

Report back on Water Week 2014 (17 – 20 March)



Makana Water Intervention Project Stakeholder Bulletin #1

JUNE
2014



"The Directorate: Engineering & Infrastructural Services is leaving no stone unturned in our quest to provide residents and visitors to our municipality with high-quality and uninterrupted water supplies. While we are providing Class 1 water, which meets national water quality standards, we want the tap water provided by the municipality to be consumed with the highest levels of confidence by all."

A key element of the turnaround strategy adopted by the political leadership of our municipality, is that the unacceptably high levels of non-revenue water caused by leaks must be reduced, and every citizen must commit to adopting water conservation practises. This includes FIXING leaks themselves or REPORTING leaks to us for rapid REPAIR. To facilitate quick action, we are ramping up our COMMUNICATION & CUSTOMER CARE capability. Look out for more news on water conservation measures & other progress in our next Bulletin."

ET Myalato
Director Engineering and
Infrastructural Services
Makana Local Municipality



A highlight of Water Week activities in Makana was a Water Loss Awareness Campaign by the municipality's Bavumile Water Demand Project, undertaken in Vukani. Together with Joza, households in these areas have been hardest-hit by water supply challenges over the past few years. With supply now restored and improved, it is essential that residents exercise every water loss management measure possible. As a result, Cllr Nomhle Gaga accompanied by Ward 13's Cllr Mthuthuzeli Madinda and municipal officials, joined a door-to-door campaign to engage with residents on 17 and 18 March 2014.

Bavumile is a community group of 83 residents, mostly female, that conduct water conservation campaigns in Makana

The purpose of the engagement was to identify sources of water leaks in the area, to raise the awareness of households regarding the action that they are expected to take to stop leaks and to hear the service delivery concerns of these residents. While it was found that a number of the complaints received are as a result of municipal service delivery challenges, it was also recognised that action or inaction by residents also contributes to water supply challenges. For example, on the walk-about it was found that a number of residents had removed water meters, in order to avoid bills. Where taps had been broken (or stolen) residents had not replaced these, resulting in on-going and significant water leaks. Serious water losses are also experienced due to the non-repair of leaking toilet cisterns and household taps. With the assistance of a team of semi-skilled plumbers, funded by the former Department of Water Affairs, a number of repairs were fixed on the day.

Extensive Water Meter Replacement Programme gets underway

A significant contributor to the water supply challenges faced by Makana in the past has been that 752 of the approximately 16 000 water meters across the municipality are faulty which leads to inaccurate billing and a massive loss of vital revenue. With financial and technical assistance from the Department of Water and Sanitation (DWS), the Municipality has taken the decision to embark on an extensive meter replacement programme, which will see the implementation and or replacement of relevant zone, bulk and domestic meters. As a matter of urgency and to improve accuracy, bulk meters will be replaced at top consumers such as the Military Base, hospital and Correctional Services. Meter replacement at Rhodes University will reduce the number of meters to be read from 136 to approximately 10. This action will result in enhanced revenues and will contribute towards the rollout of "smart" water management technologies in Makana (See our next Progress Bulletin to learn more about the SCADA system targeted for implementation in late 2014).

Report water leaks through any of these channels:

Makana Municipality Customer Care Unit
Ms Phelela Kalipa
Customer Care Officer
(046) 603 6134/6123
Phelelakalipa@makana.gov.za

Makana Engineering Department
Mr Gustav Goliath
Operations Manager
(046) 603 6073
gustavgoliath@makana.gov.za

Makana Communications Unit
Ms Yoliswa Ramokolo
Communications Manager
(046) 602 4400
yramokolo@makana.gov.za



Mayoral Message

Every member of our community had to bare the brunt of untimely water outages in 2013, and as the elected political leadership, Council has diligently exercised its mandate and moved quickly to institute a number of key measures to arrest this situation. It is with a great sense of cautious satisfaction that we take this opportunity to share with all residents and stakeholders the rapid progress that is being made by the Makana Water Intervention Project which places water services delivery across our municipality, on the path to long-term sustainability.

We are indeed pleased that the first fruits of this intervention are evident in the start-up of the academic year (January/February), the Scifest (March) and Graduation weekend (April) which have passed without a single report of water outage. The residents of Vukani who have suffered terribly in the past, are also, like other wards, enjoying an uninterrupted supply of Class 1 water. While the Directorate: Engineering and Infrastructural Services is working hard to address the taste and smell issues that some residents are encountering with their drinking water, we remain confident that the now Department of Water and Sanitation will indeed restore our Blue Drop water quality status in the very near future.

I wish to place on record that we are indeed grateful that so many partners – local, provincial and national – have been so supportive of our dedicated efforts to ensure access by every resident served by the Makana Local Municipality to a stable supply of water, of satisfactory quantity and quality. It remains our firm resolve to do all that is necessary to ensure that every citizen can drink water from the tap with complete confidence in Makana. We will not rest until this is so. It is however, also necessary that every resident of Makana exercise their responsibility to treat water with the necessary respect, as they repair and report water leaks, ensure that they pay for services rendered and continue to use water sparingly.

Cllr. Zamuxolo Peter | Executive Mayor

A Word from the Department of Water and Sanitation

The Department of Water and Sanitation continues to apply every resource at its disposal to ensure that residents of, and visitors to, the Makana Local Municipality are indeed able to access safe and reliable water services on a continuous basis. Under the leadership of the acting Director General, Mr Trevor Balzer, and working in close collaboration with municipal representatives and partner institutions, my Department has moved quickly to oversee the development and implementation of an action plan detailing specific areas of intervention required to guarantee a lasting solution to the water outages that have plagued the lives of residents of this municipality. We are particularly grateful for the involvement of the Office of the President, as represented by the Presidential Infrastructure Co-ordinating Committee in this intervention, as well as the political guidance of the former MEC for Local Government & Traditional Affairs, the Honourable Mlibo Qoboshiyane. Current reports indicate that the Makana Water Intervention Project is on track and producing good results.

Despite this progress, as both supporter and regulator of the municipality, my Department must make it clear that no deviation from the agreed solutions will be tolerated, no matter the challenges. All stakeholders – both internal and external – must continue to work together to ensure that both quantity and quality is maintained. My Department also has the expectation that water losses will be stemmed and revenue enhanced in the quest for sustainable water services in Makana. Let us never tire in our efforts to address these serious challenges.

Ms Portia Makhanya | Regional Head: Eastern Cape

Project partners



water & sanitation
Department:
Water & Sanitation
REPUBLIC OF SOUTH AFRICA



PRESIDENTIAL INFRASTRUCTURE COORDINATING COMMISSION

Councillor Nomhle Gaga
Chairperson
Portfolio Committee: Engineering
and Infrastructure Services

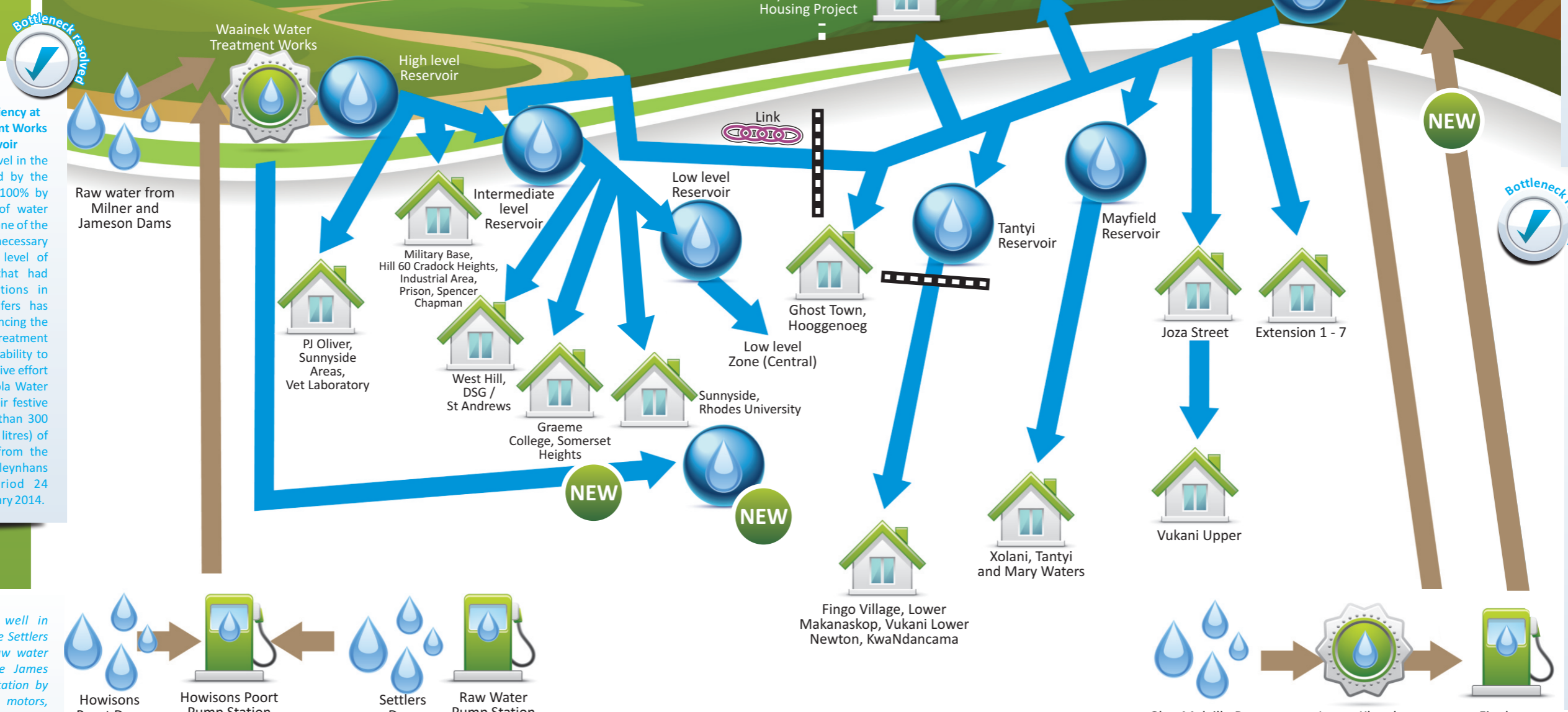


"Before I leave office in 2016, I want to see that every resident of Makana has water every day of the year – 24/7. I want to see every citizen enjoying this right, but also that every resident of Makana exercises the necessary responsibility to do all that they can to ensure that no water is wasted anywhere, anytime!"

Highlighting upgrades to water supply infrastructure in Grahamstown to ensure a lasting service delivery solution

GRAHAMSTOWN WEST

GRAHAMSTOWN EAST



Towards optimum efficiency at Waainek Water Treatment Works & High Level Reservoir

Maintaining the water level in the High Level Reservoir fed by the Waainek WTW at 80 - 100% by controlling the release of water and rationing usage was one of the key crisis interventions necessary to restore a moderate level of supply to consumers that had endured long interruptions in 2013. Cleaning of clarifiers has played a big role in enhancing the efficiency of the water treatment works, and therefore its ability to feed the reservoir. A massive effort by the team from Amatola Water (AW), who sacrificed their festive leave, resulted in more than 300 cubic meters (= 300 000 litres) of sludge being removed from the Waainek and James Kleynhans plants during the period 24 December 2013 to 2 January 2014.

"Work is progressing well in Makana. Upgrades of the Settlers and Howisons Poort raw water pump stations and the James Kleynhans WTW pump station by refurbishing the pumps, motors, valves and the electrical control panels, is also underway. The intervention will improve the integrity of the raw water pumping system to Waainek WTW and the reliability of potable water supply from James Kleynhans WTW. The contract to upgrade the Howisons Poort pump station has been awarded and the panels will be upgraded within 6 weeks. The valve installation program is 25% completed and will be accelerated once there is a window period available during the academic school holidays."

Chris Nair
Area Operations Manager
Amatola Water

Guaranteeing Ward 12 Community Water Supply

Makana Municipality recognises that Rhodes University is by far the largest consumer in Grahamstown. The disruption to teaching and learning caused by water supply interruptions at this leading academic institution has been well-documented. While the Municipality is pleased that the 2014 academic start-up proceeded with no reports of water outages at any of the university's facilities, in order to safe guard water supply to all the residents of Ward 12 the process towards construction of a pipeline and reservoir to supply Rhodes and surrounds has now commenced. This infrastructure investment is made possible with financial assistance from the now Department of Water and Sanitation. The Ward 12 reservoir is expected to come into operation by the end of June 2014, and provide a long-term, sustainable solution to meeting the water services needs of this ward.

Implementing upgrades at the Howisons Poort Pump Station

Unreliable electricity supply has caused many supply interruptions and damage to equipment. An application has been lodged with Eskom by Amatola Water, on behalf of Makana, for a new municipal power line which will run along an existing road in the Thomas Baines Nature Reserve. It is anticipated that this application will be successful and allow access to stable electricity supply necessary for effective service delivery, in the coming months. An additional transformer will be leased by AW in the interim to ensure that water supplied through the Howisons Poort Pump Station continues to flow.

Simultaneous breakdowns in both pumps at this pump station have in the past caused very serious service delivery failures. A second intervention at Howisons Poort is therefore to ensure uninterrupted operations at this pump station, which is focussed on ensuring that the pumping equipment is of the highest standard. Repairs to the second pump have been completed, with the repaired pump coming into operation on 15 April. The municipality has invested significant capital to purchase a 3rd pump to safe guard supply, and this will arrive by late July 2014.

Optimising supply from the James Kleynhans Water Treatment Works

Rapid refurbishment and maintenance work undertaken by AW at this plant has seen a dramatic improvement in the quality and quantity of water treated at this facility. Extensive desludging has been completed and the upgrading of laminar plates and nozzles has improved the quality of the water delivered to the Botha's Hill Reservoir. These improvements have also resulted in improved levels in the reservoir, which in turn, results in better pressure in pipelines and ultimately an improved quality of water supply to residents supplied by this infrastructure.

Additional reservoir at Botha's Hill

Upgrading the delivery of sustainable services to communities on the Eastern side of Grahamstown has been a top priority for the Makana Local Municipality. Funding secured through a loan from the Development Bank of South Africa (DBSA), has made it possible for Makana to erect a second reservoir at Botha's Hill, which was put into operation in March 2014. This infrastructure investment has increased storage capacity in this area, which will go a long way to improving the quality and quantity of water supply to residents on the Eastern side of town.

Tanti Reservoir

One of the key decisions taken by the Makana Municipality to restore sustainable service delivery has been to undertake work that will address the serious water pressure problems experienced across the city, by re-directing Municipal Infrastructure Grant (MIG) funding to this urgent action. Finding solutions to pressure problems at the Army Base, Correctional Services, Cradock Heights, Fingo Village, the Industrial Area, Joza, KwaNdanama, Newton, Somerset Heights and Vukani has been an immediate priority. A rapid breakthrough has been made with water supplied from the previously non-operational Tanti Reservoir now possible, bringing much relief to households in Vukani. This facility was commissioned for full operation during Water Week 2014.

Legend

- Water Treatment Works
- Reservoir
- Pump Station
- Households
- Dam
- Supplied by Makana Water
- Operated by Amatola Water