

## 2. SERVICE LEVEL PROFILE

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

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

The potential sanitation service levels include:

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

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

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

**Table 2(a): Free Basic Water Policy**

Service Level Number	Level of Water Service	Definition	Free Basic Water Policy
DW1	Full pressure conventional house connection	Direct unrestricted full pressure (24m) connection to the reticulation system, metered and billed	Stepped block tariff (with first block at zero charge free to all households)
DW2	Yard tank (RDP standard)	Restricted (to 200l per day) individual erf connection with tank in yard	All water at no charge
DW3	Communal street tap (RDP standard)	Unrestricted full pressure standpipe not further than 200m from dwellings (shared by a number of consumers)	All water at no charge
DW4	Rudimentary system	Formalised supply: <ul style="list-style-type: none"> <li>• Borehole equipped with hand pump</li> <li>• Protected spring</li> <li>• Communal standpipe further than 200m from dwellings</li> </ul>	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 connections	TOTALS
		<RDP	RDP	>RDP	
AbaQulusi LM	0	0	0	15 283	15 283
eDumbe LM	0	0	0	5 157	5 157
Nongoma LM	0	0	0	1 239	1 239
Ulundi LM	0	0	0	5 520	5 520
uPhongolo LM	0	0	0	3 557	3 557
<b>Total (urban)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30 756</b>	<b>30 756</b>
AbaQulusi LM	7 662	1 613	6 497	9 247	25 019
eDumbe LM	3 210	713	1 180	6 620	11 723
Nongoma LM	13 411	10 407	8 561	4 553	36 932
Ulundi LM	8 593	3 600	9 361	10 291	31 845
uPhongolo LM	5 830	1 520	1 526	12 703	21 579
<b>Total (rural)</b>	<b>38 706</b>	<b>17 853</b>	<b>27 125</b>	<b>43 414</b>	<b>127 098</b>
<b>Total (households)</b>	<b>38 706</b>	<b>17 853</b>	<b>27 125</b>	<b>74 170</b>	<b>157 854</b>

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

	None or Inadequate	VIP	Septic tank	Waterborne	TOTALS
		RDP	RDP	>RDP	
AbaQulusi LM	0	0	0	15 283	15 283
eDumbe LM	0	0	498	4 659	5 157
Nongoma LM	0	0	0	1 239	1 239
Ulundi LM	0	0	0	5 520	5 520
uPhongolo LM	0	0	0	3 557	3 557
<b>Total (urban)</b>	<b>-</b>	<b>-</b>	<b>498</b>	<b>30 258</b>	<b>30 756</b>
AbaQulusi LM	14 440	10 312	267	0	25 019
eDumbe LM	607	10 917	199	0	11 723
Nongoma LM	16 242	20 690	0	0	36 932
Ulundi LM	14 548	17 255	42	0	31 845
uPhongolo LM	10 920	10 301	358	0	21 579
<b>Total (rural)</b>	<b>56 757</b>	<b>69 475</b>	<b>866</b>	<b>0</b>	<b>127 098</b>
<b>Total (households)</b>	<b>56 757</b>	<b>69 475</b>	<b>1 364</b>	<b>30 258</b>	<b>157 854</b>

## 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
<b>Total</b>	<b>4 921</b>	<b>398</b>	<b>377</b>	<b>1 124</b>

**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
<b>Total</b>	<b>4 921</b>	<b>57</b>	<b>638</b>	<b>4 226</b>

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

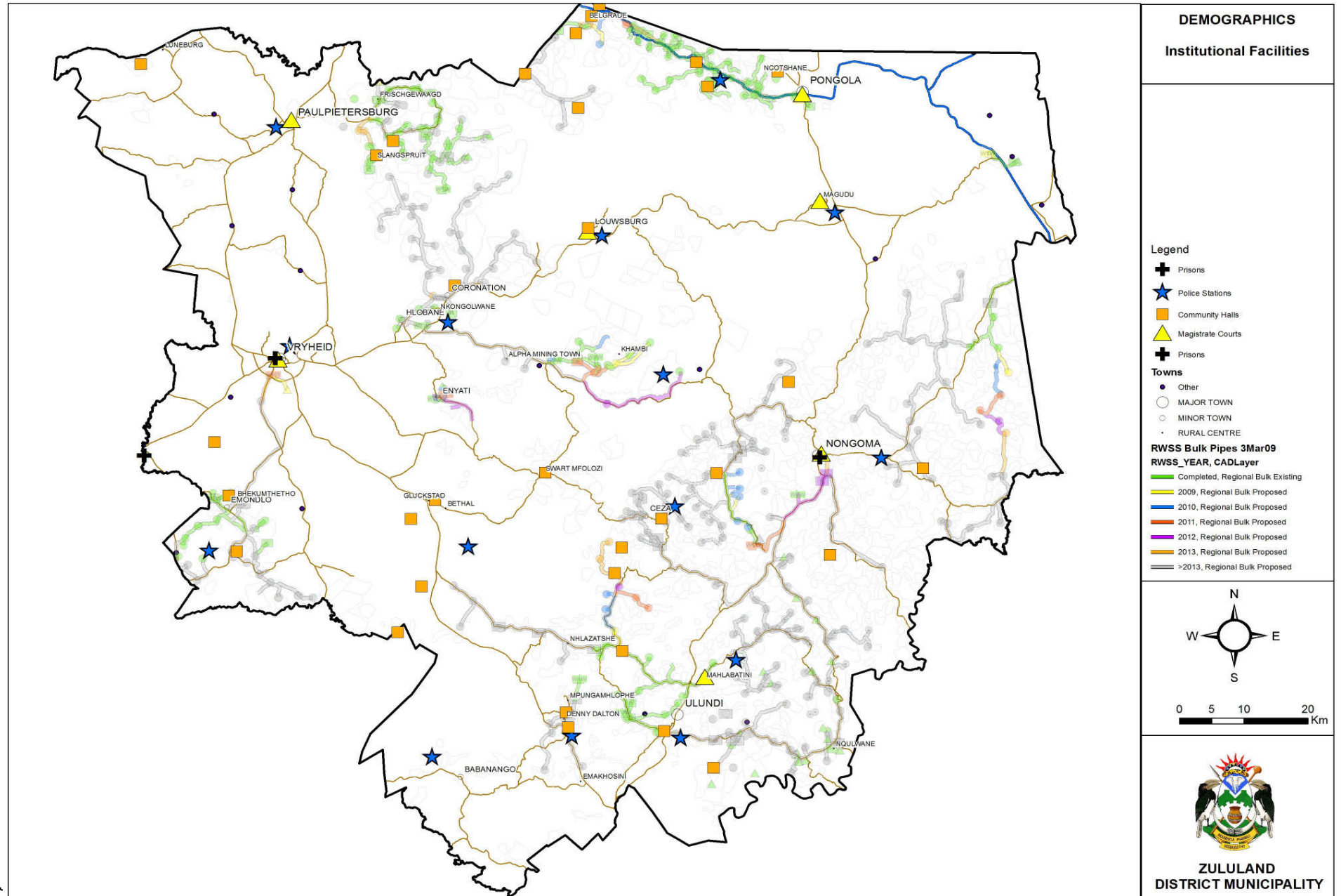


Figure 2.2 (b): Current status of water services at schools

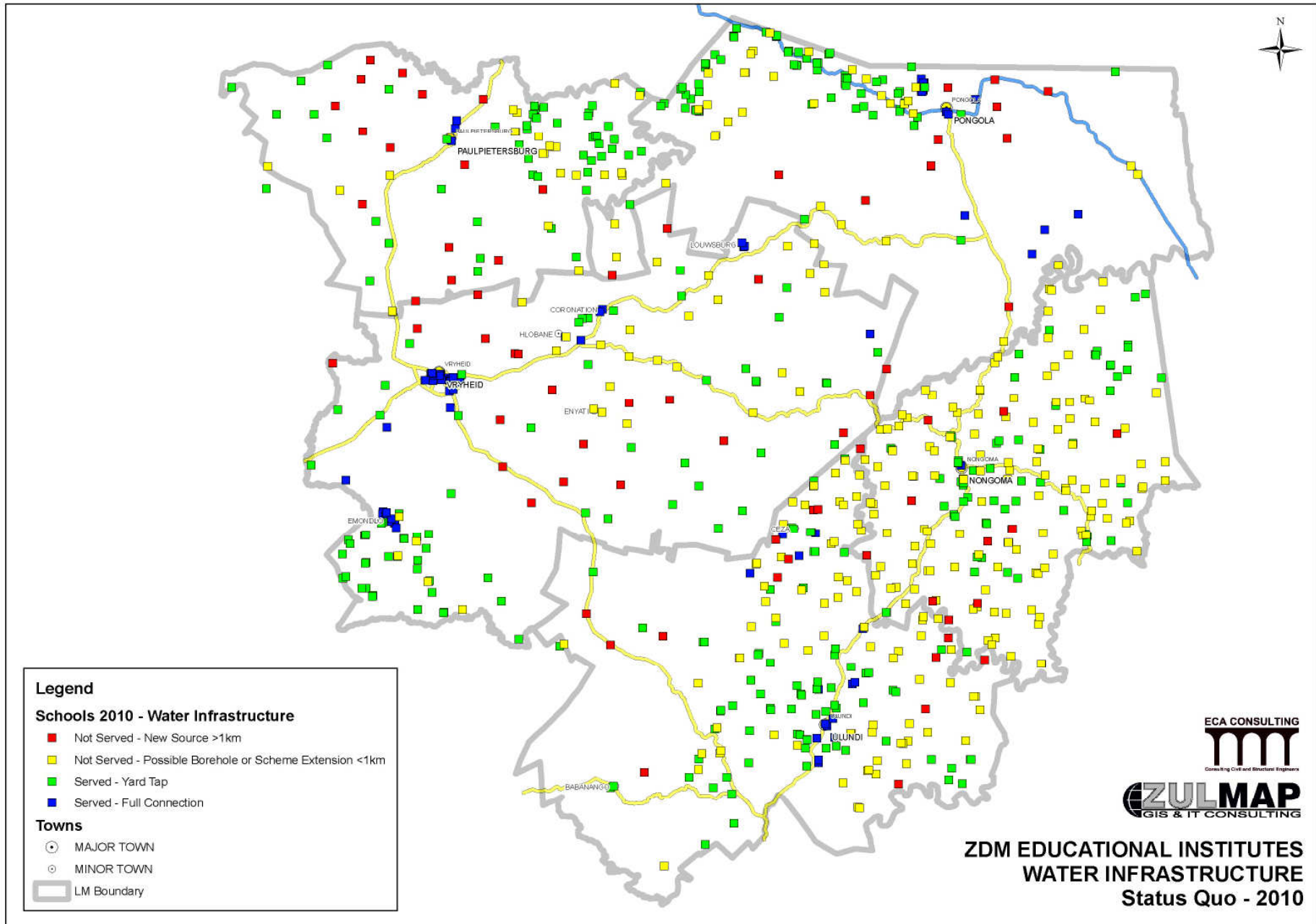




Figure 2.2 (c): Current status of sanitation services at schools

