

2. SERVICE LEVEL PROFILE

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

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

The potential sanitation service levels include:

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

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

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

Table 2(a): Free Basic Water Policy

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

Table 2(b): Free Basic Sanitation Policy

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

2.1 Residential consumer units

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

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

Water	None or Inadequate	Rudimentary	Communal standpipes	Yard/House connections	TOTALS
		<RDP	RDP	>RDP	
AbaQulusi LM	0	0	0	17 694	17 694
eDumbe LM	0	0	0	5 492	5 492
Nongoma LM	0	0	0	706	706
Ulundi LM	0	0	0	5 974	5 974
uPhongolo LM	0	0	0	4 259	4 259
Total (urban)	0	0	0	34 125	34 125
AbaQulusi LM	7 688	4 024	9399	7 113	28 224
eDumbe LM	2 637	783	1004	6 755	11 179
Nongoma LM	12 735	12 982	11 840	7 407	44 964
Ulundi LM	5 941	4 845	15 347	14 343	40 476
uPhongolo LM	3 882	1841	1499	16 987	24 209
Total (rural)	32 883	24 475	39 089	52 605	149 052
Total (households)	32 883	24 475	39 089	86 730	183 177

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

	None or Inadequate (Excl. Infills/Replacements)	VIP	Septic tank	Waterborne	TOTALS
		RDP	RDP	>RDP	
AbaQulusi LM	0	0	1035	15 624	16 659
eDumbe LM	0	0	498	2 024	2 522
Nongoma LM	0	0	0	349	349
Ulundi LM	0	0	0	5 185	5 185
uPhongolo LM	0	0	0	4 329	4 329
Total (urban)	-	-	1 533	27 511	29 044
AbaQulusi LM	11 718	17 728	424	0	29 870
eDumbe LM	4 584	9 033	266	0	13 883
Nongoma LM	11 086	34 278	0	0	45 364
Ulundi LM	3 420	37 741	52	0	41 213
uPhongolo LM	7 199	16 268	336	0	23 803
Total (rural)	38 007	115 048	1 078	0	154 133
Total (households)	38 007	115 048	2 611	27 511	183 177

2.2 Public institutions and 'dry' industries

Tables 2.2 (a) & (b) below shows the no off and type of institutions in the district as well as the status of water and sanitation facilities at these institutions. Figures 2.2 (a) shows the location of these facilities relative to water infrastructure.

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

Institution	No off	WATER		
		None or inadequate	Communal standpipe	Yard connection
Businesses	3 980			958
Clinics	68	5	48	15
Creches	7	2		5
"Dry" Industries				
Hospitals	13			13
Magistrate offices	7			7
Police Stations	15	4		11
Prisons	3			3
Schools	789	360	329	100
Community Halls	39	27		12
Total	4 921	398	377	1 124

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

Institution	No off	SANITATION		
		None or inadequate	Dry pit / Septic tanks	Waterborne
Businesses	3 980			3 980
Clinics	68		1	67
Creches	7	2		5
"Dry" Industries				
Hospitals	13			13
Magistrate offices	7			7
Police Stations	15	4		11
Prisons	3			3
Schools	789	24	637	128
Community Halls	39	27		12
Total	4 921	57	638	4 226

ZDM has furthermore embarked on an extensive field surveys to determine the status of water and sanitation services at schools in the district. The outcome of this survey is indicated in Figures 2.2 (b) and (c) below.

2.3 Wet Industries

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

2.4 'Raw' water consumers

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

2.5 Industrial consumer units: sanitation

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

2.6 Industries and their permitted effluent releases

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

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

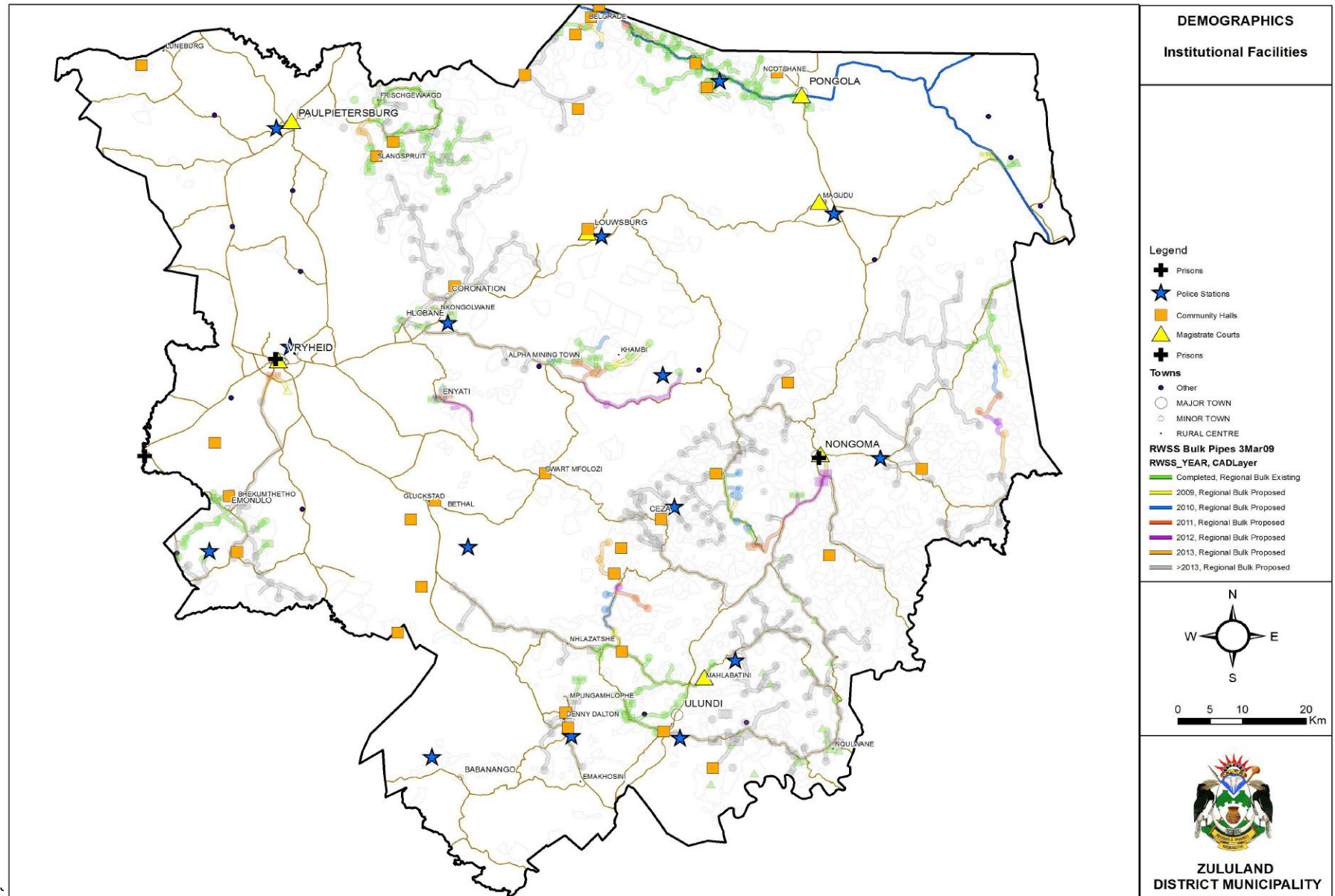


Figure 2.2 (b): Current status of water services at schools

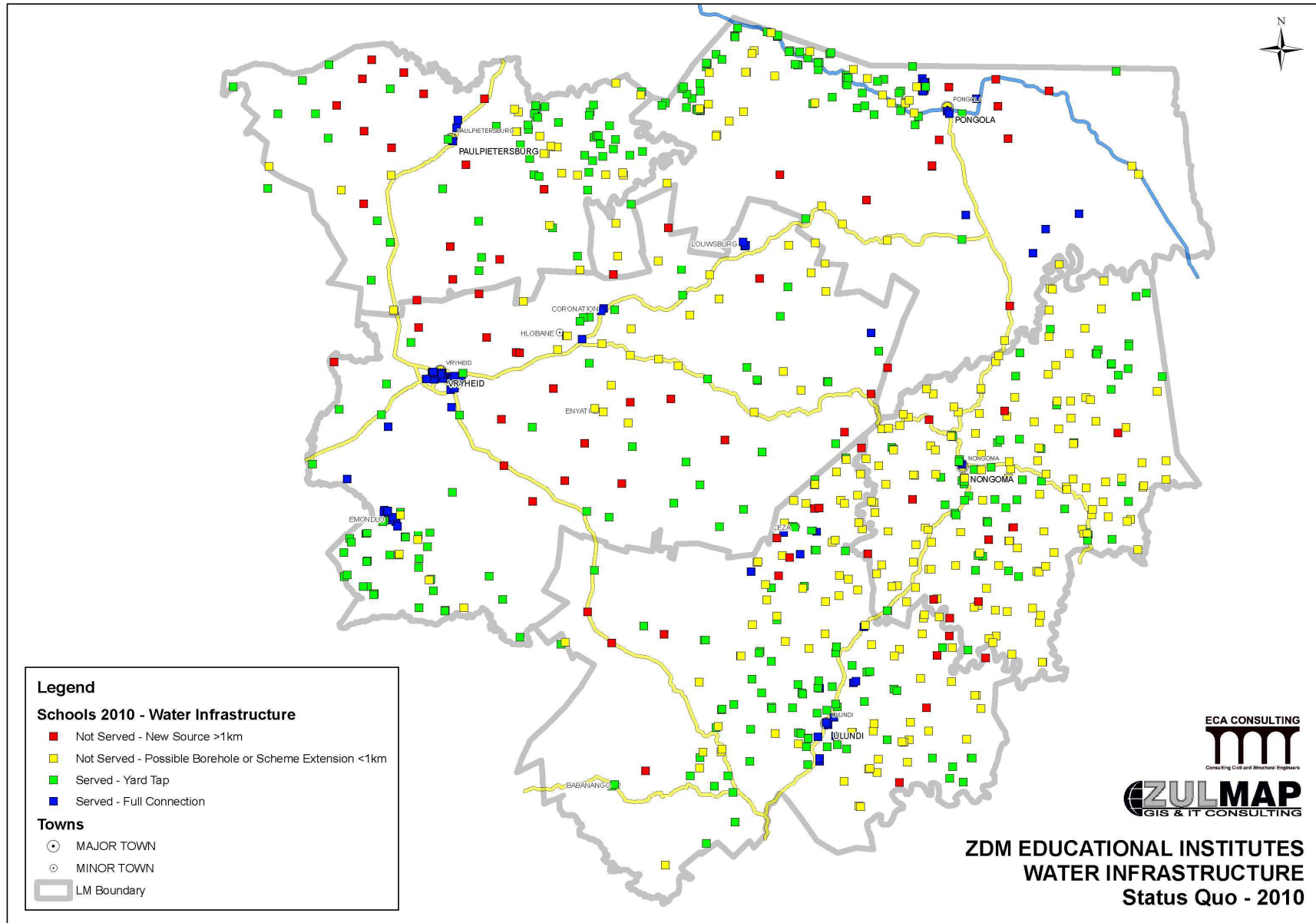


Figure 2.2 (c): Current status of sanitation services at schools

