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: • 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 <RDP	Communal standpipes RDP	Yard/House connections >RDP	TOTALS
AbaQulusi LM	0	0	0	16 000	16 000
eDumbe LM	0	0	0	5 458	5 458
Nongoma LM	0	0	0	632	632
Ulundi LM	0	0	0	5 912	5 912
uPhongolo LM	0	0	0	4 009	4 009
Total (urban)	**0**	**0**	**0**	**32 011**	**32 011**
AbaQulusi LM	7 088	3 908	10401	9 407	31 119
eDumbe LM	2 775	726	1628	6 940	12 183
Nongoma LM	7 227	12 768	11 086	12 662	43 744
Ulundi LM	3 143	2 658	14 333	18 806	39 075
uPhongolo LM	1 307	1111	2570	16 478	25 510
Total (rural)	**21 540**	**21 171**	**40 018**	**64 293**	**151 631**
Total (households)	**21 540**	**21 171**	**40 018**	**96 304**	**183 642**

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

	None or Inadequate (Excl. Infills/Replaceme	VIP RDP	Septic tank RDP	Waterborne >RDP	TOTALS
AbaQulusi LM	0	0	1035	14 965	16 000
eDumbe LM	0	2981	498	1 979	5 458
Nongoma LM	0	283	0	349	632
Ulundi LM	0	635	0	5 277	5 912
uPhongolo LM	0	698	0	3 311	4 009
Total (urban)	**-**	**4 597**	**1 533**	**25 881**	**32 011**
AbaQulusi LM	8 098	22 597	424	0	31 119
eDumbe LM	1 288	10 629	266	0	12 183
Nongoma LM	10 755	32 989	0	0	43 744
Ulundi LM	3 222	35 801	52	0	39 075
uPhongolo LM	7 223	17 951	336	0	25 510
Total (rural)	**30 586**	**119 967**	**1 078**	**0**	**151 631**
Total (households)	**30 586**	**124 564**	**2 611**	**25 881**	**183 642**

Table 2.1 (c): Backlog Percentages per LM

WATER	TOTAL HOUSEHOLDS	BACKLOGS	% BACKLOGS	% OF TOTAL BACKLOGS
AbaQulusi LM	47 119	10 996	23.34%	25.75%
eDumbe LM	17 641	3 501	19.85%	8.20%
Nongoma LM	44 376	19 995	45.06%	46.81%
Ulundi LM	44 987	5 801	12.89%	13.58%
uPhongolo LM	29 519	2 418	8.19%	5.66%
Total	**183 642**	**42 711**	**23.26%**	**100.00%**

SANITATION	TOTAL HOUSEHOLDS	BACKLOGS	% BACKLOGS in LM	% OF TOTAL BACKLOGS
AbaQulusi LM	47 119	8 098	17.19%	26.48%
eDumbe LM	17 641	1 288	7.30%	4.21%
Nongoma LM	44 376	10 755	24.24%	35.16%
Ulundi LM	44 987	3 222	7.16%	10.53%
uPhongolo LM	29 519	7 223	24.47%	23.62%
Total	**183 642**	**30 586**	**16.66%**	**100.00%**

Table 2.1 (d): Backlog Progress

YEAR	BACKLOGS (Households)		ALLOCATIONS		Household count
	Water	Sanitation	Water	Sanitation	
2013-2014	56 559	56 757	R 288 499 750	R 65 386 250	2010 household count
2014-2015	50 653	46 027	R 300 616 500	R 55 405 500	
2015-2016	47 934	37 650	R 440 019 250	R 55 339 750	
2016-2017	45 545	31 071	R 281 021 250	R 61 973 750	
2017-2018	**57 358**	**38 007**	**R 172 855 075**	**R 45 120 650**	**2013 Households**
2018-2019	**50 882**	**34 973**	**R 456 344 175**	**R 51 310 825**	
2019-2020	**42 711**	**25 977**	**TBA**	**TBA**	**2016 Households**

PLEASE NOTE THAT BACKLOGS ARE ESTIMATES BASED ON PROJECTED COMPLETION DATES OF PROJECTS AT THE END OF JUNE, AND MAY VARY ON FINAL FINANCIAL YEAR END.

ACTUAL FIGURES WILL BE UPDATED AFTER FINANCIAL YEAR END.

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			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 health institutes and schools in the district. The outcome of this survey is indicated in Figures 2.1 a,b,c and d below.

Figure 2.1 (a): Current status of water services at clinics and hospitals in the district

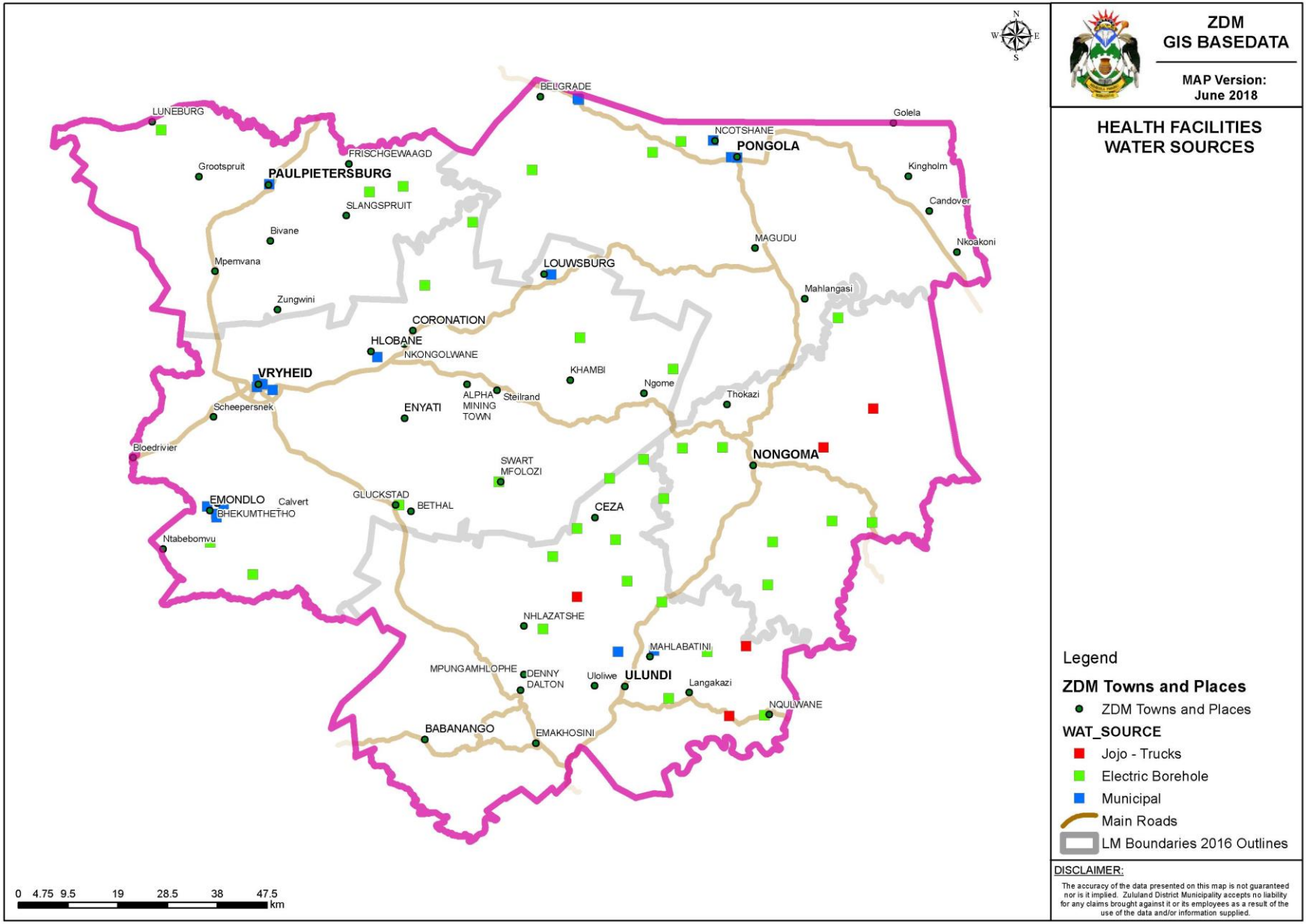


Figure 2.1 (b): Current status of sanitation services at clinics and hospitals in the district

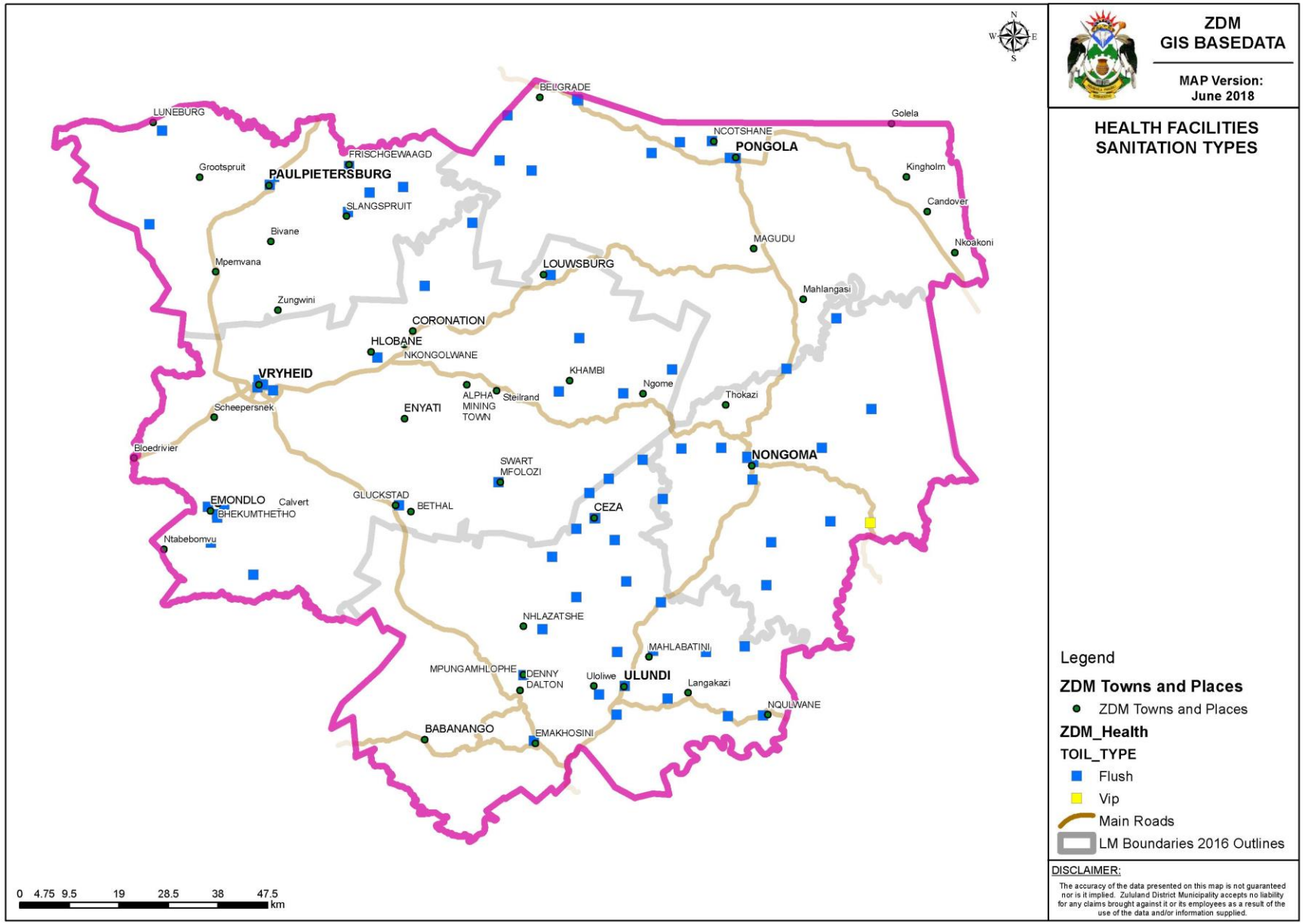


Figure 2.1 (c): Current status of water services at schools

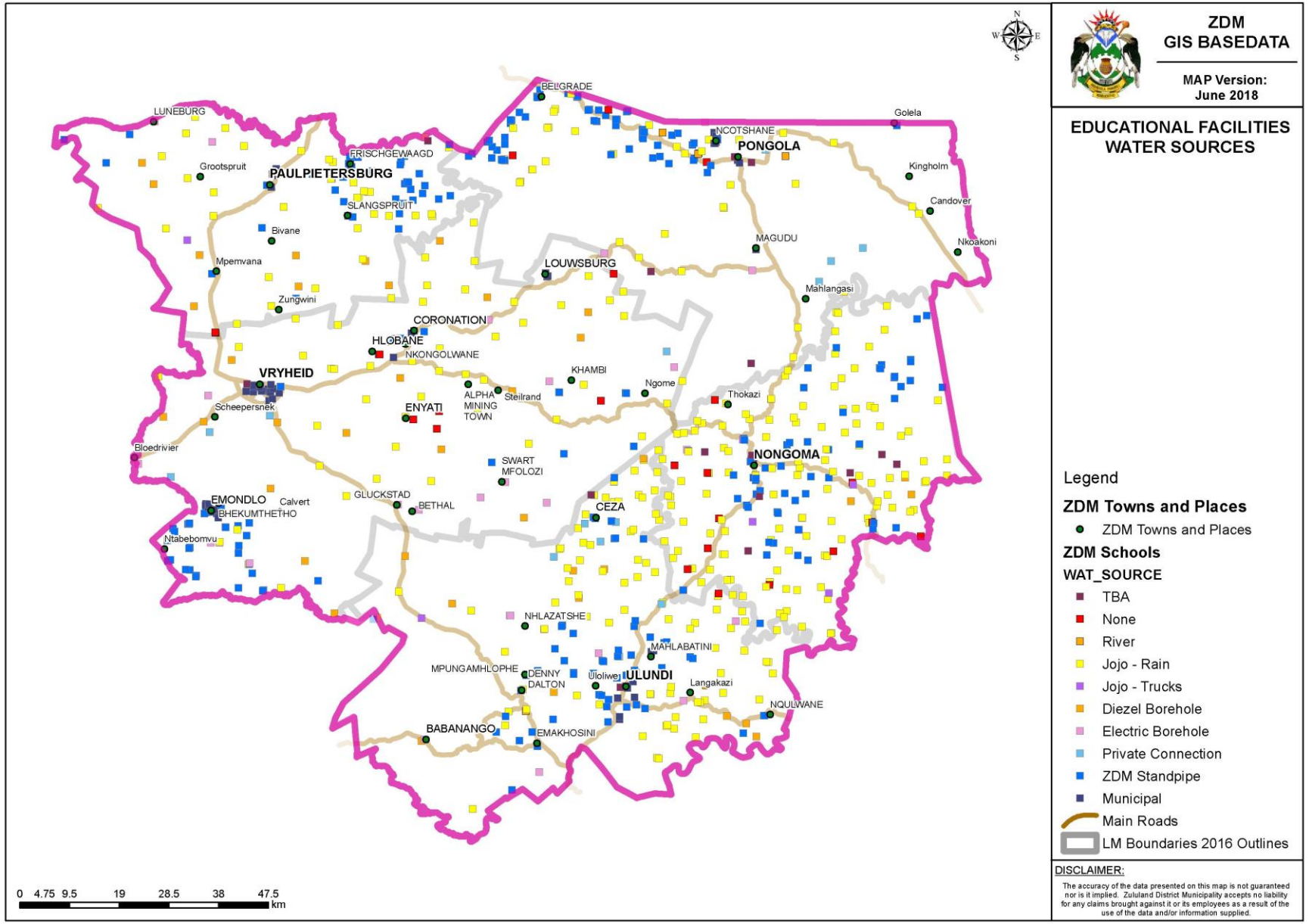
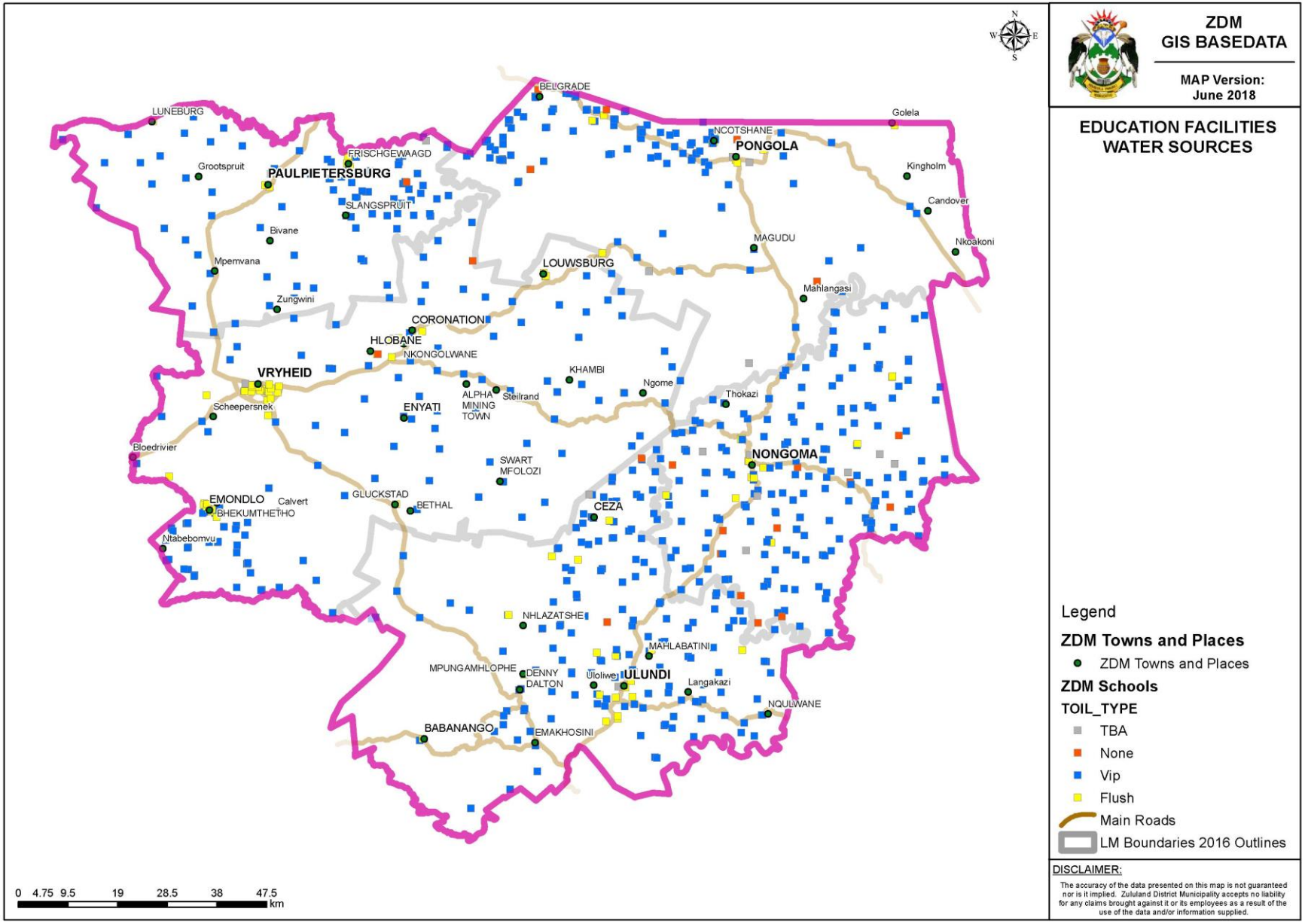


Figure 2.1 (d): Current status of sanitation services at schools



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 2.1 (e): Location of institutional facilities relative to water infrastructure