



### **A MESSAGE FROM THE MSUNDUZI MUNICIPALITY**

The recent rains in the Msunduzi area in particular, Kwa Zulu Natal in general, might have given the all of customers the impression that the drought is over. This is unfortunately a big misconception and unfortunately if the 15% water restrictions that are presently being imposed by the Department of Water and Sanitation on all Water Services Authorities (WSA's) in the Upper and Lower Mngeni Catchment remain and such is now enforced in its entirety. Whilst most of the dam levels feeding these areas have improved substantially this past rainy season, certain dams are still not holding enough water to allow restrictions to be lifted, and as such the public is still being urged to continue saving water. It should be noted that current reserves in our core Dams needs to be conserved especially as we are approaching our non-seasonal rainfall period, and therefore as a catchment we are still recovering from the impacts of the drought.

The Msunduzi Municipality will continue with water saving initiatives through our Water Conservation/Water Demand Management Program, and to date with general public's efforts in conserving water these initiatives have allowed the Msunduzi to save between 10% and 15%.

The Municipality continues to strive towards an objective that all consumers have access to potable water supply 24 hours a day, 7 days a week. But this has at times proved to be impossible to achieve for a variety of reasons, however mainly in the higher lying

areas of the city, where consumers have had to put up with periods of low pressure or no water at all.

About 30 000 metered connections have been restricted by the installation of restriction washers at their meters, and these restriction washers have proved very successful in reducing monthly consumption by consumers by affecting the pressure and the flow rate being delivered to premises. Some consumers have found that their consumption has dropped by as much as 50% whilst others have achieved less of a saving, but this has also had the effect of reducing their monthly bill for water.

The second initiative implemented has been aggressive pressure management within the water network itself. This entailed all critical points within the water system being reduced during peak times further reduced during off-peak periods. Less than 4% of the domestic consumers would have “felt” a reduction in pressure except in the event of flow restriction washers being inserted. The pressure management should not have any effect on volumetric appliances such as dishwashers, washing machines, bathtubs, toilet cisterns, geysers etc. All it meant was that it will take longer to fill those appliances but they will continue to function normally.

Active leak detection and repair was the third initiative. More plumbers are currently in the process of being employed and therefore this will increase of turnaround time to leaks, burst and no water complaints. This will further form part of the “War on Leaks” Presidential Program to ensure that we repair all leaks reported to the Municipality. It greatly appreciated and duly acknowledged that the public are definitely reporting leaks, burst and no water complaints as we have noticed the rapid increase in the number of calls received and logged.

The Municipality is grateful by the support that it has received from our domestic and commercial customers it serves, and whilst we acknowledge there have been problems in serving all customers with water all the time, most have enjoyed a constant supply of water. Whilst some of dams have increased, unfortunately the system as a whole(catchment) is not in as healthy a position and as a result the 15% mandatory restriction imposed on all Water Services Authority's still apply. The Msunduzi

Municipality thanks all its customers for their concerted efforts, understanding and continued efforts in using water responsibly and reporting exigencies of service.

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