council and implemented. Other areas to improve include publication of DWQ performance to the public, developing and implementing (if not yet done) of an Incident Management Protocol while also improving on asset management.

Municipal Blue Drop Score: **11.8%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Boshoff (Boreholes)	Dealesville (Boreholes)	Hertzogville
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		E	E	E
Data Submission to DWA		G	G	G
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		85.42%* 04 months data	85.42%* 04 months data	85.42%* 04 months data
Chemical DWQ Compliance with National Standard		84.09%* 04 months data	84.09%* 04 months data	84.09%* 04 months data
Blue Drop Score (2010) + Trend		11.75% ↓	11.75% ↑	11.75% ↑
Blue Drop Score (2009)		14%	Not assessed	Not assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

Improvement in DWQ management is urgently required in its entirety to ensure that the supply of safe tap water is attained and sustained on a continuous basis. Data submitted indicates microbiological and chemical non-compliance with the South African National Standard. Disinfection of all the drinking water recommended. The Tokologo Local Municipality further needs to develop water safety plans, the outcomes should be used to influence future monitoring. Improvement is required in DWQ management in its entirety to ensure that the supply of safe tap water is sustained. Management support required for sustained DWQ improvements.

Water Services Authority: Tswelopele Local Municipality

Water Services Provider: Sedibeng Water

Municipal Blue Drop Score: **49.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Hoopstad ¹ Sedibeng Water	Bultfontein ² Sedibeng Water
Water Safety Plan		F	F
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		F	F
Credibility of Sample Analyses		G	G
Data Submission to DWA		G[#]	G[#]
Compliance with National Standard		C	C
Failure Response Management		E	E
Responsible Publication of Performance		G	G
Efficacy of Asset Management		C	C
Microbial DWQ Compliance with National Standard		99.99%* 04 months data	99.99%* 04 months data
Chemical DWQ Compliance with National Standard		97.14%* 04 months data	97.14%* 04 months data
Blue Drop Score (2010) + Trend		49.88% ↑	49.88% ↑
Blue Drop Score (2009)		<i>Not assessed</i>	<i>Not assessed</i>

* Compliance determined from Municipal Overview

The municipality did not receive credit for the compliance data submitted by Sedibeng Water, the data was however used to score compliance.

1 Hoopstad, Tikwana

2 Bultfontein, Phahameng

Regulatory Impression:

The Department acknowledges the request of the municipality to develop a Water Safety Plan, but hopes to see an attempt by the municipality to initiate the process where-after the Department could guide some of the development. Scores above reflects the contribution of Sedibeng Water, the municipality is encouraged to use the protocols of the WSP as an example when furthering their processes to cover their areas of responsibility. Management must commit to improving DWQ management; funds must be dedicated for sustained improvement. The municipality needs to immediately commence with the planned compliance monitoring, development of an Incident Management Protocol and Asset Management.

GAUTENG Province

Chapter 3 - GAUTENG Province

Introduction

It is rather encouraging to note that even though Gauteng municipalities and water boards had less time than other provinces to prepare for the Blue Drop 2010 assessments, the vast majority of water supply systems recorded an improved performance in comparison with the 2009 results. Five systems achieved Blue Drop Certification while only 3 obtained the esteemed status during the previous cycle. (This would account to a 40% improvement.) The vast majority of provincial residents receive water from these well run systems.

The Department notes the impressive display of competency by water services providers (Rand Water, Johannesburg Water and Magalies Water) but is concerned about the notable lesser performance of smaller Water Services Authorities (that are dependent on bulk supply from Rand Water). It is important for these municipalities to take cognisance that there is a definite responsibility of monitoring, asset management, risk-based quality assurance, etc. which remains municipal responsibility (Water Services Authority) in spite of bulk provider involvement. Water Affairs, together with other sector partners, will seek to communicate this issue in a more structured way over the next few months.

In general the tap water quality in Gauteng is comparing favourably with the excellence levels set by the Blue Drop Certification programme. In addition to this finding, it must be noted that management of drinking water quality by means of water safety plan principles, is sufficient reason for increased tap water quality confidence levels. The larger volume of Gauteng tap water supply compares rather favourably with international drinking water quality standards which imply that home purification could be regarded as a choice of luxury rather than a necessity.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
City of Joburg	City of Joburg (+ Johannesburg Water & Rand Water)
City of Tshwane	City of Tshwane (+ Rand Water & Magalies Water)
Ekurhuleni	Ekurhuleni Metro (+ Rand Water)
Emfuleni	Emfuleni LM (+ Rand Water)
Mogale City	Mogale City (+ Rand Water)

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

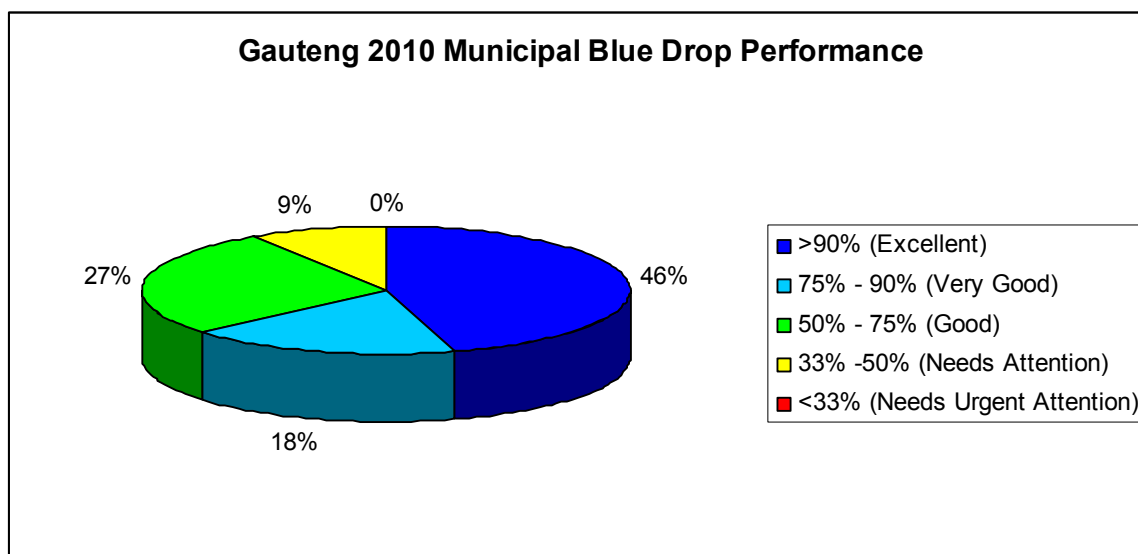
1.	City of Joburg (& Johannesburg Water, Rand Water)	98.4%
2.	Ekurhuleni (& Rand Water)	96.8%
3.	Mogale City (& Rand Water)	96.7%
4.	City of Tshwane (& Rand Water, Magalies Water)	96.4%
5.	Emfuleni (& Rand Water)	94.5%

Provincial Blue Drop Score: **85.54%**

Percentage of Water Service Authorities assessed: 100%

Quick Facts

- ◆ The vast majority of drinking water is supplied from the Rand Water treatment facilities that are managed according to world class standards. In December 2009 the Drinking Water Inspectorate (UK) assisted the Department to assess treatment procedures and it was agreed that treatment operations and management compares well to that of the best in the United Kingdom.
- ◆ Average Provincial Compliance figures for the 12 month assessment period:
 - Microbiological: 99.5%
 - Chemical Health: 99.7%
 - Physical & Organoleptic 99.6%




The Gauteng Municipalities delivered a sterling performance during the 2010 Blue Drop assessments. Only 9% (1 municipality) scored less than 50%; this implies that these authorities have adapted well to the change in mindset and attitude regarding drinking water quality management. (From DWQ monitoring to DWQ Management).

Water Services Authority: City of Johannesburg Metropolitan Municipality
Water Services Provider: Rand Water & Johannesburg Water

Municipal Blue Drop Score: **98.4%**

Water Supply Systems Blue Drop Performance


Performance Area	Systems	City of Johannesburg¹ Rand Water & Johannesburg Water 
Water Safety Plan		B
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		B
Responsible Publication of Performance		B
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.30% 12 months data
Chemical DWQ Compliance with National Standard		98.38% 12 months data
Blue Drop Score (2010) + Trend		98.38% ↓
Blue Drop Score (2009)		100%

1 Ennerdale, Klipspruit, Avalon, Soweto, Southdale, Langlaagte, Hamberg, Zandfontein South, Zandfontein North, Midrand and Randburg

Regulatory Impression:

The City of Joburg continues to manage drinking water within their area of jurisdiction with distinction. The slight decrease in Blue Drop score pertains predominantly to the additional criteria evaluated this cycle and does not imply a decrease in DWQ management practices retained by the authority. The Department applauds the City who maintains the Blue Drop Status awarded in 2009 as well as the fact that with the support of Rand and Johannesburg Water remains the leading Blue Drop performers for the 2010 assessment cycle.

Water Services Authority: City of Tshwane Metropolitan Municipality**Water Services Provider: Rand Water & Magalies Water**Municipal Blue Drop Score: **96.4%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	City of Tshwane¹ Rand Water & Magalies Water 
Water Safety Plan		B
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		B
Responsible Publication of Performance		D
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.08% 12 months data
Chemical DWQ Compliance with National Standard		99.94% 12 months data
Blue Drop Score (2010) + Trend		96.36% ↑
Blue Drop Score (2009)		95%

- 1 Montana, Hamanskraal, Soshanguve, Garankuwa, Mabopane, Gezina, Pretoria Central, Rietvlei, Mamelodi, Atteridgeville, Babelegi, Tswaing, Themba, Wonderboom, Sunnyside, Arcadia, Hatfield, Rietvlei, Winterveldt, Centurion and Rosslyn


Regulatory Impression:

The City of Tshwane Metropolitan Municipality is managing its water supply systems with distinction. The slight Blue Drop score increase is commendable; the Department again awards the authority with Blue Drop status.

The efforts to improve data credibility make the Metro the authority with the highest level of DWQ data integrity. The very impressive "Tap Water" monitoring programme takes sampling to another level and ensures that the general public gets involved in drinking water quality management.

It is unfortunate that Scores were slightly compromised due to inadequate availability of management information for the Roodeplaat system.

Water Services Authority: Ekurhuleni Metropolitan Municipality**Water Services Provider: Rand Water**Municipal Blue Drop Score: **96.8%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Ekurhuleni ¹ Rand Water 
Water Safety Plan		B
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		B
Compliance with National Standard		A
Failure Response Management		B
Responsible Publication of Performance		C
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.28% 12 months data
Chemical DWQ Compliance with National Standard		99.82% 12 months data
Blue Drop Score (2010) + Trend		96.83% ↑
Blue Drop Score (2009)		96%

1 Alberton, Bapsfontein, Bedfordview, Benoni, Boksburg, Brakpan, Chief Albert Lithuli park, Daveyton, Duduza, Edenvale, Ekurhuleni, Etwatwa, Germiston, Katlehong, Kempton Park, Kwa-Thema, Lindelani Village, Nigel, Olifantsfontein, Springs, Tembisa, Tokoza, Tsakane, Vosloorus, Watville


Systems not assessed: Bapsfontein informal settlement boreholes

Regulatory Impression:

The Ekurhuleni Metropolitan Municipality is providing consumers within their area of responsibility with continuous safe water. Water Supply Systems within jurisdiction of the Metro again receives Blue Drop status. Finalisation of the risk assessment process, formally documented within the water safety plan, inclusive of management's commitment for continued endorsement, could result in further improvement of the DWQ performance of the authority.

Municipal Blue Drop Score: **94.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Emfuleni Rand Water 	Vaaloewer
Water Safety Plan		E	G
Process Control & Maintenance Competency		A	B
Efficiency of Monitoring Programme		A	B
Credibility of Sample Analyses		B	D
Data Submission to DWA		A	A
Compliance with National Standard		A	A
Failure Response Management		A	A
Responsible Publication of Performance		E	E
Efficacy of Asset Management		A	B
Microbial DWQ Compliance with National Standard		99.83%* 12 months data	99.83%* 12 months data
Chemical DWQ Compliance with National Standard		99.32%* 12 months data	99.32%* 12 months data
Blue Drop Score (2010) + Trend		95.75% ↑	82.25% ↑
Blue Drop Score (2009)		72%	72%

* Compliance determined from Municipal Overview

Regulatory Impression:

The concerted effort by Emfuleni Local Municipality to improve management of DWQ over the past 12 months ensured that the Department acknowledges these enhancements by awarding Blue Drop status for the 2010 cycle to the Emfuleni water supply system. Continued improvements could soon result in Vaaloewer also receiving Blue Drop status. The intent to finalise water safety plans for all systems noted, the Department encourages the municipality to complete the process as soon as possible (the Emfuleni system already benefited from the water safety plan maintained by Rand Water).

Monitoring programmes for the Vaaloewer system needs to be properly documented, the Leeuwkuil laboratory should be encouraged to maintain participation in proficiency schemes, while publication of DWQ performance, as started on the web, need to continue and communicated to the public.

Water Services Authority: Kungwini Local Municipality
Water Services Provider: Kungwini LM & Rand Water

Municipal Blue Drop Score: **42.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Kungwini ¹	Bronkhorstbaai ²	Kungwini West (Bronberg) ³ Rand Water
Water Safety Plan		G	G	E
Process Control & Maintenance Competency		D	G	B
Efficiency of Monitoring Programme		B	D	F
Credibility of Sample Analyses		B	C	D
Data Submission to DWA		G	G	E
Compliance with National Standard		F	G	F
Failure Response Management		G	G	E
Responsible Publication of Performance		D	D	E
Efficacy of Asset Management		C	F	C
Microbial DWQ Compliance with National Standard		98.34%* 08 months data	96.55% 05 months data	98.34%* 08 months data
Chemical DWQ Compliance with National Standard		99.99%* 07 months data	98.90% 04 months data	99.82%* 07 months data
Blue Drop Score (2010) + Trend		41.25% ↑	19.50% ↑	44.85% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed

* Compliance determined from Municipal Overview

1 Bronkhorstpruit Town & Residents, Zithobeni, Rethabiseng

2 Bronkhorstbaai Dam Residents

3 Silver Lakes, Grootfontein, Olympus

Systems not assessed: Sokhulumi Boreholes

Regulatory Impression:

The concerted effort by Kungwini Local Municipality to improve on DWQ management since the audit of the Department in October 2009 is noted. The authority is encouraged to continue, all effort must persevere to finalise the draft water safety plan, outcomes of which should be used to improve the monitoring programmes and address of high risk factors sporadically affecting the quality of the drinking water. Disinfection at the Bronkhorstbaai package plant needs to improve.

Municipal Blue Drop Score: **58.8%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Lesedi Rand Water
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		C
Credibility of Sample Analyses		B
Data Submission to DWA		E
Compliance with National Standard		F
Failure Response Management		E
Responsible Publication of Performance		G
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		98.10% 10 months data
Chemical DWQ Compliance with National Standard		99.99% 06 months data
Blue Drop Score (2010) + Trend		58.82% ↑
Blue Drop Score (2009)		Not assessed

Regulatory Impression:

The Lesedi Local Municipality should improve DWQ management in their area of jurisdiction; there is need for the development of a formal water safety plan (not only a disaster management plan), a DWQ Incident Management Protocol including implementation of both. Furthermore, compliance monitoring needs to expand to include an analyses for the full SANS 241 at least once a year. Follow-up with eWQMS required to ensure that all submitted data reflects accurately on the BDS. With these adjustments, the municipality could be working towards obtaining Blue Drop status during the next round of assessment.

Municipal Blue Drop Score: **73.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Meyerton ¹ Rand Water	Vaal Marina
Water Safety Plan		C	G
Process Control & Maintenance Competency		A	F
Efficiency of Monitoring Programme		B	F
Credibility of Sample Analyses		A	F
Data Submission to DWA		G	G
Compliance with National Standard		C	C
Failure Response Management		A	A
Responsible Publication of Performance		G	G
Efficacy of Asset Management		B	E
Microbial DWQ Compliance with National Standard		99.99%* 10 months data	99.99%* 10 months data
Chemical DWQ Compliance with National Standard		99.99%* 04 months data	99.99%* 04 months data
Blue Drop Score (2010) + Trend		76.25% ↑	46.88% ↑
Blue Drop Score (2009)		60.5%	Not assessed

* Compliance determined from Municipal Overview

1 De Deur-Walkerville-Randvaal

Systems not assessed: Midvaal Agricultural (Boreholes)


Regulatory Impression:

The DWA is cognisant of the water safety plan of Rand Water and also the risk assessment conducted by the WSA on the distribution network. The content of the WSA water safety plan should however improve to include a better description of the distribution network and timeframes for addressing high-risk factors. Proof needs to be submitted of management commitment for sustained implementation and address of high risks factors. Alert levels & response times could be better defined in the DWQ Incident Management Protocol, while publication of DWQ performance to the public could increase the next Blue Drop score.

Water Services Authority: Mogale City Local Municipality
Water Services Provider: Mogale City LM & Rand Water

Municipal Blue Drop Score: **96.7%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mogale City Rand Water 	Mogale City (Rural boreholes)
Water Safety Plan		E	F
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		A	A
Credibility of Sample Analyses		A	A
Data Submission to DWA		A	A
Compliance with National Standard		A	C[#]
Failure Response Management		A	A
Responsible Publication of Performance		B	A
Efficacy of Asset Management		A	A
Microbial DWQ Compliance with National Standard		99.68%* 12 months data	99.68%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		97.75% ↑	86.00% ↑
Blue Drop Score (2009)		92%	Not assessed

* Compliance determined from Municipal Overview

Although compliance for this system is also noted from the municipal overview, full credit not given due to the limited number of sample points currently shown on the BDS to be linked to the Mogale City (rural Borehole) water supply system.

Regulatory Impression:

The Department wishes to congratulate the concerted team effort employed by the municipality to lift the Blue Drop score of the Mogale City water supply system to Blue Drop status. The DWA encourages Management to support the endeavours of staff, to assist in finalisation of the water safety plan and to dedicate funds to ensure continuous DWQ management.

Furthermore, the municipal strive to ensure correctness of data on the BDS is acknowledged, once completed, the Mogale City (rural boreholes) system could see a further Blue Drop score increase.

Water Services Authority: Nokeng Tsa Taemane Local Municipality

Water Services Provider: Magalies Water

Municipal Blue Drop Score: **57.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Cullinan ¹ Magalies Water	Onverwacht (Boreholes)	Wallmansthal ² Magalies Water
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	F	B
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		C	B	C
Data Submission to DWA		G	G	G
Compliance with National Standard		B	B	B
Failure Response Management		F	G	F
Responsible Publication of Performance		D	G	G
Efficacy of Asset Management		D	E	D
Microbial DWQ Compliance with National Standard		99.99%* 08 months data	99.99%* 07 months data	99.99%* 08 months data
Chemical DWQ Compliance with National Standard		99.99%* 02 months data	99.99%* 02 months data	99.99%* 02 months data
Blue Drop Score (2010) + Trend		61.25% ↑	49.63% ↑	61.88% ↑
Blue Drop Score (2009)		20.5%	20.5%	20.5%

* Compliance determined from Municipal Overview

1 Cullinan, Rayton Refilwe

2 Wallmansthal-Roodeplaat-Kameeldrift-Kameelfontein-Derdepoort-Leeuwfontein

Regulatory Impression:

It certainly took an incredible team effort to lift the performance of the municipality from 20.5% to the point where both the water supply systems receiving water from treatment works, received Blue Drop scores above 60%. The DWA in particular note the improved actual drinking water quality. The Department congratulates the authority and encourages them to maintain efforts to further improve DWQ management. Finalisation of the water safety plan, linked with securing management commitment, is some of the aspects the municipality should strive to improve in the near future.

Water Services Authority: Randfontein Local Municipality**Water Services Provider: Rand Water**Municipal Blue Drop Score: **87.3%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Randfontein ¹ Rand Water
Water Safety Plan		E
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		C
Responsible Publication of Performance		G
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		90.13% 10 months data
Blue Drop Score (2010) + Trend		87.31% ↑
Blue Drop Score (2009)		64%

1 Greenhills, Westergloor, Finsburg, Zenzele Informal Settlement, Mohlakeng, Peace Heaven, Toekomsrus, Brandvlei, Jabulani, Mastere, Kocksoord, Culombo Park and Helikon Park

Regulatory Impression:

The Department congratulates the Randfontein Local Municipality on the improved 2009 Blue Drop score. It is encouraging to note in particular the improved actual DWQ; the municipality is encouraged to maintain efforts to further improve the management of DWQ in their area of jurisdiction. All efforts should be sustained to finalise the water safety plan and to maintain management support for DWQ management - the only aspect preventing the municipality then from receiving Blue Drop status would be responsible publication of DWQ performance to the public.

Water Services Authority: Westonaria Local Municipality**Water Services Provider: Rand Water**Municipal Blue Drop Score: **88.3%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Westonaria ¹ Rand Water
Water Safety Plan		E
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		C
Responsible Publication of Performance		E
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.43% 12 months data
Chemical DWQ Compliance with National Standard		99.33% 12 months data
Blue Drop Score (2010) + Trend		88.28% ↑
Blue Drop Score (2009)		84%

1 Bekkersdal, Glenharvie, Simunye, Hillshaven, Thusanang, Venterspos, Waterpan, Wagterskop, Zuurbekom, Protea Park and Libanon Mine

Regulatory Impression:

The Department congratulates the Westonaria Local Municipality on slightly improving on their 2009 Blue Drop score. The municipality is encouraged to maintain efforts to further improve the management of DWQ in their area of jurisdiction – in particular, the authority needs to develop a water safety plan.

Chapter 4

Kwa-Zulu NATAL Province



Chapter 4 - Kwa-Zulu NATAL Province

Introduction

Kwa-Zulu Natal was one of the most challenging provinces to assess due to the high number of water supply systems that were subjected to Blue Drop assessments. Even though most of the smaller rural schemes did not score very well, it is most encouraging to note the commendable effort made by the authorities to provide water of acceptable quality to all its constituencies. Here Ugu DM can get special mentioning since the municipality takes responsibility for a number of systems and yet remarkably, managed to have all systems scoring higher than 50% when measured against the Blue Drop criteria.

Ethekwini Metro (with the assistance of Umgeni Water) was unfortunately the only municipality that obtained Blue Drop status in 2010 within KZN province, but there are many other systems that seem to be managed very well and are on the verge of being classified as excellent. Ilembe DM could not manage to retain Blue Drop status for the water supply system of Sundumbili.

Ugu District Municipality's performance were very impressive; even though no Blue Drop certification was obtained this time round, it thoroughly deserves its second place in the provincial rankings of top performers as well as national recognition for its superb effort to get an excellent water safety plan in place.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Ethekwini	Ethekwini Metro (+ Umgeni Water)

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

- | | | |
|----|---|--------------|
| 1. | Ethekwini Metro (+ Umgeni Water) | 96.1% |
| 2. | Ugu DM (+ Umgeni Water) | 87.4% |
| 3. | uMhluthuze LM (+ WSSA) | 80.4% |
| 4. | Newcastle LM(+ Uthukela Water) | 74.8% |
| 5. | Msundusi LM (+ Umgeni Water) | 73.2% |

Provincial Blue Drop Score:

65.91%

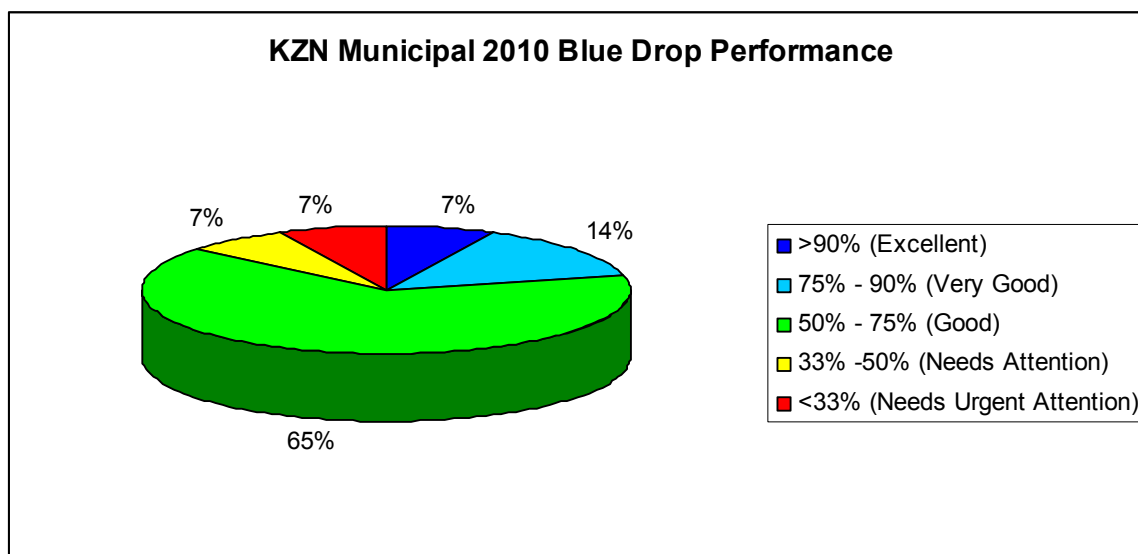
Percentage of Water Service Authorities assessed: 100%

Quick Facts

- 173 water supply systems were assessed in the KZN Province, which is by far the largest provincial number for the entire country. In a distant second would be Northern Cape which had 136 systems assessed. (To put this in context; Gauteng have 18 systems and Limpopo 64.) This indicates the magnitude of KZN's challenge to improve drinking water quality management since

the large volume of small schemes is the reason for this number. Yet it is encouraging noting the commitment of the Water Services Authorities to take responsibility for the drinking water quality management of every little village.

- ◆ A record 101 systems have water safety plans in place of which 47 were found to be complying with the basic principles for risk-based management of drinking water quality.
- ◆ There is a serious shortage of adequate process controlling skills since only 61 systems fully complied with the requirements of Regulation 2834.
- ◆ In spite of numerous challenges, the quality of drinking water according to provincial averages were found to be complying well over the assessment period to the national standards:
 - Microbiological: 97.3%
 - Chemical Health: 98.9%
 - Physical & Organoleptic 96.5%



This graph depicts a rather remarkable performance by Municipalities and Water Services Providers in KwaZulu Natal Province during the 2010 Blue Drop assessments. Only 14 % (2 municipalities) scored less than 50%.

Water Services Authority: Amajuba District Municipality

Water Services Provider: uThukela Water

Municipal Blue Drop Score: **56.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Utrecht uThukela Water	Danhauser uThukela Water	Durnacol uThukela Water	Hatting-spruit uThukela Water
Water Safety Plan		F	F	F	G
Process Control & Maintenance Competency		E	E	G	G
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	C
Compliance with National Standard		C	C	C	C
Failure Response Management		A	A	A	A
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		B	B	D	D
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 09 months data	99.99% 10 months data	99.99% 09 months data	No data
Blue Drop Score (2010) + Trend		70.88% ↓	71.88% ↑	66.88% ↑	63.88% ↑
Blue Drop Score (2009)		72.5%	66.5%	64.5%	Not assessed

Systems not assessed: Rudimentary Boreholes (uThukela Water)

Regulatory Impression:

The concerted effort by the Amajuba District Municipality, assisted by uThukela Water, to improve over the past 12 months on aspects highlighted in the 2009 Blue Drop Report, is applauded by the Department. Impressive is the improvement in the actual drinking water quality and incident preparedness. Sufficient proof was presented that adequate processes are in place to maintain safe water supply. There is however room for improvement towards Blue Drop certification: water safety plans, compliance with Regulation 2834 and responsible publication of DWQ performance needs attention.


The DWA acknowledges the risk assessments already done, but recommend a better refinement of roles and responsibilities, while also confirming WSA management commitment. Proof of application for registration of Process Control staff could improve the above Blue Drop score, the WSP also needs to look into the update of outdated O&M manuals.

Water Services Authority: eThekweni Metropolitan Municipality

Water Services Provider: Umgeni Water

Municipal Blue Drop Score: 96.1%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	eThekweni Metropolitan Municipality Umgeni Water 
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		B
Responsible Publication of Performance		A
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data
Blue Drop Score (2010) + Trend		96.08% ↓
Blue Drop Score (2009)		96.50%






Regulatory Impression:

The eThekweni Metropolitan Municipality continues to manage drinking water within their area of jurisdiction with distinction. The Department applauds the City for maintaining the Blue Drop Status awarded in 2009. The Blue Drop audit process revealed that process controlling at the water treatment facility is on par with excellence requirements. This is commendable and the Department trust that the Metro will maintain its high levels on compliance.

Water Services Authority: Ilembe District Municipality
Water Services Provider: Ilembe DM; Umgeni Water; Water and Sanitation South Africa (WSSA) & Siza Water

Municipal Blue Drop Score: **50.8%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Sundumbili¹ WSSA & Ilembe DM	Mandeni	Thukela Village²	Mathonsi³	Makwanini
Water Safety Plan		E	F	F	F	F
Process Control & Maintenance Competency		A	C	G	C	E
Efficiency of Monitoring Programme		C	C	G	E	E
Credibility of Sample Analyses		C	F	G	G	G
Data Submission to DWA		A	B	G	G	G
Compliance with National Standard		B	G	G	G	G
Failure Response Management		E	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		D	E	E	E	E
Microbial DWQ Compliance with National Standard		99.99% 12 months data	87.50% 11 months data	No data	No data	No data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	No data	No data	No data
Blue Drop Score (2010) + Trend		70.63% 	29.38% 	04.50% 	19.38% 	15.38% 
Blue Drop Score (2009)		100%	Not assessed	Not assessed	Not assessed	Not assessed

1 Sundumbili township, Isithebe Industrial Estate and Nyoni

2 Thukela village, Newark, Highville Park

3 Mathonsi, Noyaga

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Amatikulu Centre ⁴	Ifalethu	Ohwebede	Hlanganani	Lambohi
Water Safety Plan		F	F	F	F	F
Process Control & Maintenance Competency		C	C	C	C	C
Efficiency of Monitoring Programme		E	B	E	E	E
Credibility of Sample Analyses		G	F	F	F	F
Data Submission to DWA		G	B	G	G	G
Compliance with Nat. Standard		G	C	G	G	G
Failure Response Management		G	G	G	G	G
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	E	E	E	E
Microbial DWQ Compliance with National Standard		No data	99.99% 12 months data	No data	No data	No data
Chemical DWQ Compliance with National Standard		No data	99.99% 01 months data	No data	No data	No data
Blue Drop Score (2010) + Trend		19.38% ↑	49.63% ↑	19.88% ↑	19.88% ↑	19.88% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

4 Amatigulu Centre, Wangu centre

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Ethembeni	Uthukela Mouth	Mazitapele	Dolphin Coast ⁵ Umgeni Water & Siza	KwaDukuza Town Umgeni Water
Water Safety Plan		F	F	F	A	E
Process Control & Maintenance Competency		C	C	C	A	A
Efficiency of Monitoring Programme		E	E	E	A	B
Credibility of Sample Analyses		F	F	F	B	C
Data Submission to DWA		G	G	G	A	C
Compliance with Nat. Standard		G	G	G	D	G
Failure Response Management		G	G	G	A	F
Publication of Performance		G	G	G	B	D
Efficacy of Asset Management		E	E	E	A	B
Microbial DWQ Compliance with National Standard		No data	No data	No data	97.56% 12 months data	97.56% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	99.99% 12 months data	No data
Blue Drop Score (2010) + Trend		19.88% ↑	19.88% ↑	19.88% ↑	84.13% ↑	54.05% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

5 Ballito, Shaka's rock, Salt rock, Shaka's head, Shakaskraal, Tinley Manor, Etete

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Groutville Umgeni Water	Zinkwazi Beach Umgeni Water	Blythedale Beach Umgeni Water	Ndwedwe Town Umgeni Water	Montebello Hospital Umgeni Water
Water Safety Plan		E	E	E	E	F
Process Control & Maintenance Competency		A	A	A	A	B
Efficiency of Monitoring Programme		E	E	D	A	E
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	B	B	A	B
Compliance with Nat. Standard		G	D	F	A	C
Failure Response Management		F	F	F	F	F
Publication of Performance		D	D	D	D	D
Efficacy of Asset Management		B	C	C	C	C
Microbial DWQ Compliance with National Standard		No data	99.99% 12 months data	98.57% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	71.84% 01 months data	99.99% 01 months data	99.99% 11 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		36.13% ↑	55.63% ↑	51.13% ↑	72.63% ↑	58.50% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

Water Supply Systems Blue Drop Performance (Table 5)

Performance Area	Systems	Mayelisweni Umgeni Water	Ntabaskop Umgeni Water	Isiminya Umgeni Water	Esidumbini Umgeni Water	Glendale Heights Umgeni Water
Water Safety Plan		F	F	F	F	F
Process Control & Maintenance Competency		B	B	B	B	A
Efficiency of Monitoring Programme		E	E	E	E	E
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		C	C	B	B	B
Compliance with Nat. Standard		C	G	G	C	G
Failure Response Management		F	F	F	F	F
Publication of Performance		D	G	D	D	D
Efficacy of Asset Management		C	C	C	C	C
Microbial DWQ Compliance with National Standard		99.99% 07 months data	90.74% 07 months data	89.36% 12 months data	99.99% 12 months data	95.65% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 01 months data	99.99% 01 months data	99.99% 01 months data	94.12% 01 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		57.25% ↑	39.25% ↑	38.50% ↑	55.50% ↑	59.50% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed	Not assessed

Water Supply Systems Blue Drop Performance (Table 6)

<i>Performance Area</i>	<i>Systems</i>	Glendale Umgeni Water	kwaSathane Umgeni Water	Madundube Umgeni Water	Waterfall Umgeni Water	Masibam- bisane
Water Safety Plan		F	F	F	F	F
Process Control & Maintenance Competency		A	A	A	A	G
Efficiency of Monitoring Programme		E	E	E	E	G
Credibility of Sample Analyses		C	B	A	C	C
Data Submission to DWA		B	G	B	G	B
Compliance with Nat. Standard		C	C	G	G	G
Failure Response Management		F	F	F	F	F
Publication of Performance		D	D	D	D	G
Efficacy of Asset Management		C	C	C	C	E
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 12 months data	99.99% 07 months data	90.91% 12 months data	66.67% 08 months data	95.56% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 01 months data	99.99% 01 months data	99.99% 01 months data	94.12% 01 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		60.75% ↑	59.50% ↑	43.25% ↑	40.75% ↑	17.56% ↑
Blue Drop Score (2009)		<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>

Water Supply Systems Blue Drop Performance (Table 7)

<i>Performance Area</i>	<i>Systems</i>	Ngcebo	Maphumula	Ntunjambili	Vukile High School
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		G	G	G	G
Credibility of Sample Analyses		G	C	A	C
Data Submission to DWA		G	B	A	B
Compliance with Nat. Standard		G	C	B	C
Failure Response Management		F	F	F	F
Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
<i>Microbial DWQ Compliance with National Standard</i>		No data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	94.12% 01 months data	99.99% 12 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		07.06% ↑	32.56% ↑	44.06% ↑	35.56% ↑
Blue Drop Score (2009)		<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>

Water Supply Systems Blue Drop Performance (Table 8)

Performance Area	Systems	Isithundu	Mbitane	Mushane	Maqumbi
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		G	G	G	D
Efficiency of Monitoring Programme		G	G	G	F
Credibility of Sample Analyses		C	C	C	B
Data Submission to DWA		B	G	C	A
Compliance with National Standard		G	G	G	B
Failure Response Management		F	F	F	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
Microbial DWQ Compliance with National Standard		77.27% 12 months data	50.00% 07 months data	86.96% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 01 months data	94.12% 01 months data	No data	99.99% 12 months data
Blue Drop Score (2010) + Trend		17.56% ↑	16.31% ↑	16.31% ↑	54.06% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	Not assessed

Regulatory Impression:

The DWQ management performance of the Ilembe District Municipality varies. The Department acknowledges that the authority has a rather large area of responsibility; management practices within the water supply systems receiving water from treatment works were found to be reasonably good. Ilembe is encouraged to improve performance in the systems supplied by groundwater - the actual microbiological quality of water in many of the systems were found to be not up to the required standard, the matter requires special and urgent attention. Disinfection must be maintained. Compliance monitoring needs to commence in systems with no data recorded. The DWA applauds the municipality for the work done on the BDS, linkage of sample points to supply systems allowed for a more system specific evaluation.

It is further advisable that DWQ management practices be brought in line with the water safety plan process. Cost effective, informed chemical monitoring programmes could ensue from proper risk assessments. Failure response management is another facet that requires soonest attention, the municipality needs to be better prepared to react to failures, especially in the areas affected by sporadic failures where communication to the public could also be more problematic. Ongoing reporting on DWQ performance to the public would also ensure better awareness and maintaining of communication mechanisms which might be needed in emergencies.

Ilembe District Municipality is advised to build upon its performance for the following reporting cycle, relationships with WSP's should be clearly documented and the Department hopes to be in a position to award Blue Drop status in some of the systems in future.

Water Services Authority: Msunduzi Local Municipality**Water Services Provider: Umgeni Water****Municipal Blue Drop Score: 73.2%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Midmar Umgeni Water	DV Harris Umgeni Water
Water Safety Plan		G	G
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		E	E
Credibility of Sample Analyses		C	C
Data Submission to DWA		A	A
Compliance with National Standard		B	B
Failure Response Management		D	D
Responsible Publication of Performance		G	G
Efficacy of Asset Management		A	A
Microbial DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		73.19% ↓	73.19% ↓
Blue Drop Score (2009)		Assessed as one system in 2009 scored 92%	

* Compliance determined from Municipal Overview

Regulatory Impression:

Evaluated against actual drinking water quality at the treatment works, the WSP is performing very well in its task to manage drinking water quality. The Msunduzi Local Municipality has to expand on the monitoring in the distribution network before full credit can be given for the reported compliance. Sample sites also have to be linked to water supply systems on the BDS before compliance can be calculated per system. The municipality further has to take responsibility for developing a water safety plan and for publication of DWQ performance. Refinement is needed of the DWQ Failure Incident Register to show the how and when of resolved issues.

Municipal Blue Drop Score: **74.8%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Newcastle uThukela Water	Charlestown uThukela Water & Gert Sibande DM
Water Safety Plan		E	G
Process Control & Maintenance Competency		C	G
Efficiency of Monitoring Programme		B	C
Credibility of Sample Analyses		B	A
Data Submission to DWA		A	B
Compliance with National Standard		C	C
Failure Response Management		A	A
Responsible Publication of Performance		D	G
Efficacy of Asset Management		B	G
Microbial DWQ Compliance with National Standard		99.57% 12 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		No Data	99.99% 07 months data
Blue Drop Score (2010) + Trend		75.00% ↑	53.75% ↑
Blue Drop Score (2009)		70.5%	Not Assessed

Regulatory Impression:

The Department performed a detailed audit in November 2009 of the operations of the Newcastle Local Municipality, in particular uThukela Water, and was reasonably impressed in the professionalism with which DWQ management is approached. Management commitment is fundamental for sustained performance and the development / implementation of water safety plans.

Unfortunately the non-commitment of Gert Sibande Local Municipality impacted negatively on the score of the Charlestown water supply system (compliance with Reg. 2834 and asset management). Dedicated effort is therefore needed to develop a water safety plan for this system with clearly defined roles and responsibilities.

Chemical compliance monitoring should expand to include health parameters listed in the South African national standard. It is further advisable to improve the ad-hoc process optimisation evaluations to more formalised, pro-active process audits. The Asset Register should detail the remaining useful life of assets accurately; also indicate the capex / asset renewal programme.

Municipal Blue Drop Score: **53.6%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Kokstad	Mzinkulu	Ixopo Umgeni water	Creighton	Highlands
Water Safety Plan		G	G	F	G	G
Process Control & Maintenance Competency		A	G	A	E	G
Efficiency of Monitoring Programme		C	F	C	F	F
Credibility of Sample Analyses		B	B	B	B	G
Data Submission to DWA		C	C	A	G	G
Compliance with National Standard		G	G	A	C	G
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		D	D	D	D	D
Efficacy of Asset Management		C	E	C	E	F
Microbial DWQ Compliance with National Standard		88.89% 12 months data	70.59% 11 months data	99.99% 12 months data	99.99% 06 months data	No Data
Chemical DWQ Compliance with National Standard		No Data	No Data	98.91% 11 months data	No Data	No Data
Blue Drop Score (2010) + Trend		54.13% ↑	35.38% ↑	83.63% ↑	56.13% ↑	22.63% ↑
Blue Drop Score (2009)		34%	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Ixopo High Flats	Underberg	Apponlinars	Hlanganani / Pulela	Ibisi
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		G	G	G	G	G
Efficiency of Monitoring Programme		G	F	F	F	F
Credibility of Sample Analyses		G	B	B	B	B
Data Submission to DWA		C	C	C	C	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		D	D	D	D	D
Efficacy of Asset Management		G	F	F	F	F
Microbial DWQ Compliance with National Standard		72.73% 11 months data	72.73% 11 months data	63.64% 11 months data	66.64% 11 months data	75.00% 04 Months data
Chemical DWQ Compliance with National Standard		No Data	No Data	No Data	No Data	No Data
Blue Drop Score (2010) + Trend		22.38% ↑	34.13% ↑	34.88% ↑	34.13% ↑	30.88% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Systems not assessed: Borehole systems- Mahehle; Erith Trust; Sprinvale; Mdayane; Bulwer and Donnybrook, WTW systems- Nokweja and Riverside, Ugu DM cross border schemes- Jolivet and Hlokozi

Regulatory Impression:

Sisonke District Municipality has to improve in almost every aspect of the drinking water quality management business since various fundamentals are found not to be in place. Except for the Ixopo water supply system, the Department has little confidence in the DWQ performance of the authority. The report card indicates a consistent pattern of shortcomings across the spectrum. The DWQ management performance in the various non-assessed systems stays undetermined.

The Department takes some encouragement out of the municipality's innovative approach to start the risk assessment process. The authority is advised to continue while addressing some of the other shortcomings. Flow measurements needs to be recorded for all the water treatment plants, while maintaining updated asset registers. The DWQ Incident Management protocol was found to be brief, although DWA notes that it states actions, roles and responsibilities, the document needs to be updated. It was further noted that manufacturer's manuals are mostly available as O&M manuals, details are limited to mostly equipment, processes are not detailed – adequate O&M manuals thus need to be put in place. The highly technical language of the manufacturer's manuals could be difficult to read by all.

Water Services Authority: Ugu District Municipality
Water Services Provider: Ugu DM & Umgeni Water

Municipal Blue Drop Score: **87.4%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Hibberdene to Ramsgate & inland	Southbroom to Port Edward & inland	Ghost Town to Mazakhele	KwaJali to Mlozane
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		A	A	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	A	A
Compliance with National Standard		B	B	B	D
Failure Response Management		A	A	A	A
Responsible Publication of Performance		C	C	C	C
Efficacy of Asset Management		D	D	D	D
Microbial DWQ Compliance with National Standard		99.79% 12 months data	99.99% 12 months data	99.99% 12 months data	98.73% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 10 months data	99.99% 11 months data	99.99% 09 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		89.25% ↓	89.25% ↓	87.00% ↓	77.00% ↓
Blue Drop Score (2009)	Assessed as one system in 2009, scored 93.5%				

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	KwaFodo to Esitholweni	KwaMbotho to KwaBihidla	KwaNyuswa to EkuZameni	KwaNyuswa to St Martin
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		E	C	C	E
Data Submission to DWA		A	A	A	A
Compliance with Nat. Standard		G	B	B	B
Failure Response Management		A	A	A	A
Publication of Performance		C	C	C	C
Efficacy of Asset Management		E	E	E	E
Microbial DWQ Compliance with National Standard		96.61% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 09 months data	99.99% 10 months data	99.99% 11 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		60.50% ↓	84.00% ↓	85.50% ↓	83.75% ↓
Blue Drop Score (2009)		Assessed as one system in 2009, scored 93.5%			

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	KwaHlongwa	Phungashe & Ndwebu	Mehlomnyama & Oshabeni	Vulamehlo to Jolvet
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	C	A
Compliance with Nat. Standard		G	B	B	D
Failure Response Management		A	A	A	A
Publication of Performance		C	C	C	C
Efficacy of Asset Management		E	D	E	G
Microbial DWQ Compliance with National Standard		92.68% 12 months data	99.99% 12 months data	99.99% 10 months data	98.33% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 11 months data	99.99% 09 months data	99.99% 08 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		61.50% ↓	87.00% ↓	83.00% ↓	71.50% ↓
Blue Drop Score (2009)		Assessed as one system in 2009, scored 93.5%			

Water Supply Systems Blue Drop Performance (Table 4)

<i>Performance Area</i>	<i>Systems</i>	<i>KwaLembe to Dududu</i>	<i>KwaNdelu to Morrisons</i>	<i>Mathulini, Mthwalume & Qoloqolo Umgeni Water</i>	<i>Umzinto & Pennington to Scottburg Umgeni Water</i>
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	C	A	A
Compliance with National Standard		B	G	B	B
Failure Response Management		A	A	A	A
Responsible Publication of Performance		C	C	C	C
Efficacy of Asset Management		E	E	C	C
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 12 months data	82.35% 09 months data	99.10% 12 months data	99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 08 months data	No data	98.96% 06 months data	99.99% 10 months data
Blue Drop Score (2010) + Trend		84.00% ↓	56.00% ↓	86.00% ↓	87.50% ↓
Blue Drop Score (2009)	Assessed as one system in 2009, scored 93.5%				

Regulatory Impression:

With the exception of the KwaFodo to Esitholweni, KwaHlongwa and KwaNdelu to Morrison's systems, the overall 2010 Blue Drop performance of Ugu District Municipality (Umgeni Water assisting in 2 systems) can be classified as "Very Good". With some improvement in the chemical monitoring programmes, to include analyses of determinands as informed by the risk assessments and full SANS 241 analyses annually, many of the systems could be on their way of attaining Blue Drop status in 2011. Special mention has to be made of the initial water safety plan presented during the assessment; the panel was tremendously impressed with the document produced solely in-house, the authority is advised to expand the document to be specific to each of the registered supply system, while being very clear on roles and responsibilities.

The Department takes note that the municipality is in process of appointing assistance for the process optimisation audit – the authority is encouraged to participate fully in the process, to update the internal audits so that the municipality would be able to maintain the function in-house in future. It is also recommended that the authority looks at Regulation 2834 classification of all their water treatment works, care should be taken to ensure that all the systems are correctly classified.

Water Services Authority: Umgungundlovu District Municipality

Water Services Provider: Umgeni Water

Municipal Blue Drop Score: **64.7%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	uMshwathi	Moorivier LM 1 (WTW)	Richmond LM 1 (WTW) Umgeni Water	Mkham- bathini Umgeni Water	uMungeni LM Lidgetton Umgeni Water
Water Safety Plan		E	E	E	E	E
Process Control & Maintenance Competency		E	B	B	E	B
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	A	A	A	A
Compliance with National Standard		B	B	B	B	B
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	C	C	E	C
Microbial DWQ Compliance with National Standard		99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		61.63% ↑	69.63% ↑	69.63% ↑	61.63% ↑	69.63% ↑
Blue Drop Score (2009)	WSA was assessed as one system in the 2009, scored 21%					

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Impendle 1 (WTW) Umgeni Water	uMshwathi LM1 (Makeni) Umgeni Water	uMshwathi LM 2 (Mtulwa) Umgeni Water	Moorivier LM 2 (Ndaleni package plant)	Richmond LM 2 (Ndaleni package plant)
Water Safety Plan		E	E	E	E	E
Process Control & Maintenance Competency		E	B	B	B	B
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	A	A	A	A
Compliance with National Standard		B	B	B	B	B
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	C	C	C	C
Microbial DWQ Compliance with National Standard		99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		61.63% ↑	69.63% ↑	69.63% ↑	69.63% ↑	69.63% ↑
Blue Drop Score (2009)	WSA was assessed as one system in the 2009, scored 21%					

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	uMungeni LM - Howick Umgeni Water	Impendle LM 2 (boreholes)	Impendle LM 3 (village spring)
Water Safety Plan		E	E	E
Process Control & Maintenance Competency		E	E	E
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		B	B	B
Failure Response Management		A	A	A
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		E	E	E
Microbial DWQ Compliance with National Standard		99.84%* 12 months data	99.84%* 12 months data	99.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		69.63% ↑	69.63% ↑	69.63% ↑
Blue Drop Score (2009)	WSA was assessed as one system in the 2009, scored 21%			

* Compliance determined from Municipal Overview

Regulatory Impression:

There is reason to be encouraged since evident improvement is seen in the performance of the 13 registered water supply systems compared against the one combined system evaluated last year. The municipality is encouraged to sort their sample points per water supply system on the BDS for more detailed evaluation of system actual DWQ compliance. Future submission of documentation by the WSA / WSP per system will further improve the quality of the evaluation of criteria 2 and 9.

In general, the Department congratulates the authority on the improved microbiological DWQ. The sample point list and submission of data confirms that Umgeni Water maintains safe DWQ at most of the water treatment works; monitoring coverage by the WSA in the distribution network however requires site and determinand analyses expansion. The drafting of water safety plans, with management commitment for implementation, needs urgent attention. Publication of DWQ performance is another facet that needs to be addressed.

Water Services Authority: uMhluthuze Local Municipality

Water Services Provider: Water and Sanitation South Africa (WSSA)

Municipal Blue Drop Score: **80.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Richardsbay & eNseleni WSSA	eSikhaleni & Vulindela WSSA	Ngwelezane, Madlebe North & South WSSA
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		A	B	B
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		A	A	A
Compliance with National Standard		B	B	B
Failure Response Management		C	C	C
Publication of Performance		A	A	A
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.71% 12 months data	99.61% 12 months data	99.23% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		81.25% ↑	79.75% ↑	79.75% ↑
Blue Drop Score (2009)		Not Assessed	78%	78%

System only partially assessed: Empangeni

Regulatory Impression:

There is good reason to be encouraged by this municipality's performance since staff from the uMhluthuze Local Municipality, supported by Water & Sanitation South Africa showed the ability, understanding and commitment to manage actual DWQ compliance against the national DWQ standard. The Department congratulates the WSA / WSP for the considerable improvement noted against criteria 2 and 7.

The authority is encouraged to further the water safety plan in development by WSSA. Revision of the document however needed, the focus needs to expand to not only include catchment farming and housing activities, while also linking hazards identified to water quality. Roles and responsibilities needs to be clearly stated with clear guidelines on deadlines to address risks.

Failure Response Management will improve if the DWQ Incident Management Protocol expands on alert levels, response times, communication strategies and risks identified in the water safety plan. The current plan focuses more on consumer complaints. The DWA further acknowledges the process check drafted by the WSSA, the latter needs to culminate in a process optimisation report.

Water Services Authority: uMkhanyakude District Municipality
Water Services Provider: Water and Sanitation South Africa (WSSA);
uMkhanyakude DM & Mhlatuze Water

Municipal Blue Drop Score: **22.4%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Mtubatuba Town ¹ WSSA	Ubombo Area WSSA	Mseleni Area WSSA	Mbazwane Area WSSA	Block 6 Area WSSA
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	F	F	F	F
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	E	D	E	D
Microbial DWQ Compliance with National Standard		79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data
Chemical DWQ Compliance with National Standard		95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data
Blue Drop Score (2010) + Trend		27.75% ↓	24.75% ↓	26.75% ↓	24.75% ↓	26.75% ↓
Blue Drop Score (2009)	Assessed as one system in 2009, scored 44.5%					

* Compliance determined from Municipal Overview

1 St Lucia, Kwamsane

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Mjindi Area WSSA	Malobeni Area WSSA	Makhonyeni Area WSSA	Pmukunyoni Area WSSA	Umbombo Area uMkhanyakude
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		F	F	F	F	G
Efficiency of Monitoring Programme		F	F	F	F	G
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with Nat. Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	F
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	E	E	E	G
Microbial DWQ Compliance with National Standard		79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data
Chemical DWQ Compliance with National Standard		95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data
Blue Drop Score (2010) + Trend		24.75% ↓	24.75% ↓	24.75% ↓	24.75% ↓	16.44% ↓
Blue Drop Score (2009)		Assessed as one system in 2009, scored 44.5%				

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Manguzi Area uMkhanyakude	Enkanyezini Area uMkhanyakude	Ingwavuma uMkhanyakude	Hlabisa Town Mhlatuze Water
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		G	G	G	G
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		B	B	B	B
Compliance with Nat. Standard		G	G	G	G
Failure Response Management		F	F	F	F
Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	G	G
Microbial DWQ Compliance with National Standard		79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data
Chemical DWQ Compliance with National Standard		95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data
Blue Drop Score (2010) + Trend		16.44% ↓	16.44% ↓	16.44% ↓	16.44% ↓
Blue Drop Score (2009)		Assessed as one system in 2009, scored 44.5%			

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 4)

<i>Performance Area</i>	<i>Systems</i>	Mfekayi & surrounding Mhlatuze Water	Mkhuze Town Mhlatuze Water	Shemula area Mhlatuze Water
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		G	G	G
Efficiency of Monitoring Programme		G	G	G
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		F	F	F
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	F
Microbial DWQ Compliance with National Standard		79.25%* 11 months data	79.25%* 11 months data	79.25%* 11 months data
Chemical DWQ Compliance with National Standard		95.25%* 11 months data	95.25%* 11 months data	95.25%* 11 months data
Blue Drop Score (2010) + Trend		16.44% ↓	16.44% ↓	17.44% ↓
Blue Drop Score (2009)	Assessed as one system in 2009, scored 44.5%			

* Compliance determined from Municipal Overview

Regulatory Impression:

A concerted effort is required by uMkhanyakude District Municipality to improve DWQ management; almost every aspect of the DWQ management business needs attention. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the uMkhanyakude District Municipality. Until such time that the municipality arrange their sample points per water supply system on the BDS, microbial non-compliance is reported against all registered systems – the municipality is encouraged to improve overall disinfection while also looking at information submission to the Department for better identification of the problematic areas.

The authority has to prioritise development and implementation of water safety plans – proof needs to be submitted that risk assessments has been done for the entire area of responsibility, covering catchment to consumer. Roles and responsibilities needs clear definition to bring together the work done by the various Water Services Providers and the WSA. The Department needs to see proof of communication between the WSA and WSP's, the WSP's should assist in submission of outstanding information.

uMkhanyakude District Municipality needs to improve on incident preparedness, the municipality is encouraged to formalise the incident management protocol presented while developing a failure incident register. Reporting on performance to the public needs to commence and the WSA also needs to refine their asset register so that the units of the different systems are more easily identifiable.

Water Services Authority: Umzinyathi District Municipality

Water Services Provider: Uthukela Water

Municipal Blue Drop Score: **66.0%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Dundee¹ Uthukela Water	Nqutu Town, Isandlwana area Uthukela Water	Nondweni Town Uthukela Water	Fabeni area Uthukela Water	Pomeroy Town area Uthukela Water
Water Safety Plan		F	F	F	F	F
Process Control & Maintenance Competency		C	A	C	G	C
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	B	A	A	A
Compliance with National Standard		B	C	B	G	G
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		B	C	D	C	D
<i>Microbial DWQ Compliance with National Standard</i>		99.74% 12 months data	99.46% 12 months data	99.99% 12 months data	95.00% 12 months data	96.55% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 09 months data	No data	99.99% 11 months data	99.99% 09 months data	99.99% 08 months data
Blue Drop Score (2010) + Trend		77.50% ↓	73.25% ↓	77.00% ↓	47.50% ↓	53.00% ↓
Blue Drop Score (2009)	Assessed as one system scored 80%					

1 Dundee, Glencoe, Washbank and Hatting-spruit

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Tugela Ferry area Uthukela Water	Keat's Drift area Uthukela Water	Greytown Town Uthukela Water	Kranskop Town Uthukela Water	Muden area Uthukela Water
Water Safety Plan		F	F	F	F	F
Process Control & Maintenance Competency		C	G	E	G	G
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	C	A	A	B
Compliance with National Standard		E	D	C	C	C
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		B	C	D	B	D
Microbial DWQ Compliance with National Standard		98.75% 11 months data	99.99% 10 months data	99.99% 12 months data	99.99% 12 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 09 months data	No data	99.99% 09 months data	99.99% 09 months data	99.99% 09 months data
Blue Drop Score (2010) + Trend		66.25% ↓	64.25% ↓	67.00% ↓	67.00% ↓	65.75% ↓
Blue Drop Score (2009)	Assessed as one system scored 80%					

Regulatory Impression:

Even though the report card shows a pattern of digress, the Department applauds the Umzinyathi District Municipality for the improved submission of drinking water quality data. Sample sites were sorted per registered water supply system on the BDS, making it possible for the Department to complete a more thorough system assessment.

The commencement of the water safety planning process is both commendable and encouraging. The authority is advised to clearly state roles and responsibilities with commitment from management. Findings of the risk assessment process should influence the compliance monitoring programmes; specific attention needs to be given to the inclusion of more chemical-health parameters. Responsible reporting of DWQ performance to the public could account for further Blue Drop score improvements.

Water Services Authority: uThukela District Municipality

Water Services Provider: Uthukela DM

Municipal Blue Drop Score: **54.4 %**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Ladysmith Town¹</i>	<i>Ladysmith Town²</i>	<i>Escourt Town³</i>	<i>Escourt Town</i>	<i>Weenen & surrounding rural areas</i>
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		C	E	A	G	C
Efficiency of Monitoring Programme		B	B	B	B	B
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	A	A	A	A
Compliance with National Standard		B	E	E	G	E
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		E	E	D	D	D
<i>Microbial DWQ Compliance with National Standard</i>		99.84% 12 months data	97.72% 12 months data	98.85% 12 months data	96.67% 12 months data	98.18% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 11 months data	99.99% 11 months data	99.99% 11 months data	99.99% 11 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		67.75% ↑	52.75% ↘	60.75% ↑	39.75% ↓	57.75% ↑
Blue Drop Score (2009)	<i>Assessed as one system 2009 scored 54.50%</i>					

- 1 And surrounding rural areas
- 2 Ezakheni Township and surrounding rural areas
- 3 Wembezi Township and surrounding rural areas

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	<i>Umhlummayo Rural Areas</i>	<i>Winterton Town⁴</i>	<i>Bergville & surrounding rural areas</i>	<i>Loskop Area</i>
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	A
Compliance with National Standard		G	G	B	G
Failure Response Management		E	E	E	E
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		D	D	E	E
<i>Microbial DWQ Compliance with National Standard</i>		91.67% 12 months data	92.88% 12 months data	99.99% 12 months data	96.33% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 12 months data	99.99% 12 months data	99.99% 11 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		39.75% ↓	39.75% ↓	61.75% ↑	37.75% ↓
Blue Drop Score (2009)	Assessed as one system 2009 scored 54.50%				

4 Khethane Township and surrounding areas

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Moyeni & Zwelisha rural areas	Colenso & surrounding areas	Ekuvukeni & surrounding areas	Langkloof rural areas
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	C	G	G
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	C	A
Compliance with National Standard		B	G	G	G
Failure Response Management		E	E	E	E
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		D	D	D	E
Microbial DWQ Compliance with National Standard		99.99% 12 months data	93.70% 12 months data	89.02% 07 months data	93.30% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 03 months data	99.99% 10 months data
Blue Drop Score (2010) + Trend		63.75% ↑	45.75% ↓	37.25% ↓	37.75% ↓
Blue Drop Score (2009)		Assessed as one system 2009 scored 54.50%			

5 Surrounding rural areas

Regulatory Impression:

DWQ management performance differs per water supply system. Disinfection needs to improve immediately in some of the systems, with overall expansion of the municipal compliance monitoring programme to include data submission of more chemical-health parameters. The uThukela District Municipality is further advised to commence with development of water safety plans per water supply system - there is a need to manage DWQ according to the water safety plan principles in order to prevent the sporadic nature of failures across the municipal area. An improvement of the portfolio of evidence per water supply system during the next assessment cycle will ignite a definite Blue Drop score improvement. Proof needs to be submitted of a failure incident register and actual asset register (clearly defined to allow for identification of assets per system).

Efficacy of process control and maintenance competency varied quite per system – according DWA records, not all the water treatment works and process control staff are registered. O&M manuals also noted as outstanding at some of the plants.

Water Services Authority: uThungulu District Municipality
Water Services Provider: uThungulu DM; Water and Sanitation South Africa (WSSA) & uMhlatuze LM

Municipal Blue Drop Score: **37.2%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Kwambonambi WSSA	Nkandla WSSA	Ntambanana WSSA	Boreholes- different areas WSSA
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	B	B	D
Efficiency of Monitoring Programme		D	D	D	F
Credibility of Sample Analyses		C	B	C	G
Data Submission to DWA		C	C	C	G
Compliance with National Standard		G	G	G	G
Failure Response Management		F	F	F	G
Responsible Publication of Performance		D	D	D	D
Efficacy of Asset Management		C	C	C	E
Microbial DWQ Compliance with National Standard		95.09% 12 months data	90.27% 12 months data	85.51% 12 months data	No data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		40.44% ↓	41.56% ↓	40.94% ↓	16.00% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 78%				

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Umlazi: Mtunzini Bulk uMhlatuze LM	Umlazi: Eshowe uThungulu DM	Umlazi: Kwahloko WSSA	Umlazi: Gingindlovu uThungulu DM
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	E	B	E
Efficiency of Monitoring Programme		D	C	D	D
Credibility of Sample Analyses		C	B	B	B
Data Submission to DWA		C	C	G	C
Compliance with National Standard		G	C	G	C
Failure Response Management		F	G	F	G
Responsible Publication of Performance		D	D	D	D
Efficacy of Asset Management		C	E	C	E
Microbial DWQ Compliance with National Standard		93.95% 12 months data	99.99% 12 months data	No data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		40.44% ↓	46.50% ↓	40.06% ↓	44.00% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 78%				

Regulatory Impression:

A concerted effort is required by uThungulu District Municipality to improve DWQ management, almost every aspect of the DWQ management business needs attention. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the authority.

The municipality should commence DWQ management against the principles of the water safety plan immediately to prevent the sporadic nature of failures across the municipal area. The compliance monitoring programme should see analyses of a full SANS 241 at least ones a year in all the registered water supply systems, chemical determinand data to be loaded on the BDS. Better preparedness needed to react to failures, the municipality should develop an Incident Management Protocol and Incident Register.

Water Services Authority: Zululand District Municipality

Water Services Provider: Zululand DM & Abaqulusi LM

Municipal Blue Drop Score: 59.8%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Vryheid (Bloemveldt) Abaqulusi LM	Coronation Abaqulusi LM	Emondlo Abaqulusi LM	Hlobane Abaqulusi LM	Vryheid (Klipfontein) Abaqulusi LM
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		G	G	G	G	G
Efficiency of Monitoring Programme		F	F	F	C	F
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		C	C	E	C	G
Compliance with National Standard		C	C	C	C	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		F	E	F	F	F
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 08 months data	99.99% 07 months data	99.99% 03 months data	99.99% 08 months data	No data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		30.36% ↓	34.55% ↓	29.38% ↓	36.63% ↓	08.63% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 92%					

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Louwsberg Abaqulusi LM	Babanango	Belgrade	Ceza	eDumbe
Water Safety Plan		G	A	A	A	A
Process Control & Maintenance Competency		G	B	B	B	D
Efficiency of Monitoring Programme		C	A	A	A	A
Credibility of Sample Analyses		C	B	B	B	B
Data Submission to DWA		G	A	A	A	A
Compliance with Nat. Standard		C	B	G	B	B
Failure Response Management		G	A	A	A	A
Publication of Performance		G	A	A	A	A
Efficacy of Asset Management		E	A	A	B	B
Microbial DWQ Compliance with National Standard		99.99% 05 months data	99.99% 12 months data	94.67% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		39.80% ↓	93.00% ↑	69.00% ↓	91.00% ↘	89.00% ↘
Blue Drop Score (2009)		WSA assessed as one system in the 2009, scored 92%				

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Enyokeni	Frischge- waagd	Itshelejuba	Khangela	Mandlakazi
Water Safety Plan		A	A	G	A	A
Process Control & Maintenance Competency		B	B	B	A	A
Efficiency of Monitoring Programme		A	B	A	A	A
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	A	A	A	A
Compliance with Nat. Standard		C	B	B	B	B
Failure Response Management		A	A	A	A	A
Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		B	B	D	D	D
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		50.00% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		86.00% ↓	88.00% ↘	84.00% ↓	91.00% ↘	91.00% ↘
Blue Drop Score (2009)		WSA assessed as one system in the 2009, scored 92%				

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Mpungam-hlope	Nkonjeni	Pongola	Rud Khambi	Rud Khiphun-yawo
Water Safety Plan		A	A	A	A	A
Process Control & Maintenance Competency		A	D	C	G	E
Efficiency of Monitoring Programme		A	B	A	A	A
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		A	A	A	B	B
Compliance with National Standard		B	B	B	C	G
Failure Response Management		A	A	A	A	C
Responsible Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		D	C	B	A	B
Microbial DWQ Compliance with National Standard		98.94% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	94.74% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	No data	No data
Blue Drop Score (2010) + Trend		91.00% ↘	87.00% ↘	86.00% ↓	78.50% ↓	58.43% ↓
Blue Drop Score (2009)		WSA assessed as one system in the 2009, scored 92%				

Water Supply Systems Blue Drop Performance (Table 5)

Performance Area	Systems	Rud Kombuzi	Rud Makhosini	Rud Masokaneni	Rud Mountain View	Rud Msibi
Water Safety Plan		A	A	A	A	A
Process Control & Maintenance Competency		B	D	E	D	B
Efficiency of Monitoring Programme		A	A	A	A	A
Credibility of Sample Analyses		B	B	B	A	B
Data Submission to DWA		C	C	G	G	C
Compliance with Nat. Standard		C	C	C	G	C
Failure Response Management		A	A	A	A	A
Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		B	D	D	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 07 months data	97.06% 07 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	99.99% 04 months data	No data	No data
Blue Drop Score (2010) + Trend		81.43% ↓	76.38% ↓	76.50% ↓	66.50% ↓	81.43% ↓
Blue Drop Score (2009)		WSA assessed as one system in the 2009, scored 92%				

Water Supply Systems Blue Drop Performance (Table 6)

Performance Area	Systems	Rud Mvuzini	Rud Nkosentsha	Rud Ophuzane	Rud Osingisingini	Rud Purim
Water Safety Plan		A	A	A	A	A
Process Control & Maintenance Competency		B	E	E	B	E
Efficiency of Monitoring Programme		A	A	A	A	A
Credibility of Sample Analyses		B	B	A	B	B
Data Submission to DWA		C	C	C	C	C
Compliance with Nat. Standard		C	C	C	C	C
Failure Response Management		A	A	A	A	A
Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		A	A	A	A	A
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		83.43% ↓	78.43% ↓	78.50% ↓	83.43% ↓	78.00% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 92%					

Water Supply Systems Blue Drop Performance (Table 7)

Performance Area	Systems	Rud Sidinsi	Rud Spekboom	Rud Tholakele
Water Safety Plan		A	A	A
Process Control & Maintenance Competency		D	D	E
Efficiency of Monitoring Programme		A	E	A
Credibility of Sample Analyses		B	A	A
Data Submission to DWA		C	C	C
Compliance with Nat. Standard		C	C	C
Failure Response Management		A	A	A
Publication of Performance		A	A	A
Efficacy of Asset Management		D	A	A
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		77.43% ↓	73.00% ↓	78.50% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 92%			

Water Supply Systems Blue Drop Performance (Table 8)

Performance Area	Systems	Thulasizwe	Ulundi	Vuna (Nongoma)
Water Safety Plan		A	A	A
Process Control & Maintenance Competency		B	B	B
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		C	C	C
Failure Response Management		A	A	A
Responsible Publication of Performance		A	A	A
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.72% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	97.22% 12 months data
Blue Drop Score (2010) + Trend		86.50% ↓	85.00% ↓	91.00% ↓
Blue Drop Score (2009)	WSA assessed as one system in the 2009, scored 92%			

Regulatory Impression:

With the exception of most of the systems managed by the Abaqulusi LM, and a few Zululand maintained systems (Belgrade, Rud Khiphunyawo and Rud Mountain View), the overall 2010 Blue Drop performance of Zululand District Municipality can be classified as "Very Good". With some improvement in the chemical monitoring programmes, to include analyses of determinands as informed by the risk assessments and full SANS 241 analyses annually, many of the systems could be on their way of attaining Blue Drop status in 2011. Disinfection needs to be improved in the systems not on par with the majority of systems managed by Zululand, while Abaqulusi Local Municipality needs to address almost all the aspects needed for adequate DWQ management.

LIMPOPO Province

Chapter 5 - LIMPOPO Province

Introduction

A significant improvement was recorded during the 2010 Blue Drop assessments in the manner drinking water quality are managed by Water Services Authorities and Providers alike. It was most encouraging to note the commitment of municipal and water board officials in preparing for Blue Drop assessments.

During the 2009 assessments only 55% of Water Services Authorities availed themselves for assessment due to various reasons (ranging from indifference to drinking water quality management to mere lack of capacity to be subjected to assessment). A notable improvement in this regard was recorded during the 2010 assessments when 100% of authorities were assessed.

The Department noted a renewed motivation since the less favourable 2009 Blue Drop reporting; meaning that the authorities embraced the incentive-based regulation approach which ultimately led to the benefit of the Limpopo people. The Province had no Blue Drop certified water supply system during the previous cycle but has achieved certification for 3 systems in 2010.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
City of Polokwane	Polokwane Local Municipality (+ Lepelle Water)
Greater Tzaneen	Mopani District Municipality (+ Greater Tzaneen LM)
Letsitele Town	Mopani District Municipality (+ Greater Tzaneen LM)

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

1.	Polokwane LM (& Lepelle Water)	81.0%
2.	Mopani DM (& Greater Tzaneen LM)	74.5%
3.	Bela Bela LM (& Magalies Water)	61.4%
4.	Capricorn DM	55.9%
5.	Mogalakwena LM	46.6%

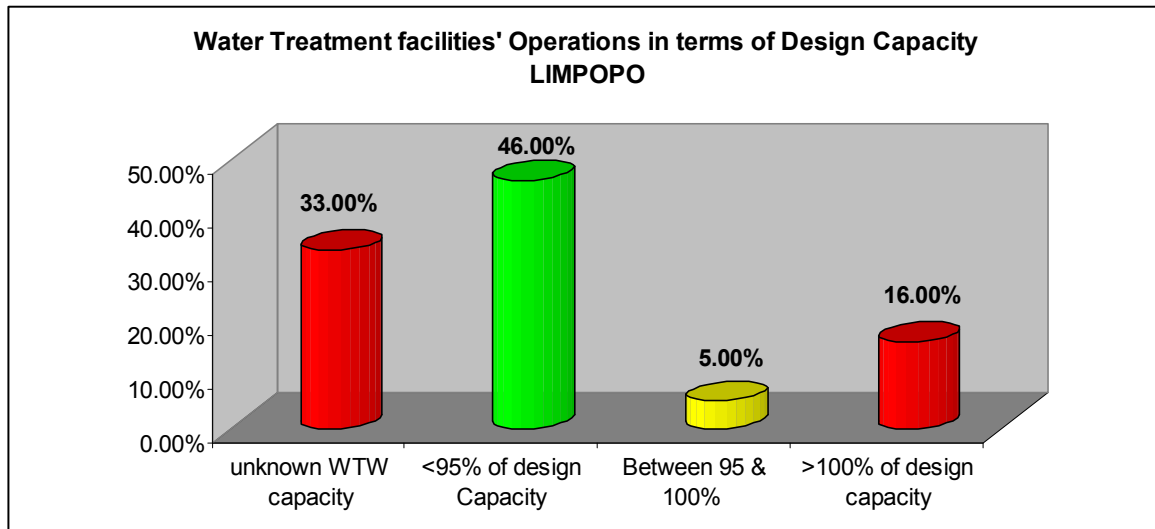
Provincial Blue Drop Score: **54.95%**

Percentage of Water Service Authorities assessed: 100%

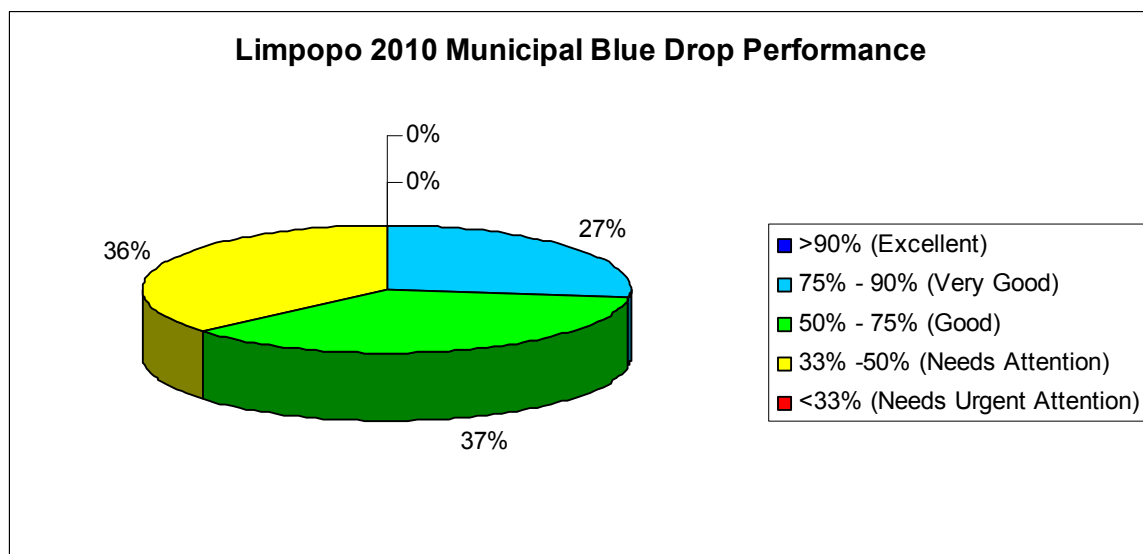
Quick Facts

- ◆ A commendable performance would be the 44 water supply systems (out of 63) that are furnished with a Water Safety Plan.
- ◆ Only 26 of the 48 water supply systems (with conventional water treatment) assessed had Operations and Maintenance Manuals for their Water Treatment facilities.

- It was recorded that 23 water treatment works (out of 48) have asset registers in place. This implies that Asset Management has to be improved, as can be further motivated by the graph below.
- The following average provincial DWQ compliance figures were recorded for 2009:
 - Microbiological: 92.9%
 - Chemical Health: 97.9%
 - Physical & Organoleptic 98.9%



This graph indicates that improvement in some basic elements of Asset Management is required at almost half of the Water Treatment facilities in this Province.



Water Services Authority: Bela Bela Local Municipality

Water Services Provider: Magalies Water

Municipal Blue Drop Score: **61.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Bela Bela Town & Township Magalies Water
Water Safety Plan		F
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		C
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		G
Responsible Publication of Performance		E
Efficacy of Asset Management		D
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data
Blue Drop Score (2010) + Trend		61.38% ↑
Blue Drop Score (2009)		36%

Regulatory Impression:

The Department noted a significant improvement in the Blue Drop performance of Bela Bela Local Municipality and Water Services Provider (Magalies Water). The effort to improve DWQ compliance, process control and maintenance is commendable.

Yet there remains sufficient room for improvement to keep complacency at bay. There is need for the municipality to commence a water safety plan process in order to allow for a more proactive and preventative drinking water quality management approach.

Municipal Blue Drop Score: **55.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mashashane
Water Safety Plan		C
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		D
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		D
Responsible Publication of Performance		G
Efficacy of Asset Management		C
Microbial DWQ Compliance with National Standard		94.41% 12 months data
Chemical DWQ Compliance with National Standard		97.90% 12 month data
Blue Drop Score (2010) + Trend		55.88% ↑
Blue Drop Score (2009)		45%

Regulatory Impression:

There was an improvement in performance since the previous reporting cycle but not yet according to expectations. The main issue would be to ensure an improvement in microbiological compliance as well as incident management. The commencement of the water safety plan process is a step in the right direction. It is required for the municipality in its entirety (including management) to support the implementation of this process by availing funding for a preventative drinking water quality management approach.

Water Services Authority: Greater Sekhukhune District Municipality

Water Services Provider: Lepelle Northern Water

Municipal Blue Drop Score: **49.5%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Motetema & Groblersdal Town	Roos Senekal	Marble Hall Town Lepelle Northern Water	Marble Hall Rural Areas Lepelle Northern Water
Water Safety Plan		F	F	G	B
Process Control & Maintenance Competency		D	D	D	D
Efficiency of Monitoring Programme		F	F	F	B
Credibility of Sample Analyses		D	D	G	C
Data Submission to DWA		A	A	A	A
Compliance with National Standard		A	A	A	A
Failure Response Management		G	G	G	A
Responsible Publication of Performance		E	E	E	A
Efficacy of Asset Management		C	D	G	D
Microbial DWQ Compliance with National Standard		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Chemical DWQ Compliance with National Standard		95.00%* 12 months data	95.00%* 12 months data	95.00%* 12 months data	95.00%* 12 months data
Blue Drop Score (2010) + Trend		44.38% ↑	44.13% ↑	11.63% ↑	72.75% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Burgersfort	Hlogotlou	Magukub-jane	Nkosini
Water Safety Plan		B	G	G	G
Process Control & Maintenance Competency		D	D	D	F
Efficiency of Monitoring Programme		B	E	G	F
Credibility of Sample Analyses		C	E	E	E
Data Submission to DWA		A	B	B	B
Compliance with National Standard		A	C	C	C
Failure Response Management		A	G	G	G
Responsible Publication of Performance		A	E	E	E
Efficacy of Asset Management		C	E	D	D
<i>Microbial DWQ Compliance with National Standard</i>		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		95.00%* 12 months data	95.00%* 12 months data	95.00%* 12 months data	95.00%* 12 months data
Blue Drop Score (2010) + Trend		74.75% ↑	39.75% ↑	36.75% ↑	37.50% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Vergelegen	Masemola	Tubatse
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		E	E	E
Data Submission to DWA		B	B	B
Compliance with National Standard		A	A	A
Failure Response Management		G	G	G
Responsible Publication of Performance		E	E	E
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Chemical DWQ Compliance with National Standard		95.00%* 12 months data	95.00%* 12 months data	95.00%* 12 months data
Blue Drop Score (2010) + Trend		40.00% ↑	41.25% ↑	41.25% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The 2010 assessment serves as base-line for the municipality's performance; the latter is regarded as not a bad start. The challenge to manage drinking water quality over a large rural area is challenging but the municipality has proven that an effort is made to have the required systems and mechanisms in place to provide safe water.

Yet there are still many areas that require urgent improvement of which effective monitoring, water safety planning and incidence response preparedness should be prioritised.

Water Services Authority: Lephale Local Municipality**Water Services Provider: Exxaro**Municipal Blue Drop Score: **34.4%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Onverwacht, Lephale and Town
Water Safety Plan		G
Process Control & Maintenance Competency		D
Efficiency of Monitoring Programme		C
Credibility of Sample Analyses		E
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		G
Responsible Publication of Performance		E
Efficacy of Asset Management		D
Microbial DWQ Compliance with National Standard		89.25% 12 months data
Chemical DWQ Compliance with National Standard		92.90% 12 months data
Blue Drop Score (2010) + Trend		34.38% ↑
Blue Drop Score (2009)		Not Assessed

Systems not assessed: Maropong

Regulatory Impression:

The assessment has shown that there is little to no synergy nor cooperative working relations between WS Authority and Provider. It reflects severely negative on the Blue Drop performance of the water supply system, to the detriment of the affected communities. While the town water might present good compliance, the water supply in the surrounding villages are not meeting the desired standards and this compromised the overall score.

The Department is encouraging the municipality and service provider to work together towards the sustainable improvement of all water supplies in the area.

Water Services Authority: Modimolle Local Municipality**Water Services Provider: Magalies Water**Average Blue Drop Score: **39.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Modimolle Magalies Water	Modimolle Ext 11 Magalies Water
Water Safety Plan		E	E
Process Control & Maintenance Competency		B	B
Efficiency of Monitoring Programme		E	E
Credibility of Sample Analyses		B	B
Data Submission to DWA		G	G
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		E	E
Efficacy of Asset Management		D	D
Microbial DWQ Compliance with National Standard		89.53% 04 months data	No data
Chemical DWQ Compliance with National Standard		No data	No data
Blue Drop Score (2010) + Trend		39.88% ↑	28.88% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed

Regulatory Impression:

The Modimolle Local Municipality must still improve before Blue Drop scores will indicate good performance. It is encouraging though that this initial assessment serves as proof that the municipality has a renewed focus on their drinking water quality management responsibilities. However drastic improvement is required especially in the monitoring of both microbiological and chemical determinands on a regular frequency.

Water Services Authority: Mogalakwena Local Municipality

Water Services Provider: Lepelle Northern Water

Municipal Blue Drop Score: **46.6%**

Water Supply Systems Blue Drop Performance

<i>Performance Area</i>	<i>Systems</i>	Mokopane, Mahlweiereng, Phola Park Ext 19, Acasia Ext 14,17,30 Lepelle Northern Water
Water Safety Plan		C
Process Control & Maintenance Competency		D
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		G
Compliance with National Standard		G
Failure Response Management		G
Responsible Publication of Performance		C
Efficacy of Asset Management		B
<i>Microbial DWQ Compliance with National Standard</i>		63.06% 09 months data
<i>Chemical DWQ Compliance with National Standard</i>		89.77% 10 months data
Blue Drop Score (2010) + Trend		46.63% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>

Systems not assessed: Rural schemes (165 Villages)

Regulatory Impression:

An encouraging performance was recorded during the assessment, however the actual quality of water remains a concerning element. The recurring nature of failures at some sampling sites as well as the fact that there has been no monitoring done (or reported) since September 2009, is really disconcerting.

Water Services Authority: Mookgopong Local Municipality

Water Services Provider: Mookgopong LM

Municipal Blue Drop Score: **44.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mookgopong Town
Water Safety Plan		G
Process Control & Maintenance Competency		E
Efficiency of Monitoring Programme		C
Credibility of Sample Analyses		B
Data Submission to DWA		G
Compliance with National Standard		G
Failure Response Management		F
Responsible Publication of Performance		E
Efficacy of Asset Management		D
Microbial DWQ Compliance with National Standard		95.65% 06 months data
Chemical DWQ Compliance with National Standard		99.99% 08 months data
Blue Drop Score (2010) + Trend		44.88% ↑
Blue Drop Score (2009)		Not Assessed

Regulatory Impression:

Mookgopong Local Municipality was well presented at the assessment and has shown promise of the required capacity to manage DWQ according to expectations in the nearby future. Nevertheless the score obtained was not bad at all for a first attempt. The team engaged thoroughly with the Department and is well briefed on the areas where improvement is required.

Water Services Authority: Mopani District Municipality
Water Services Provider: Mopani DM; Lepelle Water; Greater Tzaneen LM & Phalaborwa LM

Average Blue Drop Score: **74.5%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Giyani Location</i>	<i>Giyani West (Rural)</i>	<i>Giyani North (Rural)</i>	<i>Rural Areas (Thabina)</i>
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		B	B	B	C
Efficiency of Monitoring Programme		C	C	C	D
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	C	C	C
Compliance with National Standard		B	B	B	B
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	F	G
Microbial DWQ Compliance with National Standard		94.73%* 12 months data	94.73%* 12 months data	94.73%* 12 months data	94.73%* 12 months data
Chemical DWQ Compliance with National Standard		99.56%* 12 months data	99.56%* 12 months data	99.56%* 12 months data	99.56%* 12 months data
Blue Drop Score (2010) + Trend		54.38% ↑	56.38% ↑	58.88% ↑	49.38% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

** Excellence Compliance was proven at assessment but compliance data on BDS not split according to systems.

Water Supply Systems Blue Drop Performance (Table 2)



Performance Area	Systems	Rural Areas (Tours)	Rural Areas (Thapane)	Rural Areas (Nkambako)
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		C	C	C
Efficiency of Monitoring Programme		C	C	C
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with Nat. Standard		D	D	B
Failure Response Management		G	G	G
Publication of Performance		G	G	G
Efficacy of Asset Management		G	F	F
Microbial DWQ Compliance with National Standard		94.73%* 12 months data	94.73%* 12 months data	94.73%* 12 months data
Chemical DWQ Compliance with National Standard		99.56%* 12 months data	99.56%* 12 months data	99.56%* 12 months data
Blue Drop Score (2010) + Trend		41.88% ↑	44.63% ↑	53.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Nkowan Kowa Town & Villages Lepelle Water	Phalaborwa Township & Lulekani Lepelle Water	Modjadji Village Lepelle Water	Duiwelskloof Township & Kgapane Lepelle Water
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	C	A	C
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	C	C
Compliance with Nat. Standard		A	B	A	B
Failure Response Management		A	A	A	A
Publication of Performance		A	A	A	A
Efficacy of Asset Management		D	B	B	B
Microbial DWQ Compliance with National Standard		99.00%** 12 months data	94.73%* 12 months data	94.73%* 12 months data	94.73%* 12 months data
Chemical DWQ Compliance with National Standard		99.56%* 12 months data	99.56%* 12 months data	99.56%* 12 months data	99.56%* 12 months data
Blue Drop Score (2010) + Trend		82.50% ↑	86.00% ↑	84.25% ↑	79.00% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

*Compliance determined from Municipal Overview; ** Excellence Compliance were proven at assessment but compliance data on BDS not split according to systems.

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Tzaneen Greater Tzaneen 	Letsitele Town Greater Tzaneen 	Rural Areas (Nondwani) Phalaborwa LM
Water Safety Plan		C	C	G
Process Control & Maintenance Competency		A	A	B
Efficiency of Monitoring Programme		A	A	C
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	C
Compliance with National Standard		A	A	C
Failure Response Management		A	A	G
Responsible Publication of Performance		B	B	G
Efficacy of Asset Management		B	B	F
Microbial DWQ Compliance with National Standard		99.90% 12 months data	99.90% 12 months data	94.73%** 12 months data
Chemical DWQ Compliance with National Standard		>99.9% 12 months data	>99.56% 12 months data	99.56%* 12 months data
Blue Drop Score (2010) + Trend		95.63% ↑	95.63% ↑	51.13% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

** Excellence Compliance was proven at assessment but compliance data on BDS not split according to systems.

Regulatory Impression:

The Authority and Providers in the Mopani District performed very well during the assessment to the extend where 2 Blue Drop Certified water supply systems were identified due to the excellent management and operations of especially Greater Tzaneen Local Municipality. The municipality's level of preparedness and performance during the Blue Drop assessment were phenomenal and therefore thoroughly deserve the highest accolade.


With the assistance of Lepelle Water, there were other systems that came close to Certification standard, but implementation/improvement of the water safety plan procedures is still outstanding.

Water Services Authority: Polokwane Local Municipality

Water Services Provider: Lepelle Northern Water

Municipal Blue Drop Score: **81.0%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Polokwane City 	Chuenema-ja	Molepo	Houtriver	Seshego
Water Safety Plan		B	C	B	B	B
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		B	F	F	F	F
Credibility of Sample Analyses		A	C	C	C	C
Data Submission to DWA		A	G	G	B	B
Compliance with National Standard		A	G	D	D	D
Failure Response Management		B	A	A	A	A
Responsible Publication of Performance		A	C	C	C	C
Efficacy of Asset Management		A	A	A	A	A
Microbial DWQ Compliance with National Standard		99.12% 12 months data	77.55% 08 months data	95.34% 06 months data	99.99%* 11 months data	99.99%* 11 months data
Chemical DWQ Compliance with National Standard		99.79% 12 months data	99.99% 07 months data	97.96% 06 months data	96.96%* 12 months data	96.96%* 12 months data
Blue Drop Score (2010) + Trend		95.70% ↑	55.10% ↓	66.38% ↘	53.63% ↓	66.38% ↘
Blue Drop Score (2009)		Not Assessed	70.5%	70.5%	70.5%	70.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department notes a concerted effort to improve the Blue Drop Status of the City of Polokwane water supply system. This was truly an impressive performance and certainly deserved the excellence recognition. It is trusted that the municipality will uphold this level of performance to ensure that this level of excellence is maintained.

However there remains a challenge that requires an intensified effort to improve drinking water quality management at other water supply systems resorting under this municipality's authority. It is unfortunate that the endeavouring towards certification for the City of Polokwane evidently compromised the performance at other water supply systems. The Department will monitor progress in this regard.

Water Services Authority: Thabazimbi Local Municipality**Water Services Provider: Magalies Water**Municipal Blue Drop Score: **54.3%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Thabazimbi Magalies Water
Water Safety Plan		E
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		E
Responsible Publication of Performance		D
Efficacy of Asset Management		A
<i>Microbial DWQ Compliance with National Standard</i>		89.31% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		82.39% 12 months data
Blue Drop Score (2010) + Trend		54.25% ↑
Blue Drop Score (2009)		Not Assessed

Regulatory Impression:

A very good effort was noticed during the first assessment this municipality has participated in, but attention is required in the area of both microbiological and chemical compliance of the water supply. A very good asset management performance was noted and serves as promise of future overall excellence.

Water Services Authority: Vhembe District Municipality

Water Services Provider: Thulamela LM; Mutale LM; Makhado LM & Musina LM

Municipal Blue Drop Score: 41.5%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Thohoyandou Thulamela LM	Malamulele Thulamela LM	Lambemi, Kikundu, Mhinga, Mtlhaveni Thulamela LM	Mhinga, Lambemi, Joseph Matiyani Thulamela LM
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		D	D	D	D
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		A	A	A	A
Compliance with National Standard		B	C	C	A
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	E	G	G
Efficacy of Asset Management		D	C	C	C
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 12 months data	98.27%* 12 months data	98.27% 12 months data	99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 12 months data	99.00% 12 months data	99.00% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		58.13% ↑	44.13% ↓	44.13% ↑	55.63% ↓
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>58.5%</i>	<i>Not Assessed</i>	<i>58.5%</i>

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Lwamondo, 7 small villages Thulamela LM	Makonde 4 small villages Thulamela LM	Dzingahe Thulamela LM	Khuvvi 5 small villages Thulamela LM
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		D	D	D	D
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		A	A	A	A
Compliance with Nat. Standard		A	C	C	C
Failure Response Management		E	E	E	E
Publication of Performance		G	G	E	E
Efficacy of Asset Management		D	D	D	C
Microbial DWQ Compliance with National Standard		99.99% 12 months data	98.27%* 12 months data	98.27%* 12 months data	98.27%* 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Blue Drop Score (2010) + Trend		56.00% ↑	44.00% ↑	44.00% ↓	46.00% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	58.5%	Not Assessed

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Tshiema 4 small villages Thulamela LM	Nzhelele Weir Thulamela LM	Malamulele West Scheme Thulamela LM	Thulamela LM Rudimentary Scheme Thulamela LM
Water Safety Plan		F	F	G	F
Process Control & Maintenance Competency		D	D	G	D
Efficiency of Monitoring Programme		F	G	G	G
Credibility of Sample Analyses		F	F	G	E
Data Submission to DWA		B	B	A	A
Compliance with Nat. Standard		A	C	A	C
Failure Response Management		G	G	G	G
Publication of Performance		E	E	E	E
Efficacy of Asset Management		D	C	D	D
Microbial DWQ Compliance with National Standard		99.99% 09 months data	98.27% 03 months data	99.99% 12 months data	98.27%* 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.00% 12 months data
Blue Drop Score (2010) + Trend		56.00% ↑	41.50% ↑	44.25% ↓	39.75% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	58.5%	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Tshilamba 38 smaller villages Mutale LM	Gumela Mutale LM	Mutale Rudimentary Scheme Mutale LM
Water Safety Plan		F	F	F
Process Control & Maintenance Competency		E	D	D
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		F	F	E
Data Submission to DWA		A	A	A
Compliance with Nat. Standard		C	C	C
Failure Response Management		G	G	G
Publication of Performance		E	E	E
Efficacy of Asset Management		C	D	D
Microbial DWQ Compliance with National Standard		98.27%* 12 months data	98.27%* 12 months data	98.27%* 12 months data
Chemical DWQ Compliance with National Standard		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Blue Drop Score (2010) + Trend		44.00% ↑	44.00% ↑	41.25% ↓
Blue Drop Score (2009)		Not Assessed	Not Assessed	58.5%

Water Supply Systems Blue Drop Performance (Table 5)

Performance Area	Systems	Louis Trichardt Makhado LM	Tshakhuma Makhado LM	Maelula Murunwa, Mutswana Makhado LM	Tshedza, Tshitavha Makhado LM
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		E	D	D	D
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		A	A	A	A
Compliance with Nat. Standard		A	G	C	C
Failure Response Management		G	G	G	G
Publication of Performance		G	G	E	E
Efficacy of Asset Management		C	D	C	D
Microbial DWQ Compliance with National Standard		99.00% 12 months data	93.33% 12 months data	98.27%* 12 months data	99.00% 12 months data
Chemical DWQ Compliance with National Standard		99.00% 12 months data	99.00% 12 months data	99.00%* 12 months data	99.00% 12 months data
Blue Drop Score (2010) + Trend		54.13% ↑	42.13% ↑	45.50% ↑	44.00% ↑
Blue Drop Score (2009)		Not Assessed	9.5%	Not Assessed	9.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 6)

<i>Performance Area</i>	<i>Systems</i>	Dzanani Township 32 small villages Makhado LM	Musekwa Sand Well System Makhado LM	Nthabalala Sand Well System Makhado LM	Makhado Rudimentary Scheme Makhado LM
Water Safety Plan		F	F	F	F
Process Control & Maintenance Competency		D	D	F	D
Efficiency of Monitoring Programme		F	G	G	G
Credibility of Sample Analyses		F	E	E	E
Data Submission to DWA		A	C	C	C
Compliance with National Standard		C	C	C	C
Failure Response Management		G	G	G	G
Responsible Publication of Performance		E	E	E	E
Efficacy of Asset Management		D	C	F	D
<i>Microbial DWQ Compliance with National Standard</i>		99.00% 12 months data	98.27%* 12 months data	98.27%* 12 months data	98.27%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.00% 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Blue Drop Score (2010) + Trend		44.00% ↑	40.25% ↑	13.25% ↑	37.25% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>9.5%</i>	<i>9.5%</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 7)

Performance Area	Systems	Musina & Nancefield Musina LM	Musina LM Rudimentary Scheme Musina LM	Middle Letaba Scheme Musina LM
Water Safety Plan		F	F	F
Process Control & Maintenance Competency		D	D	G
Efficiency of Monitoring Programme		F	F	G
Credibility of Sample Analyses		F	E	G
Data Submission to DWA		A	C	A
Compliance with National Standard		C	C	C
Failure Response Management		G	G	G
Responsible Publication of Performance		E	E	E
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		99.99% 12 months data	98.27%* 12 months data	98.27%* 12 months data
Chemical DWQ Compliance with National Standard		99.00% 12 months data	99.00%* 12 months data	99.00%* 12 months data
Blue Drop Score (2010) + Trend		44.00% ↑	20.75% ↓	32.50% ↑
Blue Drop Score (2009)		19.5%	58.5%	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

Vhembe District Municipality was very well presented during the assessment and it was evident that thorough preparation occurred. There was a level of dedication detected from the municipal officials which left the Department with a rather positive feeling about future drinking water quality management performances.

Generally very good improvement was detected since the previous Blue Drop assessment but there is ample room for improvement in the remainder of identified shortcomings. Consistent monitoring, informed by water safety planning is regarded as an all important next step.

MPUMALANGA Province

Chapter 6 - MPUMALANGA Province

Introduction

The 2 star performers in the Mpumalanga province would certainly be Steve Tshwete and Dr. J.S. Moroka Local Municipalities. Both entities embraced the Blue Drop Certification programme and this resulted in the attainment of the prestigious certification for systems under their jurisdiction. However the 4 systems that qualified under Steve Tshwete speaks volumes of a tremendous improvement and this excellent performance brought it close to a National Top 10 Performer listing.

Even though Blue Drop certification for Matsulu (Mbombela LM/Silulumanzi) could not be retained, the province did very well by increasing its Blue Drop Certified system count from 2 to 6 (5 new Blue Drop systems). However, just as encouraging the performances of the Top 5 performers would be, so disappointing is the lack of commitment displayed by Water Services Authorities such as:

- Dipaleseng LM
- Ehlazeni DM
- Msukaligwa LM
- Pixley ka Seme LM
- Delmas LM

Due to these municipalities non-assessment, this could be regarded as the poorest showing of commitment of all provinces and is leaving the Department rather concerned about the general state of drinking water quality management within these authorities. The Department will subject the drinking water quality management of these municipalities to a detailed audit against the 2010 Requirements and avail a report on the findings subsequent to the completion of the 5 municipal audits.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Weltevreden	Dr JS Moroka LM
Nelspruit	Mbombela LM (+ Silulumanzi)
Middelburg/Mhluzi	Steve Tshwete LM
Hendrina	Steve Tshwete LM
Arnot/Rietkuil	Steve Tshwete LM
Komati/Blinkpan	Steve Tshwete LM

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

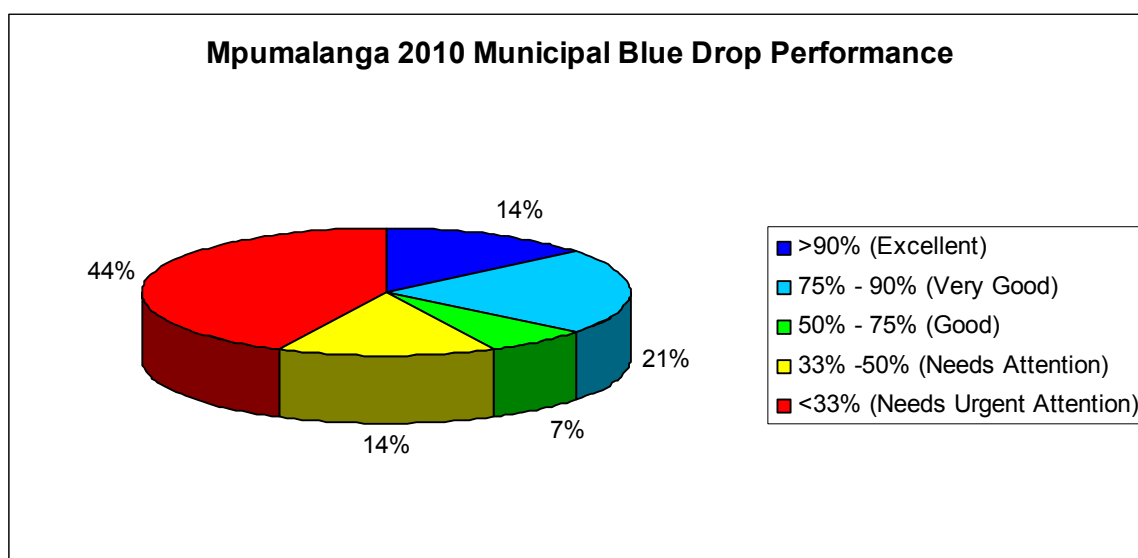
1.	Dr J.S. Moroka LM	95.7%
2.	Steve Tshwete LM	92.2%
3.	Mbombela LM (& Silulumanzi)	80.9%
4.	Govan Mbeki LM	78.9%
5.	Emakhazeni LM	71.2%

Provincial Blue Drop Score: **65.42%**

Percentage of Water Service Authorities assessed: 71.4%

Quick Facts

- ◆ Its encouraging that 25 water treatment facilities do have Operations and Maintenance manuals in place, however much is still to be done to ensure that the other 34 facilities assessed get this essential element of process controlling in place.
- ◆ It was found that 16 water supply systems have water safety plans in place of which 9 were found to be complying with the minimum requirement set, 6 partially complied and 1 failed to make the grade (as yet).
- ◆ There is room for improvement in the microbiological quality since this is relatively below the targeted standard (97%). The average provincial drinking water quality compliance for the Mpumalanga province is:
 - Microbiological: 89.0%
 - Chemical Health: 97.4%
 - Physical & Organoleptic 98.9%



Even though 44% of municipalities scored less than 33% during the 2010 assessments, great encouragement is taken out of the fact that much more systems have been assessed in comparison with 2009. Yet there is a clear picture that the smaller systems need serious improvement in the management of drinking water quality.

Water Services Authority: Albert Luthuli Local Municipality

Water Services Provider: Albert Luthuli LM

Municipal Blue Drop Score: **08.2%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Carolina	Badplaas	Mpuluzi	Fernie River Scheme
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		G	F	F	F
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		C	C	C	C
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		E	E	E	E
Efficacy of Asset Management		G	G	G	G
Microbial DWQ Compliance with National Standard		66.00%* 11 months data	66.00%* 11 months data	66.00%* 11 months data	66.00%* 11 months data
Chemical DWQ Compliance with National Standard		89.19%* 11 months data	89.19%* 11 months data	89.19%* 11 months data	89.19%* 11 months data
Blue Drop Score (2010) + Trend		05.13% ↑	08.96% ↑	08.63% ↑	08.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Mooiplaas	Elukwatini	Bettiesgoed	Ekulindeni
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		C	C	C	C
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		E	E	E	E
Efficacy of Asset Management		G	G	G	G
Microbial DWQ Compliance with National Standard		66.00%* 11 months data	66.00%* 11 months data	66.00%* 11 months data	66.00%* 11 months data
Chemical DWQ Compliance with National Standard		89.19%* 11 months data	89.19%* 11 months data	89.19%* 11 months data	89.19%* 11 months data
Blue Drop Score (2010) + Trend		08.63% ↑	08.63% ↑	08.63% ↑	08.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The grades listed in the report card explicitly states that there is still much more work to do before the water supply systems under jurisdiction can be regarded as adequately managed. The low compliance figures also raises concerns, yet the Department will stop short of condemning the quality of all supply systems since the DWQ is not properly recorded and has not been organised according to the BDS systems requirements at the time of print.

This municipality will be one of the targeted ones for a more focussed DWQ performance monitoring audit during 2010.

Water Services Authority: Bushbuckridge Local Municipality
Water Services Provider: Bushbuckridge LM & Bushbuckridge Water

Municipal Blue Drop Score: **08.4%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Archonhoek Bushbuckridge Water	Inyaka Bushbuckridge Water	Edinburg North Bushbuckridge Water	Edinburg North-east Bushbuckridge Water	Thulamashe Bushbuckridge Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		G	G	G	G	G
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		G	F	F	F	F
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		07.13% ↑	08.50% ↑	08.50% ↑	08.50% ↑	08.50% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Dingleydale	Sand River Bushbuckridge Water	Dwarsloop Bushbuckridge Water	Shatale Bushbuckridge Water	Zoeknog
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		G	G	G	G	G
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		F	F	F	F	F
Data Submission to DWA		G	G	G	G	C
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		No data	No data	No data	No data	16.22% 08 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	98.60% 12 months data
Blue Drop Score (2010) + Trend		08.50% ↓	08.50% ↑	08.50% ↑	08.50% ↑	11.50% ↓
Blue Drop Score (2009)		42%	Not Assessed	Not Assessed	Not Assessed	42%

Systems not assessed: Allandale

Regulatory Impression:

The municipality made a brave attempt during the assessment to prove compliance to the 2010 Blue Requirements but was always going to find the task rather challenging without the support of the Bushbuckridge Water Board. There is however urgent need for improvement since there is little to no confidence in the DWQ management capabilities if current performance is noted.

Water Services Authority: Dr J.S. Moroka Local Municipality

Water Services Provider: Dr J.S. Moroka LM

Municipal Blue Drop Score: 95.7%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Weltevreden
Water Safety Plan		A
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		A
Responsible Publication of Performance		G
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		97.00% 12 months data
Blue Drop Score (2010) + Trend		95.73% ↑
Blue Drop Score (2009)		49%

Regulatory Impression:

Dr. J.S Moroka is a major success story and duly deserves the prestigious accolade in shape of the Blue Drop Certification. Since 2009 this municipality approached the Blue Drop programme with a manner of enthusiasm and dedication which is commendable and serves as an example for similarly capacitated local authorities.

The Department trusts that the same performance levels will be maintained.

Water Services Authority: Emakhazeni Local Municipality

Water Services Provider: Emakhazeni LM

Municipal Blue Drop Score: **71.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Belfast Siyathuthuka	Dullstroom Sakhelwe	Machadodorp Emthonjeni	Waterval Boven Emgwenya
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		F	F	F	F
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	A	A
Compliance with National Standard		A	A	A	C
Failure Response Management		E	E	E	E
Responsible Publication of Performance		B	B	B	B
Efficacy of Asset Management		D	D	D	D
Microbial DWQ Compliance with National Standard		>99.9% 12 months data	99.99% 08 months data	99.99% 12 months data	97.8% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		71.19% ↑	71.19% ↑	71.19% ↑	65.19% ↑
Blue Drop Score (2009)		58.5%	Not Assessed	58.5%	Not Assessed

Regulatory Impression:

The Department notes the creditable improvement in all the systems under the jurisdiction of Emakhazeni Local Municipality. Should there be an effort to get the water safety planning process initiated and implemented soon, there is little to no reason why Blue Drop Certification would not be achieved during the next assessment cycle.

Another praiseworthy initiative was the intensive effort to rectify DWQ data records within a very short space of time. Such dedication is ultimately to the benefit of the communities served by this municipality.

Water Services Authority: Emalahleni Local Municipality

Water Services Provider: Emalahleni LM

Municipal Blue Drop Score: **29.7%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Witbank	Rietspruit	Kriel
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		E	E	E
Efficiency of Monitoring Programme		E	E	E
Credibility of Sample Analyses		F	F	F
Data Submission to DWA		C	C	C
Compliance with National Standard		E	E	E
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		F	G	G
Microbial DWQ Compliance with National Standard		99.38%* 11 months data	99.38%* 11 months data	99.38%* 11 months data
Chemical DWQ Compliance with National Standard		99.38%* 11 months data	99.38%* 11 months data	99.38%* 11 months data
Blue Drop Score (2010) + Trend		31.00% ↑	29.00% ↑	29.00% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The Blue Drop performance of Emalahleni Local Municipality was well below expectations. The assessment revealed the lack of drinking water quality incident management protocols. It was even more disconcerting when it was revealed DWQ data record keeping being seriously questionable. This raises an element of doubt over the compliance data and the Department has no other choice but to express concern over the credibility of the municipality's drinking water quality management records. This municipality will be subjected to a detailed audit soon.

Municipal Blue Drop Score: **78.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Leandra, Kinross, Evander, Trichard, Secunda, Bethal, Charl Cilliers and Embalenhle Rand Water
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		E
Compliance with National Standard		C
Failure Response Management		C
Responsible Publication of Performance		D
Efficacy of Asset Management		C
Microbial DWQ Compliance with National Standard		96.60% 08 months data
Chemical DWQ Compliance with National Standard		96.00% 08 months data
Blue Drop Score (2010) + Trend		78.88% ↑
Blue Drop Score (2009)		Not Assessed

Regulatory Impression:

Govan Mbeki delivered an encouraging performance during the 2010 Blue Drop assessment. There remains sufficient room for improvement within all the various criteria listed under this drinking water quality regulation programme. It is important to note that regular monitoring and regular reporting of results are basics that require urgent attention.

Water Services Authority: Lekwa Local Municipality

Water Services Provider: Lekwa LM

Municipal Blue Drop Score: 19.5%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Standerton & Sakhele	Morgenzon & Sivukile
Water Safety Plan		G	G
Process Control & Maintenance Competency		C	C
Efficiency of Monitoring Programme		F	F
Credibility of Sample Analyses		F	F
Data Submission to DWA		G	G
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		E	D
Microbial DWQ Compliance with National Standard		70.00%* 06 months data	70.00%* 06 months data
Chemical DWQ Compliance with National Standard		99.99%* 06 months data	99.99%* 06 months data
Blue Drop Score (2010) + Trend		18.00% ↑	21.00% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

This was certainly not an acceptable performance yet at least promise of improvement. A compliance of 70% is also rather low and this would imply that much attention requires focusing on the actual quality of drinking water in both systems managed by this municipality. Not much is in place as yet and it is trusted that a concerted effort will improve the overall findings for the next assessment period.

Water Services Authority: Mbombela Local Municipality


Water Services Provider: Mbombela LM & Silulumanzi

Municipal Blue Drop Score: 80.9%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>White River</i>	<i>Hazyview</i>	<i>Kanyamazane South</i>
Water Safety Plan		B	G	C
Process Control & Maintenance Competency		B	D	B
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		B	B	B
Failure Response Management		G	G	B
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	E	G
<i>Microbial DWQ Compliance with National Standard</i>		*99.99% 12 months data	*99.99% 12 months data	*99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		*99.99% 12 months data	*99.99% 12 months data	*99.99% 12 months data
Blue Drop Score (2010) + Trend		72.13% ↓	64.13% ↓	88.00% ↑
Blue Drop Score (2009)		83.9%	83.9%	Not Assessed

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Nelspruit Silulumanzi 	Kanyamazane Silulumanzi	Matsulu Silulumanzi
Water Safety Plan		A	G	G
Process Control & Maintenance Competency		A	B	A
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		A	A	A
Failure Response Management		A	A	A
Responsible Publication of Performance		C	D	D
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		96.80% ↑	88.00% ↑	90.00% ↓
Blue Drop Score (2009)		95.3%	83.9%	96.7%

Regulatory Impression:

Together with Silulumanzi, Mbombela LM did great to sustain Blue Drop status for at least the Nelspruit water supply system. After the initial audit the auditors found a couple of shortcomings which threatened to affect the systems' Blue Drop certified status. However a creditable committed effort ensured that improvement materialised in a short space of time. The concessionaire and authority deserves the retaining of this prestigious award for the Nelspruit system.

Even though Matsulu scored extremely well, it failed to make the excellence grade for Blue Drop status twice in a row.

It was an all round very good performance but there remains room for improvement in all other systems before similar accolades could be considered.

Water Services Authority: Mkhondo Local Municipality**Water Services Provider: Mkhondo LM**Municipal Blue Drop Score: **28.6%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Piet Retief	Driefontein	Amsterdam
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		D	D	D
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		C	C	C
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		E	E	E
Microbial DWQ Compliance with National Standard		87.00%* 12 months data	87.00%* 12 months data	87.00%* 12 months data
Chemical DWQ Compliance with National Standard		92.00%* 12 months data	92.00%* 12 months data	92.00%* 12 months data
Blue Drop Score (2010) + Trend		28.55% ↑	28.55% ↑	28.55% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Systems not assessed: Driepan

Regulatory Impression:

Not a very good performance, but certainly a very good effort noted considering that this was the first assessment. The findings however indicate that improvement is required in all areas of DWQ management.

It would be to the benefit of improved DWQ management and regulation if an urgent effort could be made to have sample points clearly defined according to the specific water supply systems on the BDS. This will allow the municipality and department to use DWQ information on Mkhondo LM more effectively.

Water Services Authority: Nkomazi Local Municipality

Water Services Provider: Nkomazi LM

Municipal Blue Drop Score: **17.5%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Langeloop</i>	<i>Driekoppies / Shongwe</i>	<i>Tonga / Nyathi</i>	<i>Sibange</i>	<i>Louiseville</i>
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	D
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 03 months data	99.99% 04 months data	53.33% 10 months data	50.00% 08 months data	99.99% 04 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 03 months data	99.99% 04 months data	99.99% 10 months data	99.99% 08 months data	99.99% 04 months data
Blue Drop Score (2010) + Trend		17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Driekoppies RWS	Tonga / Nyathi Rudimentary Boreholes	Naas Rudimentary Boreholes	Madadeni	Magudu
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	D
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	G	G	G	G
Compliance with Nat. Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 04 months data	53.33% 10 months data	45.45% 10 months data	75.00% 04 months data	45.45% 10 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 04 months data	99.99% 08 months data	99.99% 10 months data	99.99% 04 months data	99.99% 09 months data
Blue Drop Score (2010) + Trend		17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

Water Supply Systems Blue Drop Performance (Table 3)

<i>Performance Area</i>	<i>Systems</i>	Komati- poort	Marloth Park	Fig Tree	Hector- spruit	Naas / Block C
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	D
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	G	G	G	G
Compliance with Nat. Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 10 months data	No data	66.67% 03 months data	41.67% 10 months data	45.45% 10 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 10 months data	No data	99.99% 03 months data	99.99% 10 months data	99.99% 10 months data
Blue Drop Score (2010) + Trend		17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Malalane	Mbuzini	Masibekele	Mbuzini	Langelooop Rudimentary Boreholes
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	D
Efficiency of Monitoring Programme		G	G	G	G	G
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	G	G	G	G
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		41.67% 10 months data	75.00% 04 months data	No data	No data	No data
Chemical DWQ Compliance with National Standard		99.99% 10 months data	99.99% 04 months data	No data	No data	No data
Blue Drop Score (2010) + Trend		17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑	17.15% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Regulatory Impression:

The Blue Drop Assessment preparation and performance were not up to standard and it reflects in the scores obtained. Improvement is required in every aspect of the Drinking Water Quality (DWQ) management. The Department would urge the municipality to use the 2010 assessment as a guide for repositioning its DWQ Management approach.

The update of the municipality's "My Water" webpage is most encouraging.



Even though there are a few systems that scored rather low on water quality compliance, the failure extent and number of samples results would be of such nature that it would not justify an alert at this stage. Yet the municipality is urged to give serious attention to a proper monitoring programme and incident management protocol to deal with non-compliances in a speedily and effective manner.

Water Services Authority: Steve Tshwete Local Municipality

Water Services Provider: Steve Tshwete LM

Municipal Blue Drop Score: **92.2%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Hendrina Pullens-hope	Middelburg / Mhluzi 	Presidentsrus	Hendrina 
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		A	A	A	A
Credibility of Sample Analyses		A	A	B	A
Data Submission to DWA		B	A	A	A
Compliance with National Standard		A	B	B	A
Failure Response Management		B	B	B	B
Responsible Publication of Performance		G	D	D	D
Efficacy of Asset Management		C	A	A	A
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 11 months data	>99.9% 12 months data	99.99% 12 months data	99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 11 months data	>99.9% 11 months data	77.78% 11 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		89.71% ↑	95.84% ↑	89.34% ↑	95.84% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Doornkop	Kranspoort Vakansiedorp	Middelburg Mine	Arnot / Rietkuil	Komati / Blinkpan
Water Safety Plan		B	B	F	B	B
Process Control & Maintenance Competency		C	E	D	A	A
Efficiency of Monitoring Programme		A	A	A	A	A
Credibility of Sample Analyses		A	A	A	A	A
Data Submission to DWA		C	G	A	B	A
Compliance with National Standard		A	C	A	A	A
Failure Response Management		B	G	A	B	B
Responsible Publication of Performance		D	D	G	D	D
Efficacy of Asset Management		A	B	D	A	A
Microbial DWQ Compliance with National Standard		99.99% 10 months data	99.99% 01 month data	>99.9% 12 months data	99.99% 11 months data	99.56%* 12 months data
Chemical DWQ Compliance with National Standard		99.99% 10 months data	75.00% 01 month data	99.00% 12 months data	99.99% 11 months data	>99.9% 12 months data
Blue Drop Score (2010) + Trend		92.84% ↑	62.38% ↑	82.75% ↑	95.84% ↑	95.43% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Systems not assessed: Aventura Loskop Dam

Regulatory Impression:

It was an exceptional performance by the Steve Tshwete Local Municipality team responsible for drinking water quality management. This performance should serve as example to many other municipalities on how a negative 2009 report was used as fuel for motivation towards excellence. The participation of Water Services Intermediaries (e.g. ESKOM and Mines) is exemplary and serves as evidence of a unified objective.

The Blue Drop Certification for 4 water supply systems is thoroughly deserved.

Water Services Authority: Thaba Chweu Local Municipality

Water Services Provider: Thaba Chweu LM

Municipal Blue Drop Score: **45.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Lydenburg	Coromandel	Sabie	Graskop	Rural Schemes
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		B	C	C	B	B
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		A	A	A	A	A
Compliance with National Standard		G	G	G	G	G
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		D	D	D	D	D
Efficacy of Asset Management		B	B	B	B	B
Microbial DWQ Compliance with National Standard		22.66%* 12 months data	22.66%* 12 months data	22.66%* 12 months data	22.66%* 12 months data	22.66%* 12 months data
Chemical DWQ Compliance with National Standard		96.69%* 12 months data	96.69%* 12 months data	96.69%* 12 months data	96.69%* 12 months data	96.69%* 12 months data
Blue Drop Score (2010) + Trend		47.45% ↑	45.20% ↓	45.20% ↓	47.45% ↓	47.45% ↓
Blue Drop Score (2009)		Not Assessed	70.5%	70.5%	70.5%	70.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

There is sufficient reason to be seriously concerned about the condition of drinking water quality management of Thaba Chweu Local Municipality. DWQ records compel the Department to notify residents and visitors to take precautionary measures when consuming water in this area (especially within the Coromandel system), until such time when the municipality can prove consistent supply of safe water.

Water Services Authority: Thembisile Local Municipality**Water Services Provider: Thembisile LM****Municipal Blue Drop Score: 37.8%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Thembisile	Langkloof
Water Safety Plan		G	G
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		E	E
Credibility of Sample Analyses		C	C
Data Submission to DWA		G	G
Compliance with National Standard		D	D
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		E	G
Microbial DWQ Compliance with National Standard		99.99%* 07 months data	99.99%* 07 months data
Chemical DWQ Compliance with National Standard		96.49%* 09 months data	96.49%* 09 months data
Blue Drop Score (2010) + Trend		39.88% ↑	36.78% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department notes a valiant effort to get Blue Drop requirements in place, which is rather promising. Yet the 2010 Blue Drop performance is not up to standard and further improvement are required in line with this report card.

Water Services Authority: Umjindi Local Municipality

Water Services Provider: Umjindi LM

Municipal Blue Drop Score: **52.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Barberton & Emjindini	Sheba	Umjindi Trust	Kamadakwa
Water Safety Plan		E	E	E	E
Process Control & Maintenance Competency		E	E	G	G
Efficiency of Monitoring Programme		D	B	B	E
Credibility of Sample Analyses		E	E	E	E
Data Submission to DWA		A	A	A	A
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
Microbial DWQ Compliance with National Standard		92.13%* 12 months data	92.13%* 12 months data	91.30% 12 months data	92.13%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	99.99% 05 months data	No data
Blue Drop Score (2010) + Trend		55.25% ↑	58.25% ↑	54.75% ↑	47.50% ↑
Blue Drop Score (2009)		Not Assessed	34.05%	39.05%	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

Inspiring improvement is noted. The initiation of water safety planning and asset management is encouraging but much more is required. The Department trusts that the municipality will build on this performance by continuing its improvement in the required disciplines of the DWQ business.

NORTH WEST Province



Chapter 7 - NORTH WEST Province

Introduction

During the Blue Drop 2010 assessment round it was evident that an increased number of North West municipalities are embracing the concept which promotes proactive drinking water quality management. Yet many of the systems (especially the rural villages) in this province failed to benefit from this paradigm shift due to various degrees of capacity shortcomings. This reflected in the sub-standard scores obtained in many of the rural and smaller systems. There is a general need to improve monitoring (to be consistent and according to monitoring programmes), to improve disinfection practices in the smaller systems, obtain skilled/trained process controllers, etc. Due to the high dependency level on groundwater, monitoring programmes must include for the relevant chemical determinands expected to be found in this area.

The intense efforts by water services providers such as Midvaal Water, Magalies, Sedibeng and Rand Water instil a lot of confidence in the manner tap water quality is being managed. However in some instances the positivity is adversely influenced due to the fact that the Blue Drop assessment performance clearly indicated that some water services authorities (municipality) must improve with meaningful involvement towards holistic drinking water quality improvement.

Yet the concerted effort (drive) of Tlokwe LM to retain its Certification is noteworthy. North West Province managed two Blue Drop Systems in the 2010 reporting cycle but this also implies that much more is required to improve drinking water quality management in its entirety.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Rustenburg	Rustenburg LM (+ Rand Water & Magalies Water)
Tlokwe	Tlokwe LM

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

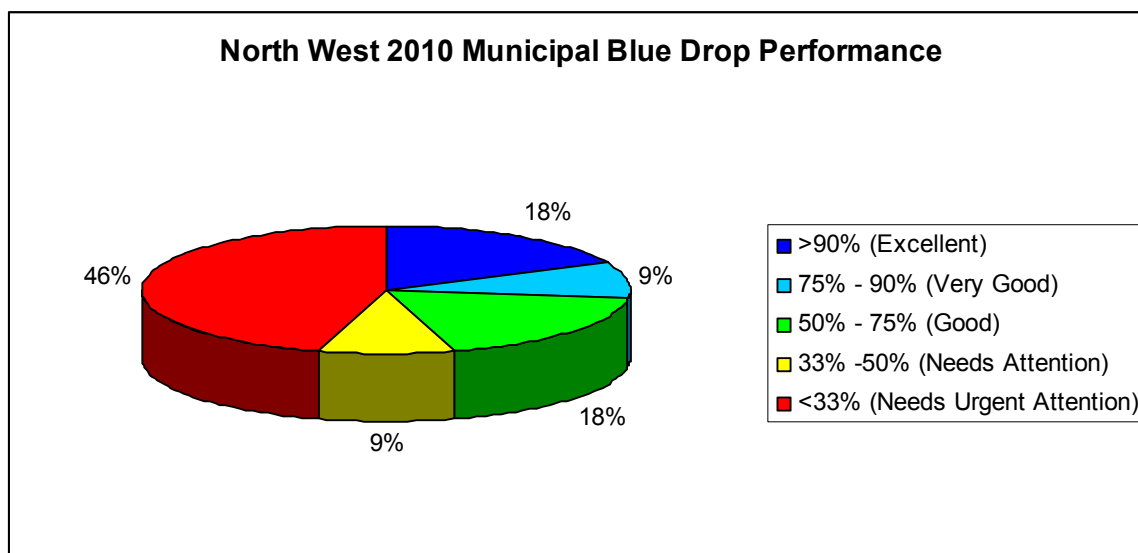
1.	Tlokwe LM	95.1%
2.	Rustenburg LM (+ Rand Water & Magalies Water)	95.1%
3.	Merafong LM	77.3%
4.	Maquassi Hills LM (+ Sedibeng Water)	64.9%
5.	Matlosana LM	59.6%

Provincial Blue Drop Score: **66.01%**

Percentage of Water Service Authorities assessed: 92%

Quick Facts

- ◆ 28 Water supply systems were assessed during the 2010 Blue Drop cycle in the North West Province. Only 4 of these had Water Safety Plans in place. Ironically only 4 systems were recorded to have DWQ Incident Management protocols in place. This indicates that there is sufficient room for improvement in the overall proactive management of drinking water quality on a provincial basis before drastic improvement could be expected. It is trusted that these areas will be given attention during this year.
- ◆ 22 Water treatment works were assessed of which 13 were fully complying with the Regulation 2834, implying that there might be variant degrees of process controlling skills shortages at the remaining 9.
- ◆ Most encouraging would be that 9 systems took the bold step to avail DWQ management performance reports to the public. This is a step that will improve both credibility and public confidence in the manner DWQ is being managed.
- ◆ In spite of many shortcomings identified Provincial Drinking Water Quality Averages for North West Province indicates water quality which largely conforms with the National Standard:
 - Microbiological: 97.0%
 - Chemical Health: 99.3%
 - Physical & Organoleptic 99.3%



This graph illustrates the need for urgent prioritisation of proactive drinking water quality management in the North West Province since 55% of the municipalities assessed scored less than 50% during the 2010 assessments. Yet the 45% that obtained good scores instil confidence for future DWQ Management performances.

Municipal Blue Drop Score: **17.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Bogosing Sedibeng Water	Kgomotso Sedibeng Water	Pudimoe / Taung Naledi LM & Sedibeng Water	Mamosa Mamosa LM	Rudimentary Boreholes Mamosa LM
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		A	A	G	G	G
Efficiency of Monitoring Programme		D	D	C	G	G
Credibility of Sample Analyses		B	B	B	G	G
Data Submission to DWA		C	C	C	C	C
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	G	G
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		A	A	G	G	G
Microbial DWQ Compliance with National Standard		94.78%* 07 months data	94.78%* 07 months data	94.78%* 07 months data	94.78%* 07 months data	94.78%* 07 months data
Chemical DWQ Compliance with National Standard		97.78%* 09 months data	97.78%* 09 months data	97.78%* 09 months data	97.78%* 09 months data	97.78%* 09 months data
Blue Drop Score (2010) + Trend		49.38% ↓	49.38% ↓	30.28% ↓	08.50% ↑	08.50% ↑
Blue Drop Score (2009)		88%	86%	47%	Not assessed	Not assessed

* Compliance determined from Municipal Overview

Systems not assessed: Lekwa te Mane (Bloemhof WTW), Lekwa Te Mane (Christiana), Rudimentary Boreholes

Regulatory Impression:

The Bophirima District Municipality showed no improvement in DWQ management performance from the previous reporting cycle. There is a need to implement protocols to achieve overall microbiological quality improvement. The quality compliance results suggest that disinfection practices requires urgent attention.

Water safety plans need to be developed for all the water supply systems, assistance from Sedibeng Water could hasten the process. There is a further need to implement municipal monitoring programmes, taking into account findings of the water safety plan. The authority needs to be better prepared to react to incidents, while also improving overall Asset Management.

The absence of relevant representation from the Mamosa LM shows in the scores of the Mamosa and rudimentary borehole water supply systems – the evaluation was based on very little information.

Water Services Authority: Kgetleng River Local Municipality**Water Services Provider: Kgetleng River LM**Municipal Blue Drop Score: **29.4%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Koster	Swartruggens
Water Safety Plan		G	G
Process Control & Maintenance Competency		G	G
Efficiency of Monitoring Programme		F	F
Credibility of Sample Analyses		F	F
Data Submission to DWA		G	G
Compliance with National Standard		C	C
Failure Response Management		F	F
Responsible Publication of Performance		G	G
Efficacy of Asset Management		G	G
Microbial DWQ Compliance with National Standard		99.99%* 10 months data	99.99%* 10 months data
Chemical DWQ Compliance with National Standard		No data	No data
Blue Drop Score (2010) + Trend		29.44% ↑	29.44% ↓
Blue Drop Score (2009)		11%	32%

* Compliance determined from Municipal Overview

Systems not assessed: Derby Boreholes

Regulatory Impression:

A concerted effort is required by Kgetleng River Local Municipality to improve DWQ management, almost every aspect of the DWQ management business needs attention. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the Kgetleng River LM.

The Department grants that the DBSA employee present for the assessment came unaccompanied by relevant officials from the authority. Responsible publication of DWQ performance to the public could therefore not only improve the next Blue Drop score, but could provide the Department with better information to base its assessment on.

Municipal Blue Drop Score: **04.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Hartbeespoort	Brits
Water Safety Plan		G	G
Process Control & Maintenance Competency		G	G
Efficiency of Monitoring Programme		G	G
Credibility of Sample Analyses		F	F
Data Submission to DWA		G	G
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		G	G
Microbial DWQ Compliance with National Standard		87.50%* 09 months data	87.50%* 09 months data
Chemical DWQ Compliance with National Standard		99.99%* 08 months data	99.99%* 08 months data
Blue Drop Score (2010) + Trend		04.13% ↑	03.88% ↑
Blue Drop Score (2009)		Not assessed	Not assessed

* Compliance determined from Municipal Overview

Systems not assessed: Old East and West (Rand Water)

Regulatory Impression:

DWQ management at the Madibeng Local Municipality urgently needs to be prioritised. Improvement is required in all aspects to ensure that the supply of safe tap water is attained and sustained on a continuous basis. At present, the Department has no confidence in the management of DWQ by the authority.

Commitment is needed from management; adequate funds must be made available to address issues of non-compliance on a continuous basis. Development of a Water Safety Plan and Incident Management Protocol needs to commence, monitoring according the South African national standard should sustain while the authority also address effective Asset Management.

However the swift response to the Department's call to have a Boil Water Alert issued recently when discoloured water was reticulated in Hartbeespoort, serves as indication that there exists a level of mature responsibility which serves as hope for improvement.

Water Services Authority: Maquassi Hills Local Municipality**Water Services Provider: Sedibeng Water**Municipal Blue Drop Score: **64.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Maquassi Hills ¹ Sedibeng Water
Water Safety Plan		B
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		C
Compliance with National Standard		G
Failure Response Management		A
Responsible Publication of Performance		E
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		96.28% 03 months data
Chemical DWQ Compliance with National Standard		97.71% 12 months data
Blue Drop Score (2010) + Trend		64.88% ↑
Blue Drop Score (2009)		<i>Not assessed</i>

1 Wolmaranstad, Tsweleng, Leeudoringstad, Kagakale, Witpoort, Rulaganjang, Makwassie, Lebaleng

Systems not assessed: Boskuil Boreholes

Regulatory Impression:

Current management of DWQ by Maquassi Hills Local Municipality is satisfactory, there is however sufficient room for improvement. The Department acknowledges the support Sedibeng Water renders the authority. Deficient performance against criterion 6 weakens the performance of the municipality.

Water Services Authority: Matlosana Local Municipality

Water Services Provider: Midvaal Water Company

Municipal Blue Drop Score: 59.6%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Matlosana Midvaal Water Company
Water Safety Plan		B
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		D
Credibility of Sample Analyses		A
Data Submission to DWA		G
Compliance with National Standard		G
Failure Response Management		A
Responsible Publication of Performance		D
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.99% 01 months data
Chemical DWQ Compliance with National Standard		No data
Blue Drop Score (2010) + Trend		59.63% ↑
Blue Drop Score (2009)		Not assessed

Regulatory Impression:

The Department acknowledges that Matlosana Local Municipality, supported by Midvaal Water Company, has the ability and understanding to manage actual DWQ compliance against the national DWQ standard. Poor data submission negatively affected the score of the authority – efforts to improve data submission onto the BDS should sustain to prevent future penalties. It is further advised that when the WSA finalises their water safety plan for the distribution network, consideration is given to the risks identified and managed at the water treatment works by the Midvaal Water Company.

Water Services Authority: Merafong Local Municipality**Water Services Provider: Rand Water**Municipal Blue Drop Score: **77.3%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Merafong Rand Water
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		B
Compliance with National Standard		B
Failure Response Management		D
Responsible Publication of Performance		G
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data
Blue Drop Score (2010) + Trend		77.34% ↑
Blue Drop Score (2009)		Not assessed

Regulatory Impression:

As a first assessment, Merafong Local Municipality certainly impressed with their 2010 Blue Drop performance. The contribution of Rand Water is acknowledged, while special mention is also made of the commitment of the Merafong LM management. The authority now needs to prepare a water safety plan taking into account the risks identified by Rand Water within the catchment and at the WTW. It is further advised that the WSA refines their Incident Management Protocol to be more specific to the needs of the municipality, clear roles and responsibilities should be stated, while the municipality also commences with publication of their DWQ performance.

Municipal Blue Drop Score: **48.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Vaalkop Magalies Water	Pella	Molatedi	Madikwe
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		D	D	G	D
Efficiency of Monitoring Programme		D	E	F	E
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		B	B	B	B
Compliance with National Standard		B	B	B	B
Failure Response Management		F	G	G	G
Responsible Publication of Performance		G	E	E	G
Efficacy of Asset Management		E	F	G	E
Microbial DWQ Compliance with National Standard		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Chemical DWQ Compliance with National Standard		98.60%* 06 months data	98.60%* 06 months data	98.60%* 06 months data	98.60%* 06 months data
Blue Drop Score (2010) + Trend		56.85% ↑	50.63% ↓	36.75% ↓	47.88% ↓
Blue Drop Score (2009)		Not assessed	63%	63%	63%

* Compliance determined from Municipal Overview

Regulatory Impression:

Noting the pattern of digress, the municipality has to improve in almost every aspect of the drinking water quality management business since various fundamentals are found not to be in place. The Department acknowledges actual DWQ compliance with SANS 241, but the absence of Water Safety Plans and Incident Management Protocols undermine this good performance of the authority. As indicative by the Blue Drop scores, the Department can't say with confidence that the Moses Kotane Local Municipality would be able to sustain the safe water quality at all times in the registered water supply systems.

Water Services Authority: Ngaka Modiri Molema District Municipality
Water Services Provider: Ratlou LM; Tswaing LM; Ramotshere-Moiloa LM; Ditsobotla LM; Mafikeng LM & Botshelo LM

Municipal Blue Drop Score: **31.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mafikeng/ Mmabatho	Motswedi
Water Safety Plan		F	G
Process Control & Maintenance Competency		D	B
Efficiency of Monitoring Programme		F	F
Credibility of Sample Analyses		C	D
Data Submission to DWA		G	G
Compliance with National Standard		G	G
Failure Response Management		F	F
Responsible Publication of Performance		D	E
Efficacy of Asset Management		D	E
Microbial DWQ Compliance with National Standard		84.52%* 08 months data	84.52%* 08 months data
Chemical DWQ Compliance with National Standard		99.65%* 08 months data	99.65%* 08 months data
Blue Drop Score (2010) + Trend		31.38% ↓	30.00% ↓
Blue Drop Score (2009)		39.5%	52.5%

* Compliance determined from Municipal Overview

Systems not assessed: Groot Marico, Itso seng, Lichtenburg, Zeerust (all supplied by boreholes)


Regulatory Impression:

A concerted effort is required by the Ngaka Modiri Molema District Municipality to improve DWQ management, almost every aspect of the DWQ management business needs attention. Without improvement, the Department has no alternative than to inform the public that it has no confidence in the management of DWQ by the authority. The actual drinking water quality (microbiological) requires urgent improvement.

Water Services Authority: Rustenburg Local Municipality
Water Services Provider: Rand Water & Magalies Water

Municipal Blue Drop Score: **95.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Rustenburg Rand Water & Magalies Water 
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		A
Responsible Publication of Performance		B
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.38% 12 months data
Blue Drop Score (2010) + Trend		95.10% ↑
Blue Drop Score (2009)		59%

Systems not assessed: Rustenburg Borehole Systems

Regulatory Impression:

The concerted effort by the Rustenburg Local Municipality, supported by Magalies Water, to improve management of DWQ over the past 12 months ensured that the Department acknowledges these enhancements by awarding Blue Drop status for the 2010 cycle.

The Department will have a strong monitoring focus on the drinking water quality management of Rustenburg to ensure that the commitments made towards sustainable safe water supply is adhered to. It is noted that the monitoring of water in the distribution system is improving and it is trusted that this will be sustained.

Water Services Authority: Tlokwe Local Municipality**Water Services Provider: Tlokwe LM**Municipal Blue Drop Score: **95.11%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Tlokwe
Water Safety Plan		B
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		C
Data Submission to DWA		A
Compliance with National Standard		B
Failure Response Management		A
Responsible Publication of Performance		A
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.50% 12 months data
Blue Drop Score (2010) + Trend		95.11% ↓
Blue Drop Score (2009)		96.5%

Regulatory Impression:

Tlokwe Local Municipality continues to manage drinking water quality with distinction. The municipality impressed with their commitment during the assessment and audit performed by the Department late last year. It is encouraging to note that the staff has such an understanding of their system and that they “argue” with valid / supported reason to validate their performance. The authority maintains the Blue Drop Status awarded in 2009.

Water Services Authority: Ventersdorp Local Municipality

Water Services Provider: Ventersdorp LM

Municipal Blue Drop Score: **19.0%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Ventersdorp	Welgevonden	Goedgevonden	Appeldraai
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	D	D	D
Efficiency of Monitoring Programme		G	G	G	G
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		G	G	G	G
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		D	F	F	F
Microbial DWQ Compliance with National Standard		98.77%* 09 months data	98.77%* 09 months data	98.77%* 09 months data	98.77%* 09 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		18.50% ↑	19.25% ↑	19.25% ↑	19.25% ↑
Blue Drop Score (2009)		7%	0%	0%	Not assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Boikhutisong	Boikhutiso	Tsetse	Ga-Mogopa
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		D	D	D	D
Efficiency of Monitoring Programme		G	G	G	G
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		G	G	G	G
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		F	F	F	F
Microbial DWQ Compliance with National Standard		98.77%* 09 months data	98.77%* 09 months data	98.77%* 09 months data	98.77%* 09 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		19.25% ↑	19.25% ↑	19.25% ↑	19.25% ↑
Blue Drop Score (2009)		Not assessed	0%	0%	0%

* Compliance determined from Municipal Overview

Regulatory Impression:

Ventersdorp Local Municipality has to improve in almost every aspect of the DWQ management business - various fundamentals are found not to be in place. The report card for all the registered water supply systems shows a consistent pattern of shortcomings across the spectrum.

Work urgently need to commence on developing water safety plans, improving and implementing operational and compliance monitoring programmes, submission of data to the Department, failure response management, asset management and publication of DWQ performance. With no chemical data, and microbiological data not classified as excellent against SANS 241, the Department has little confidence in the DWQ management performance of the municipality. Sample points are not yet linked to supply systems on BDS, it is thus not possible to distinguish more clearly between the different water supply systems.

Chapter 8

NORTHERN CAPE Province



Chapter 7 - NORTHERN CAPE Province

Introduction

A general improvement in 2010 Blue Drop performance were detected in the drinking water quality performance of the Northern Cape Authorities and water services providers in comparison to that of 2009.

It is encouraging to note that there is evident reason to believe that authorities in the province have improved commitment to enhance drinking water quality efficacy levels, in spite of capacity limitations. During the latest Blue Drop assessments 100% of municipalities prepared and availed themselves for Blue Drop assessment. The Department is encouraged by at least 31 water supply systems in this Province that are managed according to the World Health Organisation requirement of water safety plans. However it is trusted that these plans are not regarded as mere documents but to serves as the basis for preventative management of drinking water quality.

In spite of much positivity, it is rather concerning that many rural systems failed to record continuous acceptable compliance levels which could be accounted to inconsistent disinfection processes. A concerted effort is required to drive holistic improvement in this regard.

The incredible improvement in performance of Kgatelopele Local Municipality is commendable and proof that smaller municipalities too can strive towards excellence in spite of the capacity challenges faced.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Danielskuil	Kgatelopele Local Municipality

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

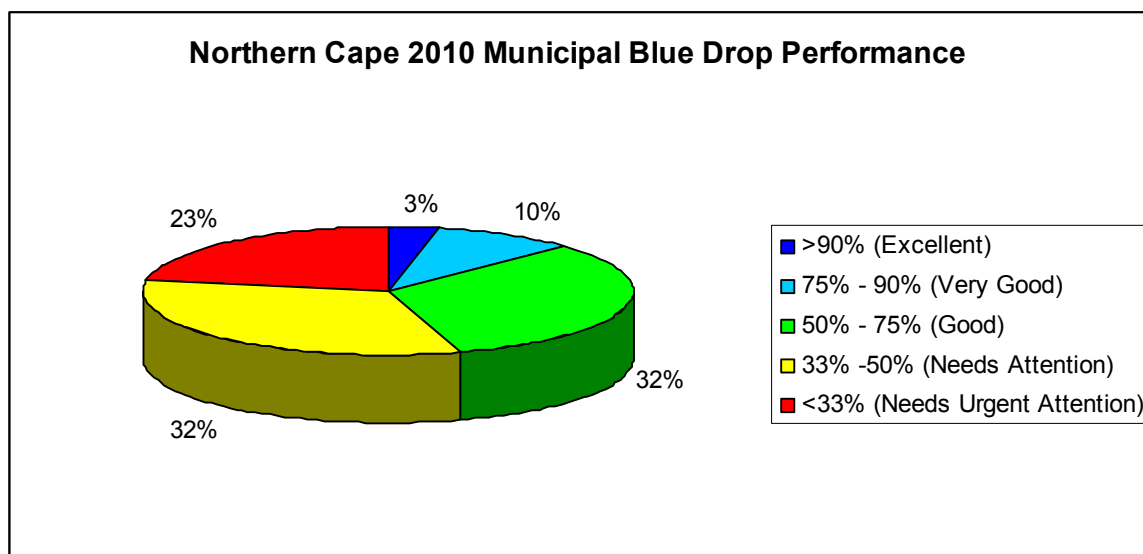
1.	Kgatelopele LM	97.4%
2.	Frances Baard DM & Dikgatlong LM (& Sedibeng Water)	83.8%
3.	Tsantsabane LM (& Sedibeng Water)	74.7%
4.	Hantam LM	68.5%
5.	Emthanjeni LM	68.4%

Provincial Blue Drop Score: **46.87%**

Percentage of Water Service Authorities assessed: 100%

Quick Facts

- ◆ The average provincial compliance figures over the assessment period (2009)
 - Microbiological: 93.1%
 - Chemical Health: 99.3%
 - Physical & Organoleptic 98.9%
- ◆ During the 2010 assessments all Northern Cape municipalities were assessed. This accounted to 136 water supply systems that were assessed; these systems are responsible for about 600 MI/day supply.
- ◆ Asset Management certainly cannot be described as one of the strong points of the Northern Cape Province since only 51 systems reportedly have Asset Registers in place. It was reported that on average less than 2% of the Operations budget is reserved for Maintenance requirements. The positive impact of the Province's Operations and Maintenance initiative was noted in the excellent O&M manual produced by Emthanjeni Local Municipality. A definite "Best Practice."



There remains sufficient reason to take courage out of the Northern Cape municipal performance, the graph however still shows the challenges that remain within the municipal drinking water quality fraternity. The report cards provide adequate basis of guidance on the areas where attention is required.

Municipal Blue Drop Score: **83.8%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Barkly West	Gong Gong	Holpan	Pniel
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	D	D	E
Efficiency of Monitoring Programme		E	E	F	D
Credibility of Sample Analyses		F	F	F	F
Data Submission to DWA		B	B	B	B
Compliance with National Standard		B	B	B	B
Failure Response Management		A	A	A	A
Responsible Publication of Performance		C	E	D	D
Efficacy of Asset Management		D	D	C	B
Microbial DWQ Compliance with National Standard		99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Chemical DWQ Compliance with National Standard		98.42%* 12 months data	98.42%* 12 months data	98.42%* 12 months data	98.42%* 12 months data
Blue Drop Score (2010) + Trend		73.75% ↑	65.71% ↑	69.63% ↑	84.00% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Waldecks Plant	Windsorton	Delportshoop Sedibeng Water	Longlands Sedibeng Water
Water Safety Plan		G	G	E	E
Process Control & Maintenance Competency		D	G	A	A
Efficiency of Monitoring Programme		G	D	B	B
Credibility of Sample Analyses		G	F	C	C
Data Submission to DWA		G	B	B	B
Compliance with National Standard		G	B	B	B
Failure Response Management		A	A	A	A
Responsible Publication of Performance		G	D	C	D
Efficacy of Asset Management		D	B	B	D
Microbial DWQ Compliance with National Standard		No data	99.00%* 12 months data	99.00%* 12 months data	99.00%* 12 months data
Chemical DWQ Compliance with National Standard		No data	98.42%* 12 months data	98.42%* 12 months data	98.42%* 12 months data
Blue Drop Score (2010) + Trend		29.63% ↑	68.88% ↑	87.13% ↑	85.50% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

Except for the performance of Waldeck's Plant, the overall 2010 Blue Drop performance of Dikgatlong (together with Sedibeng Water) can be classified as "Very Good". Waldeck's Plant is a serious reason for concern.

The efficacy of the monitoring programme requires improvement to ensure more credible results are available for DWQ management purposes. The municipality is encouraged to ensure that information is registered and captured according to the various supply systems in its area instead of the current use of a municipal overview for compliance determination.

The lack of a complete water safety plan compromises the institutions' ability to effectively implement a proactive management approach.

Water Services Authority: Emthanjeni Local Municipality

Water Services Provider: Emthanjeni LM

Municipal Blue Drop Score: **68.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Britstown (Boreholes)	De Aar (Boreholes)	Hanover (Boreholes)
Water Safety Plan		B	B	B
Process Control & Maintenance Competency		B	B	B
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		G	G	G
Failure Response Management		A	A	A
Responsible Publication of Performance		D	D	D
Efficacy of Asset Management		A	A	A
Microbial DWQ Compliance with National Standard		90.00% 12 months data	86.79% 12 months data	88.57% 09 months data
Chemical DWQ Compliance with National Standard		99.99% 01 months data	99.99% 01 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		68.35% ↑	68.35% ↑	68.35% ↑
Blue Drop Score (2009)		29%	29%	29%

Regulatory Impression:

The improvement of the DWQ management performance of Emthanjeni is remarkable, and serves as an indication that limited resources should not be regarded as an absolute limiting factor to the strife towards excellence. Special mention has to be made of the operations & maintenance manual produced during the Blue Drop assessment since the panel was tremendously impressed by the quality and innovation it entails.

The municipality can feel proud of its performance but excellence was marred by the microbiological compliance which was not up to standard. This is not an insurmountable challenge and can be rectified soonest with improvement of disinfection processes. The initiation of the water safety planning process is certainly a step in the right direction and could assist with the implementation of control measures to improve both untreated and treated water.

Water Services Authority: Frances Baard District Municipality**Water Services Provider: Sedibeng Water**Municipal Blue Drop Score: **83.8%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Koopmansfontein Sedibeng Water
Water Safety Plan		C
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		E
Data Submission to DWA		B
Compliance with National Standard		B
Failure Response Management		A
Responsible Publication of Performance		C
Efficacy of Asset Management		B
<i>Microbial DWQ Compliance with National Standard</i>		99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		98.42% 12 months data
Blue Drop Score (2010) + Trend		83.75% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>

Regulatory Impression:

With the assistance of Sedibeng Water, Frances Baard did extremely well over the assessment cycle and certainly is not far away from officially recognised excellence. That is if the municipality builds upon their performance and intensify their commitment towards the management of drinking water quality.

Municipal Blue Drop Score: **25.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Kuruman, Wrenchville, Bankhara – Bodulong (Boreholes)	Ward 3 to Ward 9 Sedibeng Water
Water Safety Plan		G	G
Process Control & Maintenance Competency		G	D
Efficiency of Monitoring Programme		E	D
Credibility of Sample Analyses		E	E
Data Submission to DWA		B	B
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		E	E
Microbial DWQ Compliance with National Standard		94.46%* 12 months data	94.46%* 12 months data
Chemical DWQ Compliance with National Standard		>94.46%* 12 months data	>94.46%* 12 months data
Blue Drop Score (2010) + Trend		23.13% ↑	27.63% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

The Blue Drop performance is indicative of the extent to which drinking water quality is being prioritised by Ga-Segonyana Municipality. The overall score requires serious attention towards the improvement of the manner in which DWQ is being managed.

The compliance of the drinking water quality is not far from the desired standard, but can also be improved.

Municipal Blue Drop Score: **42.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Dibeng	Dingleton	Olifantshoek Sedibeng Water	Kathu
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	F	A	E
Efficiency of Monitoring Programme		E	D	D	D
Credibility of Sample Analyses		E	E	C	E
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	A	C	C
Failure Response Management		F	F	E	F
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		D	D	B	B
Microbial DWQ Compliance with National Standard		75.00% 10 months data	99.99% 10 months data	96.00% 12 months data	97.00% 12 months data
Chemical DWQ Compliance with National Standard		75.00% 12 months data	93.94% 12 months data	97.00% 12 months data	99.00% 12 months data
Blue Drop Score (2010) + Trend		25.81% ↑	54.31% ↑	60.33% ↑	45.81% ↑
Blue Drop Score (2009)		Not Assessed	3%	0%	3%

Regulatory Impression:

The Department notes a significant overall improvement which is most remarkable and encouraging. It is acknowledged that it certainly took a concerted effort to ensure that progress was made in terms of the Blue Drop requirements to the benefit of the communities receiving water from these systems.

However the water quality in Dibeng should receive urgent attention to ensure the consistent supply of safe water.

Water Services Authority: Hantam Local Municipality

Water Services Provider: Hantam LM

Municipal Blue Drop Score: **68.5%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Calvinia	Brandvlei (Boreholes)	Loerisfontein (Boreholes)	Middelpos (Boreholes)	Nieuwoudtville (Boreholes)
Water Safety Plan		C	B	C	E	C
Process Control & Maintenance Competency		E	A	C	D	C
Efficiency of Monitoring Programme		B	B	E	C	C
Credibility of Sample Analyses		A	B	B	B	B
Data Submission to DWA		A	A	A	A	A
Compliance with National Standard		C	C	C	G	C
Failure Response Management		C	C	C	C	C
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	D	E	D	D
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	75.00% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		69.81% ↑	76.25% ↑	64.88% ↑	48.60% ↑	68.10% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed	Not Assessed

Regulatory Impression:

Hantam municipality did very well in their first year of being assessed according to the stringent criteria set by the Blue Drop Certification programme. It is laudable that water safety planning processes were initiated over the vast area under municipal jurisdiction. It implies that drinking water management is based upon globally accepted best principles. It is however trusted that the implementation thereof will be sustained by means of management's support and commitment to the process.

It is however required that the monitoring of chemical determinands be included in the monitoring programme as well as the improvement of Middelpos water quality.

Municipal Blue Drop Score: **56.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Van Zylsrus (Boreholes)	Rural Systems (Boreholes)	Black Rock Sedibeng Water	Hotazel Sedibeng Water
Water Safety Plan		G	G	E	E
Process Control & Maintenance Competency		D	D	A	A
Efficiency of Monitoring Programme		B	C	B	B
Credibility of Sample Analyses		E	E	C	F
Data Submission to DWA		C	A	A	A
Compliance with National Standard		B	G	B	G
Failure Response Management		E	E	C	C
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	B	B
Microbial DWQ Compliance with National Standard		99.99% 04 months data	96.00% 12 months data	99.99% 09 months data	91.70% 12 months data
Chemical DWQ Compliance with National Standard		97.00% 12 months data	97.00% 12 months data	99.99% 12 months data	97.00% 12 months data
Blue Drop Score (2010) + Trend		57.25% ↑	40.13% ↑	76.63% ↑	53.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

Regulatory Impression:

The Department notes a very good performance in the Black Rock water supply system which created the expectation of excellence over the next reporting cycle. There is however a specific need for the improvement of microbiological quality of water supplied to Hotazel and Rural schemes. The Department notes the effort to get a water safety plan in place but would also urge the municipality to note the sub-standard scores listed above to serve as a basis from where sustainable improvement facilitated.

Water Services Authority: Kamiesberg Local Municipality

Water Services Provider: Kamiesberg LM

Municipal Blue Drop Score: **29.3%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Garies	Hondeklip-baai	Kamassies	Kamies-kroon	Karkhams
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		E	E	E	E	E
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		E	E	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		F	F	F	F	F
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		24.48% ↑	24.48% ↓	26.48% ↓	26.48% ↓	26.48% ↑
Blue Drop Score (2009)		8.5%	29.5%	29.5%	29.5%	8.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Kheis	Klipfontein	Leliefon- tein	Lepels- fontein	Nourivier
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	E	D	D
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		32.75% ↑	32.25% ↑	30.00% ↑	32.25% ↑	31.88% ↑
Blue Drop Score (2009)		8.5%	29.5%	29.5%	28%	29.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Paulshoek	Rooifontein	Soebatsfontein	Spoegrivier	Tweerivier
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	E	E	D	E
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		E	E	E	E	E
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		G	G	G	G	G
Microbial DWQ Compliance with National Standard		96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data	96.55%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		31.88% ↑	29.63% ↑	29.63% ↑	31.88% ↑	29.63% ↑
Blue Drop Score (2009)		8.5%	29.5%	29.5%	29.5%	29.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department acknowledges the fact that the Kamiesberg Local Municipality has a rather large area of responsibility but it is yet regarded as unfortunate that little to no progress can be recorded since the last Blue Drop Assessments. The 2009 Blue Drop regulatory impression therefore remains: "Drastic Improvement is a necessity."

Water Services Authority: Kareeberg Local Municipality

Water Services Provider: Kareeberg LM

Municipal Blue Drop Score: **62.4%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Carnavon (Boreholes)	Van Wyksvlei (Boreholes)	Vosburg (Boreholes)
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		B	D	D
Efficiency of Monitoring Programme		C	C	C
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		B	B	B
Failure Response Management		E	E	E
Responsible Publication of Performance		E	E	E
Efficacy of Asset Management		G	G	G
Microbial DWQ Compliance with National Standard		98.50%* 12 months data	98.50%* 12 months data	98.50%* 12 months data
Chemical DWQ Compliance with National Standard		93.75%* 03 months data	93.75%* 03 months data	93.75%* 03 months data
Blue Drop Score (2010) + Trend		64.38% ↑	61.38% ↑	61.38% ↑
Blue Drop Score (2009)		6%	6%	6%

* Compliance determined from Municipal Overview

Regulatory Impression:

It is simply just remarkable how well Kareeberg improved since the last assessment.

There remains sufficient room for improvement in the areas of water safety planning, Incident Response Management, Performance Publication and Asset Management. Should the improvement trend be maintained, Blue Drop excellence acknowledgement would materialise soon.

Water Services Authority: Karoo Hoogland Local Municipality**Water Services Provider: Karoo Hoogland LM****Municipal Blue Drop Score: 39.0%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Fraserburg (Boreholes)	Sutherland (Boreholes)	Williston (Boreholes)
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		D	D	D
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		C	C	C
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		95.65%* 12 months data	95.65%* 12 months data	95.65%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.99% 01 months data	No data	No data
Blue Drop Score (2010) + Trend		39.00% ↑	39.00% ↑	39.00% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:


It was a good attempt for a first time at being assessed but not sufficient to make the "pass" mark. The Department will note performance scoring under each of the Blue Drop criteria and that improvement will be high on the municipal agenda over the next reporting cycle.

Water Services Authority: Kgatelopele Local Municipality

Water Services Provider: Kgatelopele LM

Municipal Blue Drop Score: 97.4%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Danielskuil (Boreholes)
		
Water Safety Plan		A
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		A
Responsible Publication of Performance		A
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		99.00% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 01 months data
Blue Drop Score (2010) + Trend		97.43% ↑
Blue Drop Score (2009)		37.5%

Systems not assessed: Lime Acres and Owendale

Regulatory Impression:

The municipality deserves its Blue Drop certification for the water supply system of Danielskuil. The certification was earned by an impressive display of commitment towards excellent drinking water quality management and a very well prepared municipal team during the assessments.

For the 2010 reporting cycle, Kgatelopele Local Municipality, is one of the flag-bearers for smaller municipalities in the Blue Drop Programme, and can be regarded as a benchmark for comparative performance measurement.

Water Services Authority: Khai-Ma Local Municipality**Water Services Provider: Khai-Ma LM**Municipal Blue Drop Score: **33.5%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Pella, Aggeneys & Pofadder	Onseepkans	Witbank
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		G	E	E
Efficiency of Monitoring Programme		D	D	D
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		E	E	E
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		G	E	E
Microbial DWQ Compliance with National Standard		95.01%* 12 months data	95.01%* 12 months data	95.01%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		30.00% ↑	36.50% ↑	36.50% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The report card speaks for itself; there remains sufficient room for improvement, which should compel the Authority to prioritise drinking water quality management soonest. Since groundwater is the primary source of water in this area, the importance of chemical monitoring is even more enhanced. Yet it is noted that no chemical monitoring is done. It is recommended that a detailed risk assessment is done to inform on the determinands that require higher frequency monitoring.

Water Services Authority: //Khara Hais Local Municipality

Water Services Provider: //Khara Hais LM

Municipal Blue Drop Score: 37.8%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Upington¹</i>	<i>Raaswater</i>	<i>Swartkop²</i>	<i>Straussburg³</i>
Water Safety Plan		E	G	G	G
Process Control & Maintenance Competency		E	B	B	B
Efficiency of Monitoring Programme		D	C	C	D
Credibility of Sample Analyses		C	C	B	B
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	C	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		B	B	B	B
Efficacy of Asset Management		D	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		94.74% 12 months data	99.99% 10 months data	96.00% 09 months data	90.48% 11 months data
<i>Chemical DWQ Compliance with National Standard</i>		75.00% 03 months data	99.99% 01 months data	99.99% 01 months data	99.99% 02 months data
Blue Drop Score (2010) + Trend		37.88% ↑	46.63% ↑	36.13% ↑	34.63% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>5%</i>	<i>Not Assessed</i>	<i>4%</i>

1 Klippuntm Sess Brugge, Kalsloot

2 Donkerhoek, Leseding

3 Tsikelelo, Ntsikilelo

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Louisvale-dorp	Leerkrans	Lambrechts-drift	Karos
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		B	B	B	B
Efficiency of Monitoring Programme		D	D	D	D
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		B	C	B	B
Compliance with National Standard		G	G	G	C
Failure Response Management		G	G	G	G
Responsible Publication of Performance		B	G	G	G
Efficacy of Asset Management		G	G	G	G
Microbial DWQ Compliance with National Standard		91.67% 09 months data	99.99% 03 months data	88.57% 08 months data	99.99% 08 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data	No data	99.99% 01 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		34.63% ↑	28.50% ↑	30.25% ↑	42.25% ↑
Blue Drop Score (2009)		5%	5%	5%	5%

Regulatory Impression:

The Department notes a valiant attempt to improve the Blue Drop performance, but it fell short of being classified as adequate or satisfactory. It is advised that the municipality build upon this performance for the following reporting cycle.

The actual microbiological quality of water in Lambrechtville and Louisvale-dorp is not up to the required standard, and therefore requires special and urgent attention.

Municipal Drop Score: **42.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Kakamas Siyanda DM
Water Safety Plan		G
Process Control & Maintenance Competency		G
Efficiency of Monitoring Programme		D
Credibility of Sample Analyses		D
Data Submission to DWA		B
Compliance with National Standard		D
Failure Response Management		D
Responsible Publication of Performance		E
Efficacy of Asset Management		F
Microbial DWQ Compliance with National Standard		99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 01 months data
Blue Drop Score (2010) + Trend		42.63% ↑
Blue Drop Score (2009)		Not Assessed

Systems not assessed: Alheit, Aurgabies, Bloemsmond, Cillie, Curries Camp, Frierdale, Kanoneiland, Keimoes, Kenhardt, Lenntertsville, Lutzburg, Marchand and Soverby

Regulatory Impression:

There is sufficient room for improvement even though a rather encouraging performance was recorded during the 2010 Blue Drop Assessments. However the improvement will only materialise should the municipality prioritise improvement of drinking water quality management, especially according to the Blue Drop requirements.

The lack of chemical monitoring is a compromising factor.

Water Services Authority: !Kheis Local Municipality

Water Services Provider: !Kheis LM

Municipal Blue Drop Score: 45.9%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Brandboom	Grobbers-hoop	Grootdrink	Topline	Wegdraai
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		D	D	D	D	D
Efficiency of Monitoring Programme		D	D	D	D	D
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		C	C	C	C	C
Failure Response Management		G	G	G	G	G
Responsible Publication of Performance		B	B	B	B	B
Efficacy of Asset Management		F	F	F	F	F
Microbial DWQ Compliance with National Standard		97.30%* 12 months data	97.30%* 12 months data	97.30%* 12 months data	97.30%* 12 months data	97.30%* 12 months data
Chemical DWQ Compliance with National Standard		95.59%* 10 months data	95.59%* 10 months data	95.59%* 10 months data	95.59%* 10 months data	95.59%* 10 months data
Blue Drop Score (2010) + Trend		45.88% ↑	45.88% ↓	45.88% ↑	45.88% ↓	45.88% ↑
Blue Drop Score (2009)		25.5%	55.5%	25.5%	60.5%	43.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

It is evident that the municipality consolidated its DWQ management approach across its entire area of jurisdiction. Perhaps a step in the right direction but this did not materialise in the expected improvement. The implementation of the water safety plan process will assist the municipality to make in-roads on current recorded shortcomings.

Municipal Blue Drop Score: **54.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Warrenton
Water Safety Plan		B
Process Control & Maintenance Competency		E
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		E
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		A
Responsible Publication of Performance		D
Efficacy of Asset Management		B
Microbial DWQ Compliance with National Standard		92.87% 12 months data
Chemical DWQ Compliance with National Standard		No data
Blue Drop Score (2010) + Trend		54.00% ↑
Blue Drop Score (2009)		40%

Regulatory Impression:

The Department notes a good improvement on the 2009 performance and trust the rate of improvement will be maintained. The initiation of the water safety plan process is most laudable and it should have a positive consequence on the incident management requirement for the next reporting cycle.

Accept for 4 samples failing to meet the national standard in November 2009, a very good compliance rate was maintained. Yet the failure to monitor chemical determinands is a compromising factor. It is also important that the municipality make real effort to improve process control and maintenance skills by means of accredited training or additional appointment.

Water Services Authority: Mier Local Municipality

Water Services Provider: Mier LM

Municipal Blue Drop Score: 25.1%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Askam</i>	<i>Groot Mier / Klein Mier</i>	<i>Loubos</i>	<i>Noenies-put</i>
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		E	E	E	E
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		A	A	A	A
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	G	G
<i>Microbial DWQ Compliance with National Standard</i>		92.98%* 12 months data	92.98%* 12 months data	92.98%* 12 months data	92.98%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		87.50%* 02 months data	87.50%* 02 months data	87.50%* 02 months data	87.50%* 02 months data
Blue Drop Score (2010) + Trend		25.10% ↓	25.10% ↑	25.10% ↑	25.10% ↑
Blue Drop Score (2009)		36.5%	20.5%	8.5%	8.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Vetrivier	Rietfontein	Welkom	Andriesvale
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		E	E	E	E
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		A	A	A	A
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		G	G	G	G
Microbial DWQ Compliance with National Standard		92.98%* 12 months data	92.98%* 12 months data	92.98%* 12 months data	92.98%* 12 months data
Chemical DWQ Compliance with National Standard		87.50%* 02 months data	87.50%* 02 months data	87.50%* 02 months data	87.50%* 02 months data
Blue Drop Score (2010) + Trend		25.10% ↑	25.10% ↘	25.10% ↓	25.10% ↑
Blue Drop Score (2009)		0%	28%	36.5%	1.5%

* Compliance determined from Municipal Overview

Systems not assessed: Witdraai

Regulatory Impression:

While the Department notes the faithful submission of DWQ data according to legislated requirements, there remains great concern about the ability to manage DWQ according the set requirements. During the assessment period repetitive microbiological failures were recorded which implies that the Department cannot have any confidence in Mier Municipality DWQ management. This status will be maintained until such time when the municipality can prove substantial and sustainable improvement in DWQ management.

Water Services Authority: Moshaweng Local Municipality

Water Services Provider: Moshaweng LM

Municipal Blue Drop Score: **37.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Moshaweng ¹ (Boreholes)
Water Safety Plan		G
Process Control & Maintenance Competency		D
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		E
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		E
Responsible Publication of Performance		G
Efficacy of Asset Management		C
Microbial DWQ Compliance with National Standard		92.95% 12 months data
Chemical DWQ Compliance with National Standard		89.30% 03 months data
Blue Drop Score (2010) + Trend		37.13% ↑
Blue Drop Score (2009)		31.5%

1 Boreholes – 171 Villages

Regulatory Impression:

A slight improvement was recorded during the assessment but insufficient to instil confidence as yet. There remains much room for improvement. Promising asset management is a step in the right direction.

Water Services Authority: Nama Khoi Local Municipality
Water Services Provider: Namakwa Water & Nama Khoi LM

Municipal Blue Drop Score: **22.0%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Bulletrap Namakwa Water	Carolus- berg Namakwa Water	Concordia Namakwa Water	Henkries Namakwa Water	Nababeep Namakwa Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		F	F	F	F	F
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		B	B	B	E	B
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		G	G	G	G	G
Failure Response Management		F	F	F	F	F
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	D	D	D	F
Microbial DWQ Compliance with National Standard		90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		20.50% ↓	24.25% ↓	28.00% ↓	20.00% ↑	23.50% ↓
Blue Drop Score (2009)		69.5%	69.5%	69.5%	Not Assessed	69.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Okiep Namakwa Water	Springbok Namakwa Water	Steinkop Namakwa Water	Fonteintjie Namakwa Water	Bergsig Namakwa Water
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		F	F	F	F	F
Efficiency of Monitoring Programme		F	F	F	F	F
Credibility of Sample Analyses		B	B	B	B	B
Data Submission to DWA		B	B	B	B	B
Compliance with Nat. Standard		G	G	G	G	G
Failure Response Management		F	F	F	F	F
Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		F	D	F	F	F
<i>Microbial DWQ Compliance with National Standard</i>		90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data	No data	No data
Blue Drop Score (2010) + Trend		23.25% ↓	25.50% ↓	23.50% ↑	23.50% ↓	23.50% ↓
Blue Drop Score (2009)		69.5%	69.5%	Not Assessed	69.5%	69.5%

Water Supply Systems Blue Drop Performance (Table 3)

<i>Performance Area</i>	<i>Systems</i>	Matjieskloof Namakwa Water	Buffelsrivier Khoi LM	Gladkop Khoi LM	Goodhouse Khoi LM
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		F	B	F	F
Efficiency of Monitoring Programme		F	F	G	G
Credibility of Sample Analyses		B	B	G	G
Data Submission to DWA		B	B	B	B
Compliance with Nat. Standard		G	G	G	G
Failure Response Management		F	F	F	F
Publication of Performance		G	G	G	G
Efficacy of Asset Management		F	E	G	G
<i>Microbial DWQ Compliance with National Standard</i>		90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		23.50% ↓	27.50% ↓	12.25% ↑	11.25% ↓
Blue Drop Score (2009)		69.5%	69.5%	Not Assessed	37.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 4)

Performance Area	Systems	Kommagas Khoi LM	Rooiwal Khoi LM	Vioolsdrif Khoi LM	Mine Town (also WSP)
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		E	E	E	F
Efficiency of Monitoring Programme		E	F	F	G
Credibility of Sample Analyses		B	B	B	G
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	G	G	G
Failure Response Management		F	F	F	F
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	F	F	G
Microbial DWQ Compliance with National Standard		90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data	90.42%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		26.75% ↓	25.75% ↓	25.00% ↓	11.25% ↑
Blue Drop Score (2009)		41.5%	37.5%	37.5%	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

The Department suspects that inadequate preparation is the reason for the mammoth digress recorded. Yet the Nama Khoi DWQ Management status is most concerning since the scores presents a very poor performance.

Municipal Blue Drop Score: **38.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Swartkop
Water Safety Plan		G
Process Control & Maintenance Competency		E
Efficiency of Monitoring Programme		E
Credibility of Sample Analyses		B
Data Submission to DWA		C
Compliance with National Standard		C
Failure Response Management		G
Responsible Publication of Performance		G
Efficacy of Asset Management		G
Microbial DWQ Compliance with National Standard		99.99% 08 months data
Chemical DWQ Compliance with National Standard		No data
Blue Drop Score (2010) + Trend		38.13% ↑
Blue Drop Score (2009)		9%

Regulatory Impression:

The improvement in Blue drop performance is very much encouraging. It is trusted that the DM will build on this improvement to the benefit of the Swartkop residents.

Water Services Authority: Phokwane Local Municipality

Water Services Provider: Phokwane LM

Municipal Blue Drop Score: **33.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Ganspan	Hartswater	Jan Kempdorp	Magogong	Pampierstad
Water Safety Plan		G	G	G	G	G
Process Control & Maintenance Competency		F	F	F	F	F
Efficiency of Monitoring Programme		C	C	C	C	C
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		G	B	B	G	G
Compliance with National Standard		G	B	B	G	G
Failure Response Management		F	F	F	F	F
Responsible Publication of Performance		G	G	G	G	G
Efficacy of Asset Management		E	E	E	E	E
Microbial DWQ Compliance with National Standard		No data	99.24%* 12 months data	99.24%* 12 months data	No data	No data
Chemical DWQ Compliance with National Standard		No data	99.46%* 12 months data	99.46%* 12 months data	No data	No data
Blue Drop Score (2010) + Trend		22.33% ↑	50.88% ↑	50.88% ↑	22.33% ↑	22.33% ↑
Blue Drop Score (2009)		Not Assessed	41.5%	29.5%	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

It is encouraging to note that the municipality adhered to the regulatory impression of the 2009 Blue Drop report, especially the significant improvement in Jan Kempdorp microbiological compliance. It is however preferred that monitoring programmes be set up and reported according to water supply systems to improve management and regulation of DWQ.

The report card indicates areas where serious improvement is required.

Water Services Authority: Renosterberg Local Municipality**Water Services Provider: Aquavan**Municipal Blue Drop Score: **28.7%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Petrusville Aquavan	Vanderkloof Aquavan	Philipstown Aquavan
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		F	F	B
Efficiency of Monitoring Programme		D	D	E
Credibility of Sample Analyses		E	E	E
Data Submission to DWA		A	A	A
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		F	F	F
Microbial DWQ Compliance with National Standard		60.94% 12 months data	85.71% 12 months data	76.47% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 11 months data	99.99% 11 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		25.00% ↑	25.00% ↑	36.00% ↑
Blue Drop Score (2009)		0%	0%	0%

Regulatory Impression:

The improvement is encouraging but the municipality has still some ground to cover towards effective DWQ management. The report card shows that the majority of Blue Drop requirements were not met.

Most concerning would be the microbiological compliance of tap water in all three registered water supply systems. A number of recurring failures were recorded and serves as motivation for the Department to inform residents and visitors to Petrusville, Vanderkloof and Phillipstown, to take precautionary measures when consuming tap water in these towns. This arrangement should remain in place until such time when the municipality can confidently prove adequate and sustainable improvement has materialised.

Municipal Blue Drop Score: **25.9%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Port Nolloth Alexander Bay	Eksteen- fontein	Kuboes	Lekkersig
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		G	G	G	G
Efficiency of Monitoring Programme		F	D	D	D
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
Microbial DWQ Compliance with National Standard		92.13%* 12 months data	92.13%* 12months data	92.13%* 12 months data	92.13%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		23.63% ↑	25.87% ↑	25.87% ↑	26.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Mc Douglas Bay Alexandra Bay	Sanddrift (also WSP)
Water Safety Plan		G	G
Process Control & Maintenance Competency		G	G
Efficiency of Monitoring Programme		D	D
Credibility of Sample Analyses		B	B
Data Submission to DWA		B	B
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		E	E
<i>Microbial DWQ Compliance with National Standard</i>		92.13%* 12 months data	92.13%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data
Blue Drop Score (2010) + Trend		26.63% ↑	26.63% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

There is ample area for improvement according to the report cards of all the water supply systems that resort under the Richtersveld Local Municipality. Most important would be to ensure rapid (yet sustainable) improvement in actual microbiological quality. Disinfection practices must be improved soonest.

Water Services Authority: Siyancuma Local Municipality

Water Services Provider: Siyancuma LM

Municipal Blue Drop Score: **54.6%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Campbell	Douglas	Griekwastad	Schmidsdrift
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	C	C	E
Efficiency of Monitoring Programme		C	C	C	C
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	A	A
Compliance with National Standard		G	B	G	G
Failure Response Management		E	E	E	E
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		D	D	D	G
Microbial DWQ Compliance with National Standard		91.67% 12 months data	99.99% 12 months data	87.50% 12 months data	90.91% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	97.62% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		44.13% ↑	63.63% ↑	44.13% ↑	36.63% ↑
Blue Drop Score (2009)		Not Assessed	Not Assessed	Not Assessed	Not Assessed

Regulatory Impression:

There is sufficient area for improvement according to the report cards of all the water supply systems that resort under the Siyancuma Local Municipality. Most concerning would be the compliance levels of Campbell, Griekwastad and Schmidsdrift. Rapid (yet sustainable) improvement in actual microbiological quality is a necessity to safeguard the health of the people.

Water Services Authority: Siyanda District Municipality

Water Services Provider: Siyanda DM

Municipal Blue Drop Score: **41.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Riemvasmaak Vredesvallei	Swartkopdam	Riemvasmaak Sending
Water Safety Plan		E	E	E
Process Control & Maintenance Competency		E	C	B
Efficiency of Monitoring Programme		F	F	F
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with National Standard		G	G	G
Failure Response Management		E	E	E
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		92.00%* 07 months data	92.00%* 07 months data	92.00%* 07 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		37.00% ↑	40.75% ↑	41.38% ↑
Blue Drop Score (2009)		18.5%	0%	0%

* Compliance determined from Municipal Overview

Regulatory Impression:

In spite of the limited resources Siyanda improved itself out of the critical zone but there remain reason to be concerned about the manner in which drinking water quality is being managed by the District Municipality. The monitoring programme is regarded as inadequate, since insufficient sampling takes place regarding quantity, but then also the lack of chemical monitoring is a further compromising factor.

Water Services Authority: Siyathemba Local Municipality

Water Services Provider: Siyathemba LM

Municipal Blue Drop Score: **52.8%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Marydale	Niekerkshoop	Prieska
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		D	D	D
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		G	G	G
Failure Response Management		E	E	E
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		89.00%* 12 months data	89.00%* 12 months data	89.00%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 12 months data	99.99%* 12 months data	99.99%* 12 months data
Blue Drop Score (2010) + Trend		52.83% ↑	52.83% ↑	52.83% ↑
Blue Drop Score (2009)		25.5%	46.5%	20.5%

Regulatory Impression:

The 2010 Blue Drop score for Siyathemba indicates a considerable improvement in DWQ management. The Department's analysis of the municipal DWQ information was affected due to incorrect sample descriptions and placement on the BDS.

The municipality is encouraged to proceed on the improvement curve towards even higher levels of compliance. This will only be possible if Blue Drop requirements are used as improvement targets.

Water Services Authority: Sol Plaatjie Local Municipality**Water Services Provider: Sol Plaatjie LM**Municipal Blue Drop Score: **64.3%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Kimberley, Riverton & Platfontein	Ritchie & Modderivier
Water Safety Plan		B	G
Process Control & Maintenance Competency		B	D
Efficiency of Monitoring Programme		A	A
Credibility of Sample Analyses		E	E
Data Submission to DWA		B	B
Compliance with National Standard		G	G
Failure Response Management		G	G
Responsible Publication of Performance		G	G
Efficacy of Asset Management		D	D
<i>Microbial DWQ Compliance with National Standard</i>		95.92%* 12 months data	95.92%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.40%* 12 months data	99.40%* 12 months data
Blue Drop Score (2010) + Trend		64.58% ↑	54.58% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>

* Compliance determined from Municipal Overview

Regulatory Impression:

Water supply systems under the authority of Sol Plaatjie were subjected to a detailed audit (10/2009) and again assessed in February 2010. In both instances there was very clear indication that municipal management is committed to the improvement of drinking water quality management. The beneficial consequence was a commendable first attempt.

There however remains room for improvement before the Department could have a complete confidence in Sol Plaatjie's ability to proactively and preventatively manage the tap water of the Diamond City and that of Ritchie. There remains a need for the municipality to do some refurbishment especially at the Ritchie works.

Water Services Authority: Thembelihle Local Municipality**Water Services Provider: Thembelihle LM**Municipal Blue Drop Score: **55.1%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Hopetown	Strydenburg
Water Safety Plan		C	F
Process Control & Maintenance Competency		B	C
Efficiency of Monitoring Programme		B	B
Credibility of Sample Analyses		C	C
Data Submission to DWA		A	A
Compliance with National Standard		G	G
Failure Response Management		C	C
Responsible Publication of Performance		D	D
Efficacy of Asset Management		D	E
Microbial DWQ Compliance with National Standard		84.06% 12 months data	77.27% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		56.28% ↑	52.13% ↓
Blue Drop Score (2009)		55%	55%

Regulatory Impression:

While there was not a significant improvement recorded, the Department notes the special effort to address the new Blue Drop requirements such as the water safety plan and Asset Management. The report card indicates areas for improvement but most important would be (as stated in the previous Blue Drop Report) the drastic need to implement measures towards the improvement of the overall water quality.

Municipal Blue Drop Score: **74.7%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Beeshoek Sedibeng Water	Jenhaven	Metsima- tale / Groenwater	Postmas- burg	Skeyfon- tein
Water Safety Plan		E	G	G	G	G
Process Control & Maintenance Competency		A	D	B	D	D
Efficiency of Monitoring Programme		B	D	D	D	C
Credibility of Sample Analyses		C	D	D	D	D
Data Submission to DWA		B	B	B	B	B
Compliance with National Standard		B	B	B	B	B
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		C	G	G	G	G
Efficacy of Asset Management		B	D	D	D	D
Microbial DWQ Compliance with National Standard		98.60%* 12 months data	98.60%* 12 months data	98.60%* 12 months data	98.60%* 12 months data	98.60%* 12 months data
Chemical DWQ Compliance with National Standard		99.70%* 12 months data	99.70%* 12 months data	99.70%* 12 months data	99.70%* 12 months data	99.70%* 12 months data
Blue Drop Score (2010) + Trend		85.40% ↑	70.58% ↓	72.08% ↓	70.40% ↓	70.40% ↓
Blue Drop Score (2009)		Not Assessed	85.5%	85.5%	85.5%	85.5%

* Compliance determined from Municipal Overview

Regulatory Impression:

Tsantsabane Local Municipality (with the assistance of Sedibeng Water) did remarkably well during the 2010 Blue Drop assessments. Yet a digressing score is recorded due to the apparent inability to adapt to the new requirements such as water safety planning and asset management.

Nevertheless, the Department is confident that the municipality have the ability to build upon two very impressive successive Blue Drop performances.

Water Services Authority: Ubuntu Local Municipality**Water Services Provider: Ubuntu LM**Municipal Blue Drop Score: **66.6%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Hutchinson	Loxton	Merriman	Richmond	Victoria West
Water Safety Plan		B	B	B	B	B
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		A	A	A	A	A
Credibility of Sample Analyses		C	C	C	C	C
Data Submission to DWA		E	E	E	E	E
Compliance with National Standard		G	F	G	G	F
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		B	B	B	B	B
Efficacy of Asset Management		C	C	C	C	C
Microbial DWQ Compliance with National Standard		75.57% 08 months data	99.99% 02 months data	85.00% 09 months data	85.00% 09 months data	99.99% 01 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data	82.40% 01 months data
Blue Drop Score (2010) + Trend		67.63% ↑	65.13% ↓	67.63% ↑	67.63% ↑	65.13% ↓
Blue Drop Score (2009)		Not Assessed	100%	Not Assessed	Not Assessed	90%

Regulatory Impression:

It is regrettable that Ubuntu Local Municipality lost Blue Drop certification for Loxton, but this was due to the inability to continuously comply with the Blue Drop DWQ compliance over the 12 month period. Yet the 2010 Blue Drop performance was still quite good considering the capacity limitation a small municipality is facing. Commendable improvements were recorded within the new requirements that were introduced during the assessment cycle.

Improvements are still required according to the indication on the report card.

Water Services Authority: Umsobomvu Local Municipality**Water Services Provider: Umsobomvu LM**Municipal Blue Drop Score: **23.4%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Colesberg	Norvalspont	Noupoort
Water Safety Plan		B	G	G
Process Control & Maintenance Competency		F	D	C
Efficiency of Monitoring Programme		E	E	E
Credibility of Sample Analyses		C	C	F
Data Submission to DWA		G	G	G
Compliance with National Standard		G	G	G
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		F	F	F
Microbial DWQ Compliance with National Standard		99.99% 10 months data	84.00% 07 months data	88.00% 09 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		22.88% ↑	23.13% ↑	24.13% ↑
Blue Drop Score (2009)		<i>Not Assessed</i>	<i>Not Assessed</i>	<i>Not Assessed</i>

Regulatory Impression:

There is ample area for improvement according to the report cards of all the water supply systems that resort under the Umsobomvu Local Municipality. Most important would be to ensure rapid (yet sustainable) improvement in actual microbiological quality in the supply systems of Norvalspont and Noupoort. Disinfection practices must be improved soonest.

WESTERN CAPE Province



Chapter 9 - WESTERN CAPE Province

Introduction

In general the Western Cape maintained its good performance but the digress that led to the withdrawal of Blue Drop status from 4 water supply systems (Bitterfontein, Caledon, Bredasdorp and Worcester) are deemed as disappointing. However improvement in the overall management of tap water quality in other areas resulted in the introduction of new systems that are rewarded with the prestigious Blue Drop Certification for the 2010 cycle. In total 14 supply systems obtained this prestigious award.

The Department is encouraged by the continued improvement of the 2009 “Good News” story of Laingsburg. This municipality, and its neighbour, Prince Albert LM, upholds the legend of smaller municipalities that refuse to be handicapped by their size and limited resources in their endeavor towards excellence.

The lack of commitment of Breede River/Winelands Local Municipality is cause for a complete lack of confidence in the authority’s ability to manage drinking water quality according to the desired standards. This was the only municipality that ignored the call to be assessed and it can be assumed that the municipality is not regarding DWQ management as a priority. The Department will subject water supply systems under this municipality’s jurisdiction to a detailed soon.

Blue Drop Certified Systems



<u>System</u>	<u>WSA</u>
Beaufort West	Beaufort West LM
Plettenberg Bay	Bitou LM
Nature’s Valley	Bitou LM
Kurland	Bitou LM
City of Cape Town	City of Cape Town
Paarl	Drakenstein LM (+ City of Cape Town)
Saron	Drakenstein LM
Hermon	Drakenstein LM (+ City of Cape Town)
Gouda	Drakenstein LM (+ West Coast DM)
George	George LM
Karatara	Knysna LM
Stellenbosch	Stellenbosch LM (+ City of Cape Town)
Ceres	Witzenburg LM
Prins Alfred Hamlet	Witzenburg LM

Provincial Top 5 Performers:

(Average Institutional scores; calculated from water supply system BD scores weighted according to system output)

1.	City of Cape Town	98.2%
2.	Bitou LM	97.7%
3.	George LM	96.9%
4.	Stellenbosch LM (+ C.o. Cape Town)	94.9%
5.	Witzenburg LM	93.3%

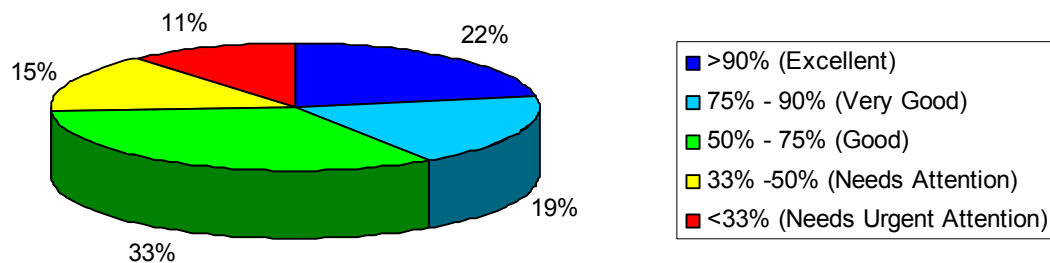
Provincial Blue Drop Score: **92.45%**

Percentage of Water Service Authorities assessed: 97%

Quick Facts

- ◆ A total of 59 water supply systems were recorded to have water safety plans in place. In total 109 supply systems were assessed in this province. 36 of these plans were found to be on par with international requirements.
- ◆ Since 77 (70%) water treatment facilities were found to comply with the requirements of Regulation 2834, it would mean that in general the water treatment works in the Western Cape are fairly well capacitated regarding the skills of process controllers.
- ◆ There is a need for the improvement of Asset Management practices though since only 66% of these systems had asset registers in place. Since this is fundamental for proper asset management, 34% has been found lacking in this regard.
- ◆ The compliance figures over the past 12 months were recorded as:
 - Microbiological: 98.2%
 - Chemical Health: 96.2%
 - Physical & Organoleptic 99.0%

W. Cape Municipal 2010 Blue Drop Performance




The Western Cape Province proved to have adapted rather well to the Blue Drop requirements since 74% of the municipalities scored 50% or higher. Only 26% scored less than 50% of which 11% (3 municipalities) requires urgent attention. A record 22% (6 municipalities) are classified as Excellent Drinking Water Quality Management Performers.

Water Services Authority: Beaufort West Local Municipality

Water Services Provider: Beaufort West LM

Municipal Blue Drop Score: **83.8%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Beaufort West 	Nelspoort	Merweville
Water Safety Plan		C	C	C
Process Control & Maintenance Competency		A	B	B
Efficiency of Monitoring Programme		A	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	C	C
Compliance with National Standard		A	G	B
Failure Response Management		A	B	A
Responsible Publication of Performance		C	C	B
Efficacy of Asset Management		A	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	81.80% 10 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 10 months data	99.99% 10 months data
Blue Drop Score (2010) + Trend		95.00% ↑	70.13% ↑	86.25% ↑
Blue Drop Score (2009)		80%	59%	59%

Regulatory Impression:

Beaufort West Local Municipality displayed impressive improvement since the 2009 assessment cycle to the extent where Blue Drop Certification is deservedly allocated to this important Karoo town. The initiation of a water safety planning process is indicative of commitment to transform DWQ management to be in line with global trends.

There remains room for improvement, especially regarding the quality of water supply in the Nelstroom system.

Municipal Blue Drop Score: **62.7%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Piketberg	Porterville	Velddrif West Coast DM
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		C	B	B
Efficiency of Monitoring Programme		D	C	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with National Standard		C	C	C
Failure Response Management		C	C	B
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		99.06%* 12 months data	99.06%* 12 months data	99.06%* 12 months data
Chemical DWQ Compliance with National Standard		73.68%* 02 months data	73.68%* 02 months data	73.68%* 02 months data
Blue Drop Score (2010) + Trend		62.19% ↑	62.19% ↓	67.38% ↓
Blue Drop Score (2009)		45.5%	73.7%	84.5%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Eendekuil	Redelinghuys	Aurora
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		B	G	B
Efficiency of Monitoring Programme		F	E	E
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		C	C	C
Compliance with National Standard		C	C	C
Failure Response Management		C	C	C
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	D	D
Microbial DWQ Compliance with National Standard		99.06%* 12 months data	99.06%* 12 months data	99.06%* 12 months data
Chemical DWQ Compliance with National Standard		73.68%* 02 months data	73.68%* 02 months data	73.68%* 02 months data
Blue Drop Score (2010) + Trend		57.81% ↓	54.19% ↑	58.69% ↓
Blue Drop Score (2009)		78.5%	43.5%	79.5%

* Compliance determined from Municipal Overview

Regulatory Impression:




While the 2010 performance is satisfactory, the recorded digress is most unfortunate. It is perceived that not much progressive steps were taken during the year to remain in line with the Blue Drop development.

Water Services Authority: Bitou Local Municipality

Water Services Provider: Bitou LM

Municipal Blue Drop Score: **97.7%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Plettenberg Bay / Bitou 	Natures Valley 	Kurland 
Water Safety Plan		A	A	A
Process Control & Maintenance Competency		A	A	A
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		A	A	A
Compliance with National Standard		A	B	B
Failure Response Management		A	A	A
Responsible Publication of Performance		B	B	B
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		97.85% ↓	96.35% ↓	96.55% ↑
Blue Drop Score (2009)		98.75%	97.8%	93.8%

Regulatory Impression:

Another exceptional Blue Drop performance is recorded by Bitou Local Municipality. The incredible performance during the assessment warrants the allocation of the prestigious award to all three water supply systems. The Department trust that the municipality will continue this performance to maintain its Blue Drop status in years to come.

Most noteworthy of this performance was the effort by this small municipality to draft their own water safety plan without specialist assistance. This is most commendable and serves as motivation to other municipalities that good and effective water safety plans could be drafted by those who know their systems best.

Water Services Authority: Breede Valley Local Municipality

Water Services Provider: Breede Valley LM

Municipal Blue Drop Score: **74.0%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Worcester	Rawsonville	Touwsrivier	De Doorns
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		C	E	E	E
Efficiency of Monitoring Programme		B	B	B	C
Credibility of Sample Analyses		D	D	D	D
Data Submission to DWA		A	A	B	B
Compliance with National Standard		A	A	B	A
Failure Response Management		C	D	E	E
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		C	C	D	D
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	95.20%* 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 11 months data	85.90%* 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		82.90% ↓	75.56% ↑	70.38% ↑	67.38% ↑
Blue Drop Score (2009)		95%	57.8%	Not assessed	57.8%

* Compliance determined from Municipal Overview

Systems not assessed: Fairyglen

Regulatory Impression:

This municipality unfortunately lost its Blue Drop status during the last assessments, mainly due to inability to stay abreast of new developments. The lack of a water safety plan has adversely affected the 2010 performance. This is no major setback since the foundation is there for excellence.

Special attention is required regarding the quality of water supply in Touws River.

Water Services Authority: Cape Agalhus Local Municipality
Water Services Provider: Cape Agalhus LM & Overberg Water

Municipal Blue Drop Score: **78.6%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Bredasdorp / Waenhuiskrans	L'Agulhas (Boreholes)	Napier
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		B	A	B
Efficiency of Monitoring Programme		B	B	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		B	B	B
Failure Response Management		A	A	A
Responsible Publication of Performance		B	B	A
Efficacy of Asset Management		E	G	F
Microbial DWQ Compliance with National Standard		98.78%* 12 months data	98.78%* 12 months data	98.78%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 09 months data	99.99%* 09 months data	99.99%* 09 months data
Blue Drop Score (2010) + Trend		78.13% ↓	76.13% ↓	75.50% ↓
Blue Drop Score (2009)		96.75%	85.8%	89.8%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Struisbaai (Boreholes)	Suiderstrand (Boreholes)	Klipdale & Proteem Towns Overberg Water
Water Safety Plan		G	G	E
Process Control & Maintenance Competency		B	B	A
Efficiency of Monitoring Programme		B	B	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	A
Compliance with National Standard		B	B	B
Failure Response Management		A	A	A
Responsible Publication of Performance		B	A	B
Efficacy of Asset Management		F	F	A
Microbial DWQ Compliance with National Standard		98.78%* 12 months data	98.78%* 12 months data	98.78%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 09 months data	99.99%* 09 months data	99.99%* 09 months data
Blue Drop Score (2010) + Trend		76.38% ↓	77.00% ↓	92.38% ↑
Blue Drop Score (2009)		83.8%	85.8%	49.8%

* Compliance determined from Municipal Overview

Systems not assessed: Elim borehole system

Regulatory Impression:

It is rather disappointing that general digress are noted; largely because of failure to comply with requirements for water safety plans and asset management. If these two elements receive attention, there is little to no reason why the Blue Drop status cannot be rightfully restored.

Water Services Authority: Cederberg Local Municipality

Water Services Provider: Cederberg LM

Municipal Blue Drop Score: 60.0%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Clanwilliam</i>	<i>Graafwater</i>	<i>Lambert's Bay</i>
Water Safety Plan		F	F	F
Process Control & Maintenance Competency		D	C	C
Efficiency of Monitoring Programme		D	C	C
Credibility of Sample Analyses		B	B	A
Data Submission to DWA		B	B	B
Compliance with National Standard		C	C	C
Failure Response Management		D	D	D
Responsible Publication of Performance		D	D	D
Efficacy of Asset Management		B	A	A
<i>Microbial DWQ Compliance with National Standard</i>		97.56%* 12 months data	97.56%* 12 months data	97.56%* 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		No data	No data	No data
Blue Drop Score (2010) + Trend		60.56% ↑	66.06% ↑	66.81% ↑
Blue Drop Score (2009)		46.8%	65.5%	48.8%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Citrusdal	Eland's Bay	Leipoldtville
Water Safety Plan		F	F	F
Process Control & Maintenance Competency		E	E	A
Efficiency of Monitoring Programme		B	E	B
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		B	B	B
Compliance with National Standard		C	C	C
Failure Response Management		E	D	D
Responsible Publication of Performance		D	D	G
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		97.56%* 12 months data	97.56%* 12 months data	97.56%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data
Blue Drop Score (2010) + Trend		61.25% ↓	58.06% ↑	67.19% ↓
Blue Drop Score (2009)		72.8%	44.8%	72.8%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Cederberg Blue Drop performance for 2010 can be described as satisfactory.

The quality of water is within the Acceptable range; with some improvement it could improve to the Excellent range and that would benefit the Blue Drop scoring tremendously. There is also a need for Incident Management preparedness and water safety planning.

Water Services Authority: Central Karoo District Municipality**Water Services Provider: Central Karoo DM**Municipal Blue Drop Score: **45.6%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Murraysburg
Water Safety Plan		E
Process Control & Maintenance Competency		C
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		A
Compliance with National Standard		G
Failure Response Management		G
Responsible Publication of Performance		G
Efficacy of Asset Management		C
Microbial DWQ Compliance with National Standard		77.27% 12 months data
Chemical DWQ Compliance with National Standard		No data
Blue Drop Score (2010) + Trend		45.63% ↑
Blue Drop Score (2009)		<i>Not assessed</i>

Regulatory Impression:

A rather courageous effort was noted during the assessment but unfortunately the score only just missed the “pass” mark. There are sufficient areas for improvement as indicated by the report card. The Department trust that the municipality will prepare in advance for the next assessment period in order for an even better score to materialise.


The regular failing of microbiological compliance is most disconcerting and tends to put the community at risk. Disinfection improvement is urgently required. In the interim the Department has to alert residents and visitors to Murraysburg to take precautionary measures when drinking water, until such time when the District Municipality can prove sustainable improvement of water supply.

Water Services Authority: City of Cape Town Metropolitan Municipality

Water Services Provider: City of Cape Town

Municipal Blue Drop Score: **98.2%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Cape Town (entire Cape Peninsula)
		
Water Safety Plan		B
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		A
Data Submission to DWA		A
Compliance with National Standard		A
Failure Response Management		A
Responsible Publication of Performance		A
Efficacy of Asset Management		A
Microbial DWQ Compliance with National Standard		99.47% 12 months data
Chemical DWQ Compliance with National Standard		98.79% 12 months data
Blue Drop Score (2010) + Trend		98.18% ↓
Blue Drop Score (2009)		100%



Regulatory Impression:

The City of Cape Town once again impressed with a remarkable performance, scoring second highest to City of Johannesburg by a slight fraction of a percentage point. Certainly a world class drinking water quality management outfit and therefore thoroughly deserves the Blue Drop Certification for a second year in succession.



Water Services Authority: Drakenstein Local Municipality
Water Services Provider: Drakenstein LM; City of Cape Town & West Coast DM

Municipal Blue Drop Score: **91.7%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Paarl City of Cape Town 	Wellington	Simondium & Pearl Valley	Saron 
Water Safety Plan		A	A	A	A
Process Control & Maintenance Competency		B	B	B	B
Efficiency of Monitoring Programme		A	A	A	A
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	A
Compliance with National Standard		B	B	B	A
Failure Response Management		A	A	A	A
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		B	B	B	B
Microbial DWQ Compliance with National Standard		99.40% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		82.16% 12 months data	82.16% 12 months data	No data	95.54% 12 months data
Blue Drop Score (2010) + Trend		95.38% ↑	93.88% ↑	92.38% ↑	97.25% ↑
Blue Drop Score (2009)		95%	Not assessed	90.5%	91.5%

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Hermon City of Cape Town 	Gouda West Coast DM 	Bainskloof
Water Safety Plan		B	B	A
Process Control & Maintenance Competency		B	B	B
Efficiency of Monitoring Programme		A	A	A
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	A	B
Compliance with National Standard		B	B	G
Failure Response Management		A	A	A
Responsible Publication of Performance		A	A	A
Efficacy of Asset Management		B	B	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	75.00% 11 months data
Chemical DWQ Compliance with National Standard		95.35% 12 months data	93.75% 12 months data	99.99% 01 months data
Blue Drop Score (2010) + Trend		95.75% ↑	95.25% ↑	72.00% ↑
Blue Drop Score (2009)		90.5%	90.5%	58.5%

Regulatory Impression:

Every single water supply system improved its score, as well as achieving Blue Drop status for 4 systems, speaks of a remarkable performance. It is trusted that this performance trend will be maintained and that soon more systems under this municipal jurisdiction will obtain this prestigious award.

The water quality of the Bainskloof system is reason of concern though but this is more likely indicated as low compliance due to irregular monitoring. A more structured monitoring programme is strongly advised.

Water Services Authority: Eden District Municipality**Water Services Provider: Eden DM**Municipal Blue Drop Score: **23.5%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Uniondale	Haarlem
Water Safety Plan		G	G
Process Control & Maintenance Competency		E	E
Efficiency of Monitoring Programme		E	E
Credibility of Sample Analyses		E	E
Data Submission to DWA		B	B
Compliance with National Standard		G	G
Failure Response Management		F	F
Responsible Publication of Performance		G	G
Efficacy of Asset Management		G	G
Microbial DWQ Compliance with National Standard		90.50%* 12 months data	90.50%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data
Blue Drop Score (2010) + Trend		23.53% ↑	23.53% ↑
Blue Drop Score (2009)		16.5%	5.5%

* Compliance determined from Municipal Overview


Systems not assessed: Avontuur

Regulatory Impression:

Only a slight improvement is recorded but not sufficient to instil confidence. There is serious reason for concern since the performance is indicative of a low commitment level to drinking water quality management in the areas the District Municipality is taking responsibility for. This is most unfortunate especially since the Department is lauding the Environmental Health Practitioner work done by the DM within the drinking water quality business of other Local Municipalities in the area.

Municipal Blue Drop Score: **96.9%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	George ¹	Wilderness ²
			
Water Safety Plan		A	A
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		A	B
Credibility of Sample Analyses		B	C
Data Submission to DWA		A	A
Compliance with National Standard		A	C
Failure Response Management		A	B
Responsible Publication of Performance		D	D
Efficacy of Asset Management		A	A
Microbial DWQ Compliance with National Standard		99.99% 12 months data	98.98% 12 months data
Chemical DWQ Compliance with National Standard		98.10% 11 months data	69.12% 10 months data
Blue Drop Score (2010) + Trend		97.38% ↓	89.69% ↑
Blue Drop Score (2009)		100%	Not assessed

1 George, Pacaltsdorp, Herolds Bay, Thembaletu, Blanco

2 Wilderness, Wilderness Heights, Hoekwil, Touwsrante, Kleinkrantz

Regulatory Impression:

In spite of increased Blue Drop requirements for 2010, George Local Municipality maintained an excellent performance and thereby retained its Blue Drop Certification for the George supply system. The municipality certainly adapted well and scored an impressive "A" for both Asset Management and Water Safety Planning.

With slight adjustments at the Wilderness supply system, especially the actual water quality, the certification prospect is not far fetched. Urgent attention is required from a chemical compliance perspective in this system.

Water Services Authority:	Hessequa LM
Water Services Provider:	Hessequa LM & Overberg Water

Municipal Blue Drop Score: **46.2%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Riversdale	Stilbaai	Albertina
Water Safety Plan		A	G	G
Process Control & Maintenance Competency		D	G	E
Efficiency of Monitoring Programme		B	E	B
Credibility of Sample Analyses		C	C	C
Data Submission to DWA		G	G	G
Compliance with National Standard		D	D	E
Failure Response Management		G	G	G
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		A	D	A
Microbial DWQ Compliance with National Standard		99.99% 03 months data	99.99% 03 months data	99.99% 03 months data
Chemical DWQ Compliance with National Standard		50.00% 02 months data	99.99% 02 months data	75.00% 02 months data
Blue Drop Score (2010) + Trend		53.38% ↑	32.13% ↑	41.25% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Gouritsmond	Jongensfontein	Heidelberg, Slangrivier, Witsand Overberg Water
Water Safety Plan		G	G	A
Process Control & Maintenance Competency		E	E	A
Efficiency of Monitoring Programme		E	E	A
Credibility of Sample Analyses		C	C	B
Data Submission to DWA		G	G	G
Compliance with National Standard		F	E	E
Failure Response Management		G	G	A
Responsible Publication of Performance		G	G	B
Efficacy of Asset Management		F	G	A
Microbial DWQ Compliance with National Standard		99.99% 02 months data	99.99% 03 months data	99.99% [#] 03 months data
Chemical DWQ Compliance with National Standard		99.99% 02 months data	99.99% 01 months data	50.00% [#] 01 months data
Blue Drop Score (2010) + Trend		24.75% ↑	25.75% ↑	92.88% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed

Monitoring data on BDS submitted by WSA only

Regulatory Impression:

Except for the Heidelberg system where Blue Drop Certification is eminent, the rest of the systems (especially Still Bay, Jongensfontein and Gouritzmond) are not managed according to expectation. The report card serves as guide as to where improvement is required.

The Department and receiving communities would appreciate it if the municipality could prove its commitment to drinking water quality management by at least performing the basic improvements that might not require massive capital input.

The performance of the Heidelberg water supply system is most encouraging. Unacceptable Chemical compliance (as well as irregular data submission) prevented it from achieving the prestigious Blue Drop Award.

Water Services Authority: Kannaland Local Municipality

Water Services Provider: Kannaland LM

Municipal Blue Drop Score: 19.4%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Ladismith	Calitzdorp	Zoar	Van Wyk's Dorp
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		F	G	D	G
Efficiency of Monitoring Programme		E	F	F	G
Credibility of Sample Analyses		F	G	G	G
Data Submission to DWA		E	B	C	C
Compliance with National Standard		D	G	G	G
Failure Response Management		G	G	G	G
Responsible Publication of Performance		C	G	B	B
Efficacy of Asset Management		F	G	G	F
Microbial DWQ Compliance with National Standard		99.99% 10 months data	96.00% 12 months data	93.10%* 12 months data	93.10%* 12 months data
Chemical DWQ Compliance with National Standard		No data	No data	No data	No data
Blue Drop Score (2010) + Trend		32.38% ↑	13.65% ↑	21.88% ↑	09.73% ↑
Blue Drop Score (2009)		14%	12.50%	9.25%	Not assessed

* Compliance determined from Municipal Overview

Regulatory Impression:

It is encouraging that this under-resourced municipality managed to record improvement during the last assessment. This is however not according to expectation; therefore the Department would urge Municipal Management to prioritise drinking water quality management improvement.

Water Services Authority: Knysna Local Municipality

Water Services Provider: Knysna LM


Municipal Blue Drop Score: 75.2%

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	<i>Belvidere</i>	<i>Brenton-on-Sea</i>	<i>Brenton-on-Lake</i>	<i>Buffalo Bay</i>
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		B	B	B	D
Efficiency of Monitoring Programme		A	A	A	A
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	A
Compliance with National Standard		E	E	E	G
Failure Response Management		A	A	A	A
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		A	B	B	B
<i>Microbial DWQ Compliance with National Standard</i>		97.53%* 12 months data	97.53%* 12 months data	97.53%* 12 months data	91.67% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		88.57%* 12 months data	88.57%* 12 months data	88.57%* 12 months data	82.35% 12 months data
Blue Drop Score (2010) + Trend		79.73% ↑	79.23% ↑	79.23% ↑	63.73% ↓
Blue Drop Score (2009)		<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>	86.8%

* Compliance determined from Municipal Overview

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Karatara 	Knysna	Rheenendal	Sedgefield
Water Safety Plan		B	B	B	B
Process Control & Maintenance Competency		A	B	A	A
Efficiency of Monitoring Programme		A	A	A	A
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	A
Compliance with National Standard		A	D	B	C
Failure Response Management		A	A	A	A
Responsible Publication of Performance		A	A	A	A
Efficacy of Asset Management		A	A	A	A
Microbial DWQ Compliance with National Standard		>99.9% 12 months data	97.00% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		>99.9% 12 months data	96.60% 12 months data	73.47% 12 months data	90.74% 12 months data
Blue Drop Score (2010) + Trend		96.30% ↑	82.73% ↓	92.98% ↑	91.85% ↘
Blue Drop Score (2009)		91.8%	92.25%	91.8%	95.3%

Regulatory Impression:

Knysna Local Municipality once again impressed during the Blue Drop assessments; reasonably high scores were obtained which is indicative of commitment levels to drinking water quality management. A well deserved Blue Drop Certification was obtained for the water supply system of Karatara.

All the systems have in place what is required to manage according to the Blue Drop requirements, however acceptable in stead of excellent microbiological water quality is generally distributed. Chemical quality also requires attention. Once this has been dealt with, more Blue Drop systems can be expected.

Water Services Authority: Laingsburg Local Municipality**Water Services Provider: Laingsburg LM**Municipal Blue Drop Score: **63.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Laingsburg	Matjiesfontein
Water Safety Plan		F	F
Process Control & Maintenance Competency		B	B
Efficiency of Monitoring Programme		C	C
Credibility of Sample Analyses		B	B
Data Submission to DWA		B	B
Compliance with National Standard		G	G
Failure Response Management		A	A
Responsible Publication of Performance		B	B
Efficacy of Asset Management		A	A
Microbial DWQ Compliance with National Standard		86.84%* 12 months data	86.84%* 12 months data
Chemical DWQ Compliance with National Standard		99.99%* 02 months data	99.99%* 02 months data
Blue Drop Score (2010) + Trend		63.13% ↑	64.63% ↓
Blue Drop Score (2009)		44.5%	70.7%

* Compliance determined from Municipal Overview

Regulatory Impression:

The Story of Laingsburg continues. Once again this small municipality has shown that improvement is possible in spite of state of capacity. The Department trust that the municipality will maintain this excellent trend of improvement.

The municipality managed to have most of the Blue Drop requirements in place but fell short two. The lack of a water safety plan and actual microbiological quality trend compromised an even higher score. The disinfection processes requires attention to ensure the expected improvement in water quality for the next assessment cycle.

Water Services Authority: Matzikama Local Municipality

Water Services Provider: Matzikama LM

Municipal Blue Drop Score: **30.1%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Vredendal ¹	Lutzville ²	Klawer	Ebenhaezer ³
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		F	G	G	G
Efficiency of Monitoring Programme		F	F	F	F
Credibility of Sample Analyses		C	B	B	B
Data Submission to DWA		B	B	B	B
Compliance with National Standard		G	G	G	G
Failure Response Management		E	E	E	E
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		D	E	E	E
Microbial DWQ Compliance with National Standard		92.63%* 11 months data	92.63%* 11 months data	92.63%* 11 months data	92.63%* 11 months data
Chemical DWQ Compliance with National Standard		99.19%* 05 months data	99.19%* 05 months data	99.19%* 05 months data	99.19%* 05 months data
Blue Drop Score (2010) + Trend		28.08% ↑	30.38% ↑	30.88% ↑	30.88% ↑
Blue Drop Score (2009)		10%	10%	10%	10%

* Compliance determined from Municipal Overview

1 Vredendal South, Vredendal North, Vanrhynsdorp

2 Lutzville, Lutzville West, Koekenaap

3 Ebenhaezer, Strandfontein, Papendorp, Doringbaai, Olifantsdrif

Regulatory Impression:

A slight improvement was detected but not as much as expected.

It is trusted that the municipality will adhere to the shortcomings indicated on this report card and that the results of a concerted improvement effort will be evident during the next reporting cycle.

Water Services Authority: Mossel Bay Local Municipality

Water Services Provider: Mossel Bay LM

Municipal Blue Drop Score: 84.5%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Mossel Bay ¹	Friemersheim	Ruitersbos	Herberts-dale	Lodewyk-stenk ²
Water Safety Plan		C	G	G	G	G
Process Control & Maintenance Competency		A	A	A	A	A
Efficiency of Monitoring Programme		B	B	D	B	C
Credibility of Sample Analyses		C	C	C	C	D
Data Submission to DWA		B	B	B	G	G
Compliance with National Standard		B	B	C	G	G
Failure Response Management		A	A	A	C	D
Responsible Publication of Performance		C	D	D	D	D
Efficacy of Asset Management		A	A	B	A	A
Microbial DWQ Compliance with National Standard		>99.9% 10 months data	99.99%* 12 months data	99.99%* 12 months data	99.99% 03 months data	99.99% 01 month data
Chemical DWQ Compliance with National Standard		97.70% 10 months data	95.15%* 12 months data	95.15%* 12 months data	99.99% 03 months data	99.99% 01 month data
Blue Drop Score (2010) + Trend		86.09% ↑	80.25% ↑	69.25% ↑	56.44% ↑	44.94% ↑
Blue Drop Score (2009)		50.8%	51.5%	9.5%	9.5%	11.5%

* Compliance determined from Municipal Overview

- 1 Mossel Bay, Hartenbos, Boggomsbaai, Groot Brak, Glentana, Hersham, Fraai Uitsig, Tergniet, Klein Brak, Rheeboek, Brandwag & Sandhoogte
- 2 Buisplaas

Regulatory Impression:

The Mossel Bay Municipality made tremendous in-roads towards achieving Blue Drop status and this have resulted in a significant improvement on the scores obtained during the previous assessment. The Department trust that the Authority will build upon this most promising performance during the next assessment cycle. The evident concerted effort is indicative of the desired commitment to be seen in DWQ management.

It is however required that regular DWQ data submission occurs at the required intervals. Monitoring programmes must be amended to include regular operational monitoring and the relevant compliance monitoring at the required frequencies. The implementation of the water safety plan should assist in this process.

Water Services Authority: Oudtshoorn Local Municipality**Water Services Provider: Oudtshoorn LM**Municipal Blue Drop Score: **44.8%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Oudtshoorn	DeRust
Water Safety Plan		C	C
Process Control & Maintenance Competency		D	D
Efficiency of Monitoring Programme		C	C
Credibility of Sample Analyses		A	A
Data Submission to DWA		G	G
Compliance with National Standard		G	G
Failure Response Management		E	E
Responsible Publication of Performance		G	G
Efficacy of Asset Management		E	B
Microbial DWQ Compliance with National Standard		No data	No data
Chemical DWQ Compliance with National Standard		60.00% 03 months data	75.00% 05 months data
Blue Drop Score (2010) + Trend		44.13% ↑	45.38% ↑
Blue Drop Score (2009)		Not assessed	Not assessed

Systems not assessed: Klein Karoo Rural Water Scheme (Dysselsdorp & surrounding farms up into Calitzdorp)

Regulatory Impression:

Even though a fairly good performance during the Blue Drop assessment resulted in the enhancement of Oudtshoorn Local Municipality's perceived level of commitment towards drinking water quality management, a "pass" mark could not be obtained. This would be largely due to a total disregard towards the requirement to provide the Department with DWQ information to allow for performance monitoring as per Section 62 of the Water Services Act.

Of utmost concern would be the persistent recurring microbiological failures. It is therefore unfortunate that the Department are compelled to inform residents and visitors that due to regular bacteriological failures, they should take precautionary measures when consuming drinking water in Oudtshoorn. This "Adverse Water Quality Alert" should be maintained until such time when the municipality can prove its commitment to sustain a safe water supply.

Water Services Authority: Overstrand Local Municipality

Water Services Provider: Overstrand LM

Municipal Blue Drop Score: **71.6%**

Water Supply Systems Blue Drop Performance (Table 1)

<i>Performance Area</i>	<i>Systems</i>	Greater Hermanus¹	Greater Gans Bay²	Kleinmond	Buffelsrivier³
Water Safety Plan		A	A	A	A
Process Control & Maintenance Competency		B	B	D	B
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	A	G	G
Compliance with National Standard		C	G	G	G
Failure Response Management		D	D	D	D
Responsible Publication of Performance		B	B	B	B
Efficacy of Asset Management		B	A	A	A
<i>Microbial DWQ Compliance with National Standard</i>		97.62% 12 months data	96.49% 12 months data	83.33% 07 months data	96.15% 08 months data
<i>Chemical DWQ Compliance with National Standard</i>		72.55% 12 months data	88.98% 12 months data	95.56% 07 months data	76.00% 08 months data
Blue Drop Score (2010) + Trend		75.31% ↑	63.81% ↑	60.06% ↑	63.83% ↑
Blue Drop Score (2009)		69%	41%	33.5%	31%

1 Hermanus, Fisherhaven, Hawston

2 Franskraal, Gans Bay, Kleinbaai, Uilkraal, De Kelders

3 Betty's Bay, Rooiels, Pringle Bay

Water Supply Systems Blue Drop Performance (Table 2)

Performance Area	Systems	Buffeljags Bay (Boreholes)	Baardskeer- dersbos (Boreholes)	Pearly Beach	Stanford
Water Safety Plan		A	A	A	A
Process Control & Maintenance Competency		B	B	B	B
Efficiency of Monitoring Programme		B	B	B	B
Credibility of Sample Analyses		C	C	C	C
Data Submission to DWA		A	G	G	B
Compliance with National Standard		B	G	G	G
Failure Response Management		D	D	D	D
Responsible Publication of Performance		B	B	B	B
Efficacy of Asset Management		A	A	A	A
Microbial DWQ Compliance with National Standard		94.80%* 12 months data	86.67% 08 months data	88.89% 09 months data	99.99% 11 months data
Chemical DWQ Compliance with National Standard		84.11%* 12 months data	68.42% 08 months data	99.99% 09 months data	99.99% 11 months data
Blue Drop Score (2010) + Trend		82.56% ↑	60.56% ↑	59.81% ↑	61.81% ↑
Blue Drop Score (2009)		Not assessed	Not assessed	Not assessed	38%

* Compliance determined from Municipal Overview

Regulatory Impression:

A significant improvement has been noted which is most impressive since performance in at least one system came close to certification. This can serve as foundation for future performances. The effort to get a very good Water Safety Plan is both commendable and encouraging for similar sized municipalities.

However the municipality is urged to give special attention to the water quality in Kleinmond Baardskeerbos and Pearly Beach. Improvement is required in microbiological quality (which might mean disinfection must be improved) as well as chemical content in Baardskeerbos.

Water Services Authority: Prince Albert Local Municipality**Water Services Provider: Prince Albert LM**Municipal Blue Drop Score: **55.0%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Prince Albert	Klaarstroom	Leeugamka
Water Safety Plan		G	G	G
Process Control & Maintenance Competency		C	D	F
Efficiency of Monitoring Programme		C	C	C
Credibility of Sample Analyses		E	E	E
Data Submission to DWA		C	C	C
Compliance with National Standard		G	C	C
Failure Response Management		C	C	C
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		D	E	E
Microbial DWQ Compliance with National Standard		94.87% 08 months data	>99.9% 07 months data	>99.9% 06 months data
Chemical DWQ Compliance with National Standard		89.47% 03 months data	99.99% 06 months data	78.57% 05 months data
Blue Drop Score (2010) + Trend		47.00% ↑	62.75% ↑	55.25% ↑
Blue Drop Score (2009)		16%	9%	0%

Systems not assessed: Leeugamka / Transnet

Regulatory Impression:

The improvement in Blue Drop performance of this small municipality is laudable and speaks volumes of the commitment that exists to take drinking water quality to the next level. The relatively young team that were subjected to assessment fared rather well under good leadership; this is promising for the future of Prins Albert's DWQ management abilities.

There however remains sufficient room for improvement to prevent any resting on laurels. It is trusted that this report card will be used to gauge future improvements.

Water Services Authority: Saldanha Bay Local Municipality**Water Services Provider: West Coast DM****Municipal Blue Drop Score: 80.8%****Water Supply Systems Blue Drop Performance**


<i>Performance Area</i>	<i>Systems</i>	Saldanha Bay¹ West Coast DM
Water Safety Plan		E
Process Control & Maintenance Competency		B
Efficiency of Monitoring Programme		A
Credibility of Sample Analyses		B
Data Submission to DWA		B
Compliance with National Standard		C
Failure Response Management		A
Responsible Publication of Performance		D
Efficacy of Asset Management		D
<i>Microbial DWQ Compliance with National Standard</i>		94.59% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.83% 09 months data
Blue Drop Score (2010) + Trend		80.84% ↑
Blue Drop Score (2009)		57.75%

1 Saldanha, Langebaan, Hopefield, Vredenburg, Paternoster, St Helena Bay, Jacobs Bay

Regulatory Impression:

A very good Blue Drop score was obtained and with minor adjustments certification cannot be far off. The lack of a water safety plan, as well as the 10 sample failures in May 2009 (which severely compromised compliance figures), unfortunately counted against the possibility of a more favourable score. There is hope for an improved performance in 2010.

Water Services Authority: Stellenbosch Local Municipality**Water Services Provider: City of Cape Town**Municipal Blue Drop Score: **94.9%****Water Supply Systems Blue Drop Performance**

Performance Area	Systems	Stellenbosch & Idas Valley City of Cape Town 	Franschhoek City of Cape Town
Water Safety Plan		C	C
Process Control & Maintenance Competency		A	A
Efficiency of Monitoring Programme		B	B
Credibility of Sample Analyses		A	A
Data Submission to DWA		B	A
Compliance with National Standard		B	C
Failure Response Management		A	A
Responsible Publication of Performance		B	B
Efficacy of Asset Management		A	A
Microbial DWQ Compliance with National Standard		99.00%* 12 months data	98.60% 12 months data
Chemical DWQ Compliance with National Standard		99.03%* 12 months data	89.50% 12 months data
Blue Drop Score (2010) + Trend		95.02% ↑	94.11% ↓
Blue Drop Score (2009)		94%	95%

* Compliance determined from Municipal Overview (including City of Cape Town DWQ compliance figures)

Regulatory Impression:

Once again Stellenbosch gave a sterling performance during the Blue Drop assessment. The municipality certainly impressed by the thorough preparation which speaks volumes of its commitment towards drinking water quality management.

The compliance figures did not measure well due to the few failures recorded over the assessment cycle, but overall compliance were improved when the bulk provider's (City of Cape Town) compliance figures were brought into the equation. There remains work to do in this regard on both microbiological and chemical compliance.

Even though only slightly so, the municipality could not maintain its Blue Drop status for Franschhoek mainly due to compliance records for system not being up to standard.

Water Services Authority: Swartland Local Municipality**Water Services Provider: West Coast DM**Municipal Blue Drop Score: **68.6%****Water Supply Systems Blue Drop Performance**

<i>Performance Area</i>	<i>Systems</i>	Swartland West Coast DM	Withoogte West Coast DM
Water Safety Plan		G	B
Process Control & Maintenance Competency		B	B
Efficiency of Monitoring Programme		C	C
Credibility of Sample Analyses		B	B
Data Submission to DWA		B	B
Compliance with National Standard		G	C
Failure Response Management		B	C
Responsible Publication of Performance		G	G
Efficacy of Asset Management		B	C
Microbial DWQ Compliance with National Standard		96.00% 12 months data	>99.9% 12 months data
Chemical DWQ Compliance with National Standard		91.67%* 03 months data	91.67%* 03 months data
Blue Drop Score (2010) + Trend		60.43% ↑	71.94% ↑
Blue Drop Score (2009)		54.25%	54.25%

Regulatory Impression:

Swartland Local Municipality (with assistance from bulk provider, West Coast DM) performed very well over the assessment period, which resulted into a considerable improvement since the last assessment. This bade well for future Blue Drop performances but then serious attention should be given to the chemical compliance of water as supplied by West Coast DM.

Municipal Blue Drop Score: **67.3%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Swellendam ¹	Buffelsjagrivier	Suurbrak	Barrydale
Water Safety Plan		G	G	G	G
Process Control & Maintenance Competency		A	A	A	A
Efficiency of Monitoring Programme		E	F	F	F
Credibility of Sample Analyses		G	G	G	G
Data Submission to DWA		A	A	B	B
Compliance with National Standard		A	A	B	B
Failure Response Management		A	A	A	A
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		B	A	A	B
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99%* 12 months data	99.99%* 10 months data	99.99% 10 months data
Chemical DWQ Compliance with National Standard		96.90% 12 months data	>99.9%* 12 months data	96.90%* 12 months data	97.06% 12 months data
Blue Drop Score (2010) + Trend		67.00% ↑	71.00% ↑	60.50% ↑	65.50% ↑
Blue Drop Score (2009)		<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>	<i>Not assessed</i>

1 Swellendam, Railton

Systems not assessed: Small rural areas (Overberg Water)

Regulatory Impression:

Swellendam did very well over the assessment period and would've certainly be considered for excellent improvement recognition should this municipal systems have been subjected to assessments in 2009. But looking forward there is sufficient reason to be optimistic/positive. The report card indicates areas for improvement though.

Municipal Blue Drop Score: **49.0%**

Water Supply Systems Blue Drop Performance (Table 1)

Performance Area	Systems	Caledon Overberg Water	Grabouw	Riversonder- end	Villiersdorp
Water Safety Plan		B	E	E	E
Process Control & Maintenance Competency		A	G	E	E
Efficiency of Monitoring Programme		B	D	C	D
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	A	A
Compliance with National Standard		C	C	C	A
Failure Response Management		C	D	D	D
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		B	E	E	E
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 12 months data	99.99% 12 months data	99.99% 12 months data
Chemical DWQ Compliance with National Standard		93.06% 11 months data	70.80% 12 months data	88.90% 12 months data	99.99% 12 months data
Blue Drop Score (2010) + Trend		86.63% ↓	51.94% ↓	55.44% ↓	66.69% ↑
Blue Drop Score (2009)		95%	77.75%	79.8%	45.8%

Water Supply Systems Blue Drop Performance (Table 2)

<i>Performance Area</i>	<i>Systems</i>	Genadendal	Greyton	Voorstekraal	Botrivier (Boreholes)
Water Safety Plan		E	E	E	E
Process Control & Maintenance Competency		E	E	E	E
Efficiency of Monitoring Programme		D	D	D	D
Credibility of Sample Analyses		B	B	B	B
Data Submission to DWA		A	A	G	A
Compliance with National Standard		G	G	G	B
Failure Response Management		D	D	D	D
Responsible Publication of Performance		G	G	G	G
Efficacy of Asset Management		E	E	E	E
<i>Microbial DWQ Compliance with National Standard</i>		85.29% 12 months data	92.00% 12 months data	No data	99.99% 12 months data
<i>Chemical DWQ Compliance with National Standard</i>		99.02% 12 months data	98.07% 12 months data	99.99% 12 months data	97.22% 12 months data
Blue Drop Score (2010) + Trend		35.94% ↓	35.94% ↓	30.94% ↓	59.94% ↓
Blue Drop Score (2009)		49.8%	49.8%	53.8%	75.8%

Water Supply Systems Blue Drop Performance (Table 3)

Performance Area	Systems	Tesselaarsdal (Boreholes)	Bereaville	Boschmanskloof
Water Safety Plan		E	E	E
Process Control & Maintenance Competency		E	E	E
Efficiency of Monitoring Programme		D	D	D
Credibility of Sample Analyses		B	B	B
Data Submission to DWA		A	G	G
Compliance with National Standard		B	G	G
Failure Response Management		D	D	D
Responsible Publication of Performance		G	G	G
Efficacy of Asset Management		E	E	E
Microbial DWQ Compliance with National Standard		99.99% 12 months data	No data	No data
Chemical DWQ Compliance with National Standard		98.67% 12 months data	No data	No data
Blue Drop Score (2010) + Trend		59.94% ↓	30.94% ↓	30.94% ↑
Blue Drop Score (2009)		77.8%	53.8%	Not assessed


Regulatory Impression:

It is unfortunate that Theewaterskloof had a less impressive performance recorded in 2010 to the extent where Blue Drop certification for Caledon could not be retained. (However Caledon remained the best performing water supply system.) The Municipality can also take courage out of the improvement recorded in Villiersdorp.

This report card indicates numerous areas where improvement is required.

Municipal Blue Drop Score: **60.43%**

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Bitterfontein
Water Safety Plan		F
Process Control & Maintenance Competency		A
Efficiency of Monitoring Programme		B
Credibility of Sample Analyses		B
Data Submission to DWA		B
Compliance with National Standard		G
Failure Response Management		A
Responsible Publication of Performance		A
Efficacy of Asset Management		E
Microbial DWQ Compliance with National Standard		96.54%* 12 months data
Chemical DWQ Compliance with National Standard		91.67%* 03 months data
Blue Drop Score (2010) + Trend		60.43% 
Blue Drop Score (2009)		95%

* Compliance determined from Municipal Overview

Regulatory Impression:



It is unfortunate that the performance over this assessment cycle was not sufficient to retain Blue Drop status for the water supply system of Bitterfontein. This was largely due to an inability to adapt to new requirements introduced and inadequate compliance records.

Water Services Authority: Witzenberg Local Municipality

Water Services Provider: Witzenberg LM

Municipal Blue Drop Score: 93.3%

Water Supply Systems Blue Drop Performance

Performance Area	Systems	Ceres 	Op die Berg	Prince Alfred Hamlet 	Tulbach	Wolseley
Water Safety Plan		C	C	C	C	C
Process Control & Maintenance Competency		A	B	B	B	B
Efficiency of Monitoring Programme		A	A	A	B	C
Credibility of Sample Analyses		A	B	B	B	B
Data Submission to DWA		A	B	A	A	B
Compliance with National Standard		A	A	A	B	A
Failure Response Management		A	A	A	A	A
Responsible Publication of Performance		A	A	A	A	A
Efficacy of Asset Management		A	A	A	A	A
Microbial DWQ Compliance with National Standard		99.99% 12 months data	99.99% 11 months data	99.99%* 12 months data	99.99% 12 months data	99.99% 10 months data
Chemical DWQ Compliance with National Standard		99.99% 12 months data	99.99% 11 months data	98.78%* 12 months data	92.86% 12 months data	99.99% 10 months data
Blue Drop Score (2010) + Trend		96.15% ↑	93.50% ↑	95.00% ↑	92.00% ↑	89.75% ↑
Blue Drop Score (2009)		77%	77%	49%	77%	77%

* Compliance determined from Municipal Overview

Regulatory Impression:

An exceptional 2010 performance by Witzenberg, ensured the illustrious Blue Drop Certification for no less than two water supply systems. The other 3 systems came very close to obtaining the prestigious acknowledgement as well. This is indicative of a concerted effort to improve drinking water quality management to be in line with international best practice. The Department trust that the Municipality will uphold this level of commitment to ensure that the Blue Drop status will be maintained.