

**Improving Quality of Life
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Economic Development
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UMNGENI-UTHUKELA WATER

INFRASTRUCTURE MASTER PLAN 2025

2025/2026 – 2055/2056

JUNE 2025

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PREFACE

This Infrastructure Master Plan 2025 describes:

- uMngeni-uThukela Water's infrastructure plans for the financial period 2025/2026 – 2055/2056, and
- Infrastructure master plans for other areas outside of uMngeni-uThukela Water's Operating Area but within KwaZulu-Natal.

It is a comprehensive technical report that provides information on current infrastructure and on future infrastructure development plans. This report replaces the last comprehensive Infrastructure Master Plan that was compiled in 2024.

The report is divided into **ten** volumes as per the organogram below.

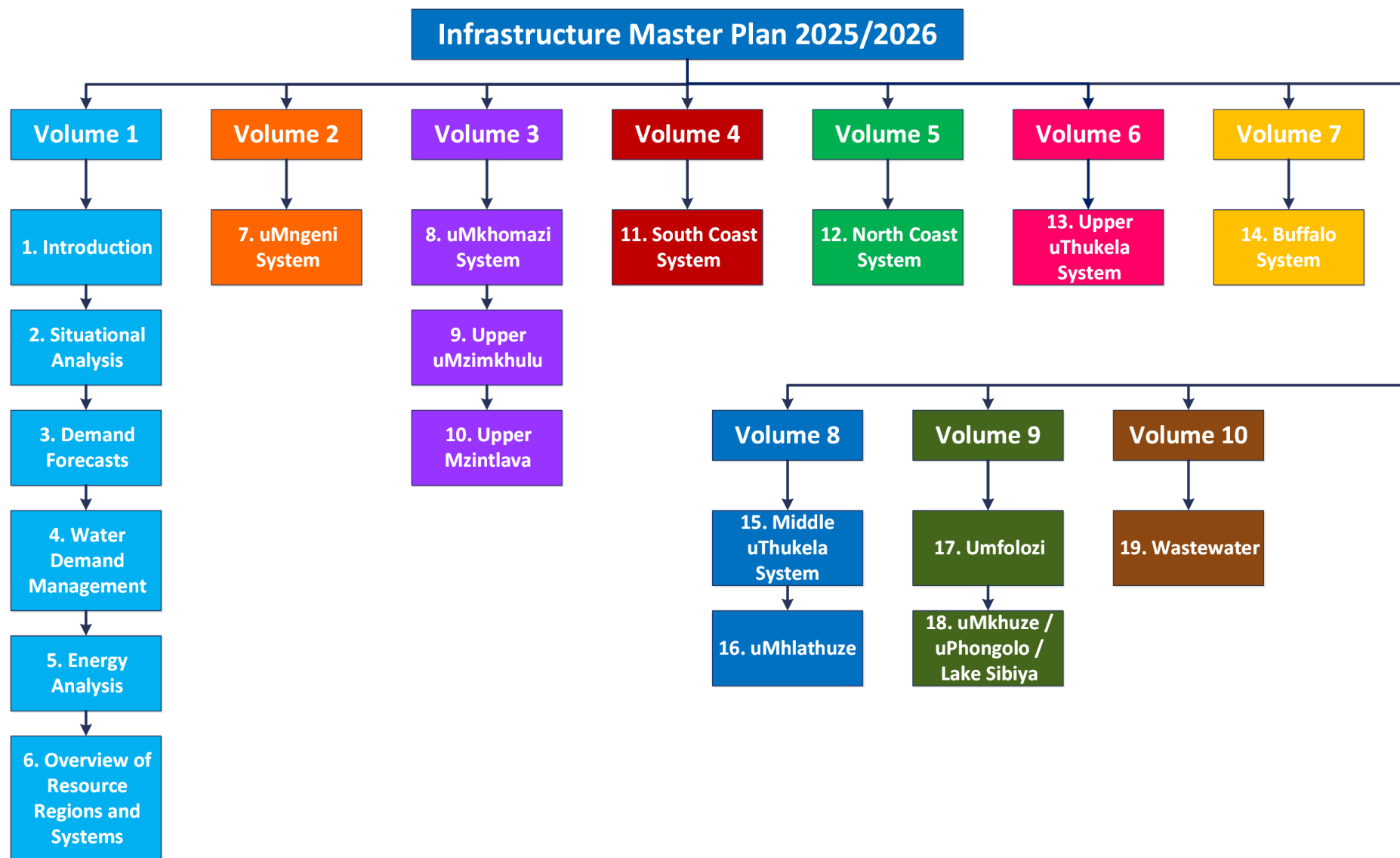
Volume 1 includes the following sections and a description of each is provided below:

- **Section 2** describes the most recent changes and trends within the primary environmental dictates that influence development plans within the province.
- **Section 3** relates only to the uMngeni-uThukela Water Operational Areas and provides a review of historic water sales against past projections, as well as uMngeni-uThukela Water's most recent water demand projections, compiled at the end of 2024.
- **Section 4** describes Water Demand Management initiatives that are being undertaken by the utility and the status of Water Demand Management Issues in KwaZulu-Natal.
- **Section 5**, which also relates to uMngeni-uThukela Water's Operational Area, contains a high level review of the energy consumption used to produce the water volumes analysed in Section 3.
- **Section 6** provides an overview of the water resource regions and systems supplied within these regions.

The next eight volumes describe the current water resource situation and water supply infrastructure of the various systems in KwaZulu-Natal, including:

- **Volume 2 Section 7** uMngeni System.
- **Volume 3 Section 8** uMkhomazi System
- **Section 9** uMzimkhulu System
- **Section 10** Mzintlava System
- **Volume 4 Section 11** South Coast System
- **Volume 5 Section 12** North Coast System
- **Volume 6 Section 13** Upper uThukela System
- **Volume 7 Section 14** Buffalo System
- **Volume 8 Section 15** Middle uThukela System
- **Section 16** Mhlathuze System
- **Volume 9 Section 17** Umfolozi System
- **Section 18** uMkhuze / uPhongolo / Lake Sibiya System

Volume 10, Section 19 describes the wastewater works currently operated by uMngeni-uThukela Water (shown in pale brown in the adjacent figure) and provides plans for development of additional wastewater treatment facilities. The status of wastewater treatment in WSA's that are not supplied by uMngeni-uThukela Water are also described in this section.



It is important to note that information presented in this report is in a summarised form and it is recommended that the reader refer to relevant planning reports if more detail is sought. Since the primary focus of this Infrastructure Master Plan is on bulk supply networks, the water resource infrastructure development plans are not discussed at length. The Department of Water and Sanitation (DWS), as the responsible authority, has undertaken the regional water resource development investigations. All of these investigations have been conducted in close collaboration with uMngeni-uThukela Water and other major stakeholders in order to ensure that integrated planning occurs. Details on these projects can be obtained directly from DWS, Directorate: Options Analysis (East).

The Infrastructure Master Plan is a dynamic and evolving document. Outputs from current planning studies, and comments received on this document will therefore be taken into account in the preparation of the next update.

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LIST OF ACRONYMS

AADD	Annual Average Daily Demand
AC	Asbestos Cement
ADWF	Average Dry Weather Flow
API	Antecedent Precipitation Index
AVGF	Autonomous Valveless Gravity Filter
BID	Background Information Document
BPT	Break Pressure Tank
BWL	Bottom Water Level
BWSP	Bulk Water Services Provider
BWSS	Bulk Water Supply Scheme
CAPEX	Capital Expenditure
CMA	Catchment Management Agency
CoGTA	Department of Co-operative Governance and Traditional Affairs
CWSS	Community Water Supply and Sanitation project
DAEA	Department of Agriculture and Environmental Affairs
DEA	Department of Environmental Affairs
DEFF	Department of Environment, Forestry and Fisheries
DM	District Municipality
DRDLR	Department of Rural Development and Land Reform
DWA	Department of Water Affairs
DWS	Department of Water and Sanitation
DWAF	Department of Water Affairs and Forestry
EFR	Estuarine Flow Requirements
EIA	Environmental Impact Assessment
EKZN Wildlife	Ezemvelo KZN Wildlife
EMP	Environmental Management Plan
EWS	eThekwin Water Services
EXCO	Executive Committee
FC	Fibre Cement
FL	Floor level
FSL	Full Supply level
GCM	General Circulation Model
GDP	Gross Domestic Product
GDPR	Gross Domestic Product of Region
GVA	Gross Value Added
HDI	Human Development Index
IDP	Integrated Development Plan
IFR	In-stream Flow Requirements
IMP	Infrastructure Master Plan
IRP	Integrated Resource Plan

ISP	Internal Strategic Perspective
IWRM	Integrated Water Resources Management
KZN	KwaZulu-Natal
LM	Local Municipality
LUMS	Land Use Management System
MA	Moving Average
MAP	Mean Annual Precipitation
MAR	Mean Annual Runoff
MBR	Membrane Bioreactor
MMTS	Mooi-uMngeni Transfer Scheme
MMTS-1	Mooi-uMngeni Transfer Scheme Phase 1
MMTS-2	Mooi-uMngeni Transfer Scheme Phase 2
mPVC	Modified Polyvinyl Chloride
MTEF	Medium-Term Expenditure Framework
MTSF	Medium-Term Strategic Framework
MWP	Mkomazi Water Project
MWP-1	Mkomazi Water Project Phase 1
NCP-1	North Coast Pipeline I
NCP-2	North Coast Pipeline II
NCSS	North Coast Supply System
NGS	Natal Group Sandstone
NPV	Net Present Value
NRW	Non-Revenue Water
NSDP	National Spatial Development Perspective
NWSP	National Water Sector Plan
OPEX	Operating Expenditure
p.a.	Per annum
PES	Present Ecological Status
PEST	Political, Economical, Sociological and Technological
PGDS	Provincial Growth and Development Strategy
PPDC	Provincial Planning and Development Commission (KZN's)
PSEDS	Provincial Spatial Economic Development Strategy
PWSP	Provincial Water Sector Plan
RDP	Reconstruction and Development Programme
RO	Reverse Osmosis
ROD	Record of Decision
RQO	Resource Quality Objective
SCA	South Coast Augmentation
SCP	South Coast Pipeline
SCP-1	South Coast Pipeline Phase 1
SCP-2a	South Coast Pipeline Phase 2a
SCP-2b	South Coast Pipeline Phase 2b

SDF	Spatial Development Framework
SHR	St Helen's Rock (near Port Shepstone)
STEEPLE	Social/demographic, Technological, Economic, Environmental (Natural), Political, Legal and Ethical
SWRO	Seawater Reverse Osmosis
TEC	Target Ecological Category
TWL	Top Water Level
uPVC	Unplasticised Polyvinyl Chloride
UUW	uMngeni-uThukela Water
WA	Western Aqueduct
WC	Water Conservation
WDM	Water Demand Management
WMA	Water Management Area
WRC	Water Research Commission
WSA	Water Services Authority
WSDP	Water Services Development Plan
WSNIS	Water Services National Information System
WSP	Water Services Provider
WTP	Water Treatment Plant
WWW	Wastewater Works

Spellings of toponyms have been obtained from the Department of Arts and Culture (DAC). DAC provides the official spelling of place names and the spellings, together with the relevant gazette numbers, can be accessed at <http://www.dac.gov.za/content/toponymic-guidelines-map-and-other-editors>.

When using any part of this report as a reference, please cite as follows:

uMngeni-uThukela Water, 2025. uMngeni-uThukela Water Infrastructure Master Plan 2025/2026 – 2055/56, Vol 1 - 10. Prepared by Planning Services, June 2025.

LIST OF UNITS

Length/Distance:	mm	millimetre
	m	metre
	km	kilometre
Area:	m ²	square metres
	ha	hectare
	km ²	square kilometres
Level/Altitude:	mASL	metres above sea-level
Time:	s	second
	min	minute
	hr	hour
Volume:	m ³	cubic metres
	Mℓ	megalitre
	million m ³	million cubic metres
	mcm	million cubic metres
Water Use/Consumption/Treatment/Yield:	ℓ/c/day	litre per capita per day
	kℓ/day	kilolitre per day
	Mℓ/day	megalitre per day
	million m ³ /annum	million cubic metres per annum
	kg/hr	kilograms per hour
Flow velocity/speed:	m/s	metres per second
Flow:	m ³ /s	cubic metres per second
	ℓ/hr	litres per hour
	m ³ /hr	cubic metres per hour

1. INTRODUCTION

1.1 Purpose

“Planning is bringing the future into the present so you can do something about it now.”

Alan Lakein

uMngeni-uThukela Water¹ is the second largest water utility in South Africa, supplying over 639² million cubic metres of bulk potable water annually to eight Water Services Authorities (WSAs), comprising one metropolitan municipality, four District Municipalities, and two Local Municipalities (LM), within the province of KwaZulu-Natal (KZN). An additional 16 million cubic metres² of bulk potable water is supplied to Mondi (Richards Bay) for industrial use with industrial demand further comprising of 2.5 million cubic metres of clarified water to Foskor² in Richards Bay and 3.6 million cubic metres of water to Tronox and Richards Bay Minerals², all located in Richards Bay in the City of uMhlathuze Local Municipality. The extent of these eight WSAs, is shown in **Figure 1.1**. uMngeni-uThukela Water operates bulk wastewater infrastructure within five of these WSAs.



Figure 1.1 Locality of uMngeni-uThukela Water’s area of operation.

¹ Government Notice 3555 in Government Gazette No. 48833, 23 June 2023

² UUW Volumes as a 12 Month Moving Average measured in April 2024

The eight WSAs with whom uMngeni-uThukela Water currently has a signed bulk supply agreement, collectively contribute approximately 86% of the province's Gross Value Added (GVA). However, the highest poverty densities in KZN are also located in these areas. Hence, uMngeni-uThukela Water is faced with the dual challenge of ensuring that the province's economic engine remains served with a reliable supply of potable water, whilst also ensuring that water is adequately provided for the eradication of water backlogs, the improvement of the level of water services, and the alleviation of poverty.

This Infrastructure Master Plan (IMP) includes, not only detailed planning for the eight WSAs supplied by uMngeni-uThukela Water, but also bulk water infrastructure master plans for the remaining WSA's in KwaZulu-Natal. uMngeni-uThukela Water recognises that many of the WSA's in KZN do not have the funds or resources to undertake comprehensive planning. As a result, plans for the areas are included here to assist these WSA's in understanding and planning water supply through their areas.

It is also important to note that, even though uMngeni-uThukela Water has a bulk supply agreement with a WSA, it is not mandated to supply bulk water across the entire WSA. In particular, uMngeni-uThukela Water does not supply bulk water in the southern portion of Ugu DM, the area north of the uThukela River in iLembe DM, the entire Harry Gwala DM apart from the town of Ixopo and a small portion of the southern uBuhlebezwe Local Municipality (that was formerly a part of the Umzumbe Local Municipality in Ugu DM) or the areas outside Richards Bay and Empangeni in the City of uMhlathuze.

WSAs are responsible for water service delivery to the people who reside within their respective areas of jurisdiction. The areas that currently receive reticulated water from the WSAs, who in turn receive bulk potable water from uMngeni-uThukela Water, are shown in **Figure 1.2**.

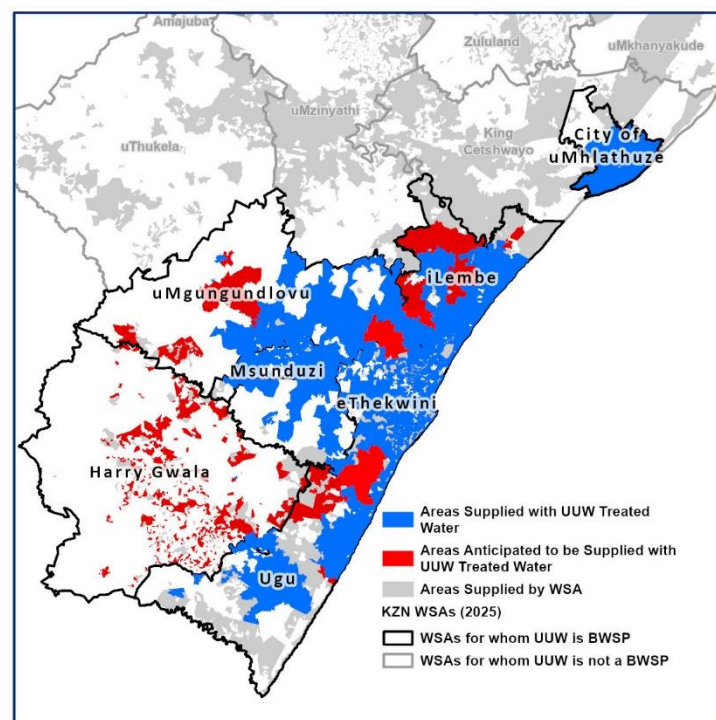


Figure 1.2 uMngeni-uThukela Water's supply footprint.

This collective reticulated area constitutes uMngeni-uThukela Water's 'supply footprint' and comprises of various levels of service based on several bulk supply schemes that are both interdependent and stand-alone.

The environment within which uMngeni-uThukela Water is required to fulfil its function as a regional bulk water service provider is constantly undergoing change, with many factors influencing both the water demand and water supply components of its business. In particular, the Covid Pandemic, the economic up- and down-turns that the country, including KZN, has experienced over the past few years as well as the most recent drought, have a marked influence. uMngeni-uThukela Water's infrastructure planning therefore needs to be continually reviewed, updated and adapted in order to be responsive (wherever possible) to this dynamic external environment.

For uMngeni-uThukela Water or any WSA for that matter, to effectively achieve its mission, it must have, amongst other things, a clearly defined plan of what is required in the future so that it can be addressed in the present. This Infrastructure Master Plan 2025 (IMP 2025) describes how uMngeni-uThukela Water intends to address the future bulk water infrastructure requirements within its area of operation to meet the anticipated needs and provides plans for other WSA's in KZN so that these areas can ultimately achieve universal access to water. It also shows the proposed integration between water supply infrastructure plans and the regional water resource plans being developed by the DWS.

This infrastructure master plan comprises the following sections:

- **Section 2** describes the most recent changes and trends within the primary environmental dictates that influence development plans within the province.
- **Section 3** relates only to the uMngeni-uThukela Water Operational Areas and provides a review of historic water sales against past projections, as well as uMngeni-uThukela Water's most recent water demand projections, compiled at the end of 2022.
- **Section 4** describes Water Demand Management initiatives that are being undertaken by the utility and the status of Water Demand Management Issues in KwaZulu-Natal.
- **Section 5**, which also relates to uMngeni-uThukela Water's Operational Area, contains a high level review of the energy consumption used to produce the water volumes analysed in **Section 3**.
- **Section 6** provides an overview of the water resource regions and systems supplied within these regions.

Water Resource Catchments and Water Supply Systems, unfortunately, do not follow WSA / Municipal boundaries. As a result, Water Supply Infrastructure often crosses municipal boundaries and for this reason this IMP has been divided into 12 "Systems". A system is described as a water resource region (generally conforming to catchment boundaries) and the area supplied by that resource. The next 12 Sections describe the current water resource situation and water supply infrastructure of the various systems that have been identified by uMngeni-uThukela Water for the purpose of this IMP and which cover the full extent of the KZN Province. These 12 systems include:

- **Section 7** uMngeni System
- **Section 8** uMkhomazi System
- **Section 9** uMzimkhulu System
- **Section 10** Mzintlava System
- **Section 11** South Coast System

- **Section 12** North Coast System
- **Section 13** Upper uThukela System
- **Section 14** Buffalo System
- **Section 15** Middle uThukela System
- **Section 16** Mhlathuze System
- **Section 17** Umfolozi System
- **Section 18** uMkhuze / uPhongolo / Lake Sibiya System

Section 19 describes the wastewater works currently operated by uMngeni-uThukela Water and provides plans for development of additional wastewater treatment facilities. The status of wastewater treatment in WSA's that are not supplied by uMngeni-uThukela Water, are also described in this section.

1.2 Setting the Scene

The extent of the WSA's in KwaZulu-Natal are shown in **Figure 1.3** together with the uMngeni-uThukela Water operational area. Also shown in this figure are the system boundaries that have been defined for the purposes of this IMP and the location of the bulk Water Treatment Plants and Wastewater Treatment Plants that exist in the province.

The distribution of uMngeni-uThukela Water's infrastructure and the projects that have been commissioned since the publication of the IMP 2024 are shown in **Figure 1.4**.

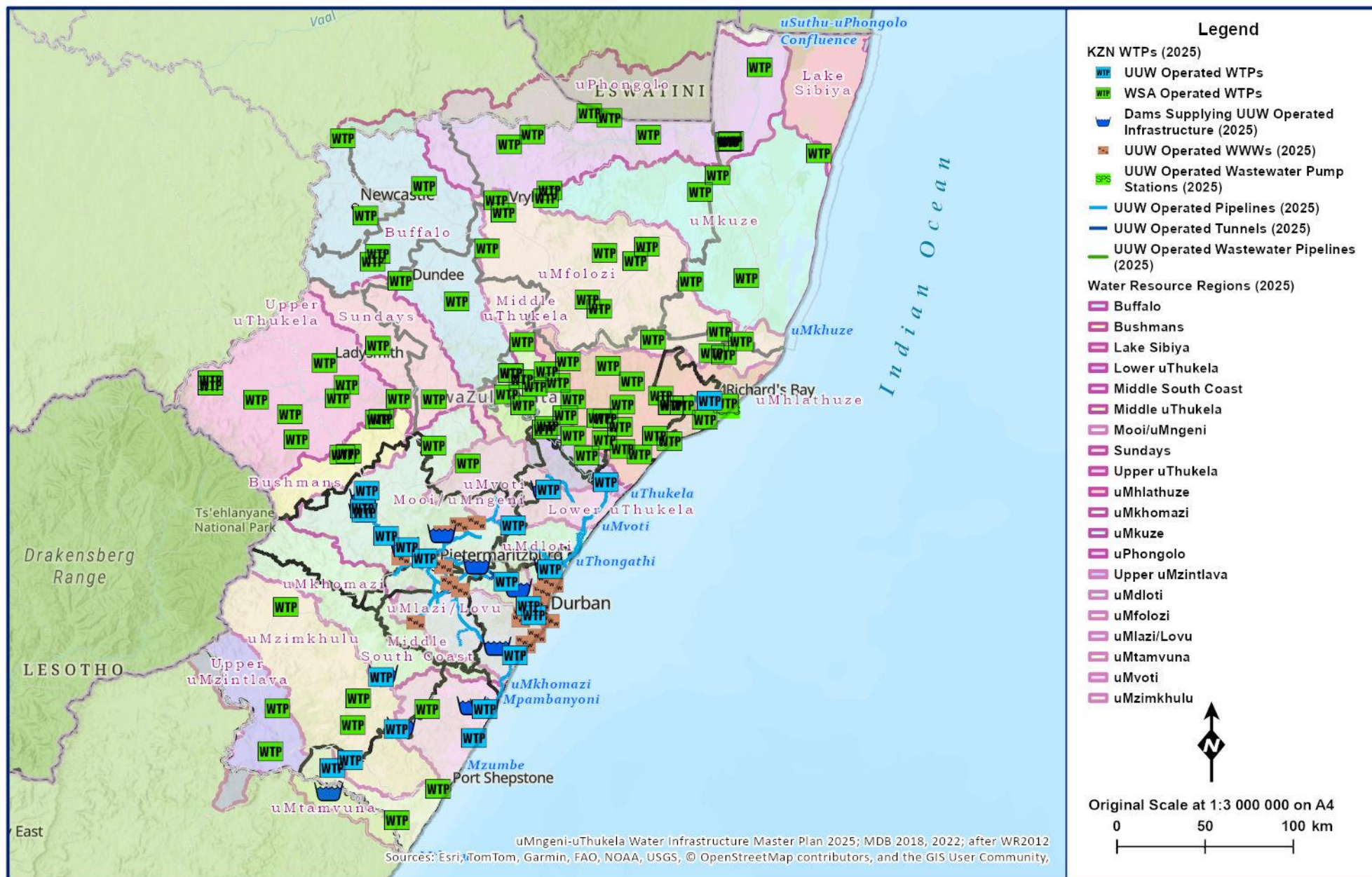


Figure 1.3 KZN water resource regions and WSA boundaries.

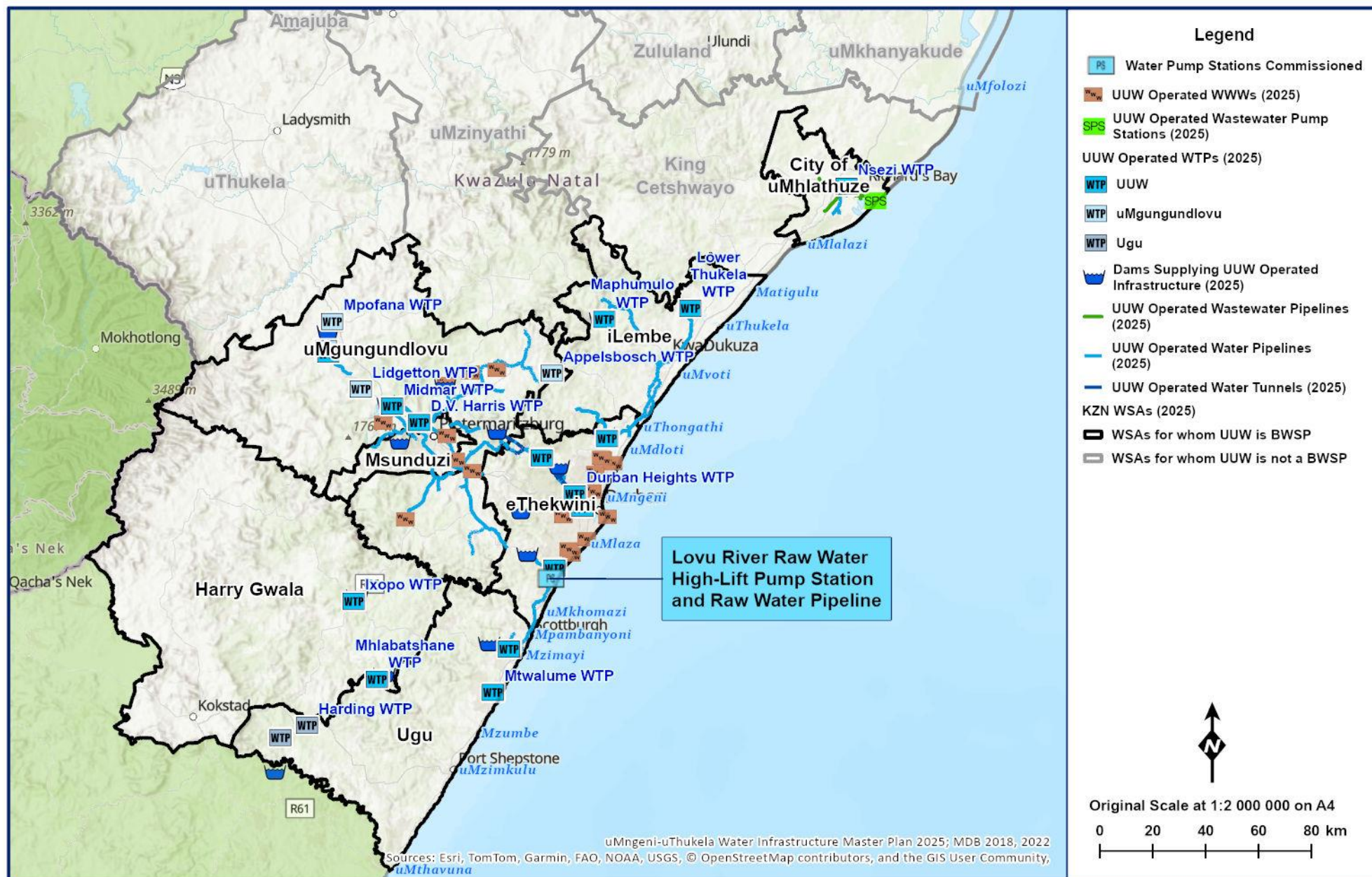


Figure 1.4 uMngeni-uThukela Water's infrastructure (January 2024 – present).

2. SITUATIONAL ANALYSIS

2.1 Administrative Landscape

The different role-players within the KwaZulu-Natal (KZN) water and sanitation “governance landscape” (KZN Planning Commission 2020: 43) are illustrated in **Figure 2.1**.



Figure 2.1 KZN water and sanitation role-players (KZN CoGTA 2020: 22).

uMngeni-uThukela Water’s role within this “governance landscape” is shown schematically in **Figure 2.2**.

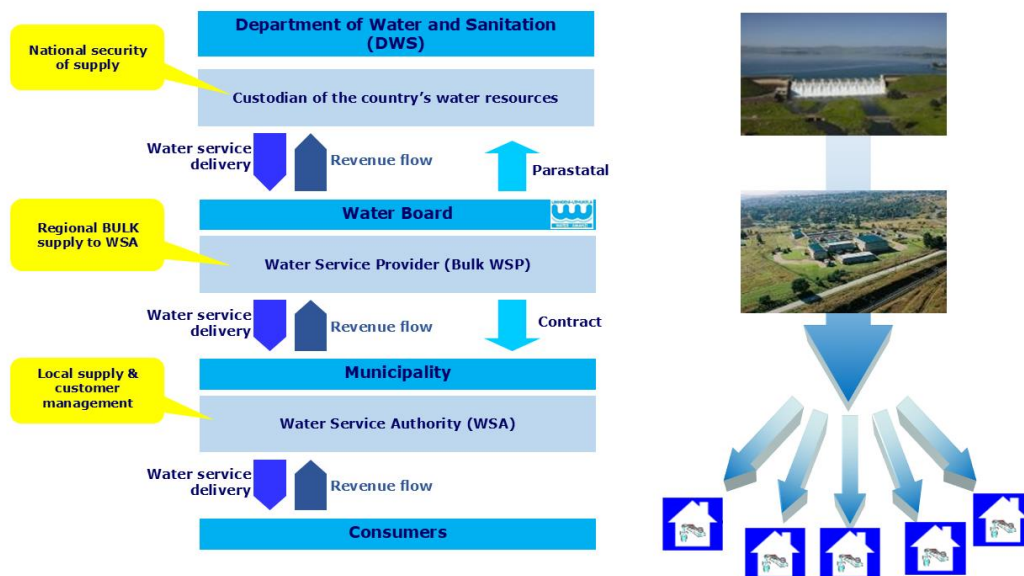


Figure 2.2 Water and sanitation “governance landscape” in KwaZulu-Natal.

The KZN “administrative landscape” (KZN Planning Commission 2011: 35) emanating from this “governance landscape” consists of 14 Water Service Authorities (WSAs) as shown in **Figure 2.3** and **Figure 2.4**. These 14 WSAs are composed of eThekwin Municipality (the only KZN metropolitan

municipality), ten KZN district municipalities and three local municipalities viz. Msunduzi Municipality, Newcastle Municipality and the City of uMhlatuze (Figure 2.3, Figure 2.4 and Figure 2.5).

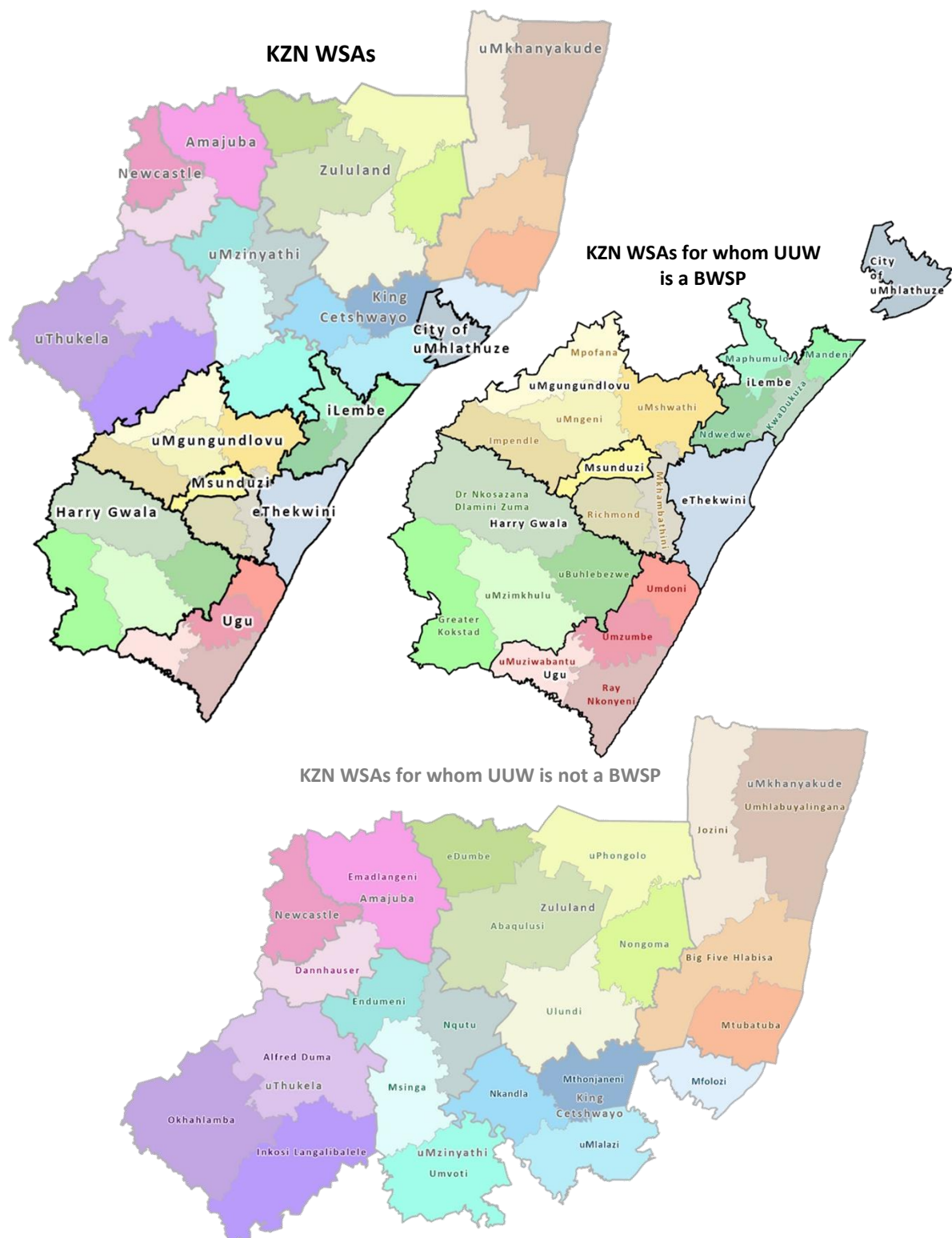


Figure 2.3 KZN Water Services Authorities (after MDB 2020).

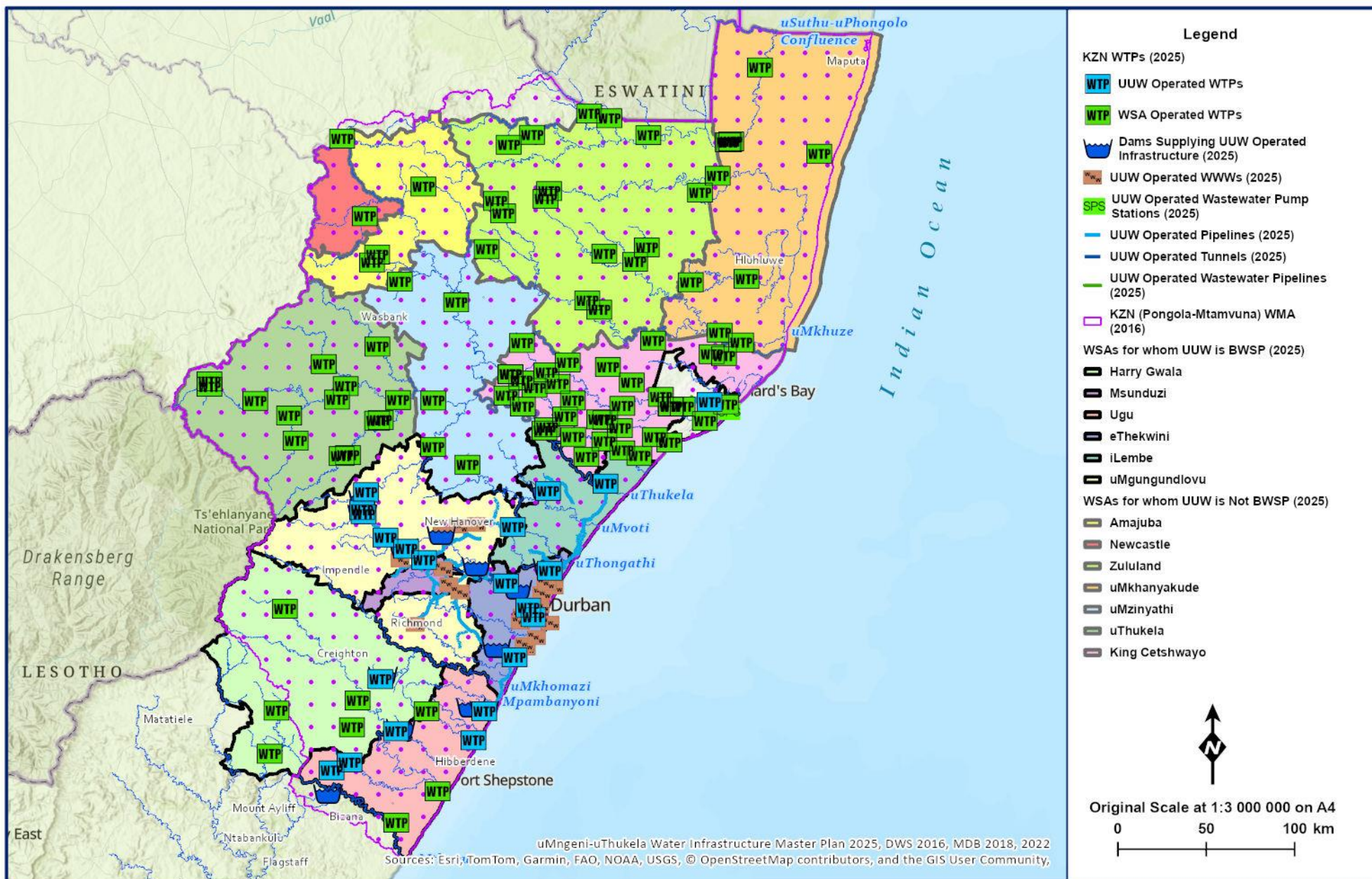


Figure 2.4 Institutional boundaries (DWS 2016; MDB 2020; uMngeni-uThukela Water 2025).

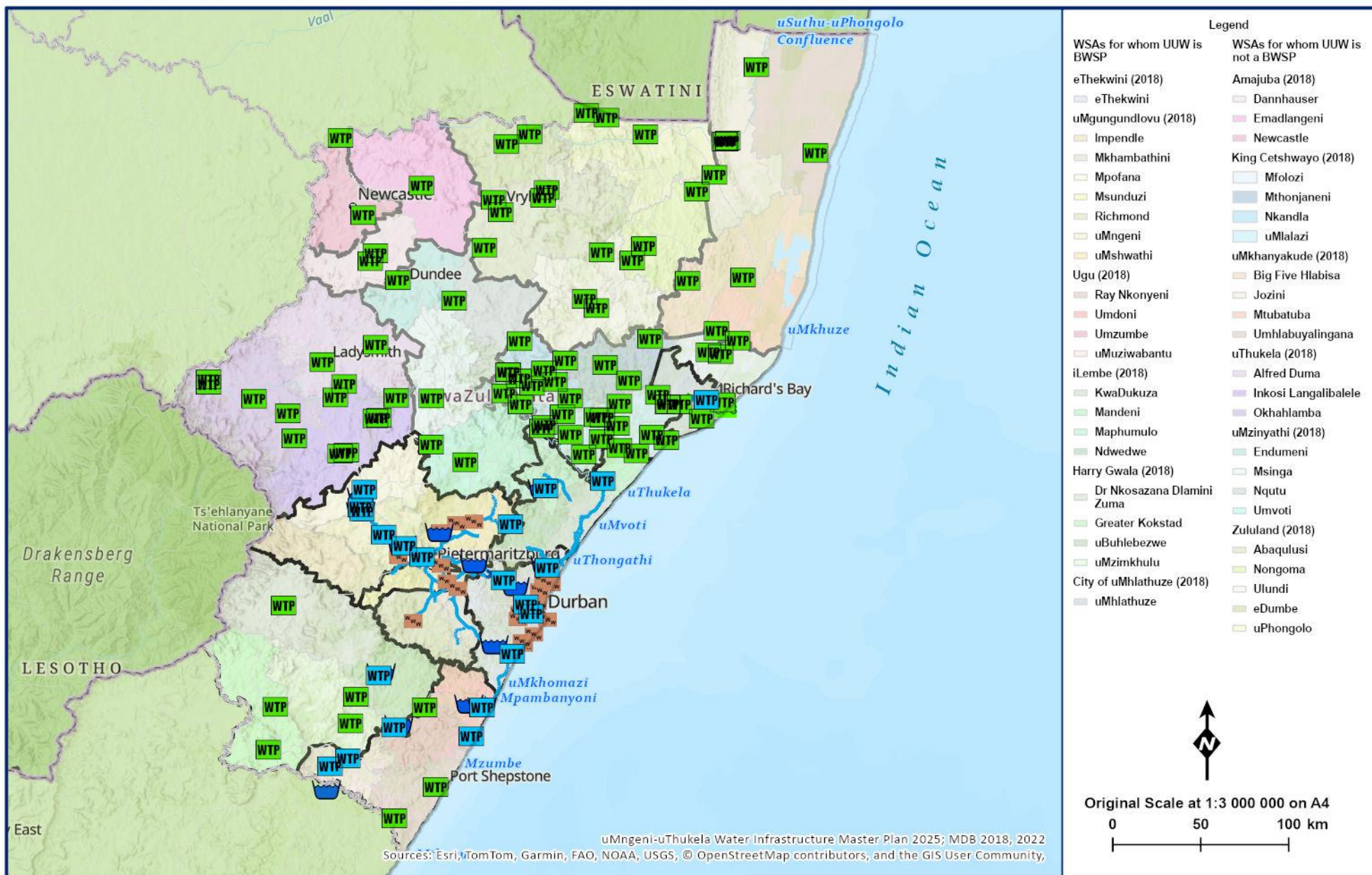


Figure 2.5 WSAs and their constituent local municipalities (MDB 2018; uMngeni-uThukela Water 2025).

Proposed changes anticipated to occur to the KZN water and sanitation administrative landscape in the 2026 local government elections are summarised in **Figure 2.6**. There are ten proposed boundary changes to seven WSAs as shown in **Figure 2.6**.

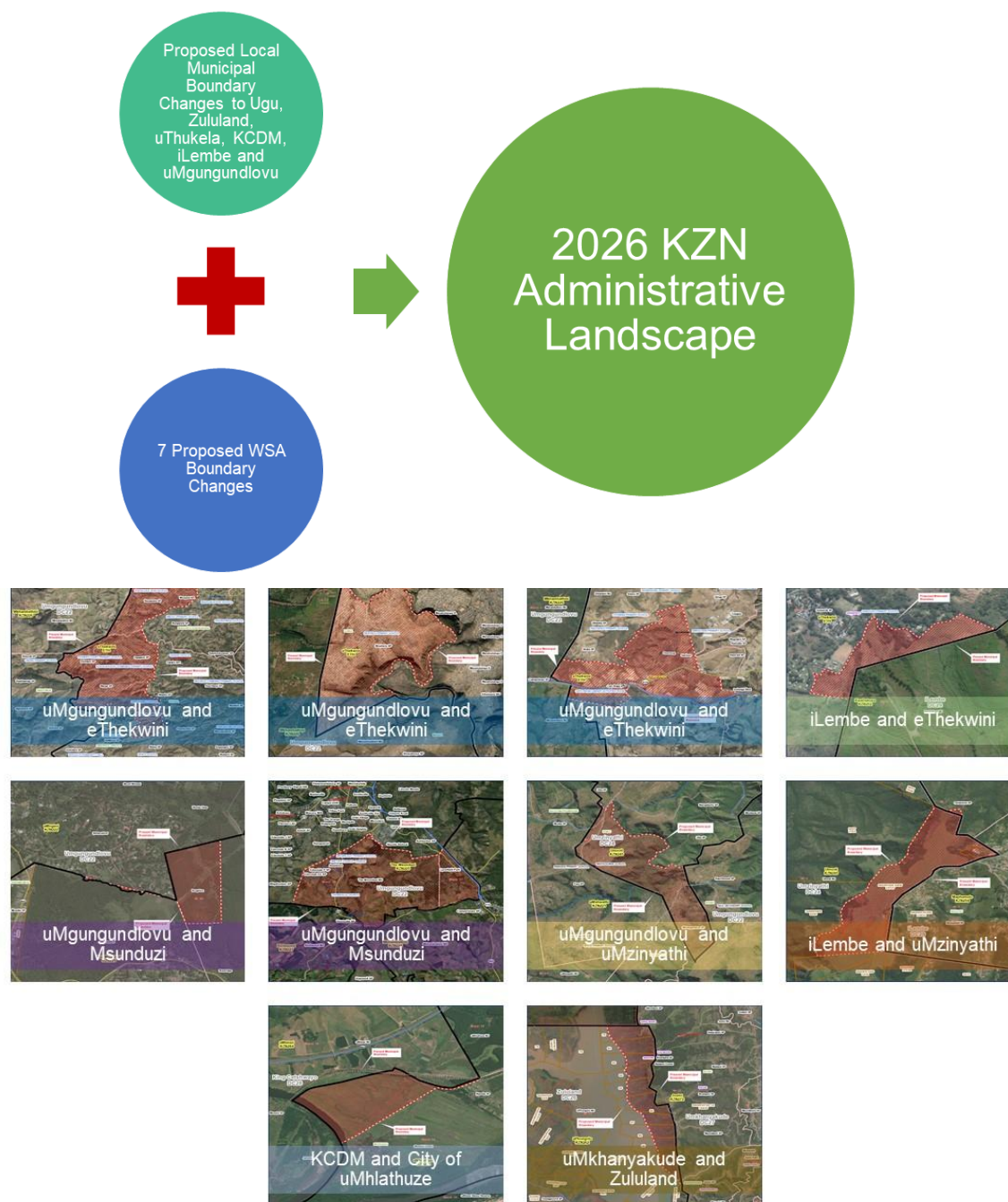


Figure 2.6 Proposed changes to the administrative landscape (MDB 2024).

The DWS as the regulator monitors the performance of the WSAs. The performance of the KZN WSAs for 2023 are summarised in **Table 2.1**, **Table 2.2**, **Table 2.3** and **Table 2.4**.

Table 2.1 KZN WSA institutional compliance performance 2023 (DWS website: 2025³).

Institutional Compliance - 2023 [Provincial: KwaZulu-Natal]								
Region	Water Access	Sanitation Access	Drinking Water Quality	Water Reliability	Waste Water Treatment	Water Use Efficiency	Municipal Finance	WSDP
WSAs for whom UUW is a BWSP								
eThekweni	> 95% Excellent	80-90% Good	> 90% Excellent	> 75% Excellent	< 50% Intervention Required	Material Breach	Financial Distress	WSDP Not Adopted
Msunduzi	> 95% Excellent	50-80% Need Attention	> 90% Excellent	> 75% Excellent	50-70% Need Attention	Serious Breach	Financial Distress	WSDP Not Adopted
uMgungundlovu	80-85% Need Attention	50-80% Need Attention	> 90% Excellent	50-65% Need Attention	70-90% Good	Serious Breach	Financial Distress	WSDP Outdated
Harry Gwala	< 80% Intervention Required	50-80% Need Attention	50-80% Need Attention	< 50% Intervention Required	< 50% Intervention Required	No Breach	Financial Distress	WSDP Not Adopted
Ugu	< 80% Intervention Required	50-80% Need Attention	80-90% Good	< 50% Intervention Required	< 50% Intervention Required	Material Breach	Financial Distress	WSDP Not Adopted
iLembe	< 80% Intervention Required	50-80% Need Attention	80-90% Good	< 50% Intervention Required	70-90% Good	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
City of uMhlathuze	85-95% Good	50-80% Need Attention	< 50% Intervention Required	65-75% Good	< 50% Intervention Required	No Breach	Financial Distress	WSDP Not Adopted
WSAs for whom UUW is not a BWSP								
Amajuba	85-95% Good	80-90% Good	80-90% Good	65-75% Good	50-70% Need Attention	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
Newcastle	> 95% Excellent	50-80% Need Attention	> 90% Excellent	> 75% Excellent	50-70% Need Attention	Serious Breach	Financial Distress	WSDP Not Adopted
uMkhanyakude	< 80% Intervention Required	< 50% Intervention Required	80-90% Good	< 50% Intervention Required	< 50% Intervention Required	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
King Cetshwayo	< 80% Intervention Required	50-80% Need Attention	50-80% Need Attention	50-65% Need Attention	< 50% Intervention Required	Serious Persistent Breach	-	WSDP Not Adopted
uMzinyathi	< 80% Intervention Required	50-80% Need Attention	50-80% Need Attention	< 50% Intervention Required	< 50% Intervention Required	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
uThukela	< 80% Intervention Required	50-80% Need Attention	50-80% Need Attention	< 50% Intervention Required	< 50% Intervention Required	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
Zululand	< 80% Intervention Required	50-80% Need Attention	50-80% Need Attention	< 50% Intervention Required	50-70% Need Attention	Serious Persistent Breach	Financial Distress	WSDP Not Adopted
KwaZulu-Natal	80-85% Need Attention	50-80% Need Attention	80-90% Good	50-65% Need Attention	70-90% Good	Serious Breach	Financial Distress	WSDP Not Adopted

³ <https://ws.dws.gov.za/wsip/Overview.aspx>

Table 2.2 KZN WSA municipal governance and finance compliance for 2023 (DWS website: 2025⁴).

Municipal Governance and Finance - 2023 [Provincial: KwaZulu-Natal]					
Region	Vulnerability Index	Trend	Financial Distress	WSDP Status	Non Revenue Water
WSAs for whom UUW is a BWSP					
eThekweni	Serious Breach	No Breach	Material Breach	Serious Breach	Material Breach
Msunduzi	Serious Breach	Material Breach	Material Breach	Serious Breach	Serious Breach
uMgungundlovu	Material Breach	No Breach	Material Breach	Material Breach	Serious Breach
Harry Gwala	Serious Breach	Material Breach	Material Breach	Serious Breach	No Breach
Ugu	Material Breach	No Breach	Material Breach	Serious Breach	Material Breach
iLembe	Serious Breach	Material Breach	Material Breach	Serious Breach	Serious Persistent Breach
City of uMhlathuze	Material Breach	No Breach	Material Breach	Serious Breach	No Breach
WSAs for whom UUW is not a BWSP					
Amajuba	Serious Persistent Breach	Material Breach	Material Breach	Serious Breach	Serious Persistent Breach
Newcastle	Serious Persistent Breach	Material Breach	Material Breach	Serious Breach	Serious Breach
uMkhanyakude	Serious Persistent Breach	Material Breach	Material Breach	Serious Breach	Serious Persistent Breach
King Cetshwayo	Serious Breach	Material Breach	No Breach	Serious Breach	Serious Persistent Breach
uMzinyathi	Serious Breach	No Breach	Material Breach	Serious Breach	Serious Persistent Breach
uThukela	Serious Persistent Breach	No Breach	Material Breach	Serious Breach	Serious Persistent Breach
Zululand	Serious Breach	Material Breach	Material Breach	Serious Breach	Serious Persistent Breach
KwaZulu-Natal	Serious Breach	No Breach	Material Breach	Serious Breach	Serious Breach

⁴ <https://ws.dws.gov.za/wsip/Overview.aspx>

Table 2.3 KZN WSA potable systems compliance for 2023 (DWS website: 2025⁵).

Potable Systems - 2023 [Provincial: KwaZulu-Natal]				
Region	Access to RDP Water	Access to Reliable Water	Drinking Water Quality	Blue Drop Score
WSAs for whom UUW is a BWSP				
eThekweni	No Breach	No Breach	No Breach	Serious Persistent Breach
Msunduzi	No Breach	No Breach	No Breach	No Breach
uMgungundlovu	Serious Breach	Serious Breach	No Breach	Serious Breach
Harry Gwala	Serious Persistent Breach	Serious Persistent Breach	Serious Breach	Serious Breach
Ugu	Serious Persistent Breach	Serious Persistent Breach	Material Breach	Serious Breach
iLembe	Serious Persistent Breach	Serious Persistent Breach	Material Breach	Serious Breach
City of uMhlathuze	Material Breach	Material Breach	Serious Persistent Breach	Material Breach
WSAs for whom UUW is not a BWSP				
Amajuba	Material Breach	Material Breach	Material Breach	Serious Breach
Newcastle	No Breach	No Breach	No Breach	Serious Breach
uMkhanyakude	Serious Persistent Breach	Serious Persistent Breach	Material Breach	Serious Breach
King Cetshwayo	Serious Persistent Breach	Serious Breach	Serious Breach	Serious Breach
uMzinyathi	Serious Persistent Breach	Serious Persistent Breach	Serious Breach	Serious Persistent Breach
uThukela	Serious Persistent Breach	Serious Persistent Breach	Serious Breach	Serious Breach
Zululand	Serious Persistent Breach	Serious Persistent Breach	Serious Breach	Serious Breach
KwaZulu-Natal	Serious Breach	Serious Breach	Material Breach	Serious Breach

⁵ <https://ws.dws.gov.za/wsip/Overview.aspx>

Table 2.4 KZN WSA waste systems compliance for 2023 (DWS website: 2025⁶).

Waste Systems - 2023 [Provincial: KwaZulu-Natal]			
Region	Access to RDP Sanitation	Effluent Quality Compliance	Green Drop Score
WSAs for whom UUW is a BWSP			
eThekweni	Material Breach	Serious Persistent Breach	Serious Breach
Msunduzi	Serious Breach	Serious Breach	Material Breach
uMgungundlovu	Serious Breach	Material Breach	Material Breach
Harry Gwala	Serious Breach	Serious Persistent Breach	Serious Breach
Ugu	Serious Breach	Serious Persistent Breach	Serious Persistent Breach
iLembe	Serious Breach	Material Breach	Serious Breach
City of uMhlathuze	Serious Breach	Serious Persistent Breach	Serious Breach
WSAs for whom UUW is not a BWSP			
Amajuba	Material Breach	Serious Breach	Serious Persistent Breach
Newcastle	Serious Breach	Serious Breach	Serious Persistent Breach
uMkhanyakude	Serious Persistent Breach	Serious Persistent Breach	Serious Persistent Breach
King Cetshwayo	Serious Breach	Serious Persistent Breach	Serious Persistent Breach
uMzinyathi	Serious Breach	Serious Persistent Breach	Serious Persistent Breach
uThukela	Serious Breach	Serious Persistent Breach	Serious Persistent Breach
Zululand	Serious Breach	Serious Breach	Serious Persistent Breach
KwaZulu-Natal	Serious Breach	Material Breach	

⁶ <https://ws.dws.gov.za/wsip/Overview.aspx>

The 2022 KZN Spatial Development Framework (SDF) identified that:

“Within KwaZulu-Natal there is a spatially varied level of governance where the level of governance is affected by land ownership... there is a dynamic relationship between traditional and municipal governance which often impacts on the level of overall governance and service delivery in traditional areas... The clear role definition between these two leadership systems and the functional framework for collaboration... will need to be properly addressed towards improved governance in such areas.”

(KZN CoGTA 2022: 43)

The Ingonyama Trust is the public entity that was established in 1994 to administer the land that was owned by the former KwaZulu Government with the sole trustee being the king of the Zulu people (Ingonyama Trust 2019: website). However, areas under traditional jurisdiction are not only located on Ingonyama Trust land but also on state land and private land as illustrated in **Figure 2.7**.

The changing “human footprint” (after KZN PGDS 2011) within uMngeni-uThukela Water’s area of operation is summarised in **Figure 2.8**. The 2011 KZN PGDS explains that “the human footprint depicts human impact on the environment and is related to population density, infrastructure investment and economic activities” (2011: 33). The “human footprint” shown here is the result of the “assessment of the REGIO-OECD⁷ degree of urbanisation model using population as an input for the years 1975, 1990, 2000, 2015 and 2020” (GHS 2024: website).

The results (**Figure 2.8**) are illustrated with the following three categories:

- 1 = “rural cells” defined as the grid cells outside high density clusters and urban clusters.
- 2 = “towns or suburbs or small urban areas” defined as “urban clusters” or low density clusters which are contiguous grid cells with a density of at least 300 inhabitants per km² and a minimum population of 5 000 inhabitants.
- 3 = “cities or large urban areas” defined as “urban centres” or high density clusters which are contiguous grid cells with a density of at least 1 500 inhabitants per km² or a density of built-up area greater than 50% and a minimum of 50 000 inhabitants.

(GHS 2019: website after Dijkstra, Lewis and Poelmann 2014)

It is shown in **Figure 2.8** that within uMngeni-uThukela Water’s operational area, the provision of bulk water infrastructure “follows those areas in which population density increases”.

⁷ European Commission’s Directorate-General for Regional and Urban Policy and the Organisation for Economic Co-Operation and Development.

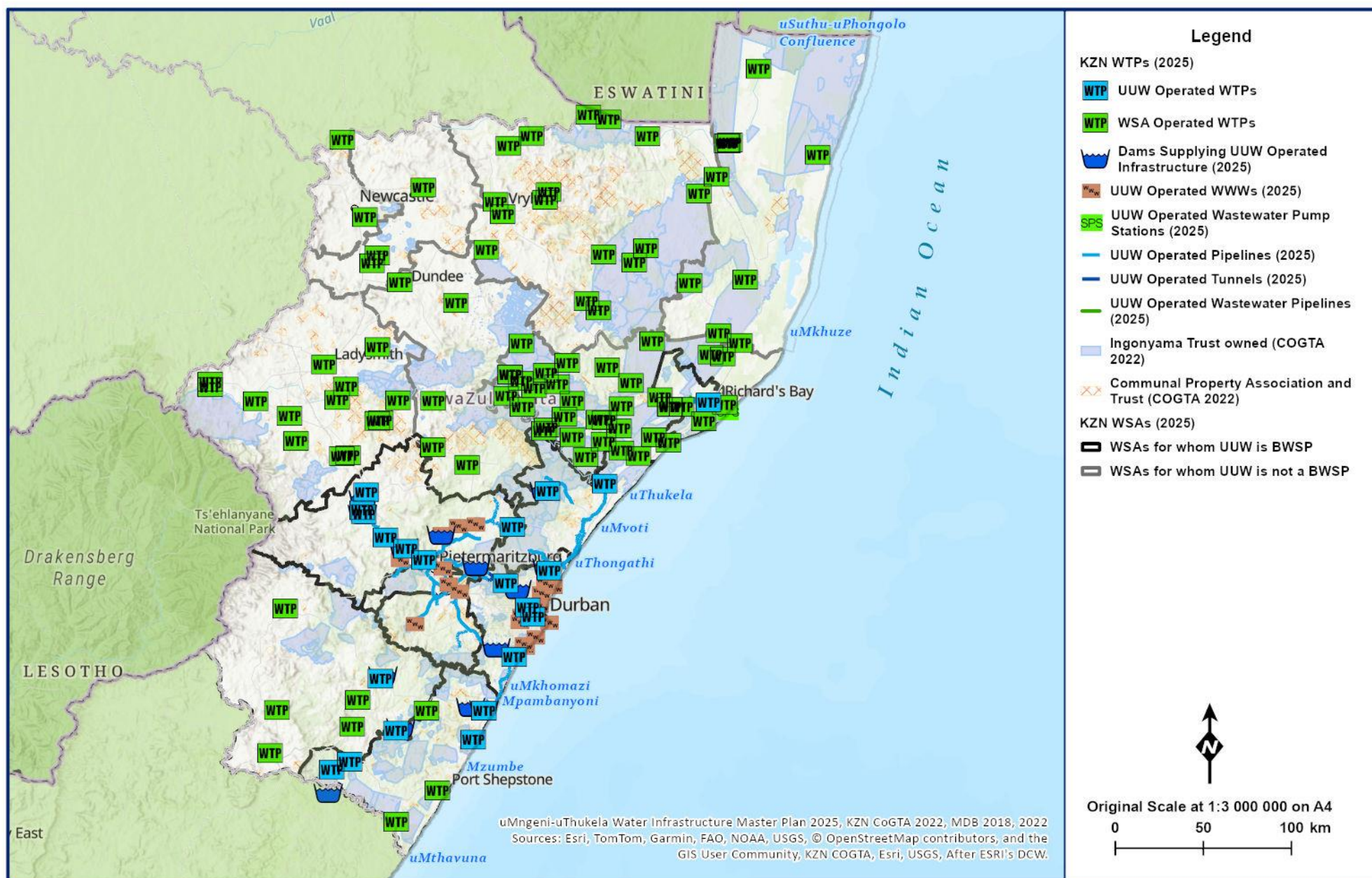


Figure 2.7 Location of traditional authority areas in KZN (KZN CoGTA 2024: website; uMngeni-uThukela Water 2025).

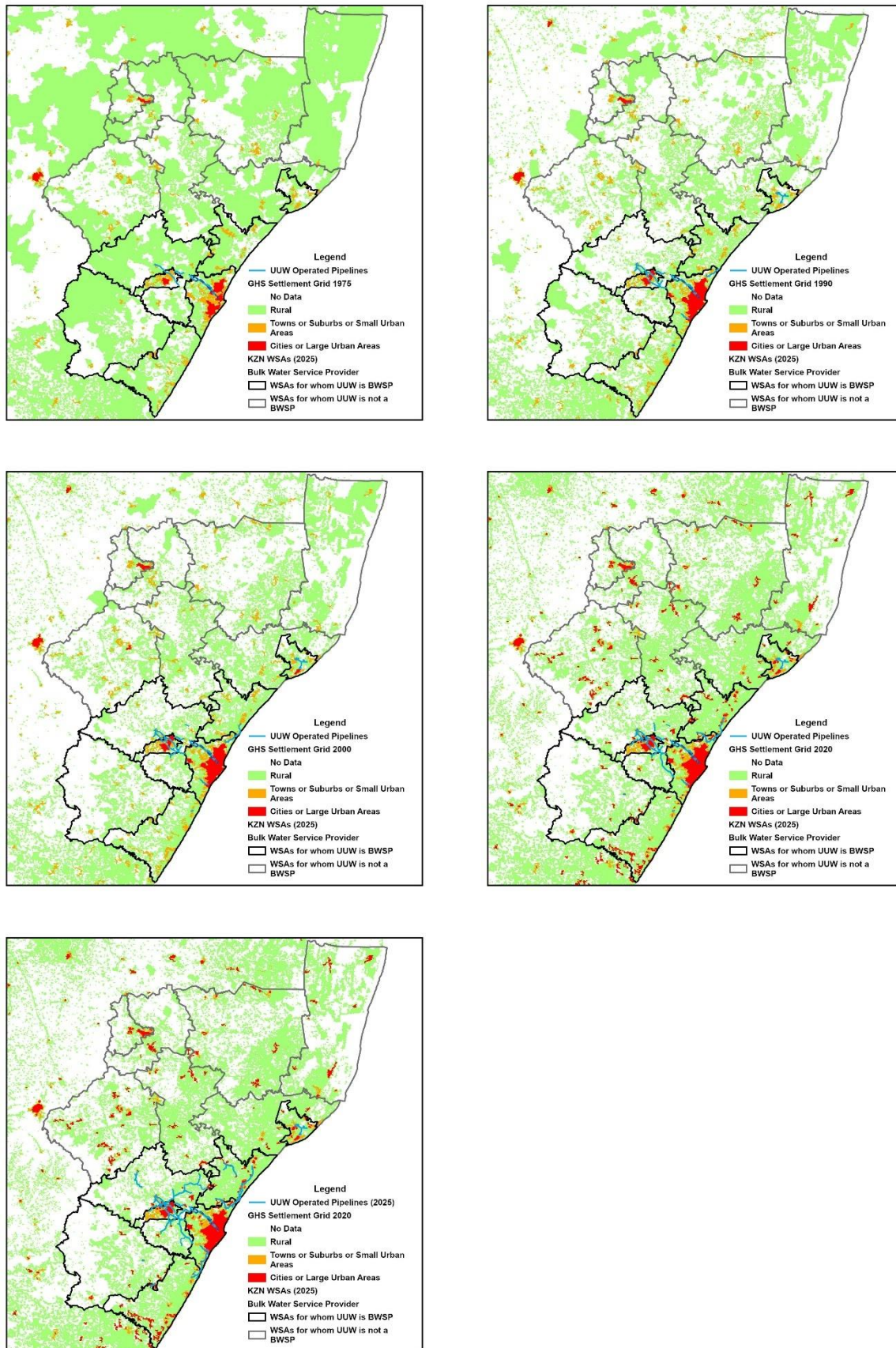


Figure 2.8 Change in the degree of urbanisation for four epochs, 1975; 1990; 2000; 2015 and 2020 (Global Human Settlements 2023).

The land cover components of the “human footprint” are shown in **Figure 2.9** at a finer resolution. The building density (Stats SA 2019 Dwelling Framework dataset), as shown in **Figure 2.10** correlates with the spatial distribution of urban areas as illustrated in **Figure 2.9**.

The highest levels of human impact are shown to be along the key routes of accessibility viz. the “T-junction” formed by the N3 and N2 highways and along the provincial roads. In addition to the “T-junction” (**Figure 2.9**), **Figure 2.10** show that there is a concentration of people in the “shadow corridor” which runs parallel to the N2 highway.

The settlement extents of the high density clusters are shown in **Figure 2.11** (2022 WordPop Built Settlements). A comparison of **Figure 2.9**, with **Figure 2.7** highlights that the high density clusters are not restricted to urban areas but also occur on traditional land. Densities within these areas need to be monitored as increasing densities require higher levels of services.

It is shown in **Figure 2.12** that whilst Harry Gwala District Municipality has the largest surface area within uMngeni-uThukela Water’s area of operation, it only contributes 4.54% (563 893 people) to the total number of people, whilst eThekweni Municipality has the highest number of people (4 239 901 people) but the second smallest surface area (Census 2022).

The change in the number of people per WSA for the period 2011 - 2022 is shown in **Figure 2.13**. The change in the number of households per WSA for the period 2011 – 2022 is shown in **Figure 2.14**.

It is shown in **Figure 2.15** that the average household size has increased for all the WSAs except for Msunduzi and Newcastle which has remained the same. The increase in the average household size is attributed to the poor state of the economy.

The mid-year population estimates for 2024 – 2034 are summarised in **Table 2.5**.

Table 2.5 Mid-year population estimates 2024 – 2034 (MYPE 2024 series).

MYPE2024	2011	2024	2025	2030	2034
eThekweni	3 600 339	4 351 817	4 413 002	4 732 855	4 964 656
uMgungundlovu	1 050 628	1 226 709	1 242 571	1 327 052	1 392 218
Harry Gwala	467 338	522 357	528 420	559 192	582 361
Ugu	693 045	837 718	851 967	924 131	979 922
iLembe	633 808	735 621	744 088	788 026	819 828
King Cetshwayo	909 544	1 013 774	1 022 863	1 069 882	1 105 932
uMkhanyakude	644 212	724 278	730 768	764 609	790 052
uThukela	684 605	740 051	744 247	767 587	786 109
uMzinyathi	520 604	620 539	630 492	681 115	720 121
Amajuba	526 091	616 024	624 322	665 550	695 723
Zululand	827 946	923 824	932 501	974 699	1 003 873
KZN	10 558 160	12 312 712	12 465 241	13 254 698	13 840 795
SA	52 217 038	63 015 904	63 858 761	68 266 039	71 818 042

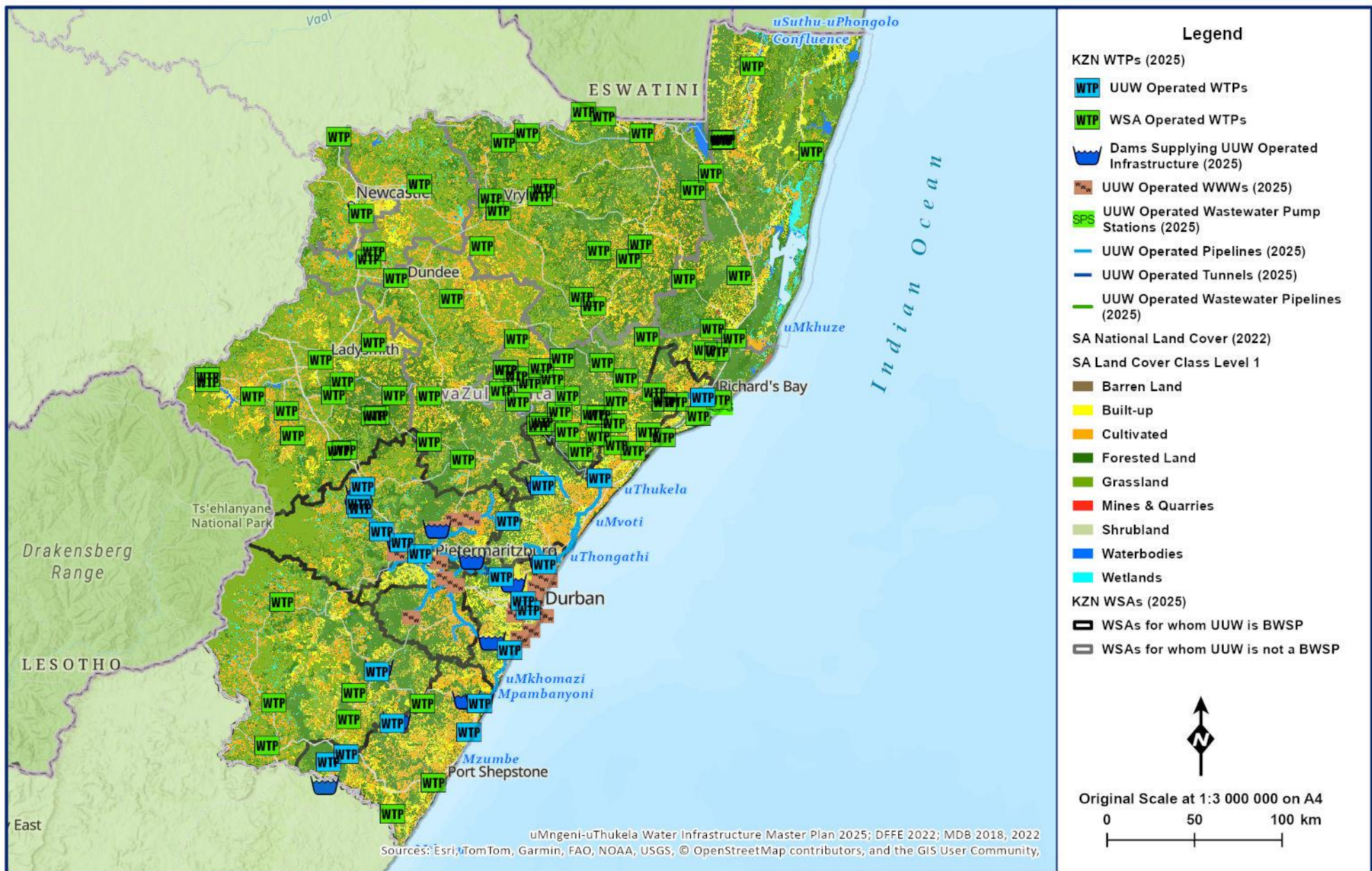


Figure 2.9 Land cover (DEFF 2022; MDB 2018; uMngeni-uThukela Water 2025).

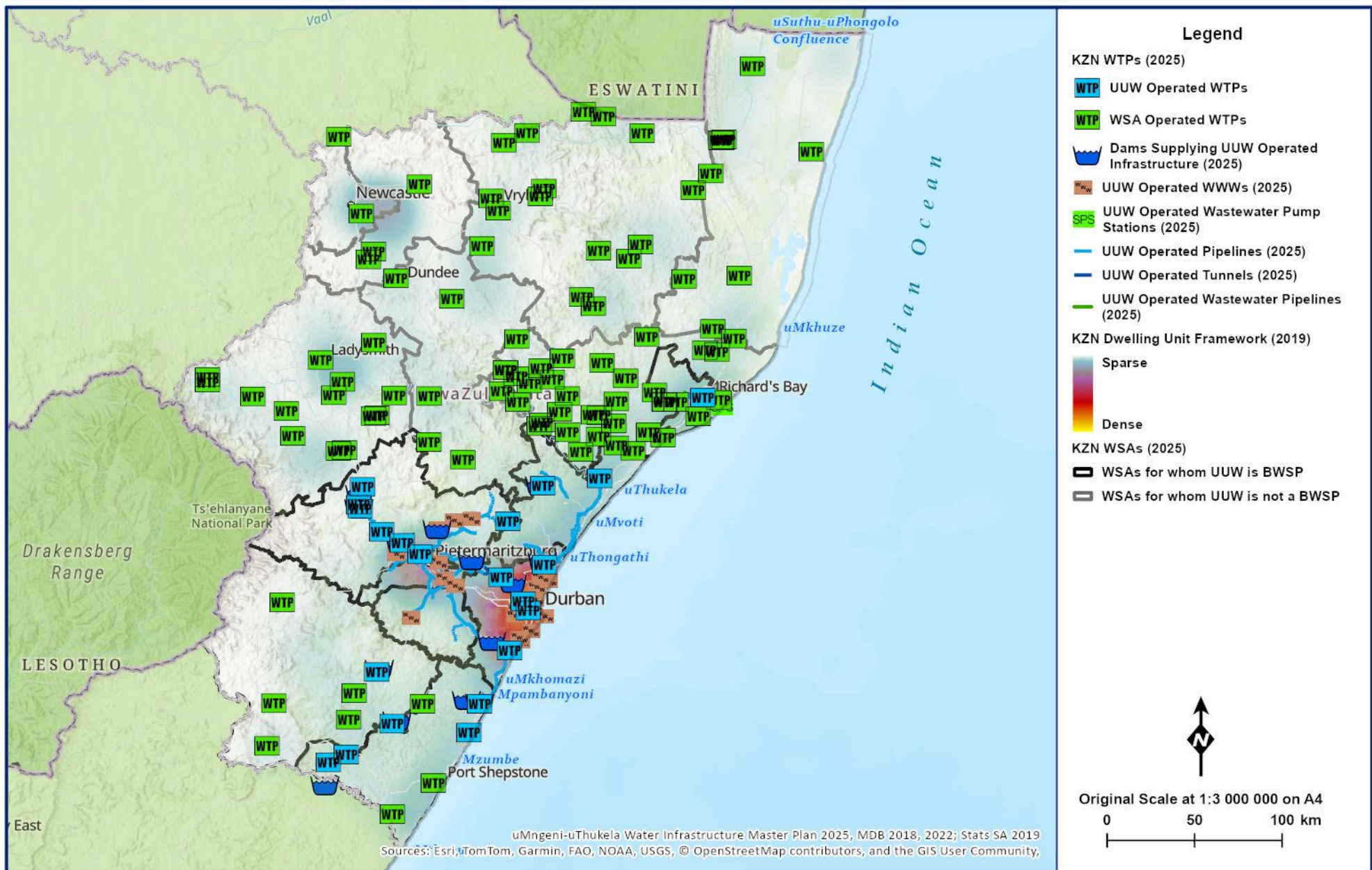


Figure 2.10 Dwelling unit heat map (Stats SA DF 2019; MDB 2018; uMngeni-uThukela Water 2025).

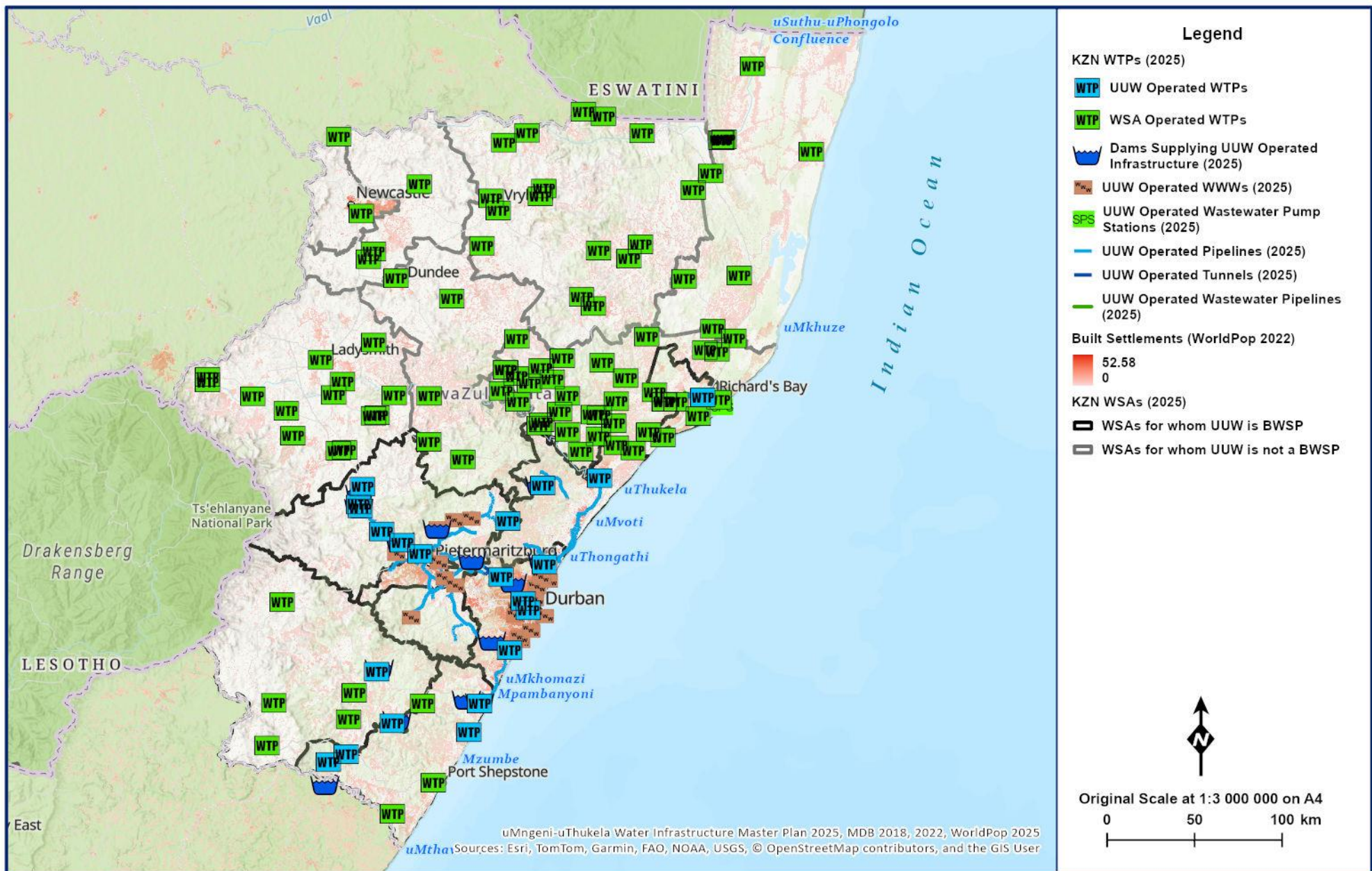
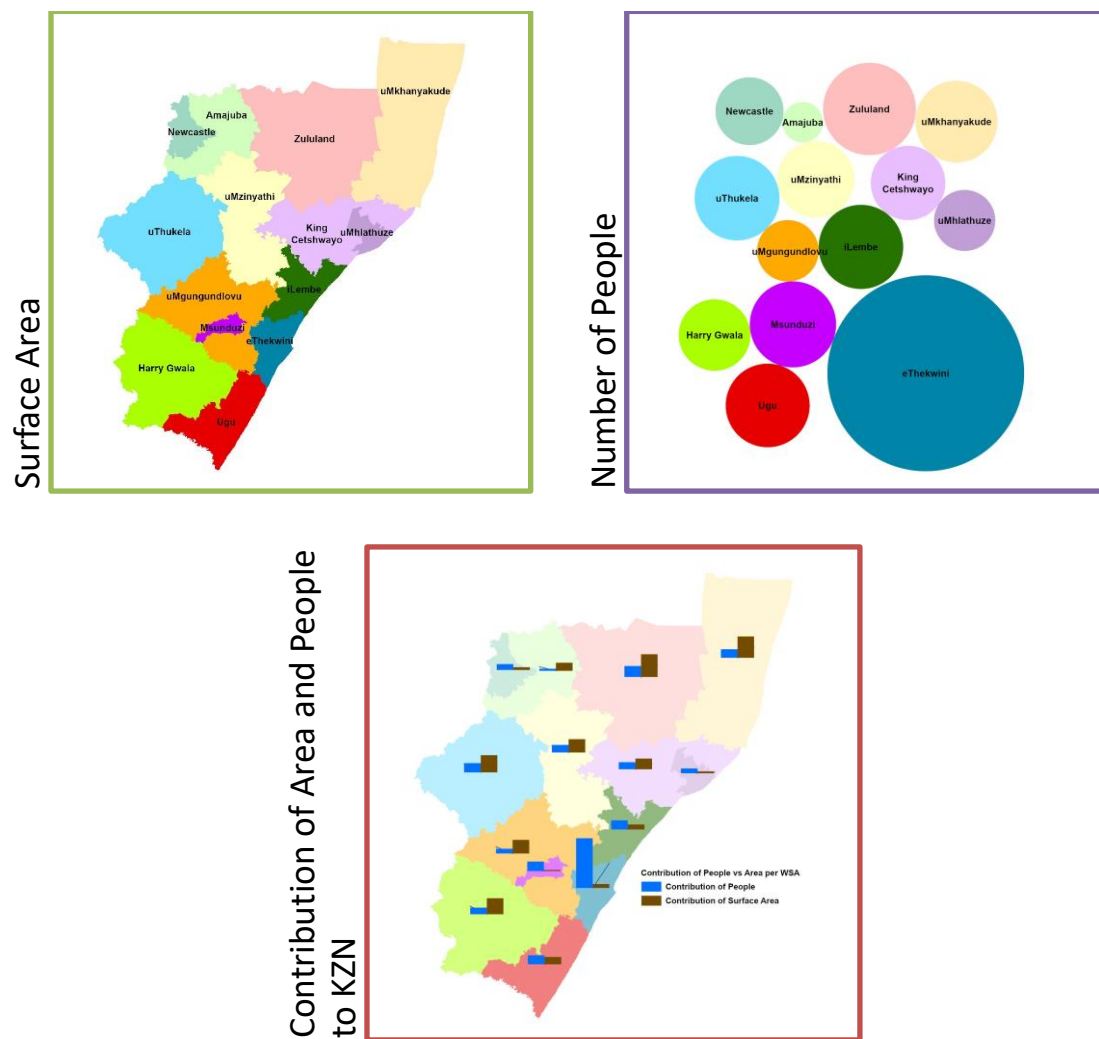


Figure 2.11 Settlement footprints (WorldPop 2025; MDB 2018; uMngeni-uThukela Water 2025).



WSA Name	Area (sq. km) (MDB 2016)	Percentage Contribution per Area	Percentage Contribution per Number of People	Number of People (Census 2022)
Amajuba	5 247.47	5.56	1.45	179 698
eThekwini	2 555.95	2.71	34.13	4 239 901
iLembe	3 269.31	3.46	6.30	782 661
Newcastle	1 856.36	1.97	4.09	507 710
Harry Gwala	10 390.68	11.01	4.54	563 893
Msunduzi	751.19	0.80	6.58	817 725
Ugu	4 791.72	5.08	6.23	773 402
uMgungundlovu	8 852.78	9.38	3.36	417 990
uMhlathuze	1 233.60	1.31	3.32	412 075
uMkhanyakude	13 861.47	14.69	5.94	738 437
uMzinyathi	8 652.85	9.17	5.23	649 261
uThukela	11 139.24	11.80	6.35	789 092
King Cetshwayo	6 980.61	7.40	4.90	609 269
Zululand	14 799.78	15.68	7.59	942 794
Total	94 383.02	100.00	100	12 423 908

Figure 2.12 WSA contribution per number of people (Census 2022) and surface area (MDB 2016) to KZN.

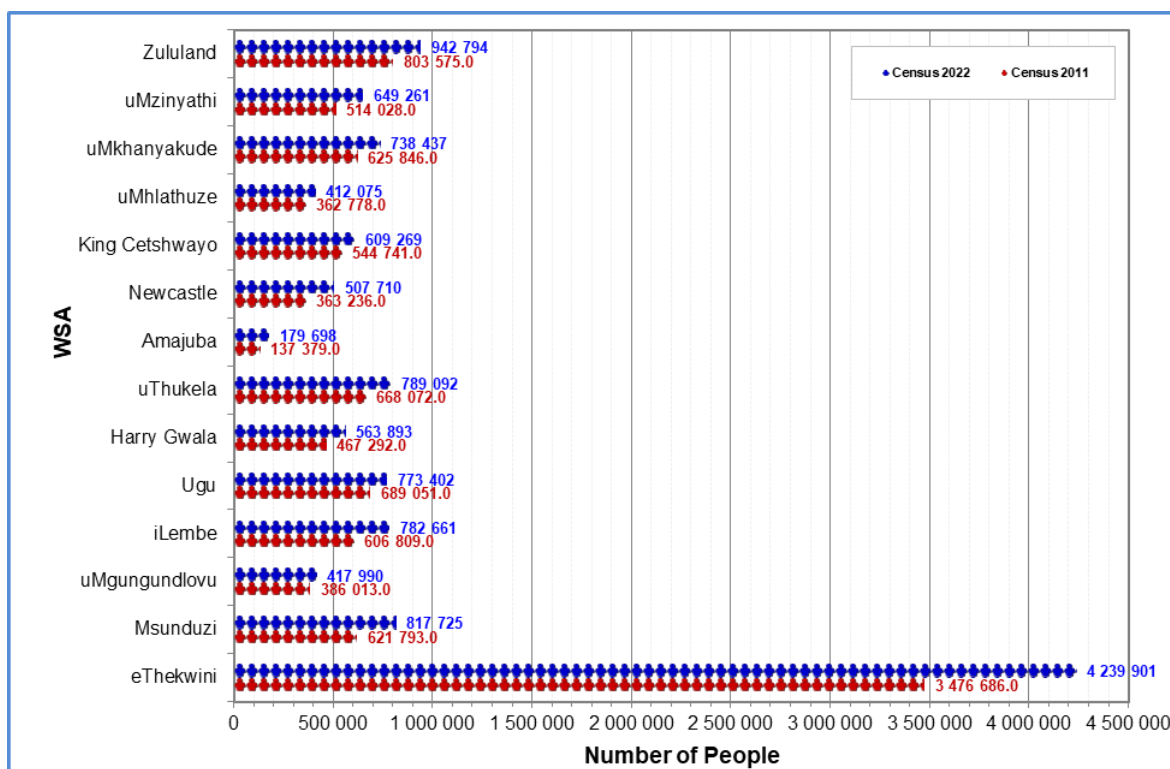


Figure 2.13 Change in number of people per WSA for 2011 and 2022 (Stats SA 2024).

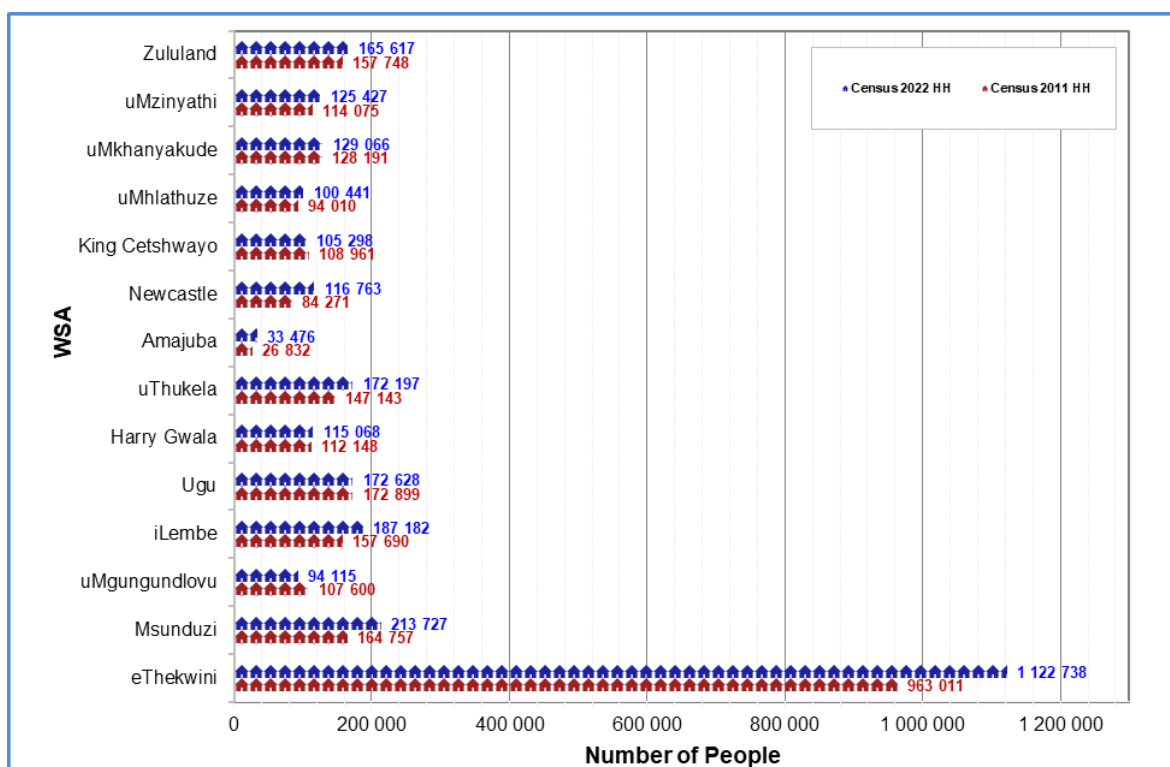


Figure 2.14 Change in number of households per WSA for 2011 and 22 (Stats SA 2024).

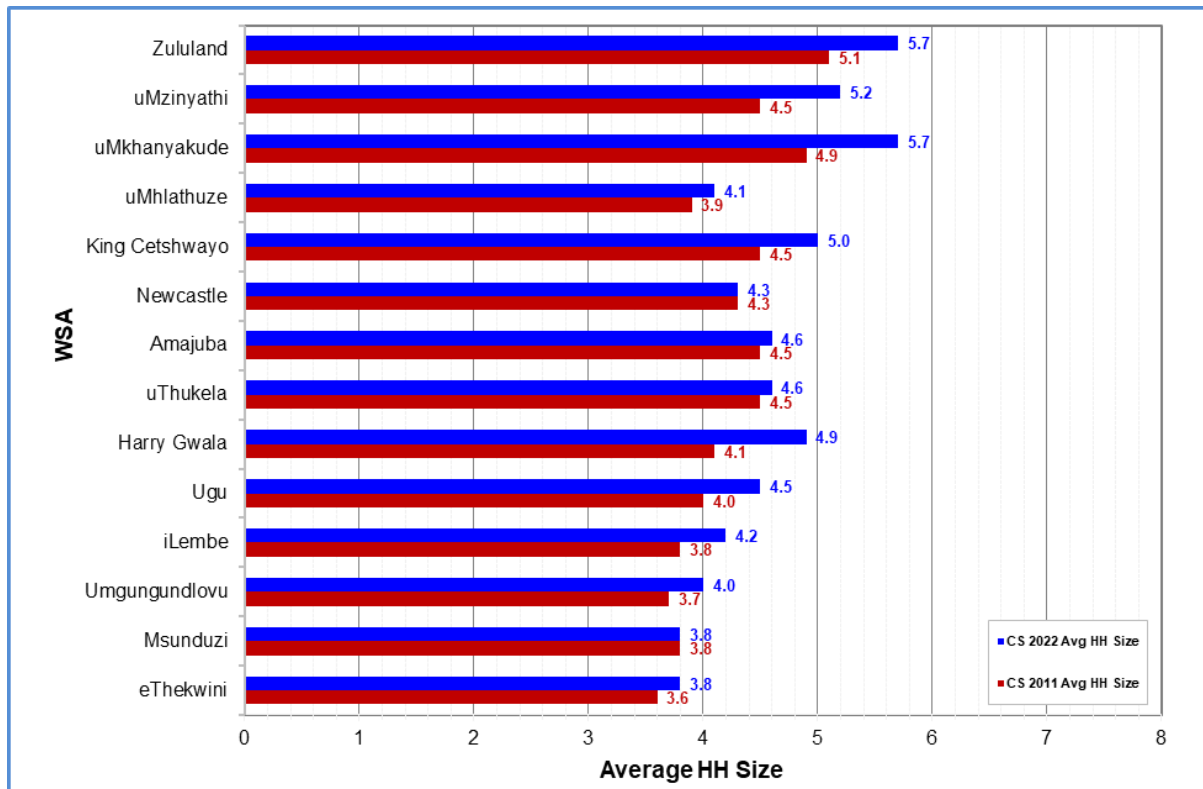


Figure 2.15 Change in average household size per WSA for 2011 and 2022 (Stats SA 2024).

2.2 Natural Environment

There are four distinct climatic zones within uMngeni-uThukela Water’s operational area (**Figure 2.16**), namely:

- The Köppen classification Cwa (temperate, dry winter, hot summer) which is the humid subtropical climate with long, hot dry winters found in the Battlefields region (see distribution of grassland and thicket, bushland and scrub forest in **Figure 2.16**).
- The Köppen classification Cwb (temperate, dry winter, warm summer) which is the alpine-type climate found in and along the Drakensberg Mountains (see distribution of grassland in **Figure 2.16**).
- The Köppen classification Cfb (temperate, no dry season, warm summer) which is the more temperate summer rain climate of the Midlands region (see distribution of forests in **Figure 2.16**).
- The Köppen classification Cfa (temperate, no dry season, hot summer) which is the subtropical perennial rainfall characterising the areas along the coast (see distribution of thicket, bushland and scrub forest in **Figure 2.16**).

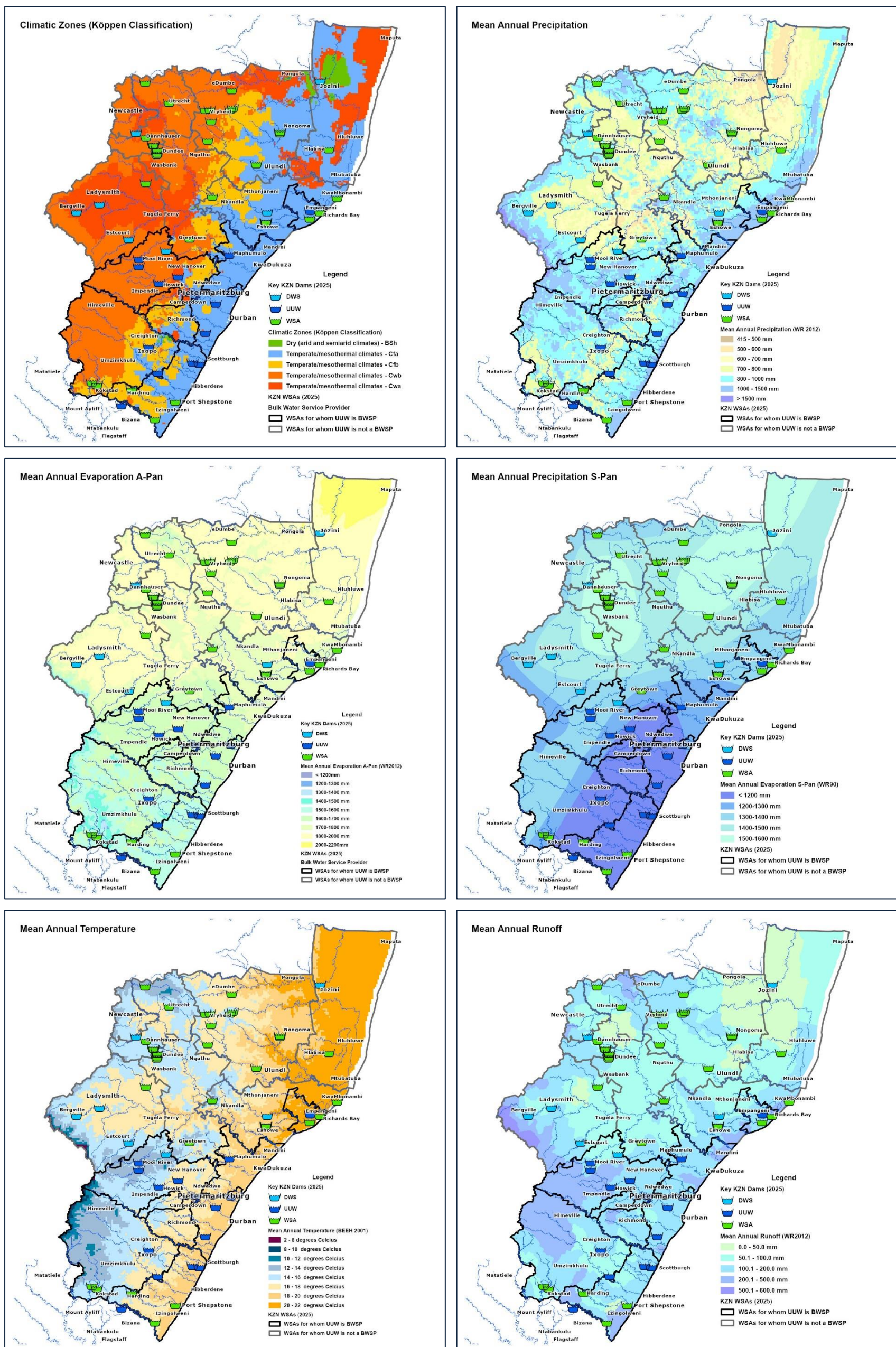


Figure 2.16 Climatic variables (BEEH 2011; MDB 2018; uMngeni-uThukela Water 2025; WR2012).

The mean annual precipitation (MAP) within the uMngeni-uThukela Water operational area varies between 700 and 1000 mm (**Figure 2.16**) with most rains falling in summer (October to March), although there are occasional winter showers. The national average MAP is about 450 mm per year. The peak rainfall months are December to February in the inland areas and November to March along the coast. The prevailing weather patterns are predominantly orographic, where warm moist air moves in over the continent from the Indian Ocean, rises up the escarpment, cools down and creates rainfall. Rain shadows occur in the interior valley basins of the major rivers where the annual rainfall can drop to below 700 mm.

The precipitation shown in **Figure 2.16** drains into the catchments shown in **Figure 2.17**. These catchments encompass, and impact upon, uMngeni-uThukela Water's operational area. These catchments have been grouped into logical regions as shown in **Figure 2.17**.

The spatial distribution of evaporation is shown in **Figure 2.16** (A-Pan and S-Pan). This distribution has a similar pattern to rainfall where a relative high humidity is experienced in summer. There is a daily mean peak in February, ranging from 68% in the inland areas to greater than 72% for the coast and a daily mean low in July, ranging from 60% in the inland areas to greater than 68% at the coast. Potential mean annual gross evaporation (as measured by 'A' pan) ranges from between 1 600 mm and 2 000 mm in the west to between 1 400 mm and 1 600 mm in the coastal areas (**Figure 2.16**).

Temperature distribution is shown in **Figure 2.16**. The mean annual temperature ranges between 12°C and 14°C in the west to between 20°C and 22°C at the coast. Maximum temperatures are experienced in the summer months of December to February and minimum temperatures in the winter months of June and July. Snowfalls on the Drakensberg Mountain between April and September have an influence on the climate. Frost occurs over the same period in the inland areas. The average number of heavy frost days per annum range from 31 to 60 days for inland areas to nil for the eastern coastal area.

The spatial distribution of mean annual runoff (**Figure 2.16**) is highly variable from the Drakensberg mountain range towards the coastal areas with more runoff generated from the mountains and the coastal areas and lesser generated in the inland regions. It is estimated that the surface runoff in the Mvoti to uMzimkhulu catchments is 433 million m³/annum.

The groundwater regions (commonly referred to as the Vegter regions) based on lithology and climatology are shown in **Figure 2.18**. It is shown that there are three regions in uMngeni-uThukela Water's operational area:

- *KwaZulu-Natal Coastal Foreland* where "the fractured aquifers are formed by predominantly arenaceous rocks consisting of sandstone and diamictite that is Dwyka tillite, which forms very productive aquifers in KZN. The intergranular and fractured aquifers are formed by meta-arenaceous and acid/intermediate intrusive rocks" (DWA 2008: 18).
- *Transkeian Coastal Foreland and Middleveld* where DWS states that the "aquifer types occurring in this region are mapped as low to medium potential and the geology consists of mostly arenaceous rocks" (DWA 2008: 20).
- *Northwestern Middleveld* where "the 1 : 500 000 scale hydrogeological map indicate the aquifer type as intergranular and fractured with an extremely low to medium development potential. The underlying geology is mostly arenaceous rock of the Ecca Formation" (DWA 2008: 16).

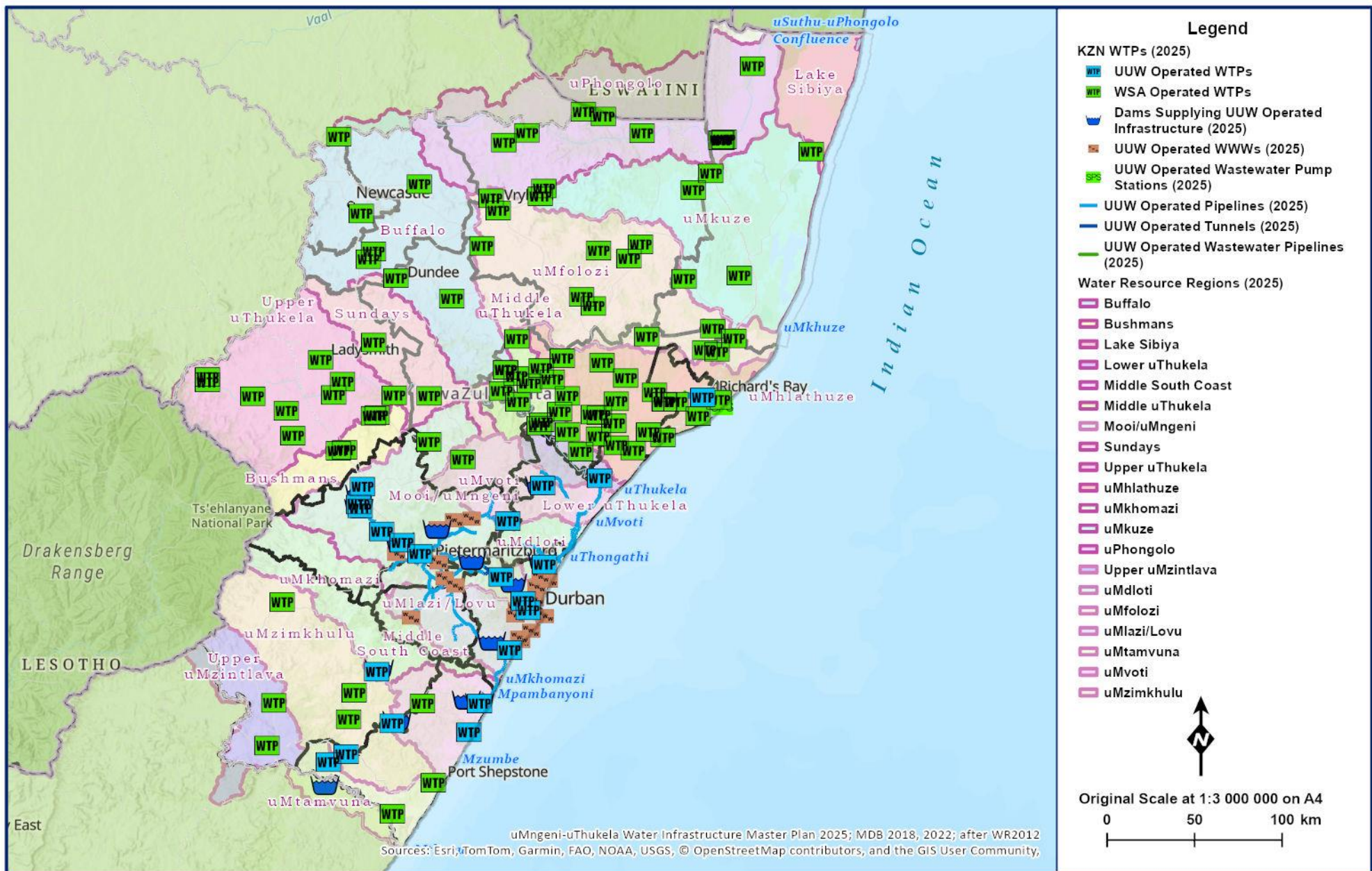


Figure 2.17 Water resource regions (MDB 2018; uMngeni-uThukela Water 2025; WR2012).

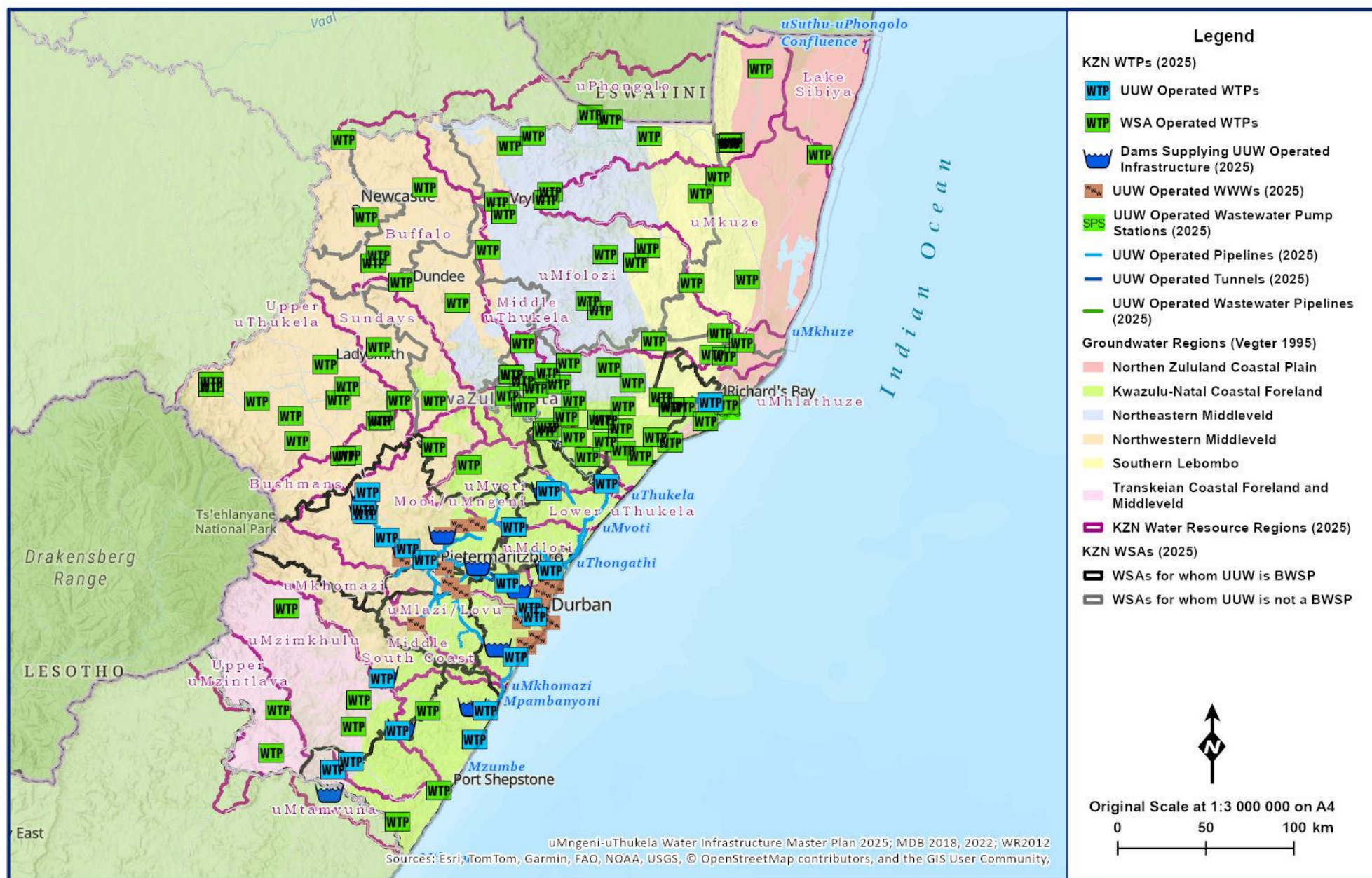


Figure 2.18 Groundwater regions (MDB 2018; uMngeni-uThukela Water 2025; WR2012).

Ezemvelo KZN Wildlife (EKZNW) explains that the:

“KZN Biodiversity Plan (KZN BP) provides a spatial representation of land and coastal marine area required to ensure the persistence and conservation of biodiversity within KZN, reflected as *Critical Biodiversity Areas (CBA)* and *Ecological Support Areas (ESA)*”.

(EKZNW 2016: 23)

The definitions and categories of the CBAs and ESAs are defined in **Table 2.6**. The distribution of these areas in relation to uMngeni-uThukela Water’s existing and recommended infrastructure (**Volumes 2 - 10**) and the KZN WTPs is shown in **Figure 2.19**.

Table 2.6 Definitions of key KZN Biodiversity Plan terms (EKZNW 2016: 25).

KZN Biodiversity Plan Area	Purpose of this Area
Critical Biodiversity Areas: Irreplaceable	“Areas considered critical for meeting biodiversity targets and thresholds, and which are required to ensure the persistence of viable populations of species and the functionality of ecosystems”.
Critical Biodiversity Areas: Optimal	“Areas that represent an optimised solution to meet the required biodiversity conservation targets while avoiding high cost areas as much as possible (Category driven primarily by process, but is informed by expert input)”.
Ecological Support Areas	“Functional but not necessarily entirely natural terrestrial or aquatic areas that are required to ensure the persistence and maintenance of biodiversity patterns and ecological processes within the Critical Biodiversity Areas. The area also contributes significantly to the maintenance of <i>Ecosystem Services</i> ”.
Ecological Support Areas: Species Specific	“Terrestrial modified areas that provide a critical support function to a threatened or protected species, for example agricultural land or dams associated with nesting/roosting sites”.

It is illustrated in **Figure 2.19** that some of uMngeni-uThukela Water’s existing infrastructure and recommended infrastructure are located within CBAs and ESAs. Similarly, it is shown in **Figure 2.20** that some of uMngeni-uThukela Water’s existing infrastructure and recommended infrastructure are located on high-value agricultural land i.e. land the KZN Department of Agriculture and Rural Development (DARD) have identified as “Category A: Irreplaceable” and “Category B: Threatened”.

EKZNW undertook a study in 2020 to map the high-value biodiversity and agricultural land. The results of this study are presented in **Figure 2.21**. Conventionally, the provision of bulk infrastructure acts as a catalyst in transforming land into “urban” areas. The agro-biodiversity and environmental management zones shown in **Figure 2.21** helps uMngeni-uThukela Water identify when water and wastewater planning projects will require close consultation with the EKZNW and/or KZN DARD to determine the most appropriate form of infrastructure provision.

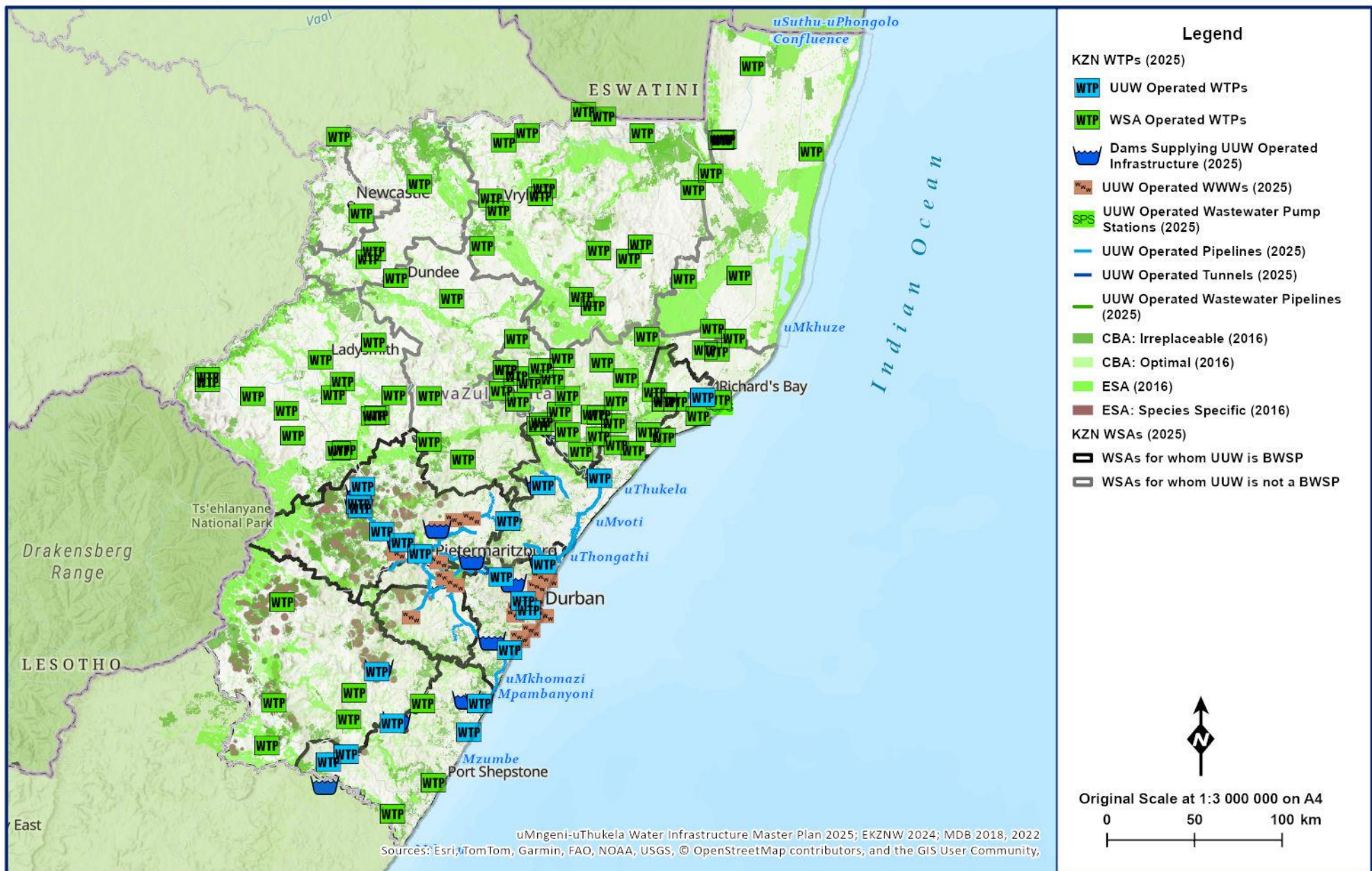


Figure 2.19 KZN Biodiversity Plan Critical Biodiversity Areas and Ecological Supports Areas (EKZNW 2016; MDB 2018; uMngeni-uThukela Water 2025).

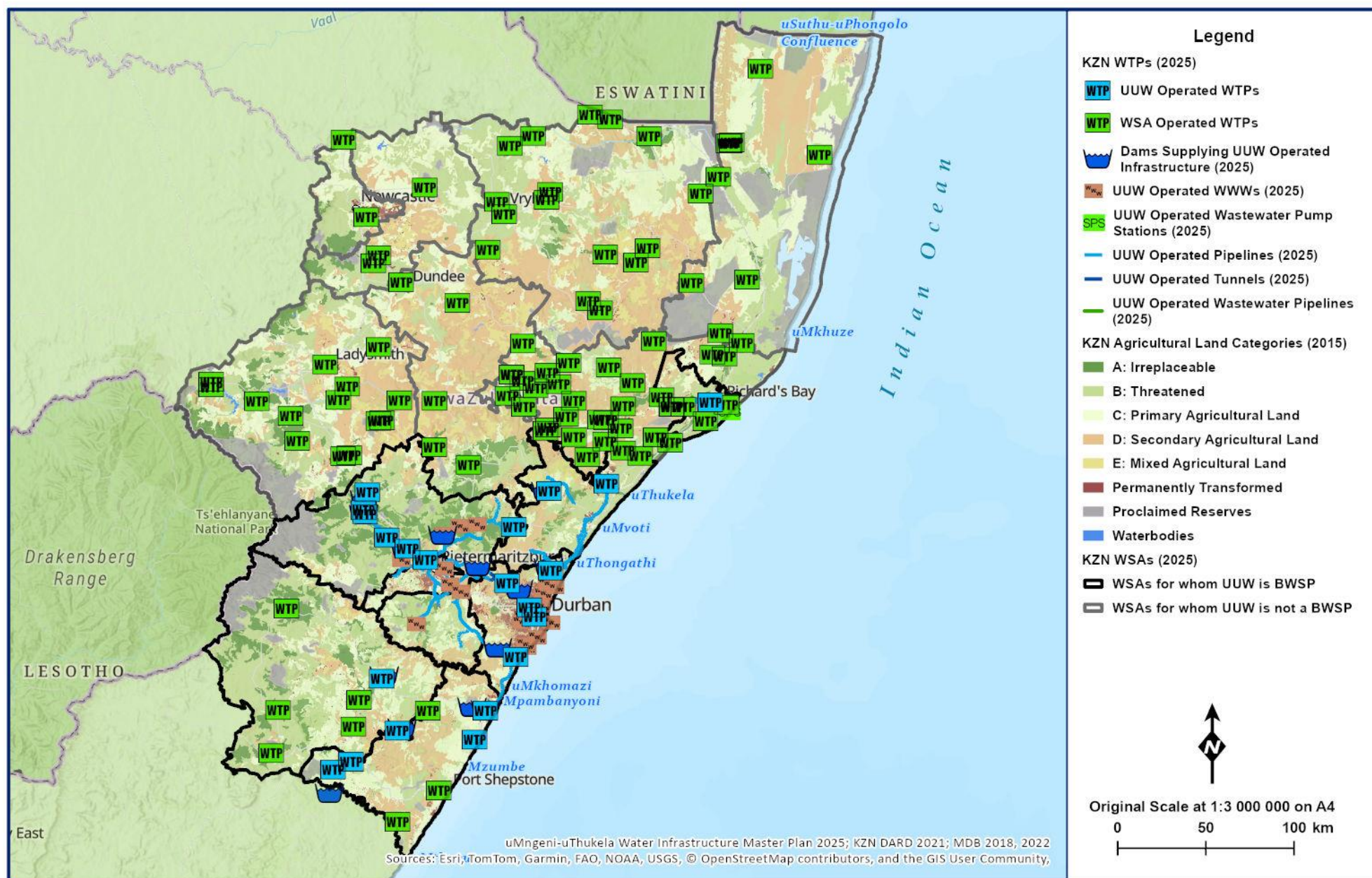


Figure 2.20 Agricultural land categories (KZN DARD 2015; MDB 2018; uMngeni-uThukela Water 2025).

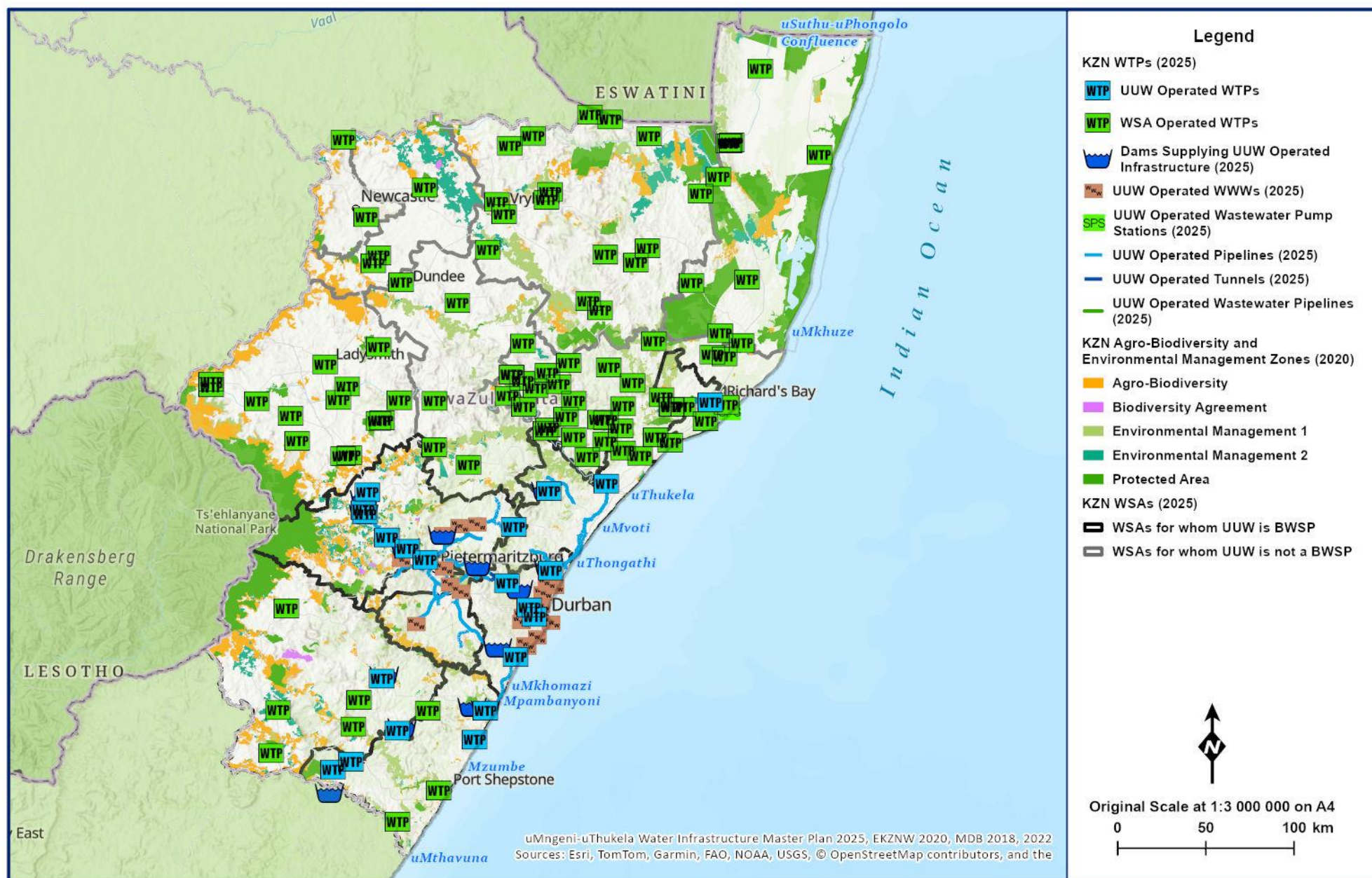


Figure 2.21 KZN Agro-biodiversity and environmental management zones (EKZNW 2020; MDB 2018; uMngeni-uThukela Water 2025).

Using the agricultural land categories shown in **Figure 2.21** in conjunction with field testing where available, the national Department of Agriculture, Land Reform and Rural Development (DALRRD) has delineated Protected Agricultural Area (PAA) land use zones (**Figure 2.22**). The Preservation and Development of Agricultural Land Act (2024) defines the PAA as an:

“... a national or provincial protected agricultural area, contemplated in Part 4 of Chapter 2, which is a cartographically delineated area of agricultural land—
 (a) which is preserved for purposes of ensuring that agricultural land is protected against non-agricultural land uses in order to promote long-term agricultural production and food security; and
 (b) which includes all areas demarcated as such in accordance with section 11;”

A comparison of **Figure 2.21** and **Figure 2.22** shows that some of uMngeni-uThukela Water’s operated infrastructure is located on these PAAs. The PAAs are an additional informant to the location of proposed water and wastewater infrastructure, similar to the biodiversity protected areas (**Figure 2.19**).

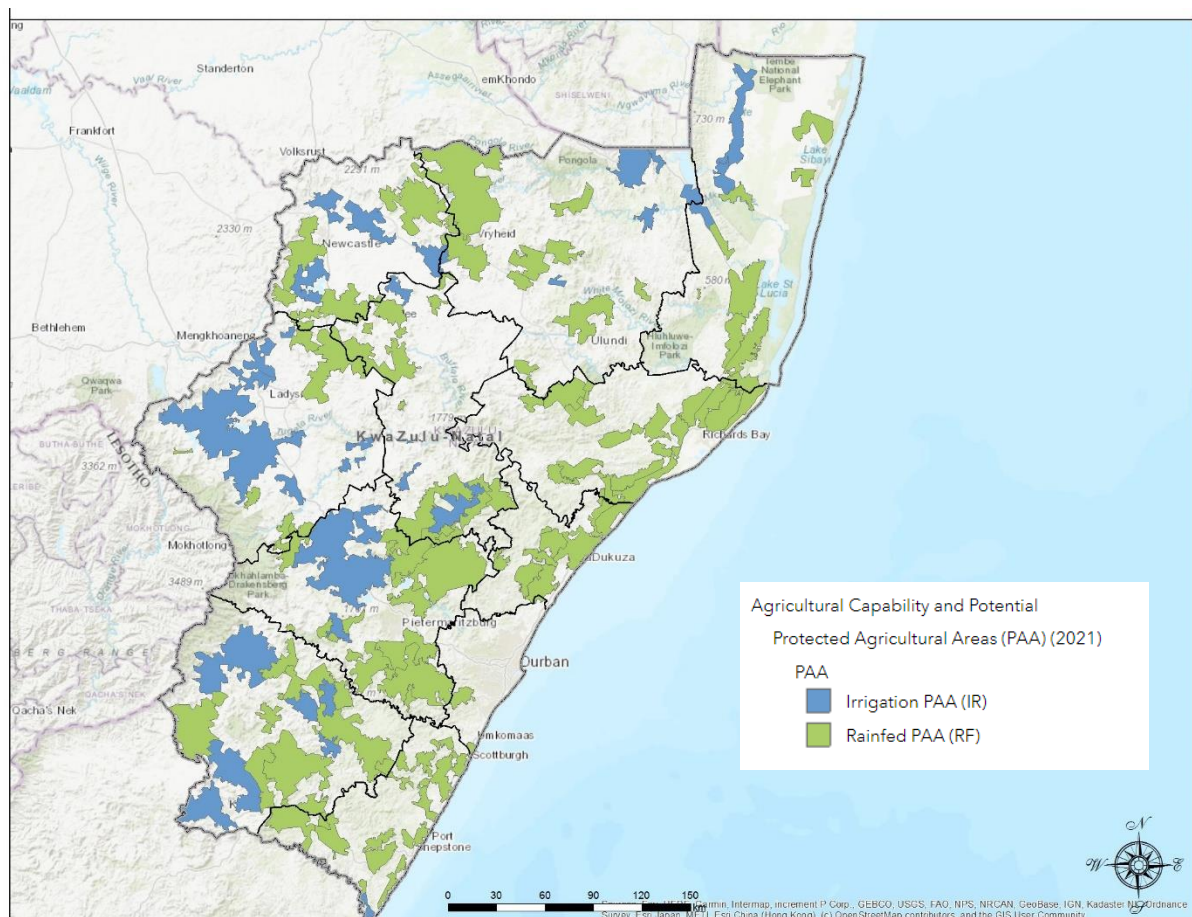


Figure 2.22 Protected Agricultural Areas (PAA) in KZN (DALRRD 2023: website).

2.3 Existing Development Status

The Gross Domestic Product by Region (GDP-R) for the KZN WSAs for the period 2001 – 2023 is shown in **Figure 2.23** and the percentage contributions of WSA and municipal GDP-R to the total KwaZulu-Natal GDP-R for 2023 are illustrated in **Figure 2.24** and **Figure 2.25**. The GDP-R for 2024 is not shown in **Figure 2.23** as KZN Treasury changed the source of the data and are in the process of analysing the data. The GDP-R for 2024 and 2025 will be discussed in the next IMP review.

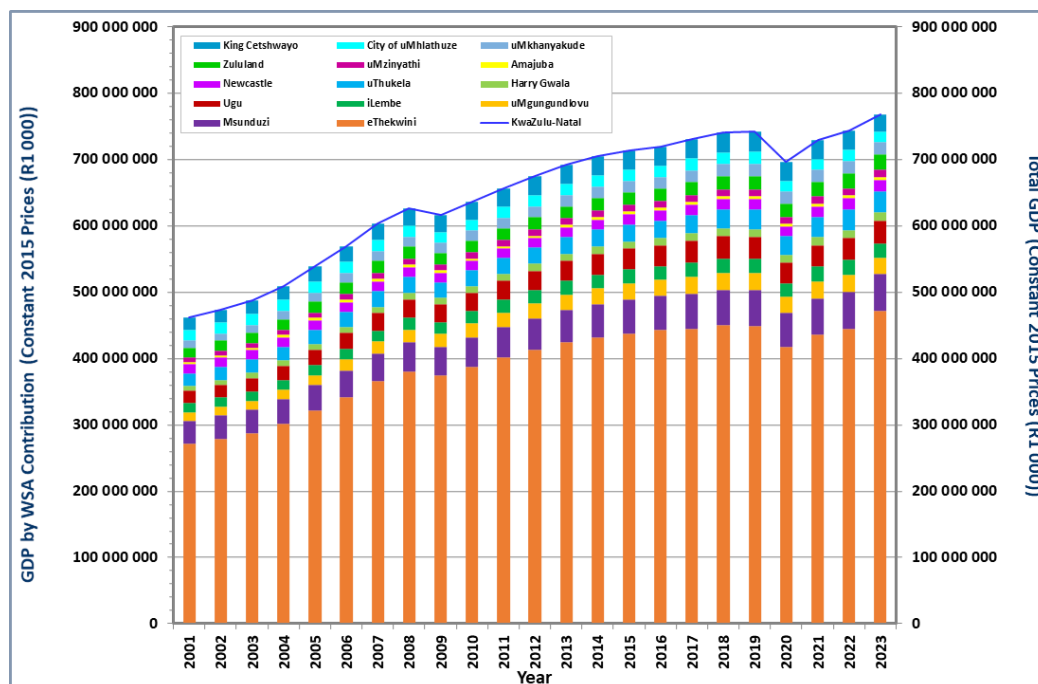


Figure 2.23 GDP by WSA Contribution for the period 2001 – 2023 (KZN Treasury after Global Insight 2024).

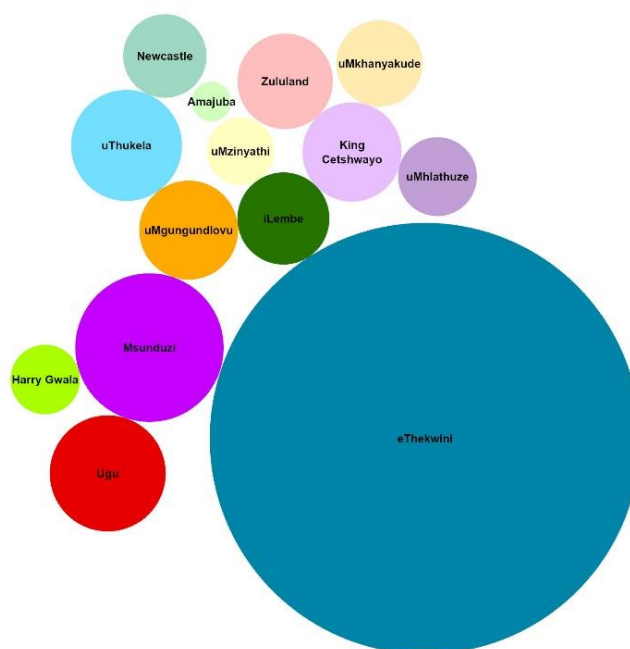


Figure 2.24 Percentage contribution of WSA GDP to KZN GDP (2023) (KZN Treasury after Global Insight 2024).

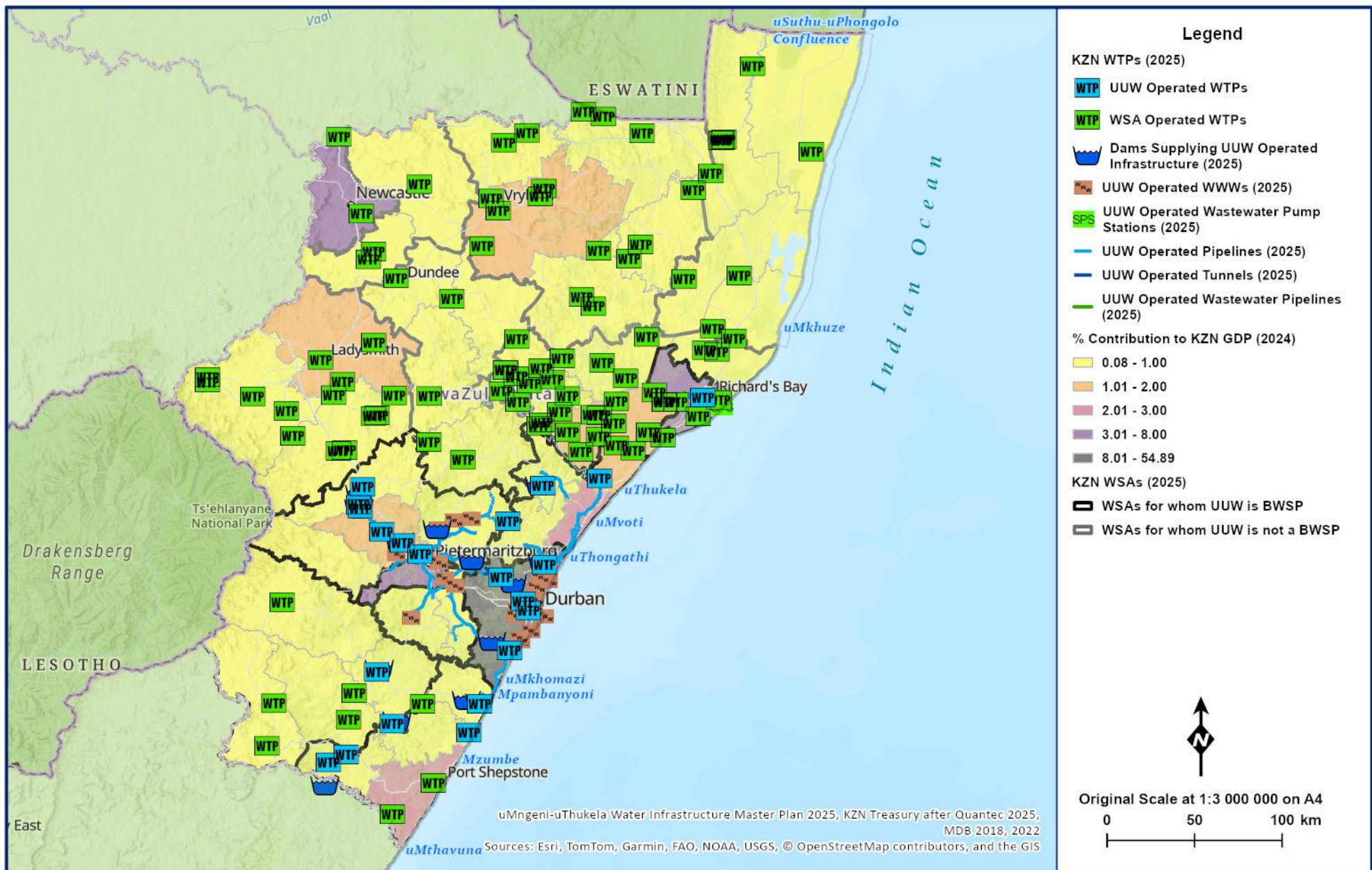


Figure 2.25 Percentage contribution of municipal GDP to KZN GDP (2024) (KZN Treasury after Quantec 2025).

The categorisation of municipalities and settlements assists in planning for the appropriate level of service provision. Schmidt and Du Plessis state that the primary variables used in the classification of settlement typology are administration; morphology; demographics and function (2013: 13).

The “Functional Settlement Typology” was “originally developed by the Council for Scientific and Industrial Research (CSIR) as part of the National Spatial Trends Overview project (2008 – 2009) commissioned by the South African Cities Network, The Presidency and the former DPLG to inform Cabinet discussions on urban development policy aspects and the process of developing a National Urban Development Framework” (CSIR 2015: 2). This settlement typology is commonly referred to as the “CSIR/SACN South African Settlement Typology”⁸ and was updated in 2018 (second update was in 2015) with the objective of “supporting the identification, description and understanding of:

- Nodes, settlement and land use patterns;
- Sparsely populated areas of South Africa, in terms of key land; and
- Municipality-wide settlement patterns.”

(CSIR 2015: 3)

The definitions used in this typology are shown in **Table 2.7** and the typology classification is illustrated in **Figure 2.26**.

It is noted in **Figure 2.26** that uMngeni-uThukela Water’s infrastructure is predominantly located in those settlements categorised as city region; city; regional centre; local or niche town; high density rural and dense rural i.e. the infrastructure is located where there is the greatest demand as these areas have higher numbers of people.

⁸ See http://stepsa.org/pdf/profiler/201508_South%20African%20Settlement%20Typology_Technical_Report.pdf for the CSIR/SACN South African Settlement Typology technical report.

Table 2.7 CSIR/SACN Settlement Typology functional settlement type (CSIR 2015:6-8).

CSIR/SACN Settlement Typology Type	Definition	Example
City Region	Population > 1 million Government and Economic Services Index > 7	eThekweni City Region
City	Population 500 000 – 1 million Government and Economic Services Index 2 - 5	Pietermaritzburg
Regional Centre 1	Population 300 000 – 500 000 Government and Economic Services Index 1 – 2 High population numbers and high economic activity	This type is not found within uMngeni-uThukela Water's area of operation
Regional Centre 2	Population 100 000 – 300 000 Government and Economic Services Index > 0.3 High population numbers in densely settlement areas	KwaDukuza
Regional Centre 3	Population 40 000 – 100 000 Government and Economic Services Index > 0.25 Low population numbers playing a key role in sparsely populated areas	This type is not found within uMngeni-uThukela Water's area of operation
Service Town	Population mostly > 20 000 Significant role in hinterland (Service Index 0.065 – 0.25)	Mandini
Local or Niche Town	Population size varies widely Service role in immediate surroundings (Service Index 0.001 – 0.065)	Mooi River
High Density Rural	Rural nodes in high density settlement areas – meso zones with > 100 people/km ² OR more than 10 people/km ² PLUS economic activity in service sector – identified as areas within high density settlement areas, with highest levels of access to household income. These areas typically have very little economic activity, no consolidated town centre/nodes, and a spread out morphological structure.	Ozwothini
Rest of South Africa	Less densely populated areas, sparsely populated areas, mountainous areas, national parks.	

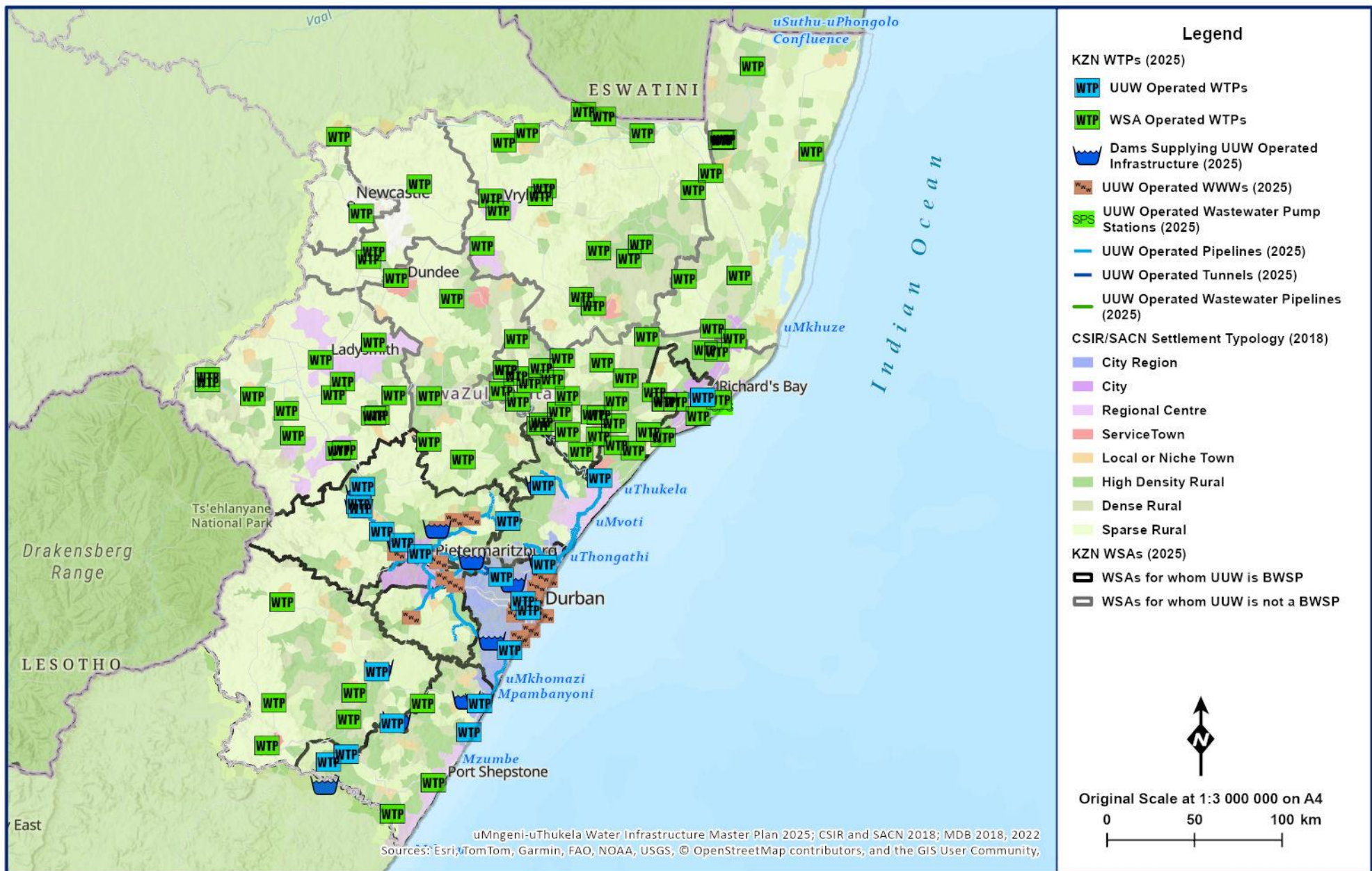


Figure 2.26 CSIR/SACN Settlement Typology (CSIR and SACN 2018; MDB 2018; uMngeni-uThukela Water 2025).

2.4 Basic Needs

The GINI coefficient for 2024 is presented in **Figure 2.27**. A comparison of **Figure 2.27** with **Figure 2.25** identifies that those areas with relatively high GINI coefficients i.e. there are higher levels of inequality, have a larger percentage contribution to the KZN GDP.

The KZN government has been implementing several programmes and projects to address the inequalities and components of poverty as discussed above. In 2018, the KZN Office of the Premier and Statistics SA implemented the second iteration of the KZN Citizen Satisfaction Survey (KZN CSS 2018). The aim of this survey is to “understand how KZN citizens rated services provided by their provincial and local governments to assess service delivery performance, inform improved service delivery plans, and to provide a platform for government to engage more directly with its constituent” (Statistics SA 2018: 8). This survey was undertaken from April to May 2018 and the results released in August 2018. The overall ranking of water and sanitation services in KZN is shown in **Table 2.8**, the level of satisfaction with the provision of water and sanitation services in **Table 2.9** and if service delivery complaints were made with reference to water and sanitation services in **Table 2.10**. The KZN CSS 2018 further identified the perceived prioritisation of the municipal services (**Table 2.11**).

Table 2.8 The top six very important municipal services in KZN as identified by the KZN CSS 2018 (Stats SA 2018: 3).

Top six very important municipal services	Not important	Important	Very important
Water services	1.1%	25.8%	73.2%
Electricity services	0.8%	27.6%	71.6%
Municipal clinic services	1.5%	30.6%	68.0%
Affordable housing	1.6%	32.3%	66.1%
Sanitation services	1.9%	33.0%	65.1%
Road maintenance	1.6%	33.6%	64.8%

Table 2.9 Level of satisfaction with KZN local municipal performance on the top five very important services (Stats SA 2018: 3).

Level of satisfaction with local municipal performance on top five very important services	Outright dissatisfied	Somewhat satisfied	Outright satisfied
Water services	25.5%	24.7%	49.8%
Electricity services	19.7%	27.7%	52.6%
Municipal clinic services	15.0%	27.0%	58.1%
Affordable housing	48.6%	21.4%	30.0%
Sanitation services	38.3%	19.3%	42.4%

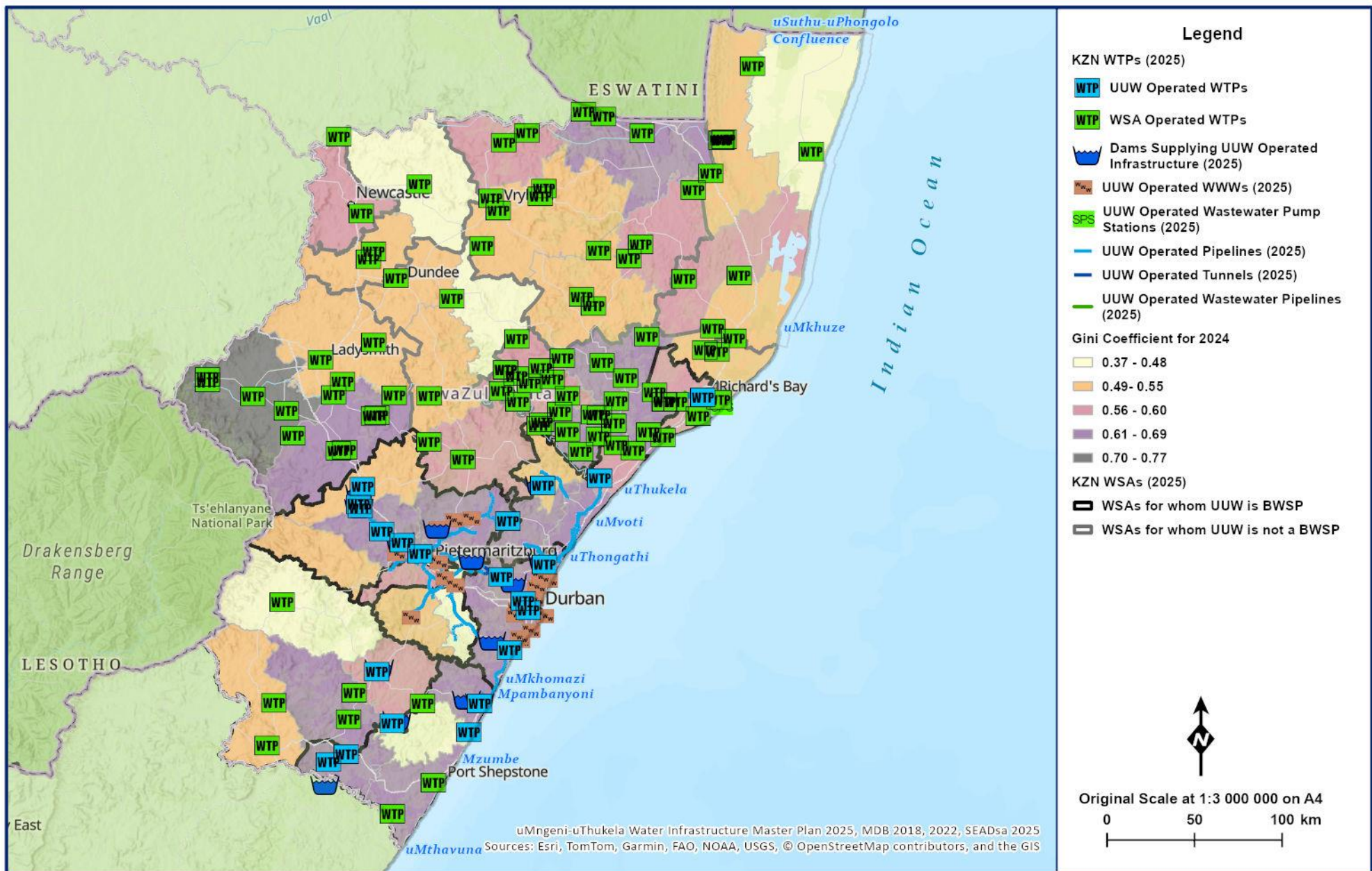


Figure 2.27 GINI Coefficient for 2024 (MDB 2018; SEADsa 2025; uMngeni-uThukela Water 2025).

Table 2.10 Service delivery complaints on the top five very important services (Stats SA 2018: 3).

Whether (or not) service delivery complaints were made	Yes	No
Water services	40.8%	59.2%
Electricity services	29.1%	70.9%
Refuse disposal	19.1%	80.9%
Housing	34.0%	66.0%
Sanitation services	23.9%	76.1%

Table 2.11 Top five municipal services perceived as important by MIIF category in the KZN CSS 2018 (Stats SA 2018: 82).

	MIIF Category A	MIIF Category B1	MIIF Category B2	MIIF Category B3	MIIF Category B4
Highest Proportion	Water Services	Water Services	Water Services	Water Services	Water Services
2nd Highest Proportion	Electrical Services	Electrical Services	Electrical Services	Electrical Services	Electrical Services
3rd Highest Proportion	Municipal Clinic Services	Municipal Clinic Services	Municipal Clinic Services	Affordable Housing	Municipal Clinic Services
4th Highest Proportion	Road Maintenance	Sanitation Services	Affordable Housing	Municipal Clinic Services	Affordable Housing
5th Highest Proportion	Sanitation Services	Affordable Housing	Sanitation Services	Road Maintenance	Road Maintenance

It is shown in **Figure 2.28** that the KZN CSS 2018 identified that:

“... approximately half of KZN citizens (49.8%) were outright satisfied with the quality of their main source of drinking water. This is also true across all MIIF categories. MIIF categories B2 and B1 had the highest proportion of citizens (59.0% and 58.6%, respectively) who were outright satisfied with the quality of their main source of drinking water. MIIF categories B3 and B4 had the largest proportion of citizens who were outright dissatisfied.”

(Stats SA 2018: 82)

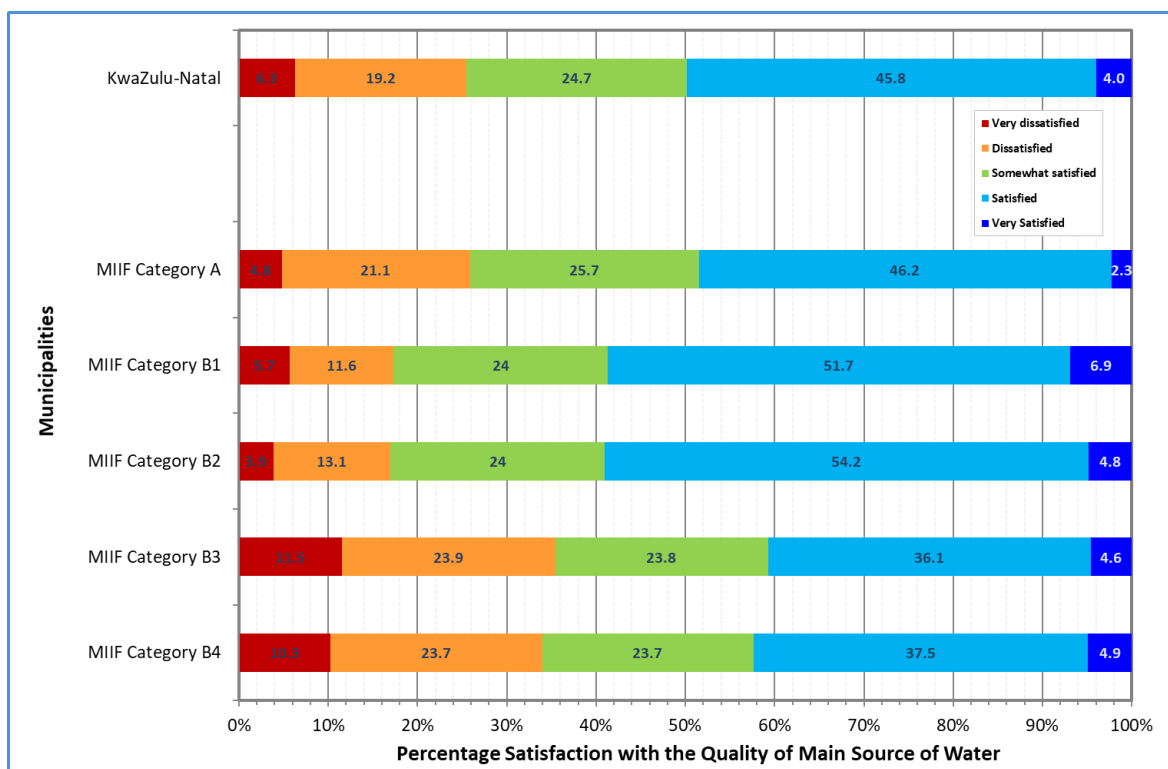


Figure 2.28 Percent distribution of persons aged 15 years and older by MIIF category and level of satisfaction with the quality of their main source of water as identified in the KZN CSS 2018 (Stats SA 2018: 83).

The KZN CSS 2018 results identified that:

“As seen in the previous analysis (**Table 2.11**), citizens of KZN perceived sanitation services as one of the most important services. It is evident from **Figure 2.29** that regardless of MIIF category, less than 5% of citizens reported being very satisfied with the sanitation services used by their households. In terms of satisfaction, 42.4% of citizens were outright satisfied with the overall quality of sanitation services used by their households. Moreover, 19.3% were somewhat satisfied and 38.3% were outright dissatisfied with the overall quality of sanitation services used by their households. Over 40% of citizens were outright satisfied with the overall quality of sanitation services used by their households in MIIF categories A, B1 and B2 with 44.9%, 44.2%, and 52.7%, respectively.”

(Stats SA 2018: 91)

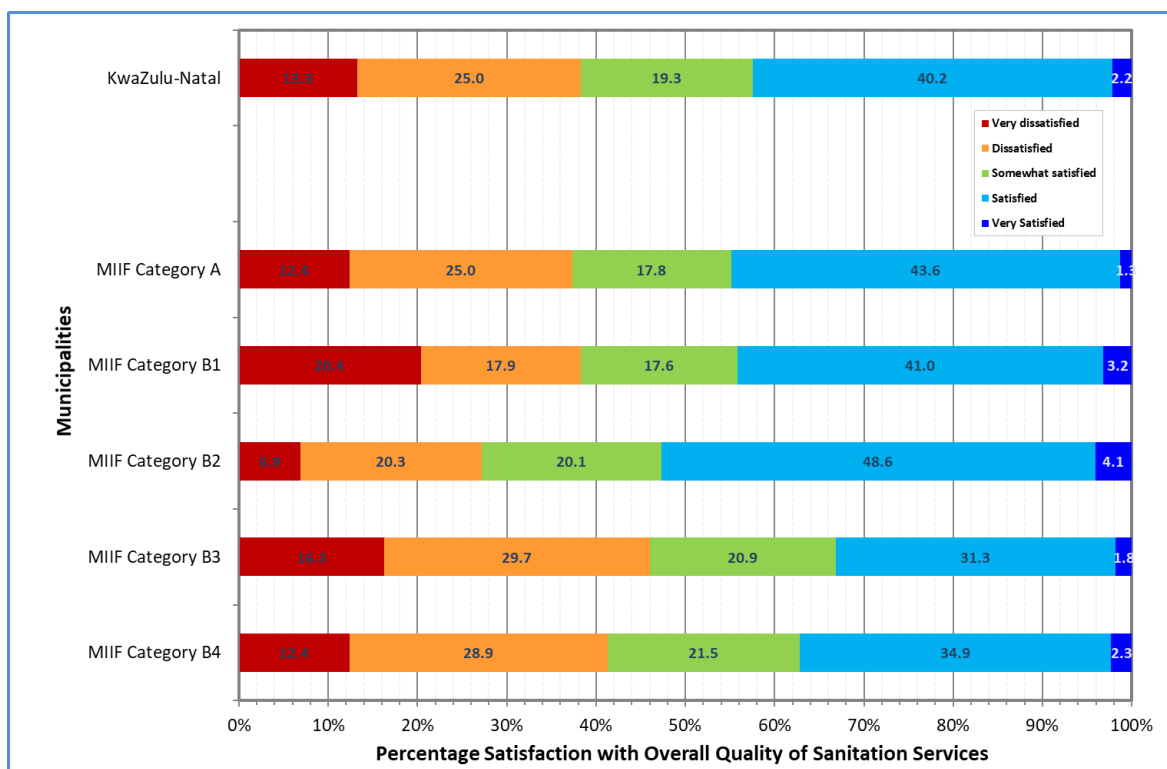


Figure 2.29 Percent distribution of persons aged 15 years and older by MIIF category and level of satisfaction with the overall quality of sanitation services used by their households as identified by the KZN CSS 2018 (Stats SA 2018: 91).

At the time of this report, the Census 2022 results were not completely released and therefore a complete assessment of the results are not presented in this IMP. It is anticipated that a comprehensive analysis of the Census 2022 results will be presented in the next version of the IMP.

The Census 2022 results per WSA showing:

- The number of people with main source of water is illustrated in **Figure 2.30**.
- The number of people with access to piped water is presented in **Figure 2.31**.
- The number of people with access to toilet facility is shown in **Figure 2.32**.

eThekweni Municipality is the predominant contributor of people to uMngeni-uThukela Water's operated area at 34% (**Figure 2.12**) and has the largest number of people with access to piped water inside their dwellings (**Figure 2.31**) as well as with a flush toilet connected to a public sewerage system (**Figure 2.32**).

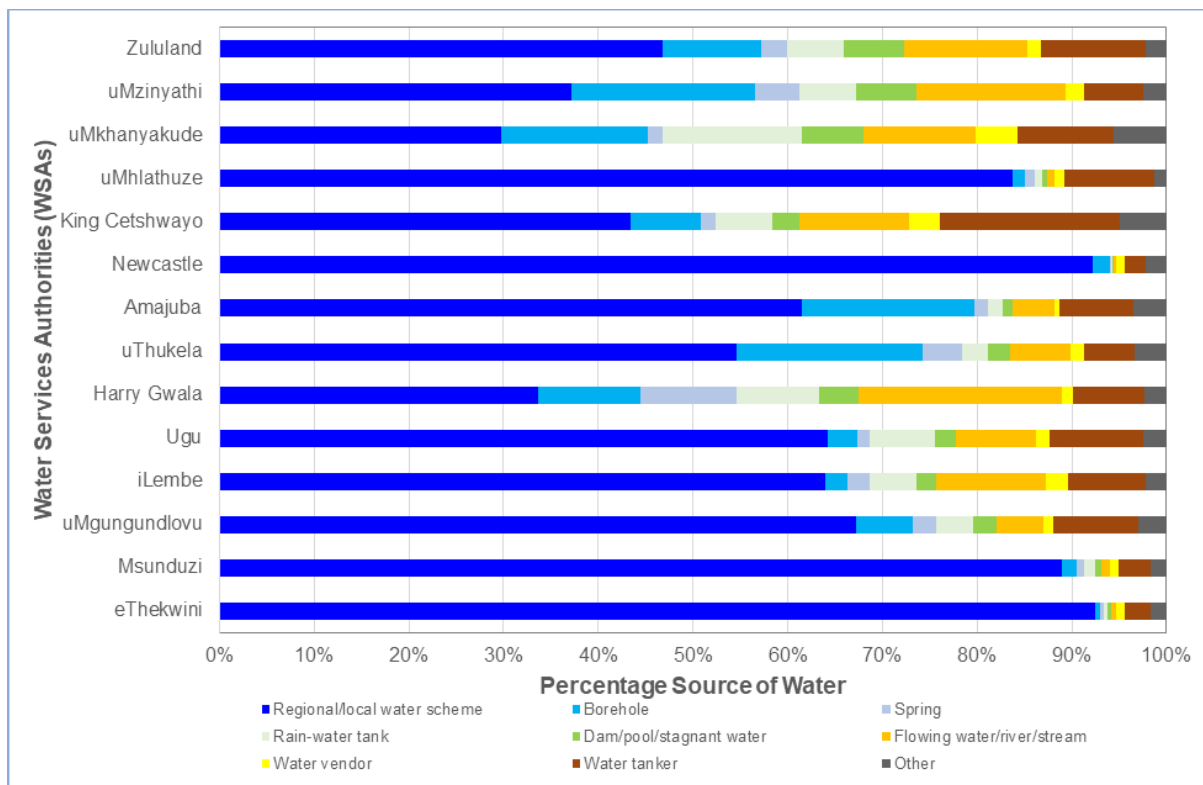
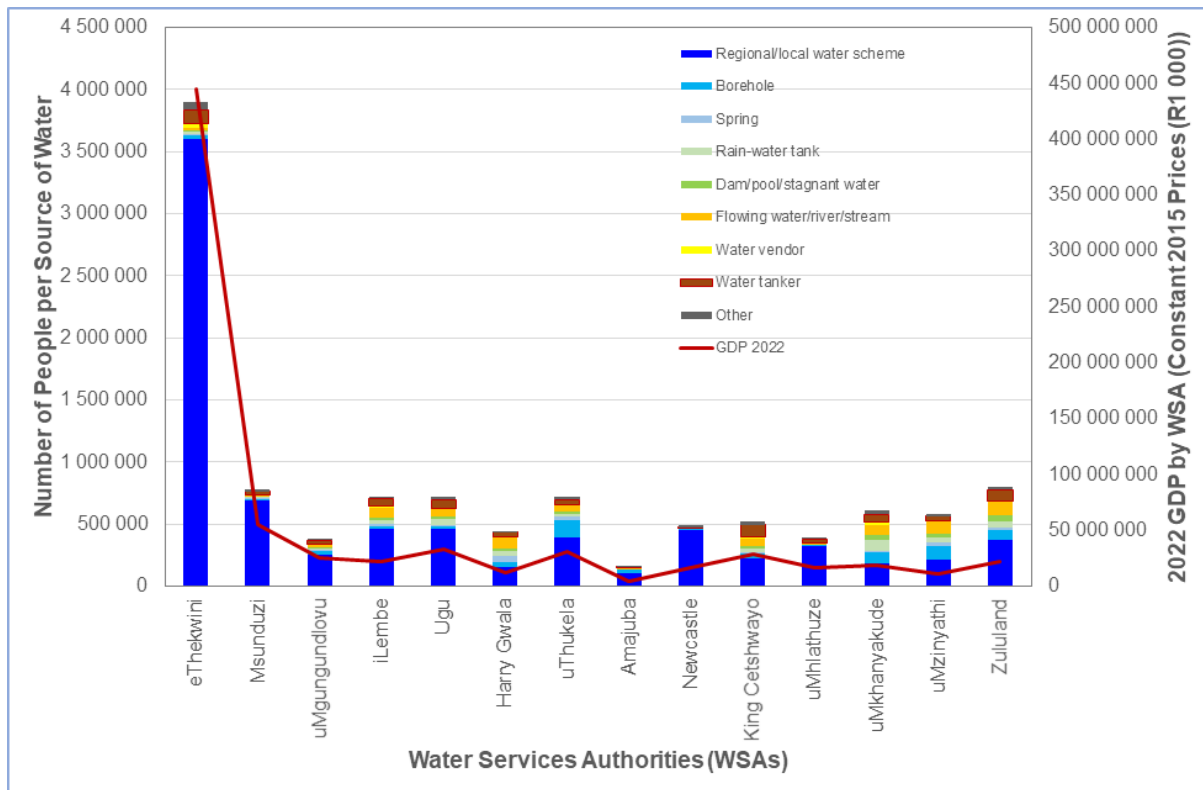


Figure 2.30 Census 2022 number of people with main source of water for drinking per WSA (Stats SA 2024; KZN Treasury after Global Insight 2024).

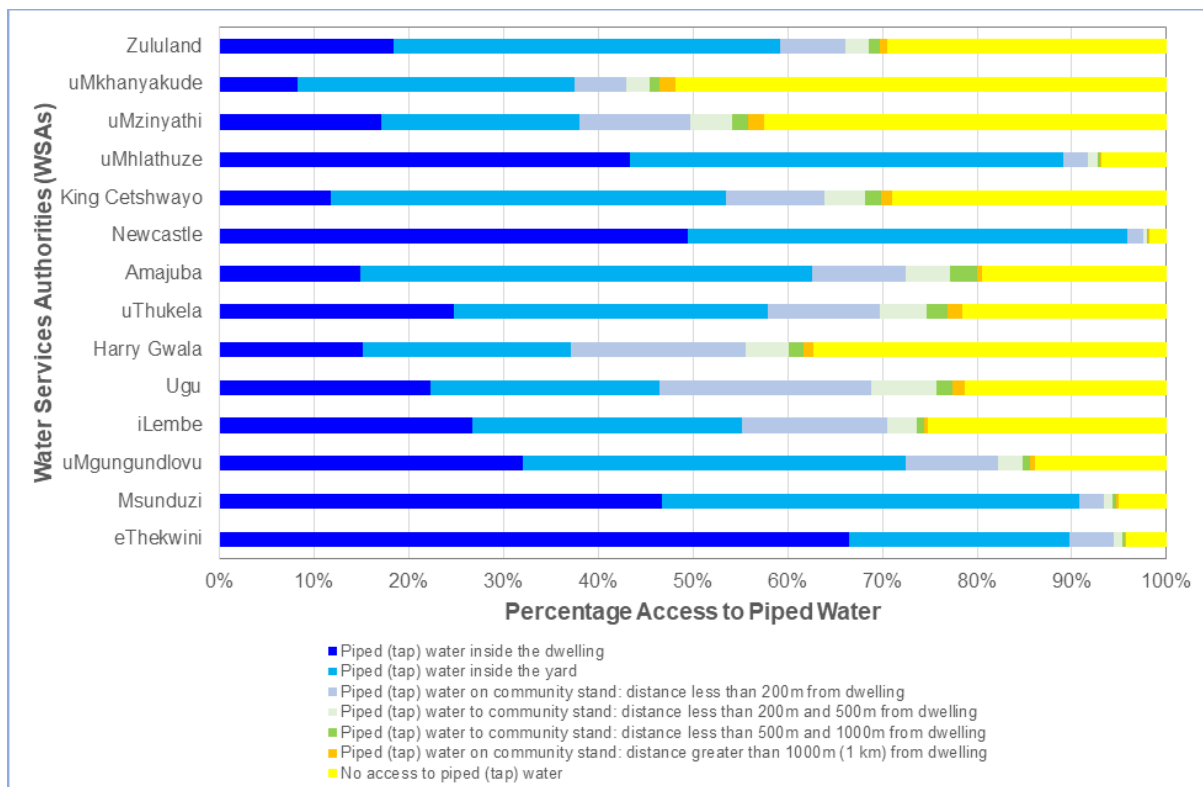
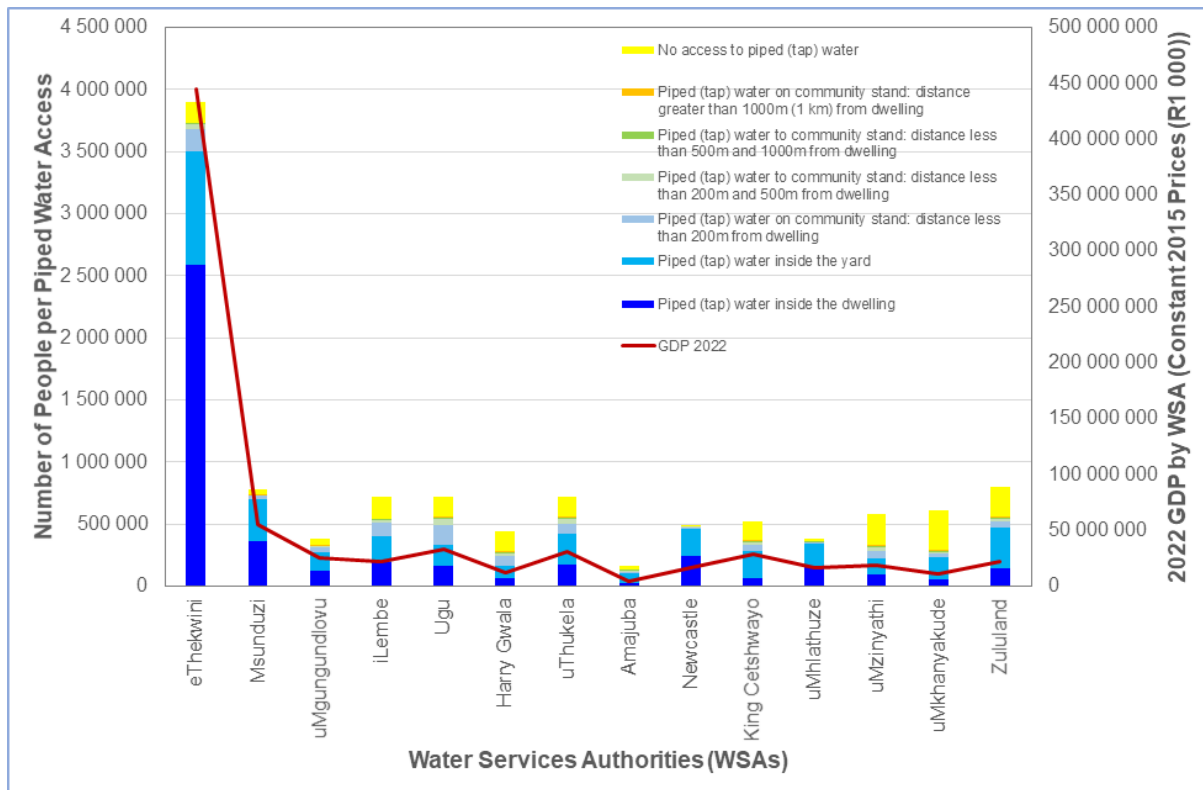


Figure 2.31 Census 2022 number of people with access to piped water for drinking per WSA (Stats SA 2024; KZN Treasury after Global Insight 2024).

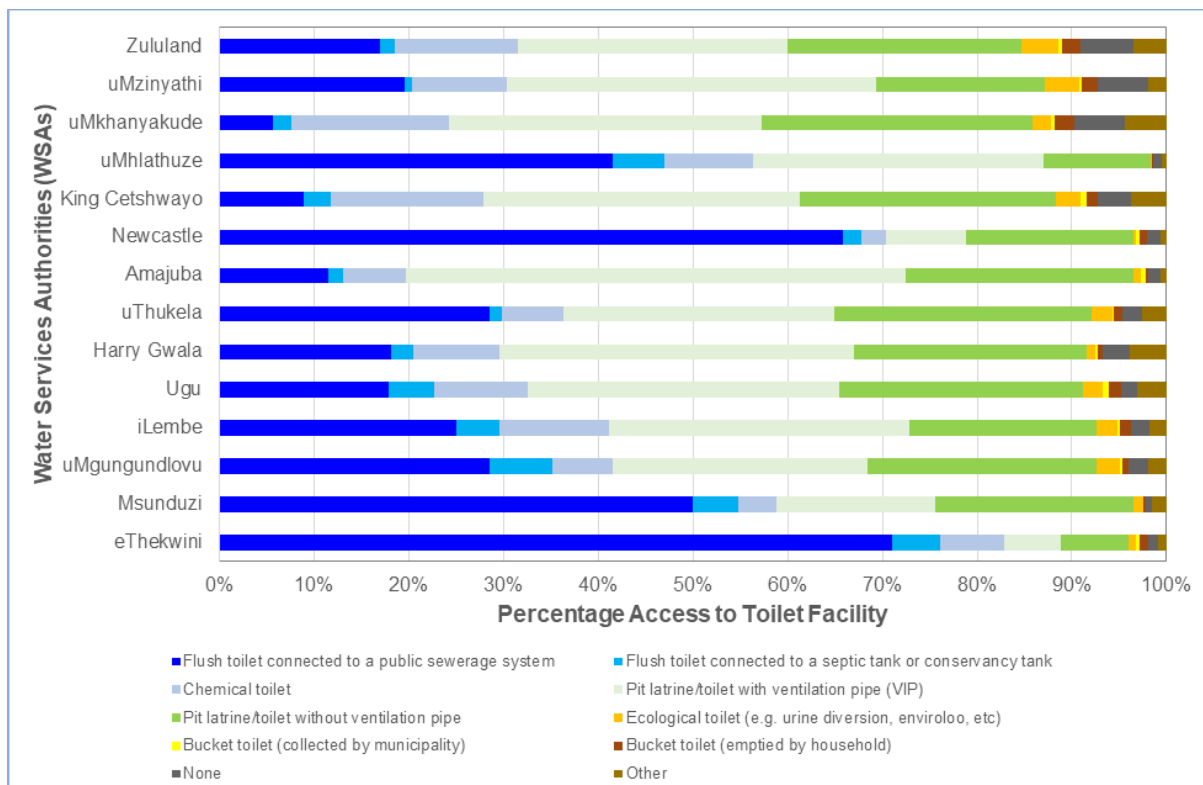
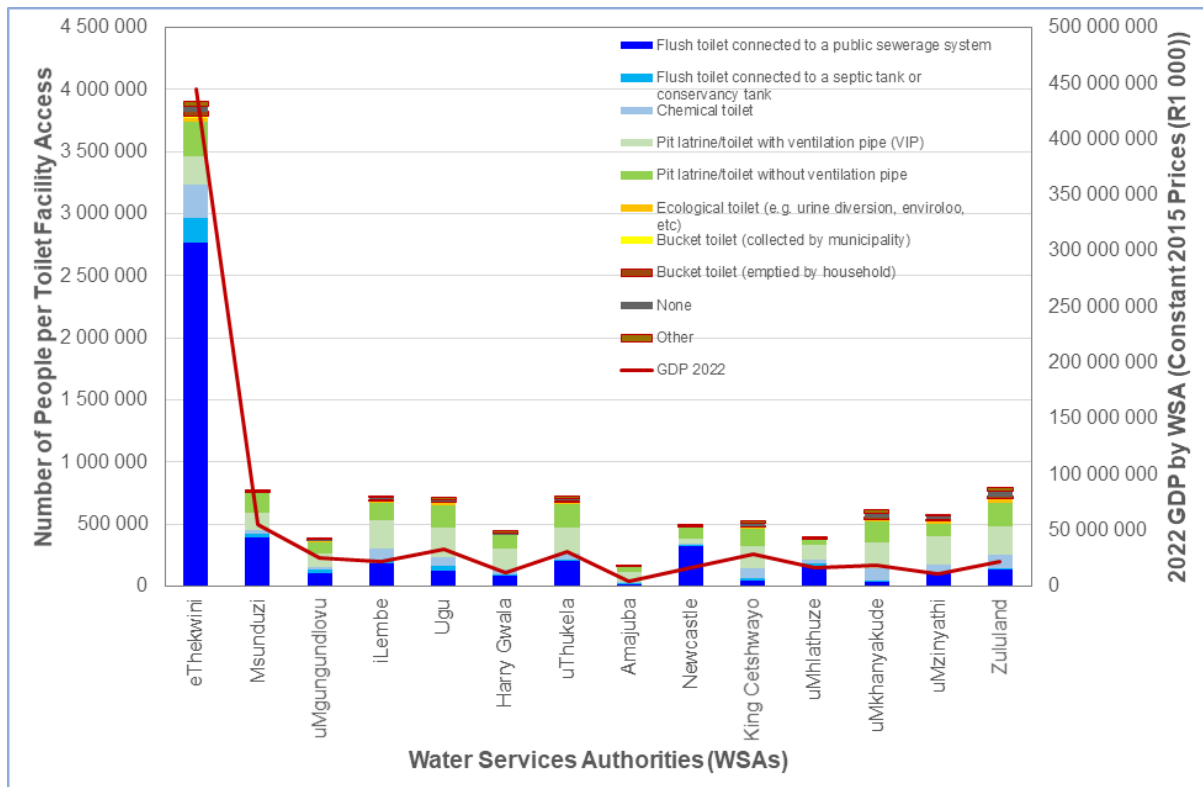


Figure 2.32 Census 2022 number of people with access to toilet facility per WSA (Stats SA 2024; KZN Treasury after Global Insight 2024).

KZN CoGTA undertook an “Access to Water” study in 2020 to determine household access to water via infrastructure. The results of this study are summarised in **Table 2.12**, **Figure 2.33** and **Figure 2.34**.

Table 2.12 Summary of Results of the KZN CoGTA “Access to Water” Study (2020: vi).

District Municipality	Percentage Household Water Access			
	Infrastructure Water Access		No Water Access (No Infrastructure)	No Access to Reliable Water Supply
	Functional	Dysfunctional		
	(KZN CoGTA 2020 Study)			
Amajuba	81.4%	6.8%	11.8%	31%
Harry Gwala	75.0%	9.0%	16.0%	44%
iLembe	33.7%	35.4%	29.5%	19%
King Cetshwayo	72.7%	3.6%	23.7%	32%
uMgungundlovu	78.8%	10.6%	10.6%	20%
uMkhanyakude	41.3%	40.5%	18.8%	60%
uMzinyathi	60.6%	2.4%	28.1%	49%
uThukela	90.2%	2.9%	6.9%	17%
Zululand	81.9%	5.5%	10.7%	23%
Ugu	82.1%	0.0%	17.9%	37%
eThekwini	100.0%	0.0%	0.0%	0.0%
Total	78.3%	6.3%	15.4%	30.2%

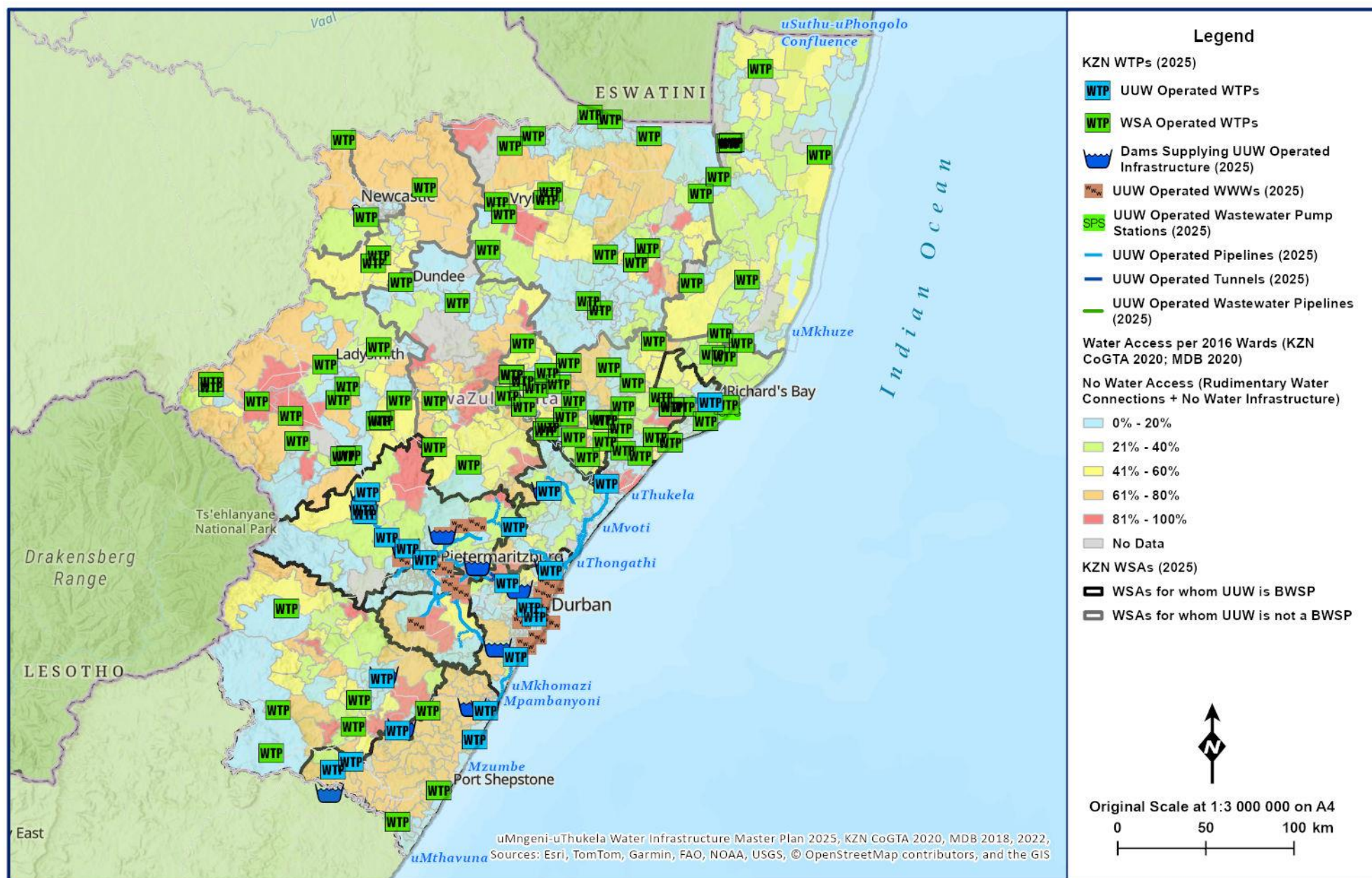


Figure 2.33 Percentage access to rudimentary water connections and no water infrastructure per 2016 ward (KZN CoGTA 2020).

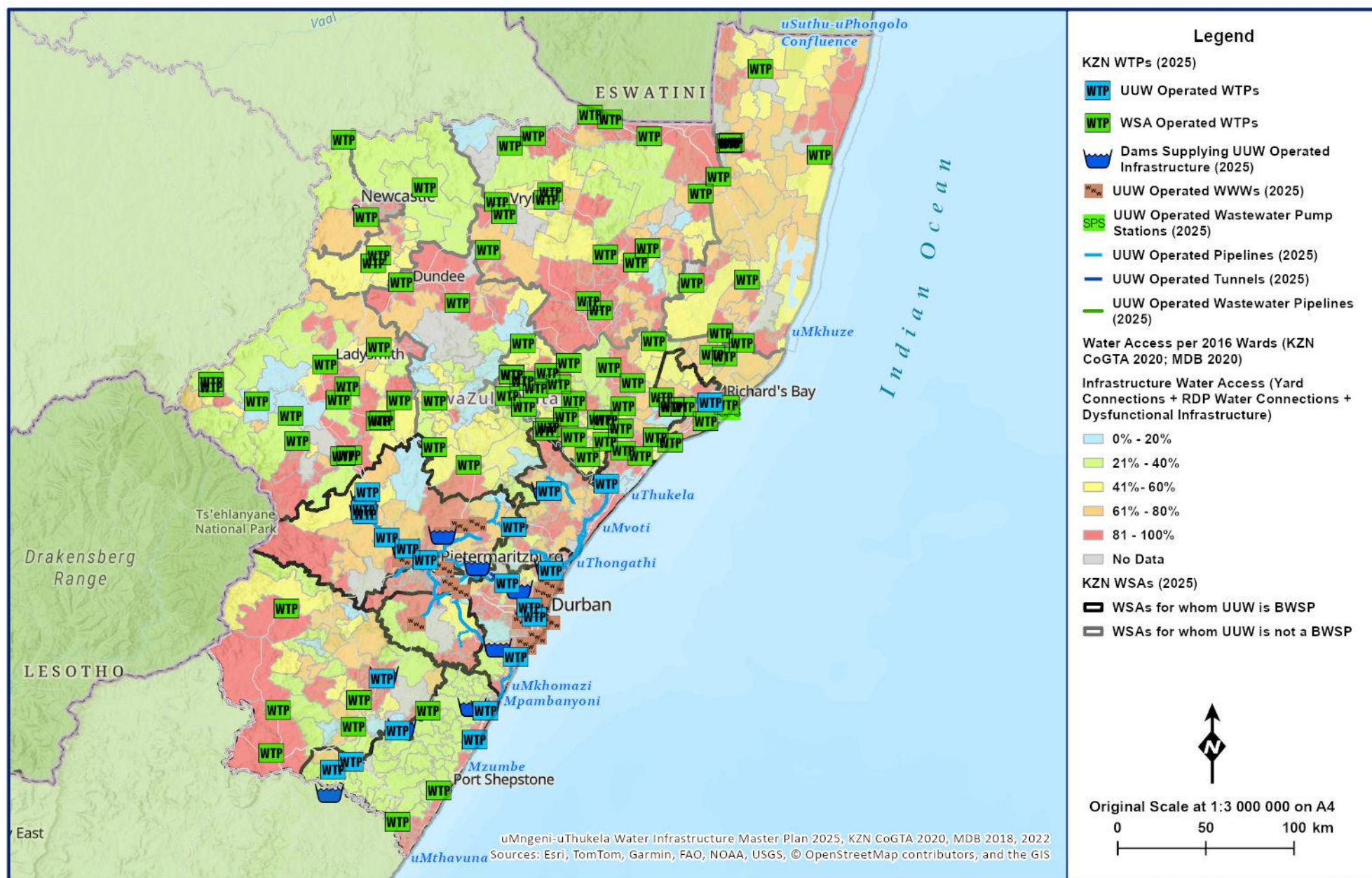


Figure 2.34 Percentage access to yard connections, RDP water connections and dysfunctional infrastructure per 2016 ward (KZN CoGTA 2020).

2.5 Development Plans

The KZN Planning Commission summarises the alignment of the key strategic plans occurring at the different spheres in **Figure 2.35**.

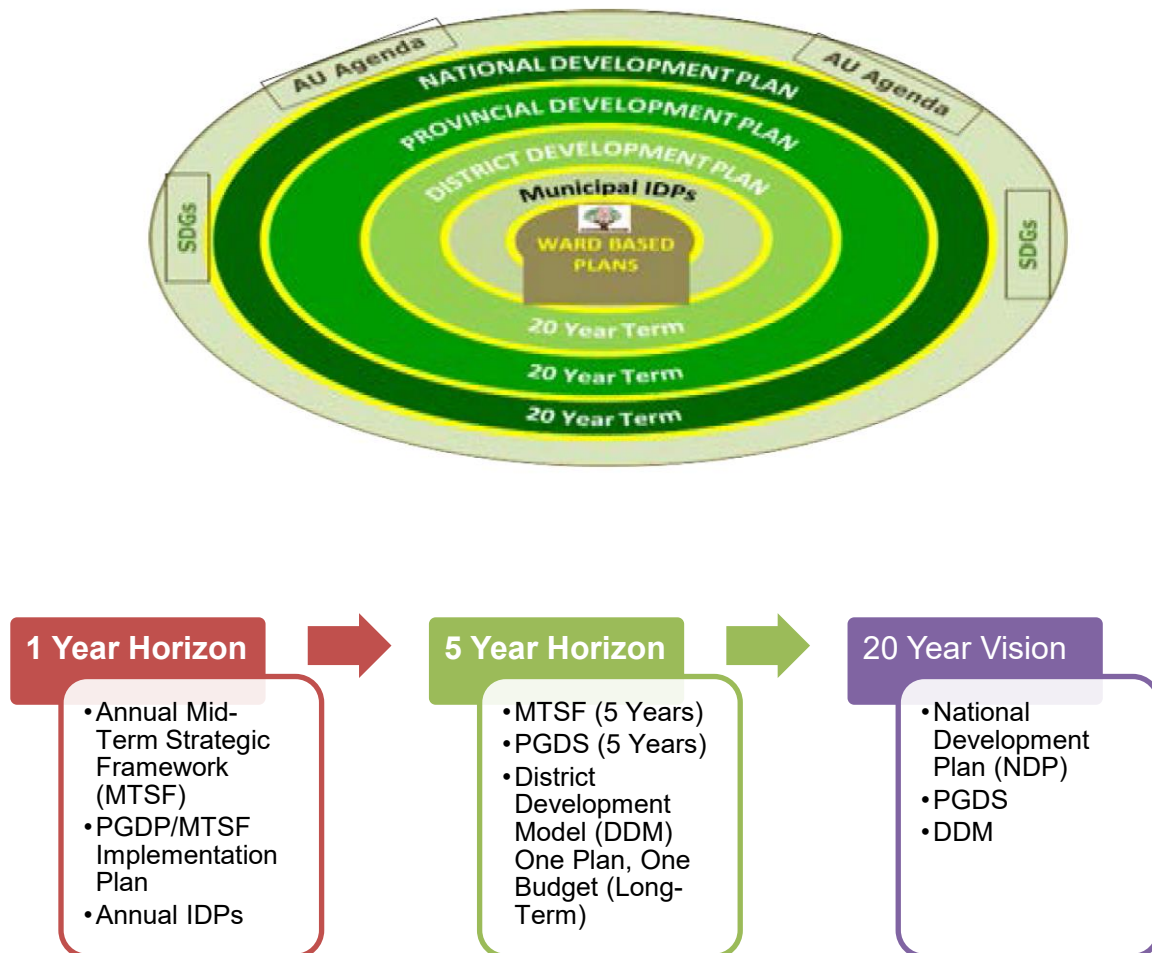


Figure 2.35 Alignment between key strategic plans occurring at the different spheres (KZN Planning Commission 2021).

At the global scale, the 17 *Sustainable Development Goals (SDGs)* of the 2030 Agenda for Sustainable Development targets and indicators for Goal 6 *Ensure availability and sustainable management of water and sanitation for all* are listed in **Table 2.13**.

Table 2.13 Targets and indicators for SDG Goal 6 Ensure Availability and Sustainable Management of Water and Sanitation for All (United Nations Statistical Commission 2017: 9/26 – 10/26).

Targets	Indicators
6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all.	6.1.1 Proportion of population using safely managed drinking water services.
6.2 By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.	6.2.1 Proportion of population using safely managed sanitation services, including a hand-washing facility with soap and water.
6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.	6.3.1 Proportion of wastewater safely treated. 6.3.2 Proportion of bodies of water with good ambient water quality.
6.4 By 2030, substantially increase water use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.	6.4.1 Change in water use efficiency over time. 6.4.2 Level of water: freshwater withdrawal as a proportion of available freshwater resources.
6.5 By 2030, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate.	6.5.1 Degree of integrated water resources management implementation (0 – 100). 6.5.2 Proportion of transboundary basin area with an operational arrangement for water cooperation.
6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.	6.6.1 Change in the extent of water-related ecosystems over time.
6.a By 2030, expand international cooperation and capacity-building support to development countries in water- and sanitation-related activities and programmes, including water harvesting, desalination, water efficiency, wastewater treatment, recycling and reuse technologies.	6.a.1 Amount of water- and sanitation-related official development assistance that is part of a government-coordinated spending plan.
6.b Support and strengthen the participation of local communities in improving water and sanitation management.	6.b.1 Proportion of local administrative units with established and operational policies and procedures for participation of local communities in water and sanitation management.

Put forward as “an extension of the 2030 Agenda for Sustainable Development” (UN Habitat 2016: website), the *New Urban Agenda*, the “framework that lays out how cities should be planned and managed to best promote sustainable urbanisation” is unique as it has four items out of 175 items that are specific to water as illustrated in **Figure 2.36**.

72. We commit to long-term urban and territorial planning processes and spatial development practices that incorporate integrated water resources planning and management, considering the urban-rural continuum at the local and territorial scales, and including the participating of relevant stakeholders and communities.

73. We commit to promote conservation and sustainable use of water by rehabilitating water resources within the urban, peri-urban, and rural areas, reducing and treating waste water, minimising water losses, promoting water reuse, and increasing water storage, retention, and recharge, taking into consideration the water cycle.

119. We will promote adequate investments in protective, accessible, and sustainable infrastructure and service provision systems for water, sanitation, and hygiene, sewage, solid waste management, urban drainage, reduction of air pollution, and storm water management, in order to improve safety against water-related disasters, health, and ensure universal and equitable access to safe and affordable drinking water for all; as well as access to adequate and equitable sanitation and hygiene for all; and end open defecation, with special attention to the needs and safety of women and girls and those in vulnerable situations. We will seek to ensure that this infrastructure is climate resilient and forms part of integrated urban and territorial development plans, including housing and mobility, among others, and is implemented in a participatory manner, considering innovative, resource efficient, accessible, context specific, and culturally sensitive sustainable solutions.

120. We will work to equip public water and sanitation utilities with the capacity to implement sustainable water management systems, including sustainable maintenance of urban infrastructure services, through capacity development with the goal of progressively eliminating inequalities, and promoting both the universal and equitable access to safe and affordable drinking water for all, and adequate and equitable sanitation and hygiene for all.

Figure 2.36 New Urban Agenda items specific to water (UN Habitat 2016: 10; 16).

The water sector falls within two priority areas in the African Union (AU) Agenda 2063:

- The “*Priority Area Water Security*” under the “*Environmentally sustainable and climate resilient economies and communities*” Goal which falls under the “*A prosperous Africa, based on inclusive growth and sustainable development*” Aspiration (African Union 2015: 94 – 95); and
- The “*Priority Area Modern, affordable and liveable habits and quality basic services*” which falls under the “*A high standard of living, quality of life and wellbeing for all citizens*” Goal which falls under the same Aspiration as above (AU 2015: 94).

At the national sphere, the National Development Plan (adopted in 2011) identified 17 Strategic Integrated Projects (SIPs) and the National Spatial Development Framework (NSDF). The National Infrastructure Plan (2012) elaborates on the 17 identified SIPs and added an additional SIP, SIP 18 for Water and Sanitation.

In July 2020, the Presidential Infrastructure Coordinating Commission “in terms of Section 8(1)(a) read with Section 7(1) of the Infrastructure Development Act, as amended, 2014 (Act No. 23 of 2014) designated a further 18 SIPs with Water and Sanitation being assigned to SIP 19” (**Figure 2.37**). SIP 19 has 11 sub-projects with “SIP 19c. uMkhomazi Water Project” located in KZN (Government Gazette No. 43547 No. 812, 24 July 2020).

The National Water Resources Strategy Second Edition (NWRS2) responds to the National Development Plan and “outlines the strategy for protecting, using, developing, conserving, managing and controlling South Africa’s scarce water resources towards achieving the 2030 Vision” (DWS 2013: 1). The NWRS2 therefore responds directly to SIP 18 and SIP 19. The original 18 SIPs and those which are applicable to KZN are illustrated in **Table 2.14**. All sub-projects for SIP 19 are listed in **Figure 2.37** and only those applicable to KZN are in **Figure 2.37** for SIPs 20 – 36.

Table 2.14 Strategic Integrated Projects applicable to KZN (KZN Planning Commission 2013).

SIP No.	Strategic Integrated Project	KZN
1	Unlocking the Northern Mineral Belt with Waterberg as a Catalyst	
2	Durban - Free State - Gauteng Logistics and Industrial Corridor	Yes
3	South Eastern Node and Corridor Development	
4	Unlock the Economic Opportunities in the North West Province	
5	Saldanha - Northern Cape Development Corridor	
6	Integrated Municipal Infrastructure Project	Yes
7	Integrated Urban Space and Public Transport Programme	Yes
8	Green Economy in Support of the South Africa Economy	Yes
9	Electricity Generation to Support Socio-Economic Development	Yes
10	Electricity Transmission and Distribution for All	Yes
11	Agri-Logistics and Rural Infrastructure	Yes
12	Revitalisation of Public Hospitals and other Health Facilities	Yes
13	National School Build Programme	Yes
14	Higher Education Infrastructure	Yes
15	Expanding Access to Communication Technology	Yes
16	SKA and Meerkat	
17	Regional Integration for African Co-operation and Development	
18	Water and Sanitation	Yes

Note: SIPs 2, 6 and 18 influence UMngeni-uThukela Water’s planning.

<p align="center">Strategic Integrated Project No. 19: Water and Sanitation</p> <p><i>SIP 19: Sub-Projects</i></p> <p>a. Vaal River System including Phase 2 of the Lesotho Highlands Water Project: Gauteng</p> <p>b. Phase 2A of the Mokolo Crocodile River (West) Augmentation Project: Limpopo</p> <p>c. uMkhomazi Water Project: KwaZulu-Natal</p> <p>d. Olifants River Water Resource Development Project - Phase 2: Limpopo</p> <p>e. Vaal-Gamagara: Northern Cape</p> <p>f. Mzimvubu Water Project: Eastern Cape</p> <p>g. Rehabilitation of the Vaalharts-Taung Irrigation Scheme: Northern Cape & North West</p> <p>h. Groot Letaba River Water Development Project - Nwamitwa Dam: Limpopo</p> <p>i. Berg River Voëlvele Augmentation Scheme: Western Cape</p> <p>j. Rustfontein Water Treatment Works: Free State</p> <p>k. Orange-Riet Canal Increase of Bulk Raw Water Supply: Free State</p>		
<p>2. Strategic Integrated Project No. 20: Energy</p> <p><i>SIP 20: Sub-Projects</i></p> <p>a. Emergency/Risk Mitigation Power Purchase Procurement Programme (2000MW): National</p> <p>b. Small IPP Power Purchase Procurement Programme (100MW): National</p> <p>c. Embedded Generation Investment Programme (EGIP)-400MW: National</p>	<p>3. Strategic Integrated Project No. 21: Transport</p> <p><i>SIP 21: Sub-Projects</i></p> <p>e. N2 Mtunzini Toll Plaza to Empangeni T-Junction: KwaZulu-Natal</p> <p>f. N3 Cato Ridge to Dardanelles: KwaZulu-Natal</p> <p>g. N3 Dardenelles to Lynnfield Park: KwaZulu-Natal</p> <p>h. N3 Paradise Valley to Mariannhill Toll Plaza: KwaZulu-Natal</p> <p>i. N2 Edwin Swales to South of EB Cloete Interchange: KwaZulu-Natal</p> <p>j. N3 Ashburton Interchange to Murray Road: KwaZulu-Natal</p> <p>k. N3 Mariannhill Toll Plaza to Key Ridge: KwaZulu-Natal</p> <p>l. N2 EB Cloete Interchange: KwaZulu - Natal</p> <p>m. Small Harbours Development: National</p>	<p>4. Strategic Integrated Project No. 22: Digital Infrastructure</p> <p><i>SIP 22: Sub-Project</i></p> <p>a. National Spatial Infrastructure Hub</p>
		<p>5. Strategic Integrated Project No. 23: Agriculture and Agro-Processing</p>
		<p>6. Strategic Integrated Project No. 24: Human Settlements</p> <p><i>SIP 24: Sub-Projects</i></p> <p>a. Greater Cornubia: KwaZulu-Natal</p> <p>k. Newcastle Hospital Street Social Housing Project: KwaZulu Natal</p>
<p>7. Strategic Integrated Project No. 25: Rural Bridges "Welisizwe" Programme</p>	<p>8. Strategic Integrated Project No. 26: Rural Roads Upgrade Programme</p>	<p>9. Strategic Integrated Project No. 27: Upgrading and Repair of Township Roads in Municipalities Programme</p>
<p>10. Strategic Integrated Project No. 28: PV and Water Savings on Government Buildings Programme</p>	<p>11. Strategic Integrated Project No. 29: Comprehensive Urban Management Programme</p>	<p>12. Strategic Integrated Project No. 30: Digitising of Government Information Programme</p>
<p>13. Strategic Integrated Project No. 31: Removal of Alien Vegetation and Innovative Building Materials Programme</p>	<p>14. Strategic Integrated Project No. 32: National Upgrading Support Programme (NUSP)</p>	<p>15. Strategic Integrated Project No. 33: Solar Water Initiatives Programme</p>
<p>16. Strategic Integrated Project No. 34: Student Accommodation</p>	<p>17. Strategic Integrated Project No. 35: SA Connect Phase 1B Programme</p>	<p>18. Strategic Integrated Project No. 36: Salvokop Precinct</p>

Figure 2.37 SIPs 19 – 36 designated in July 2020 (Government Gazette No. 43547 No. 812, 24 July 2020).

In October 2018, DWS released [Version 10.1 of the National Water and Sanitation Master Plan \(NW&SMP\)](#). Consisting of three volumes, the National Water and Sanitation Master Plan:

- “Sets out a schedule of prioritised actions for the period to 2030 that will create a water and sanitation sector that can meet national objectives as set out in the National Development Plan and the Sustainable Development Goals” (**Table 2.13**).
- “Sets out the roles and responsibilities in government, the private sector and civil society for the implementation of the plan”.

(DWS 2018: 1-16).

DWS explains the three volumes as follows:

“Volume One of the NW&SMP is the Call to Action, which is divided into two sections, Water and Sanitation Management, and Enabling Environment, each having six sub-sections. Each section includes critical actions that, when implemented, will have a significant impact on addressing the crisis...

Volume Two: Plan to Action provides a more detailed analysis of and rationale for the key issues identified in the Call to Action.

Volume Three: Schedule of Actions provides a detailed costed implementation plan covering all the actions required across the sector to achieve the objectives of the plan.”

(DWS 2018: 1-16 – 1-17)

The philosophy of the NW&SMP is illustrated in **Figure 2.38** and the alignment with other planning instruments’ timelines in **Figure 2.39**.

The NW&SMP shows that there is a 63% reliability of water and sanitation services in KZN (**Figure 2.40**). **Section 4** and **Section 19** discuss uMngeni-uThukela Water’s water demand management planning and wastewater planning respectively as initiatives contributing towards improving the reliability of water and sanitation services in KZN.

The NW&SMP further notes that the predominant water quality problems in KZN are agricultural chemicals, urban/industrial effluent and metals (from mining and waste disposal). **Sections 7, 8, 11, 12 and 13** summarise briefly the water quality monitoring at the dams uMngeni-uThukela Water operates in the different systems.

Critically, the NW&SMP identifies the “key strategic water source areas i.e. the 10% of South Africa’s land that delivers 50% of South Africa’s water which must be protected and maintained if water security is to be achieved” (DWS 2018a: 35). It is shown in **Figure 2.42** that some of these key strategic water source areas are located in uMngeni-uThukela Water’s area of operation and these are discussed further in **Sections 7, 8, 11, 12 and 13**. The NW&SMP summarises the inter-basin transfers in South Africa (**Figure 2.43**) and shows these water transfers out of the key strategic water source areas (**Figure 2.44**). It is shown in **Figure 2.44** that the uThukela key strategic water source area, located within uMngeni-uThukela Water’s operational area, supplies the Johannesburg economic hub. **Figure 2.43** shows that a portion of this water also supplies the Richard’s Bay area i.e. uMngeni-uThukela Water now contributes to the water supply management to the largest economic hub in the country and to the second largest economic hub in KZN.

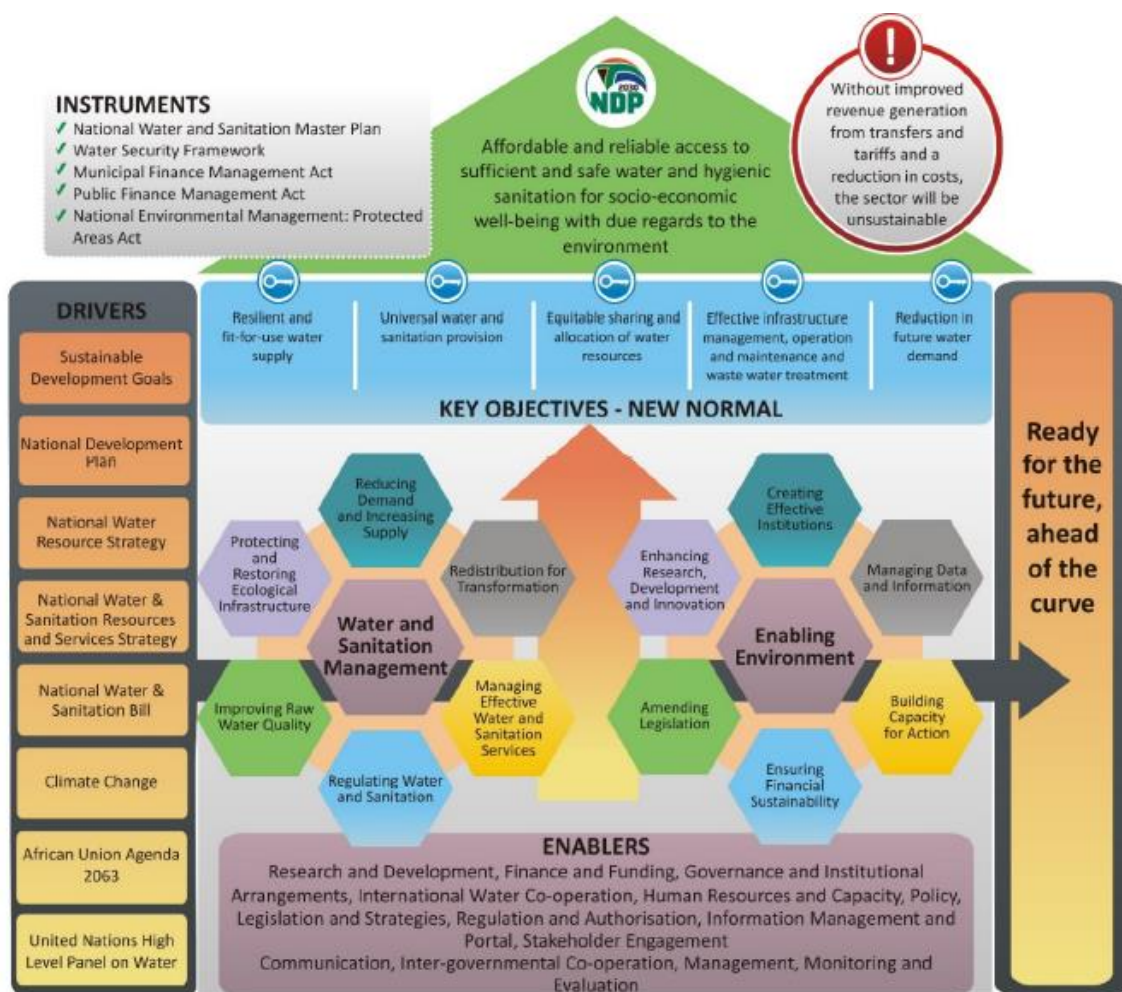


Figure 2.38 National Water and Sanitation Master Plan philosophy (DWS 2018: 7).

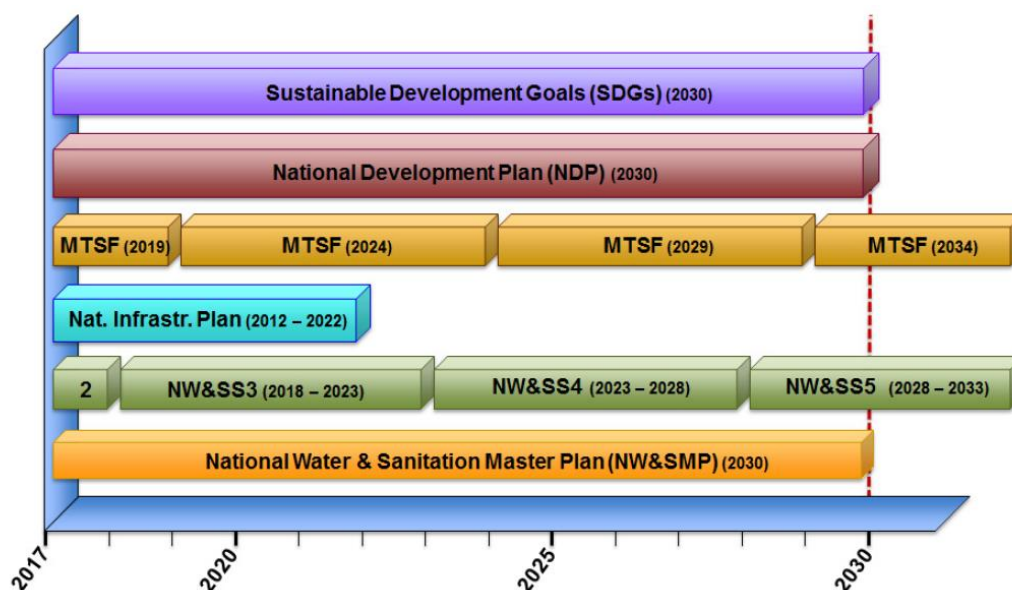


Figure 2.39 National Water and Sanitation Master Plan timelines relative to other planning instruments (DWS 2018: 2-2).

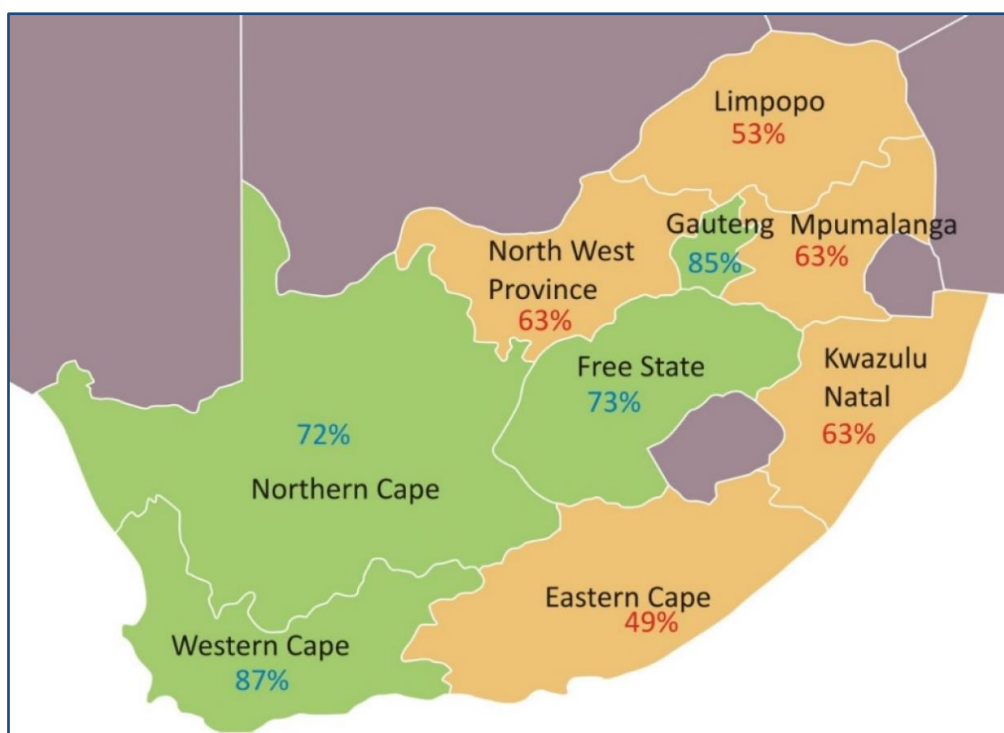


Figure 2.40 Reliability of water and sanitation services per province (DWS 2018a: 21).

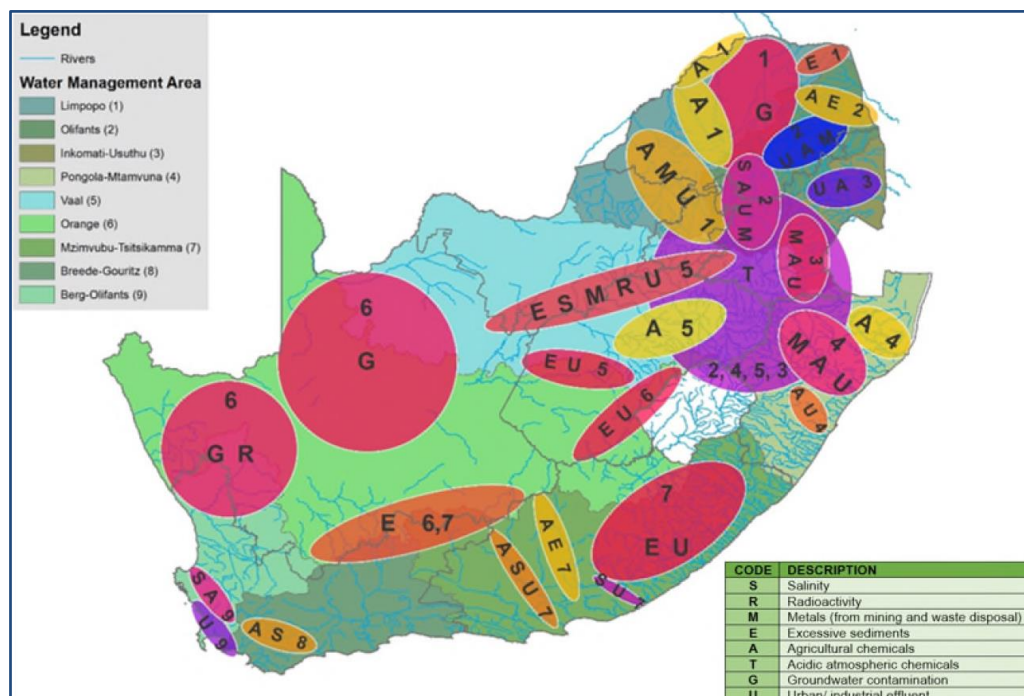


Figure 2.41 Different types of water quality problems across South Africa (Ashton 2012 in DWS 2018a: 30).

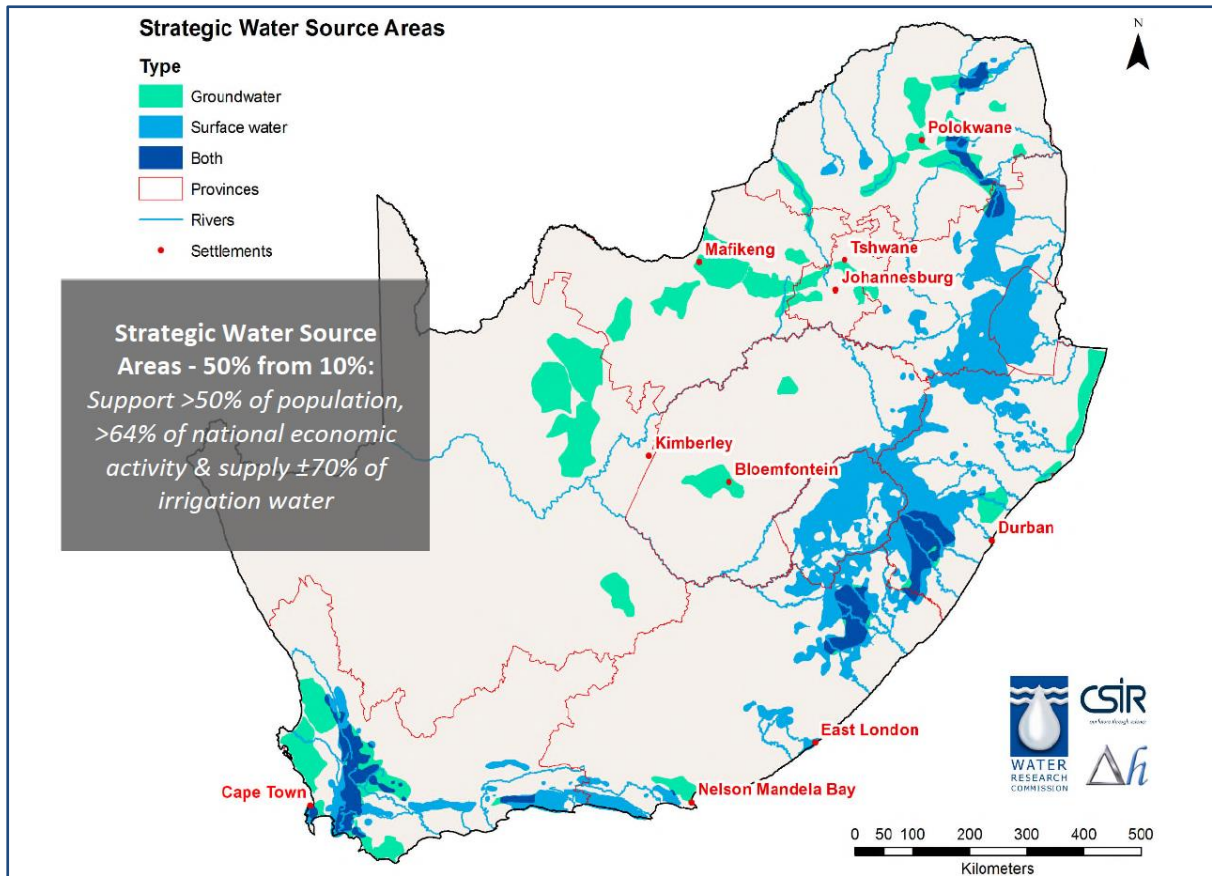


Figure 2.42 “Strategic water source areas: the 10% of South Africa’s land that delivers 50% of our water” (DWS 2018a: 36).

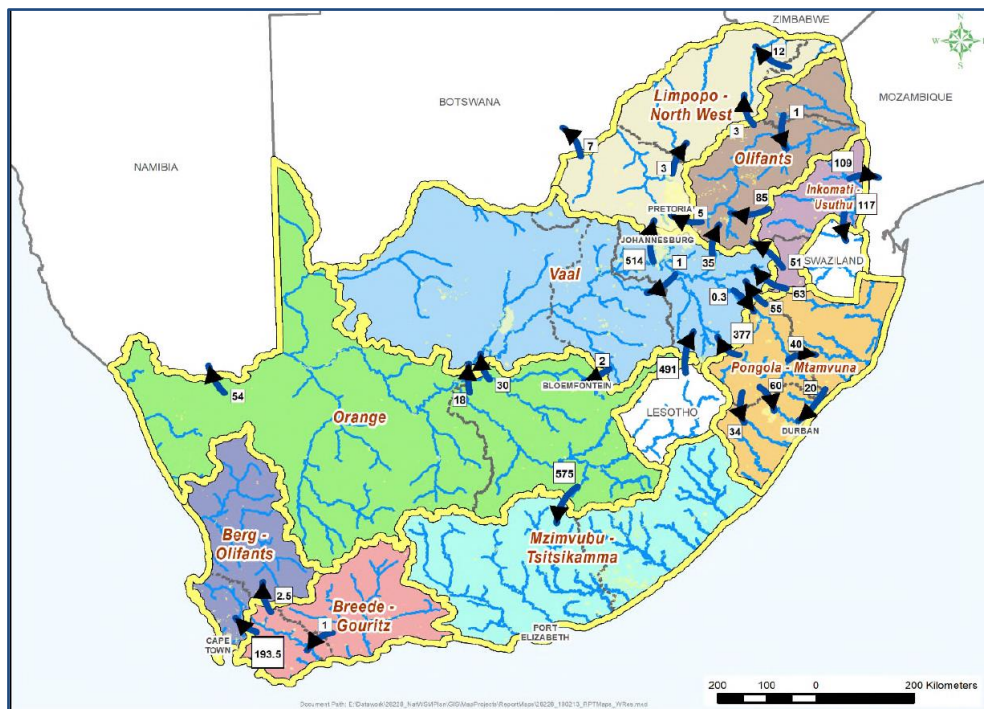


Figure 2.43 Inter-basin water transfers in South Africa (DWS 2018b: 3-12).

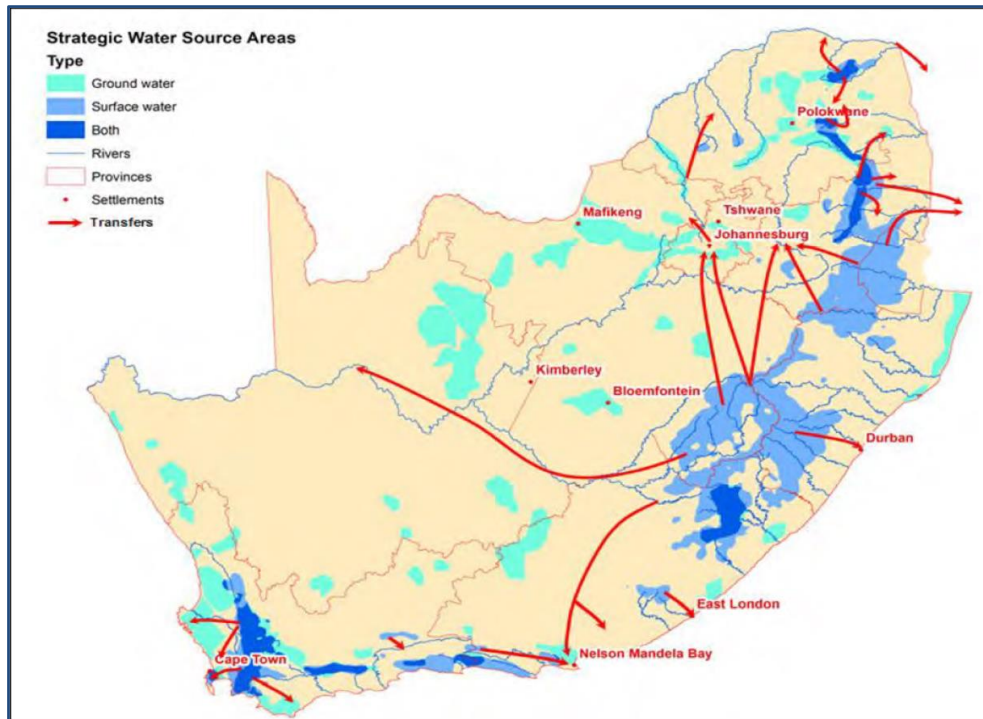


Figure 2.44 Water transfers out of the key water source areas (DWS 2018b: 8-9).

In July 2020, the National Planning Commission (NPC) released the National Water Security Framework (NWSF) for South Africa. The NPC explains the NWSF as follows:

“The National Water Security Framework (NWSF) responds to the question of the extent of the threat to water security in South Africa and the actions required in the short, medium and long term to mitigate or offset the threat. It frames a national pathway to a water secure country up to 2050 to enable inclusive economic growth, poverty eradication and reducing inequality, in line with the National Development Plan (NDP) imperatives.”

(NPC 2020: iii)

The five key recommendations from the NWSF are:

- a) “Adopt the NWSF as a national guide.
- b) Adopt a relational definition of water security for South Africa, in addition to the UN Water definition.
- c) Adopt the following eight principles:
 - i) Source to sea across the water value chain/water cycle.
 - ii) Long-term view based on scenario planning and associated risks.
 - iii) Policy and legislation as starting point.
 - iv) NEXUS approach to planning, implementation and management.
 - v) Decision support from credible information and research results.
 - vi) Mass balance approach to assessment and implementation.
 - vii) Accountability and clear roles and responsibility.
 - viii) Total value chain ownership concept in context of the trusteeship doctrine.

- d) Adopt the following ten focus areas as guide to NWSF implementation to be responded to by all institutions and organisations implementing the NDP:
- i) Focus Area 1 – Narrowing the inequality gap.
 - ii) Focus Area 2 – Water infrastructure and finance.
 - iii) Focus Area 3 – Diversifying water sources.
 - iv) Focus Area 4 – Water research, monitoring and information.
 - v) Focus Area 5 – Nexus aspects of water security.
 - vi) Focus Area 6 – Ecological infrastructure.
 - vii) Focus Area 7 – Water and spatial planning.
 - viii) Focus Area 8 – Enabling planning for water security.
 - ix) Focus Area 9 – Managing water risks.
 - x) Focus Area 10 – Communication and Stakeholder empowerment.
- e) Establish a NWSF implementation oversight, monitoring and evaluation.”

(NPC 2020: xxi – xxv)

The NW&SMP and the NWSF were used as inputs into the National Spatial Development Framework (NSDF) which was adopted in February 2023 (Government Notice 47999). This is shown in **Figure 2.45** in which the NW&SMP and the NWSF were used specifically in the “NSDF Sub-Frame 3: Natural Resource Economy Regions” and “NSDF Sub-Frame 5: National Ecological Infrastructure and Natural Resource System”. The NSDF 2022 is illustrated in **Figure 2.46**. The National Spatial Action Plans emanating from the NSDF 2022 are summarised in **Figure 2.47**.

VISION, SPATIAL LOGIC AND SPATIAL LEVERS

NATIONAL SPATIAL OUTCOMES

WE WANT TO ACHIEVE

National Spatial Outcome 1:



A network of consolidated, transformed and well-connected national urban nodes, regional development anchors, and development corridors that enable South Africa to derive maximum transformative benefit from urbanisation, urban living, and inclusive economic development.

National Spatial Outcome 2:



National-scale corridors and regions of opportunity enable sustainable and transformative urbanisation, urban consolidation, mutually beneficial urban and rural linkages, and ecological management.

National Spatial Outcome 3:



National connectivity and movement infrastructure systems are strategically located, extended and maintained, to support a diverse, adaptive and inclusive economy, and a set of key national and regional gateway cities and towns.

National Spatial Outcome 4:



Productive rural regions, supported by sustainable resource economies and strong and resilient regional development anchors that provide access to people living in rural areas to the national and global economy.

National Spatial Outcome 5:



The national ecological infrastructure and natural resource foundation are well-protected and managed, to enable sustainable and just access to water and other natural resources, both for current and future generations.

NSDF MAIN FRAME: THE IDEAL POST-APARTHEID NATIONAL SPATIAL DEVELOPMENT PATTERN

THE SHAPE OF A FUTURE SOUTH AFRICA



NSDF SUB-FRAMES

TOWARDS A TRANSFORMED FUTURE SOUTH AFRICA - LONG TERM GUIDANCE

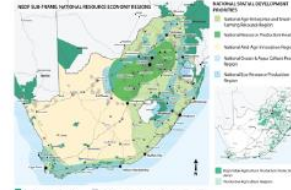
NSDF Sub-Frame 1: Inter-Regional Connectivity



NSDF Sub-Frame 2: National System of Nodes & Corridors



NSDF Sub-Frame 3: National Resource Economy Regions



NSDF Sub-Frame 4: National Movement & Connectivity Infrastructure System



NSDF Sub-Frame 5: National Ecological Infrastructure and National Resource System



Figure 2.45 The National Spatial Development Framework (NSDF) Vision, Spatial Logic and “Spatial Levers” (DALRRD 2023: 115).



Figure 2.46 The National Spatial Development Framework (NSDF) 2022 (DALRRD 2023: 116).

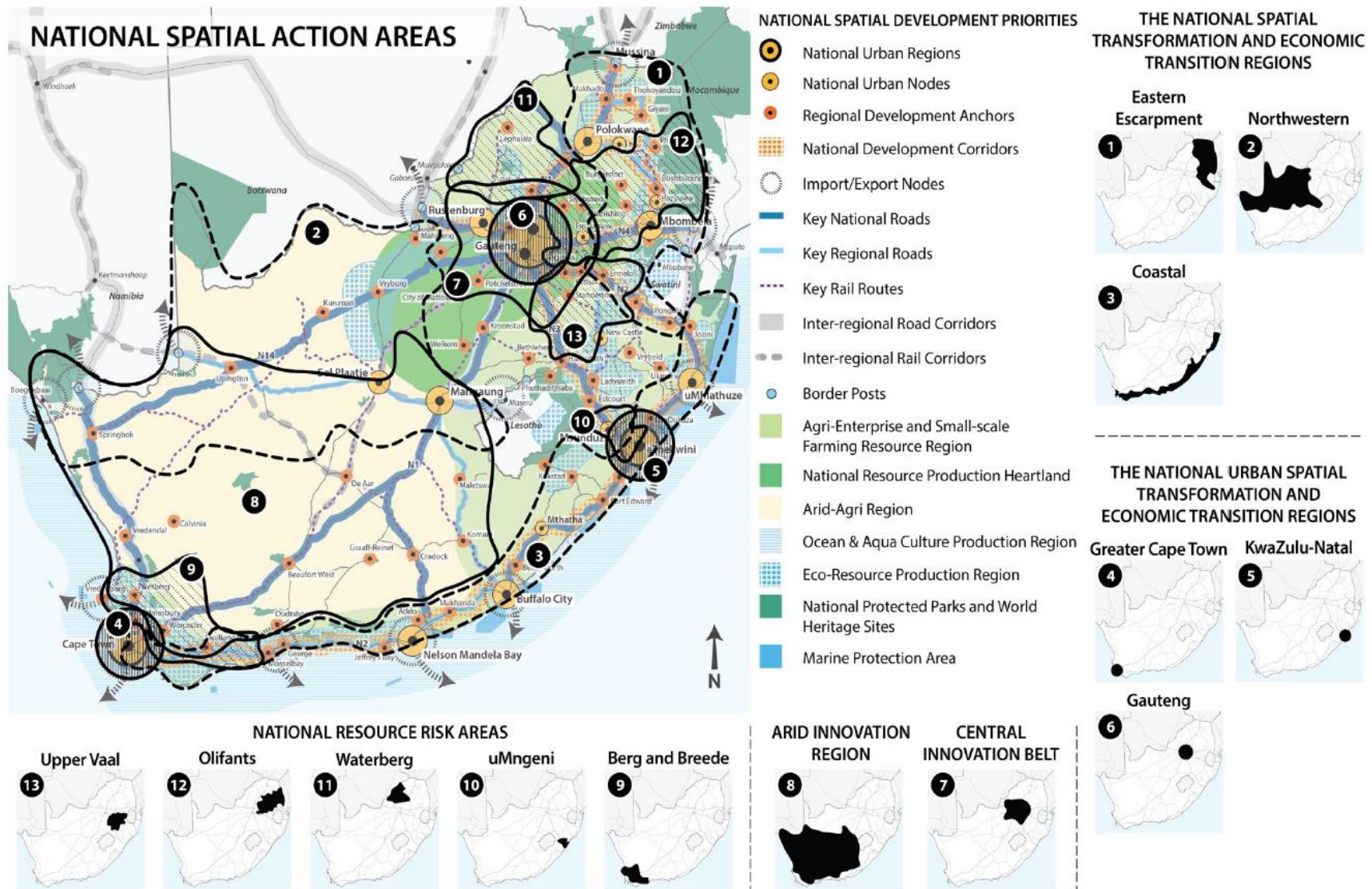


Figure 2.47 National spatial actions (DALRRD 2023: 153).

It is identified from **Figure 2.47** that there are three national action plans within UMngeni-uThukela Water’s operational area:

- a) Coastal National Spatial Transformation and Economic Transition Region (NSTETR) illustrated in **Figure 2.48**.

COASTAL NATIONAL SPATIAL TRANSFORMATION AND ECONOMIC TRANSITION REGION

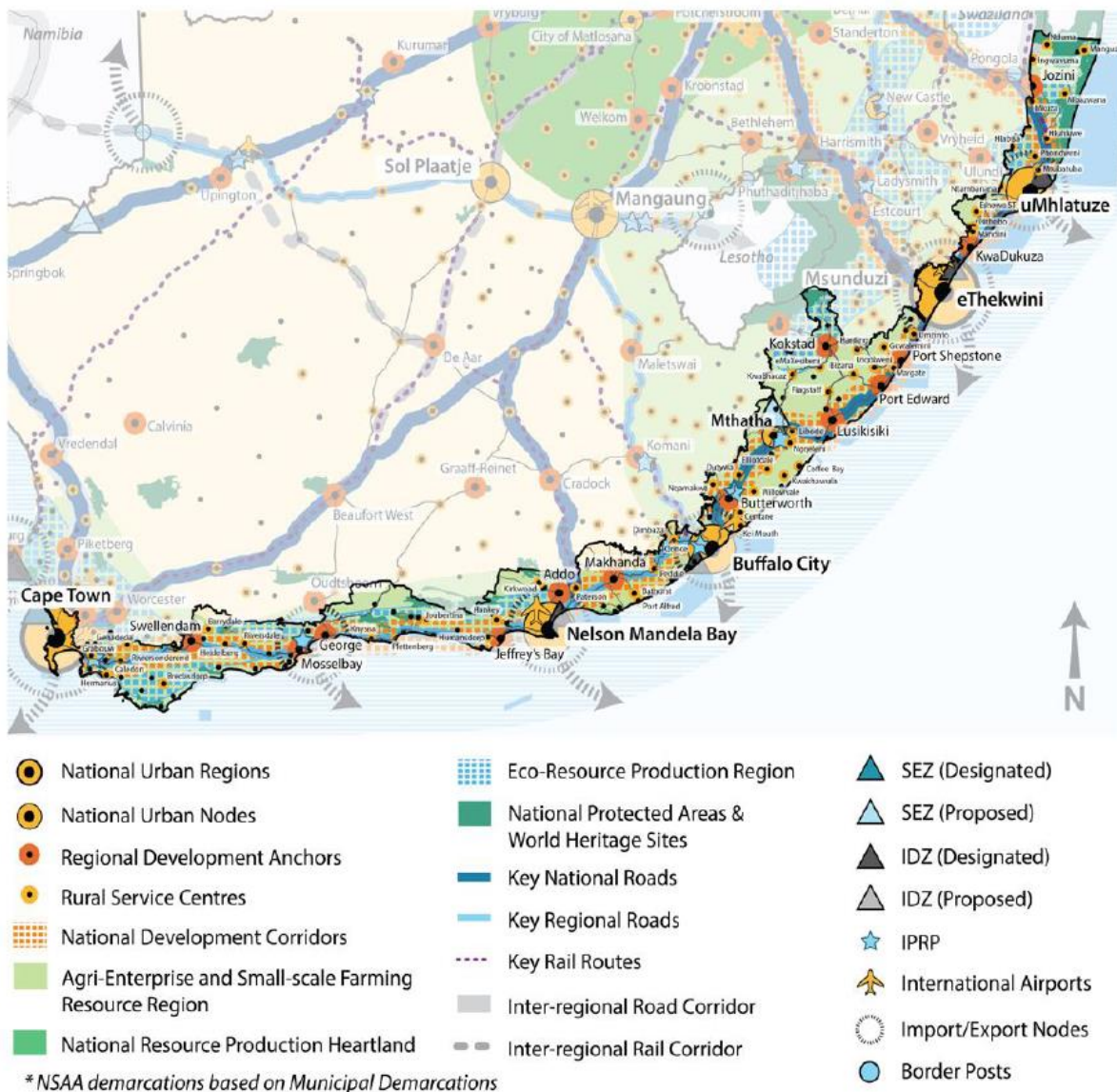


Figure 2.48 Coastal National Spatial Transformation and Economic Transition Region (NSTETR) (DALRRD 2023: 157).

- b) KZN National Urban Spatial Transformation and Economic Transition Region (NUSTETR) shown in **Figure 2.49**.

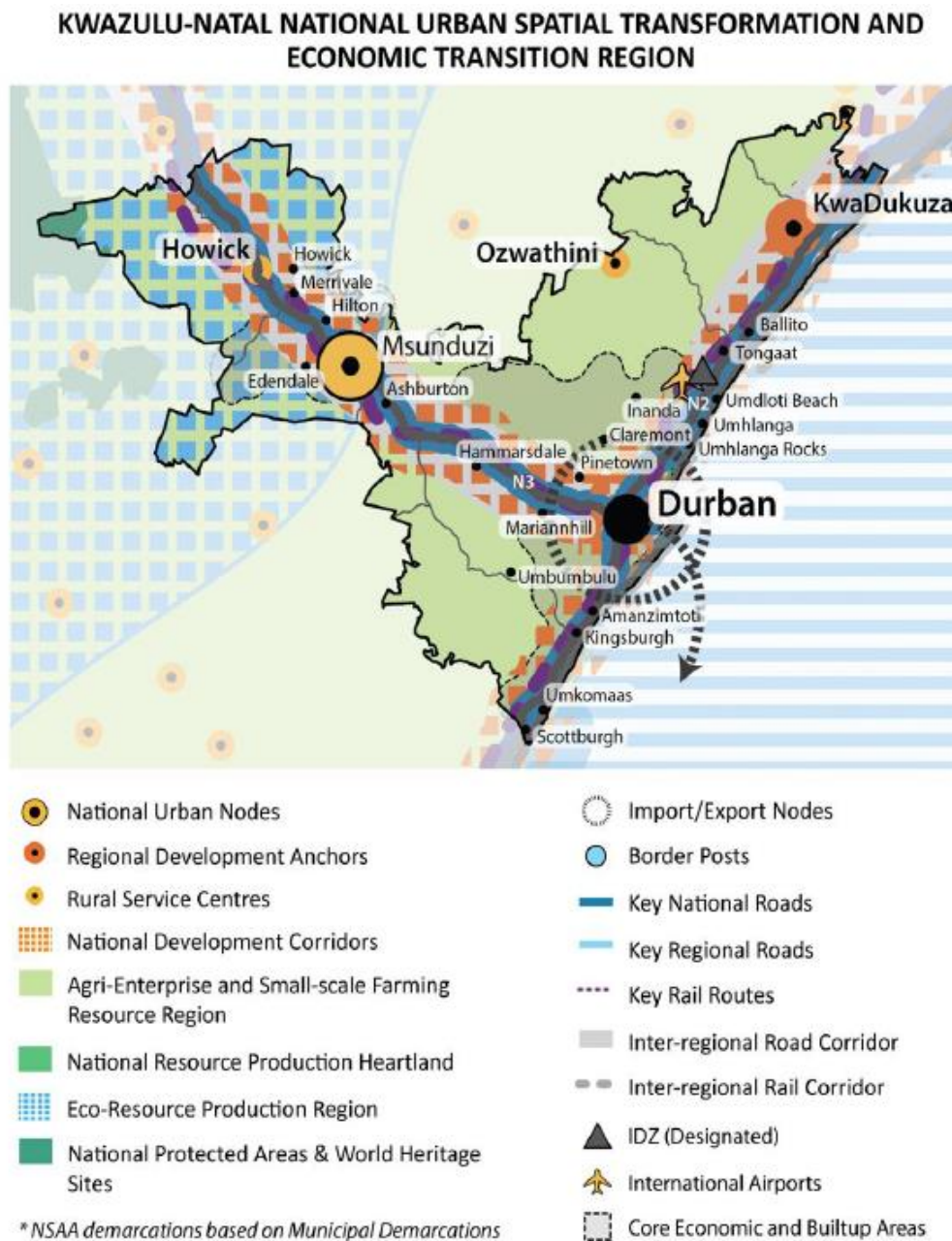


Figure 2.49 KZN National Urban Spatial Transformation and Economic Transition Region (NUSTETR) (DALRRD 2023: 181).

c) uMngeni National Resource Risk Area (NRRRA) summarised in **Figure 2.50**.

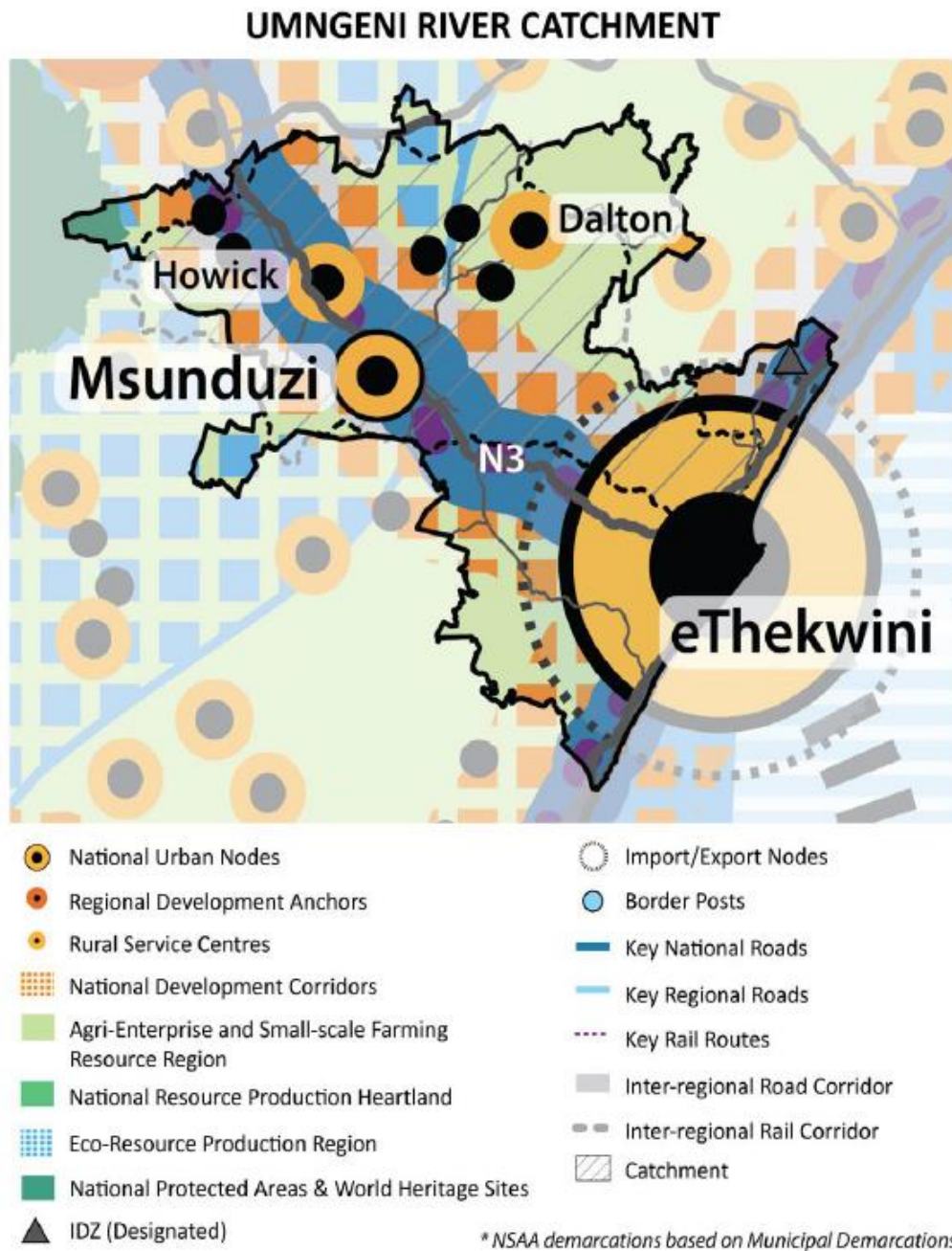


Figure 2.50 uMngeni National Resource Risk Area (NRRRA) (DALRRD 2023: 173).

The above three spatial national action plans are aligned with the spatial interventions identified in the KZN Provincial Growth and Development Strategy (PGDS) and KZN Provincial Growth and Development Plan (PGDP). The KZN PGDS 2021 confirms the 2035 Vision as “KwaZulu-Natal, a prosperous Province with a healthy, secure and skilled population, living in dignity and harmony, acting as gateway to Africa and the world” (KZN Planning Commission 2021: 58).

The seven long term goals shown in **Figure 2.51** are identified in the KZN PGDS to “guide policy making, programme prioritisation and resource allocation” (KZN Planning Commission 2018b: 8).

The KZN PGDS Sustainability Framework is illustrated in **Figure 2.52**.

uMngeni-uThukela Water contributes directly to *Strategic Objective 4.4 Ensure availability and sustainable management of water and sanitation for all* under *Strategic Goal 4 Infrastructure Development* in the KZN PGDS (uMngeni-uThukela Water contributes to *Outcome 6: An efficient, competitive and responsive economic infrastructure network* and the *Sub-Outcome 4: Maintenance and supply of our bulk water resources ensured* in the NDP) (KZN Planning Commission 2018a: 15).

The alignment between the AU Agenda 2063 Strategic Goals, the KZN PGDS and the SDG Goals to which uMngeni-uThukela Water contributes is summarised in **Table 2.15**.

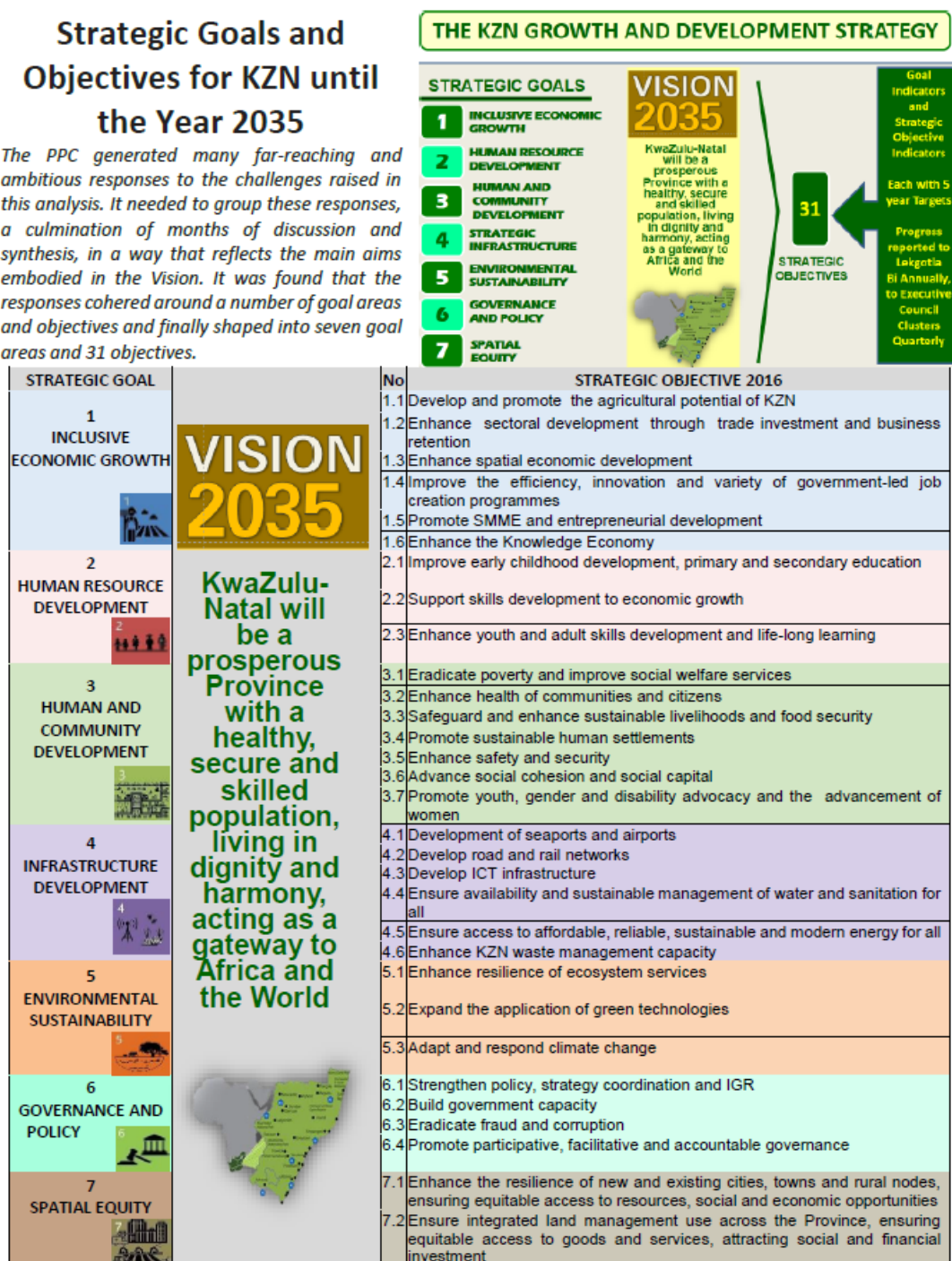


Figure 2.51 The KZN PGDS Vision 2035, Goals and Strategic Objectives (KZN Planning Commission 2018b: 8).

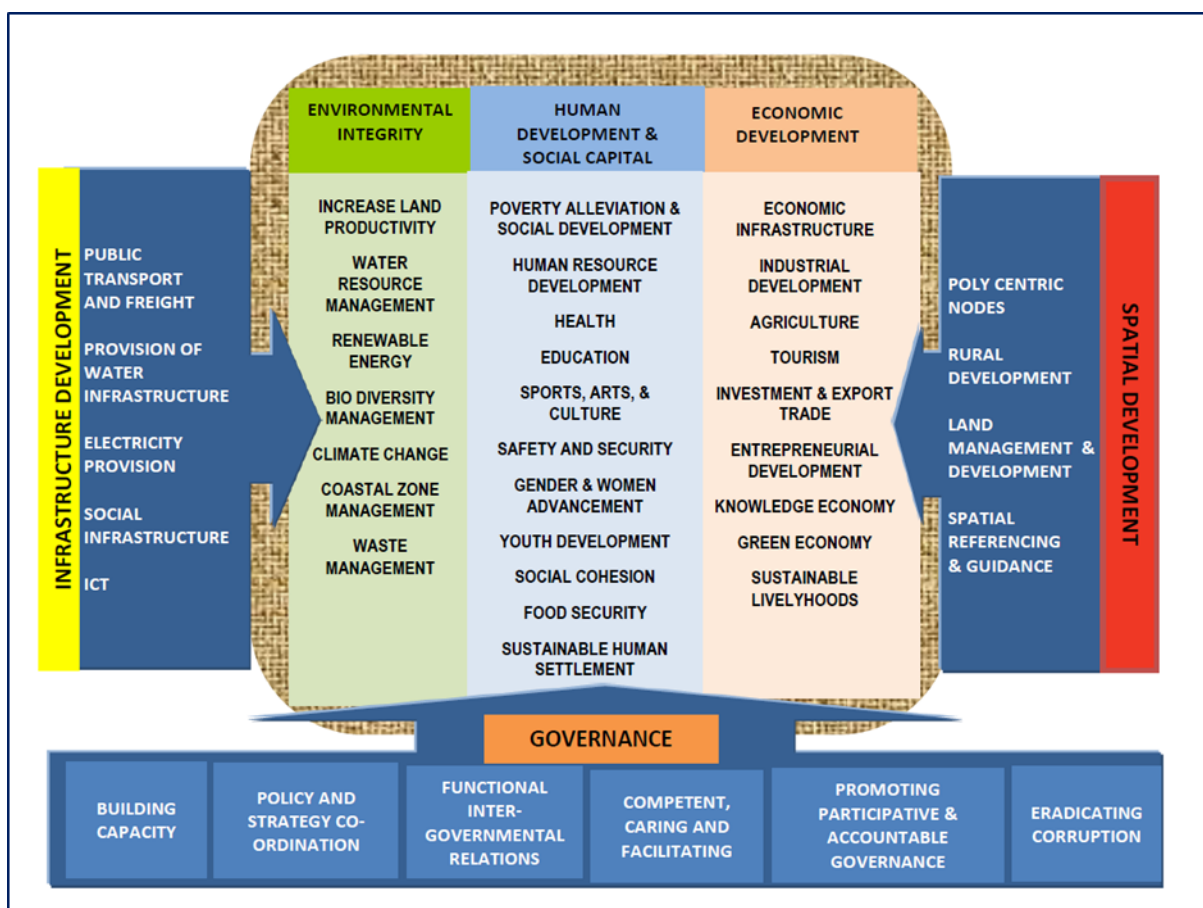


Figure 2.52 KZN PGDS Sustainability Framework (KZN Planning Commission 2018b: 6).

Table 2.15 Alignment between the AU Agenda 2063 Strategic Goals, the KZN PGDS 2016 Goals and the SDG Goals to which uMngeni-uThukela Water contributes (KZN Planning Commission 2017: 23 – 24).

AU Agenda 2063 Goals	KZN PGDS 2016	SDG Goals
7. Environmentally sustainable and climate resilient economies and communities.	4. Strategic Infrastructure (4.4 Ensure availability and sustainable management of water and sanitation).	6. Ensure availability and sustainable management of water and sanitation for all. 12. Ensure sustainable consumption and production patterns. 13. Take urgent action to combat climate change and its impacts.
10. World class infrastructure criss-crosses Africa.	4. Strategic Infrastructure.	6. Ensure availability and sustainable management of water and sanitation for all. 7. Ensure access to affordable, reliable, sustainable and modern energy for all. 9. Build resilient infrastructure, promote inclusive and sustainable industrialisation, and foster innovation.

The indicators and the interventions for Strategic Objective 4.4 identified in the KZN PGDS are listed in **Table 2.16**.

Table 2.16 Indicators and interventions for Strategic Objective 4.4 (KZN Planning Commission 2018a: 128).

Strategic Objective 4.4 Indicators	Strategic Objective 4.4 Interventions
4.4.1 Surface water storage as a percentage of surface mean annual runoff per district.	4.4(a) Review and implement the Provincial Water Sector Investment Strategy.
4.4.2.1 Quantity of surface water abstracted per annum in each district.	4.4(b) Policy and guidelines on the inclusion of quaternary catchment for groundwater, grey water and desalination.
4.4.2.2 Quantity of groundwater abstracted per annum in KZN as a percentage of groundwater potential in each district.	4.4(c) Develop and implement water sector capacity building programme with all water institutions.
4.4.3 Percentage of households with access to a basic level of sanitation (Ventilated Improved Pit Latrine) and higher.	4.4(d) Develop new water and sanitation tariff policy.
4.4.4 Percentage of households with access to potable drinking water, within 200m of the dwelling.	4.4(e) Expedite the approval of water use licences.
4.4.5.1 Non-revenue water – real physical water loss as a percentage.	4.4(f) Programme for development of water sources (desalination, rainwater, recycling, groundwater).
4.4.5.2 Non-revenue water – non-physical water loss as a percentage.	4.4(g) Programmes for reduction of non-revenue water.
4.4.6 Percentage of water service systems in balance (supply and demand).	
4.4.7 Percentage of households with infrastructure access to 75 litres of water per person per day and higher.	
4.4.8 Percentage of households with yard water connections and higher level of service.	

The KZN PGDS elaborates on the interventions listed in **Table 2.16** and further identifies targets for the indicators shown in **Table 2.16** (see the Appendices (M&E Framework Tables) in the [KZN PGDS 2021](#)).

The KZN PGDS explains that “spatial variables were considered collectively and a ranking order to key elements applied” to update the KZN Provincial Spatial Development Framework (SDF) (KZN Planning Commission 2018: 23). This process identified “Broad Provincial Spatial Planning Categories” (referred to as “sub-frames”) as shown in **Figure 2.53**.

The reviewed KZN PSDF was adopted in 2022. The KZN PSDF 2021 is shown in **Figure 2.54** and uMngeni-uThukela Water’s infrastructure and the KZN WTPs in relation to the KZN PSDF 2021 is illustrated in **Figure 2.55**. It is shown that uMngeni-uThukela Water’s existing infrastructure is predominantly located in those areas identified as “economic support areas” and “economic value adding areas” and that the recommended projects (**Figure 2.63 in UW IMP 2019**) are predominately located in those areas identified as “priority intervention areas”.

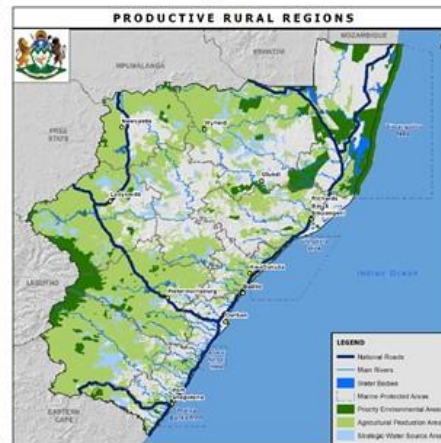
With reference to the KZN WTPs, it is shown in **Figure 2.55** that whilst some of the WTPs are located in the identified nodes and corridors; mandated service delivery areas, agricultural service areas and priority intervention areas, there are some nodes that do not have WTPs in close proximity. This suggests that these planned nodes may not have an assured supply of water.

PROVINCIAL SPATIAL DEVELOPMENT FRAMEWORK: SUB-FRAMES

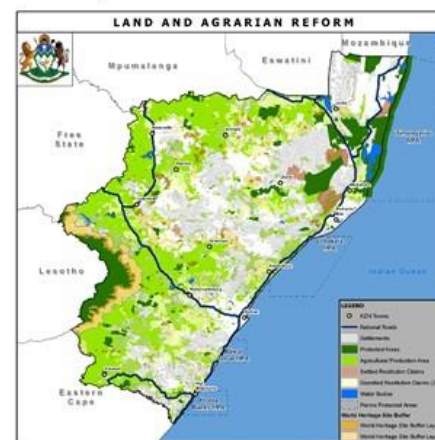
Natural Resource Protection



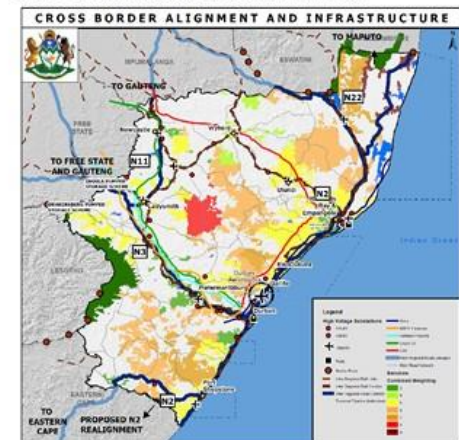
Productive Rural regions



Land and Agrarian Reform



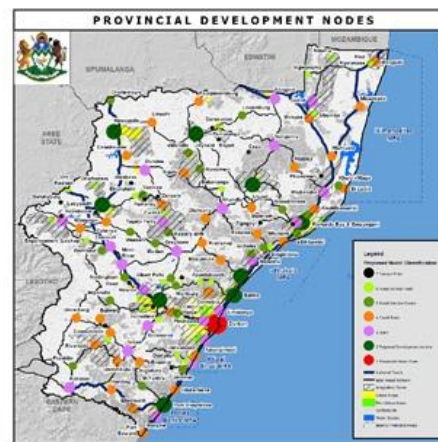
Cross Border Alignment & Infrastructure



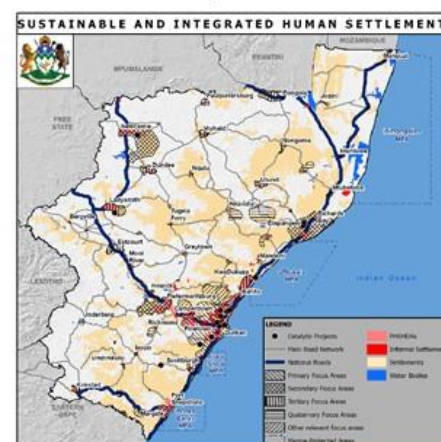
Provincial Development Corridors & Accessibility



Development Nodes and Integration Zones



Sustainable and Integrated Human Settlements



Economic Subframe

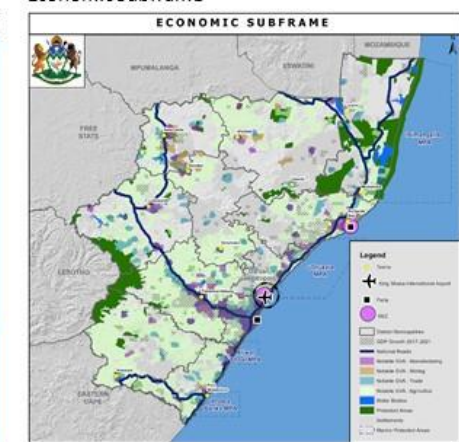


Figure 2.53 Composite map of priority intervention areas in KZN (KZN CoGTA 2022: 29).

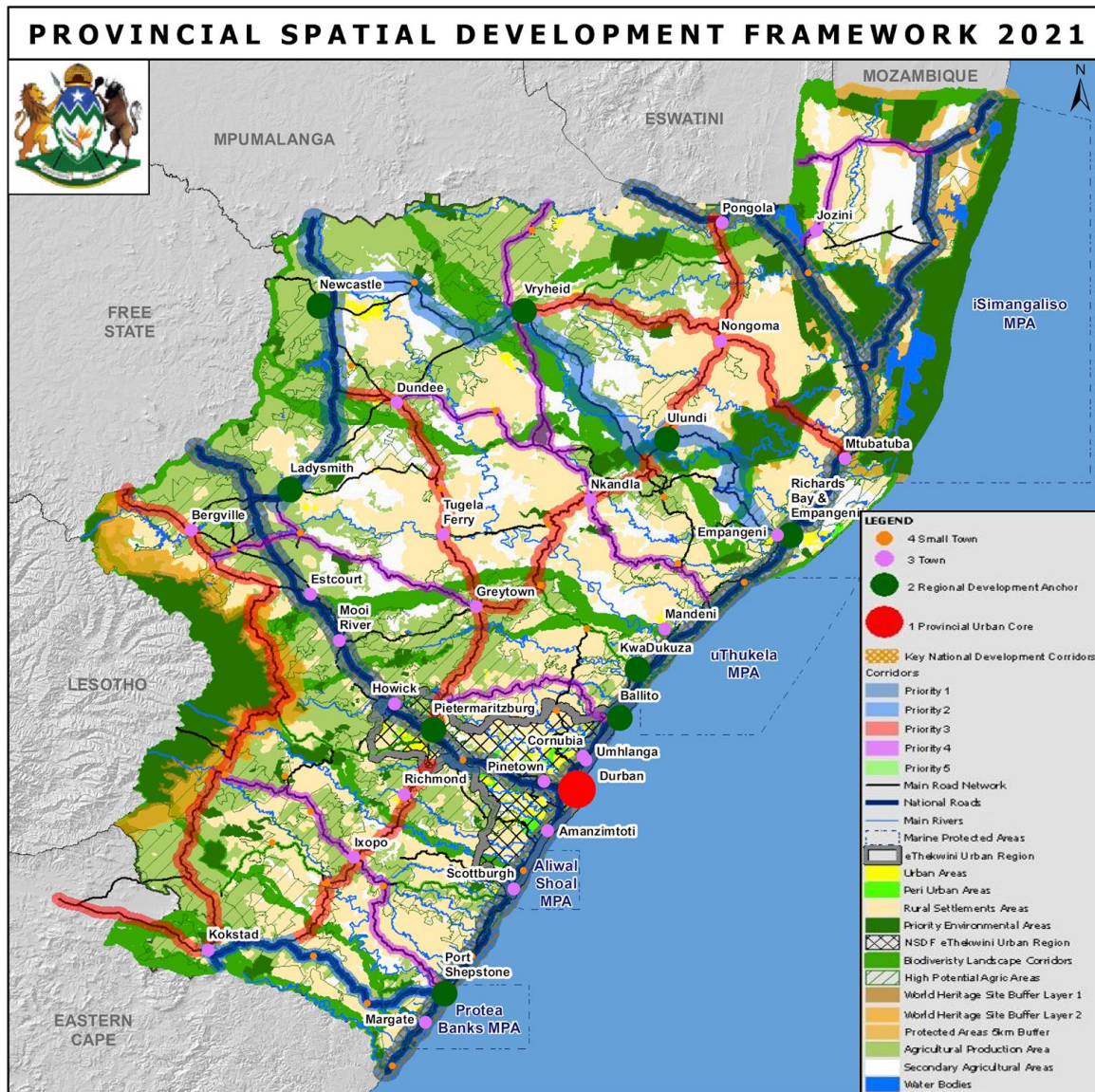


Figure 2.54 KZN PSDF 2021 (KZN CoGTA 2022: 28).

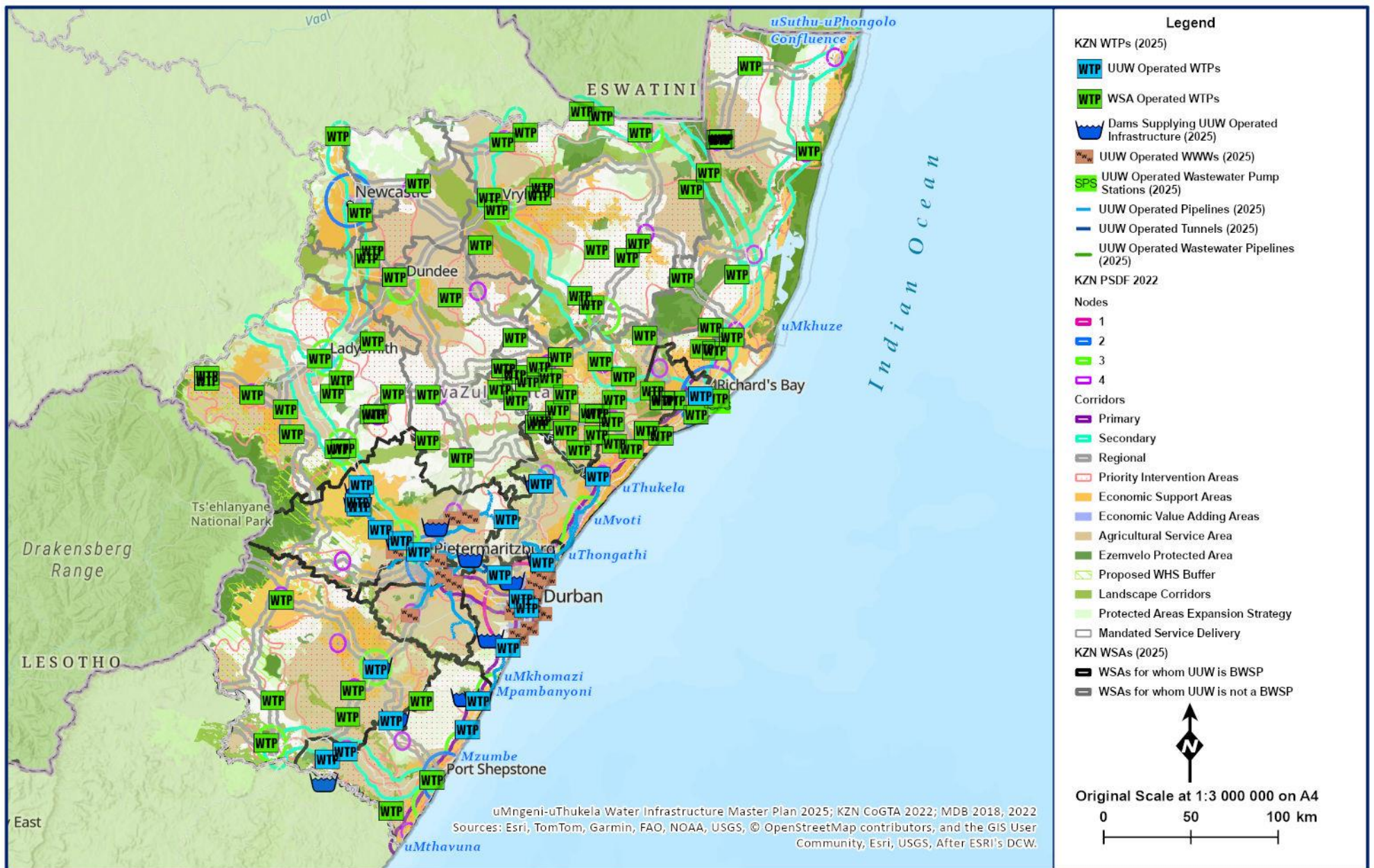


Figure 2.55 KZN WTPs in relation to the KZN PSDF 2022 (KZN CoGTA 2022; MDB 2018; uMngeni-uThukela Water 2025).

The development of the “KZN Provincial Infrastructure Master Plan” was initiated to facilitate the achievement of the PGDP Strategic Goal 4: Strategic Infrastructure. uMngeni-uThukela Water engages with the KZN-IMP through the different Action Work Groups (AWGs) and the Provincial Infrastructure Co-ordination Work Group⁹.

The KZN-IMP is summarised in **Figure 2.56**. The KZN-IMP supports the use of the Infrastructure Delivery Management System (IDMS). In October 2019, National Treasury released a circular requiring all government departments and public entities to start using the IDMS. In October 2020, National Treasury released a circular requiring all municipalities to start using the IDMS at the start of the 2021/2022 financial year. uMngeni-uThukela Water’s infrastructure planning and implementation process is aligned to the IDMS.

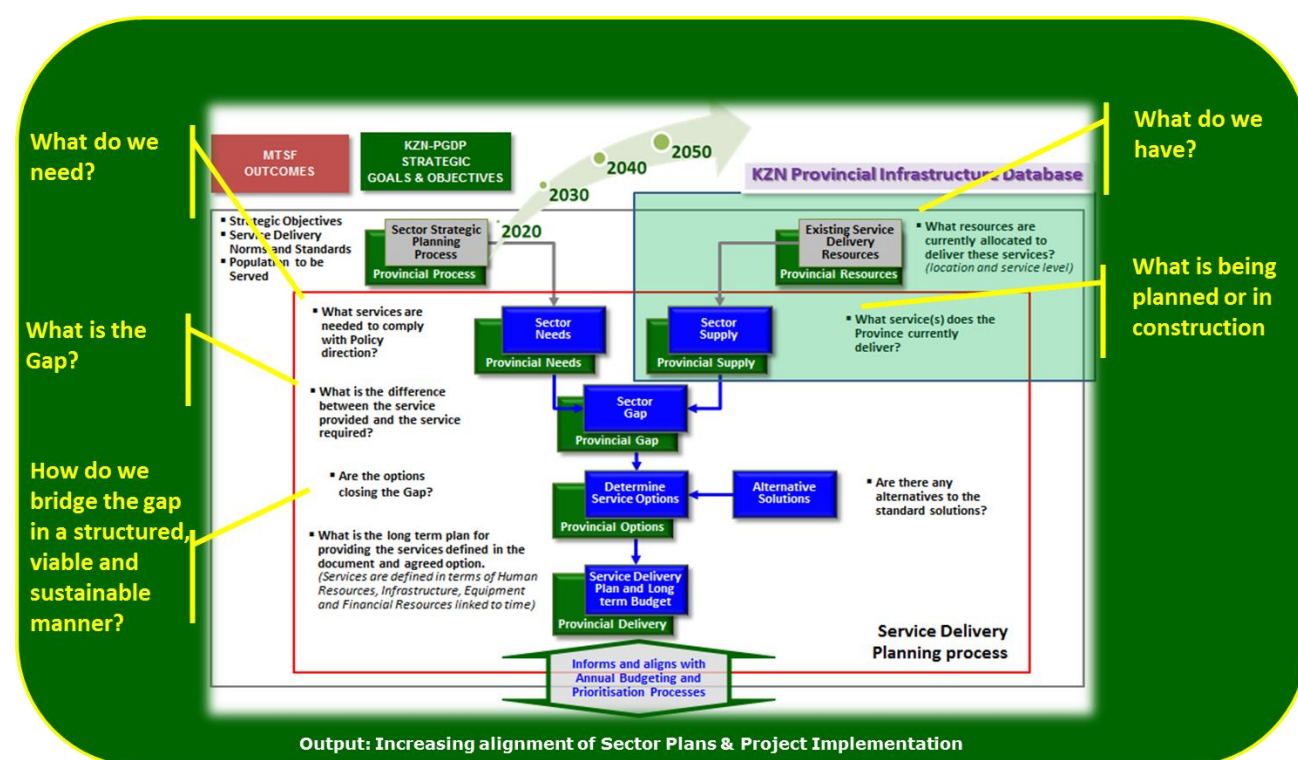


Figure 2.56 Illustration of what the KZN-IMP is (KZN Planning Commission 2017: 28).

A sector plan informing the KZN-IMP is the [KZN Provincial Water Master Plan](#) (October 2020), which was developed by KZN CoGTA. This Provincial Water Master Plan included the information from the uMngeni-uThukela Water IMP 2020 and the Universal Access Plan (UAP) Phase 3 project, undertaken by uMngeni-uThukela Water. The recommendations from the KZN Water Master Plan are discussed briefly in **Sections 7 – 19**.

The 2007 KZN Provincial Spatial Economic Development Strategy (PSEDS) (**IMP 2008**) was reviewed and updated in 2016. The KZN Department of Economic Development, Tourism and Environmental Affairs (EDTEA) undertook research to identify the main economic drivers in the KZN district municipalities and analysed the comparative advantages of each district municipality. The results were then spatially analysed to “objectively determine a framework for the prioritisation of spatial

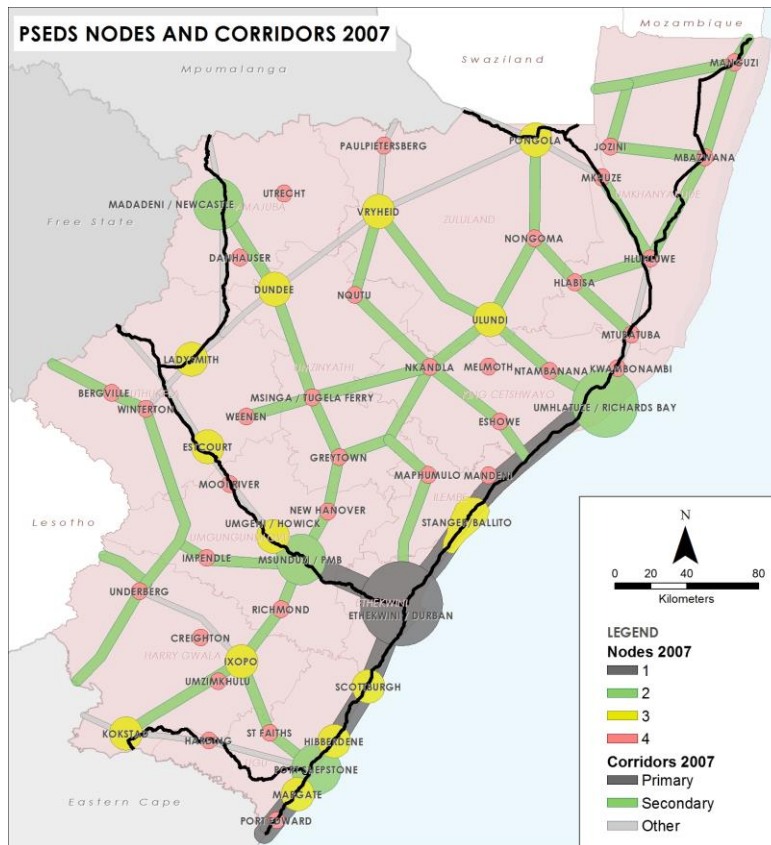
⁹ See **Section 2.5** in **IMP 2016** for a discussion on the institutional model.

economic development initiatives in the province” (KZN EDTEA 2017: ii). The refinement of the PSEDs is shown in **Figure 2.57**.

uMngeni-uThukela Water’s infrastructure and the KZN WTPs in relation to the 2016 PSEDs is shown in **Figure 2.58**. It is shown in this figure that uMngeni-uThukela Water’s existing infrastructure and recommended projects (**Figure 2.68 in UW IMP 2019**) align with the proposed nodes and corridors of the PSEDs 2016.

However, it is also shown in **Figure 2.58** that some of the identified nodes of local influence do not have WTPs located in close proximity and therefore may not have an assured supply of water.

PSEDS Nodes and Corridors 2007



PSEDS Nodes and Corridors 2016

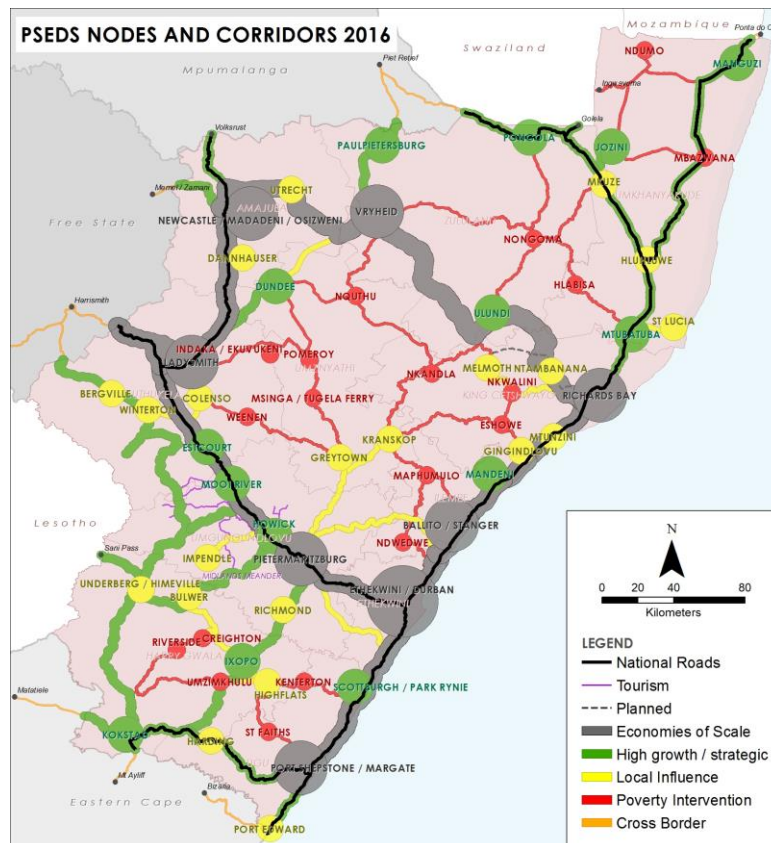


Figure 2.57 The PSEDS 2007 and 2016 (KZN EDTEA 2017: database).

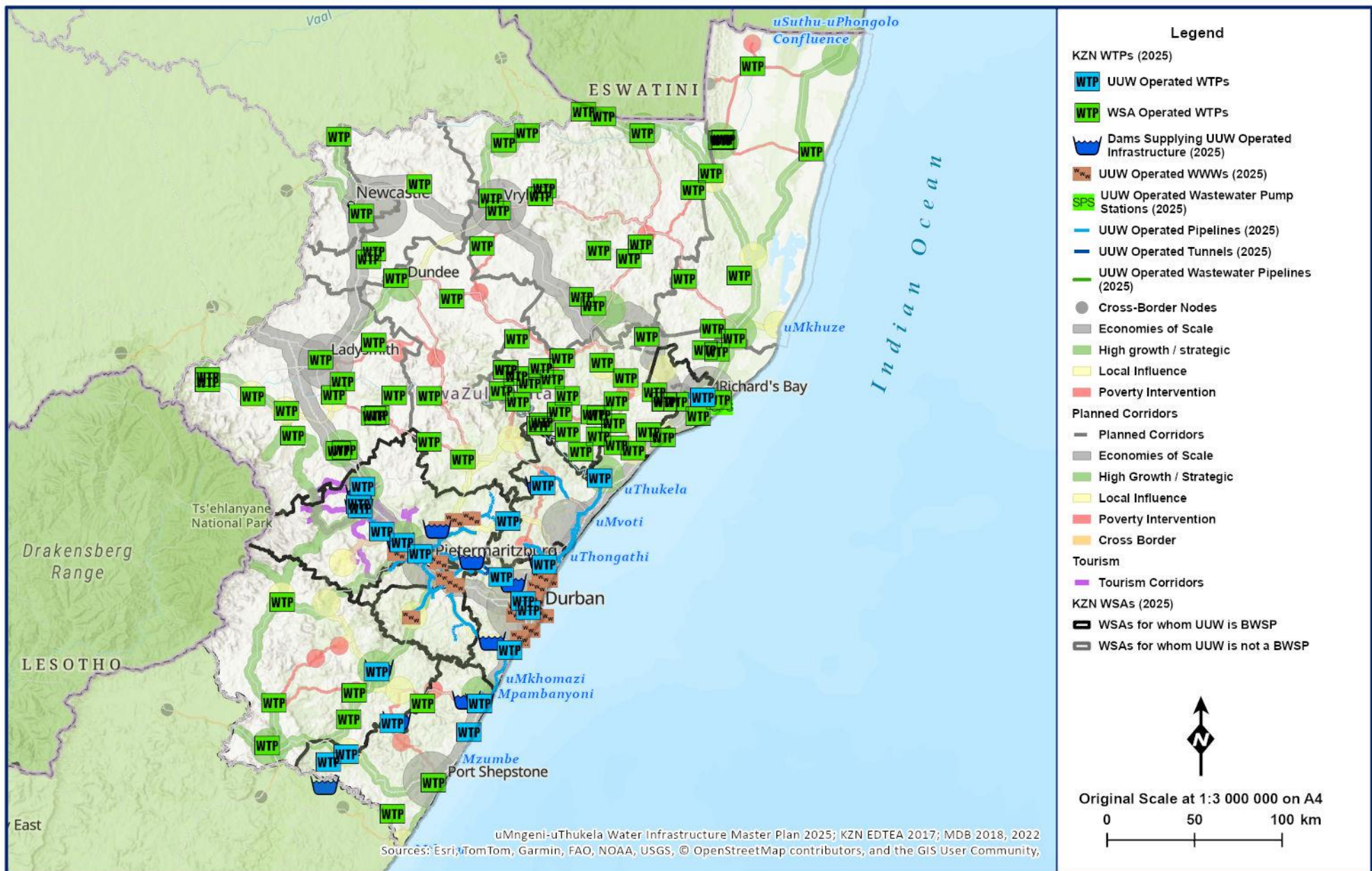


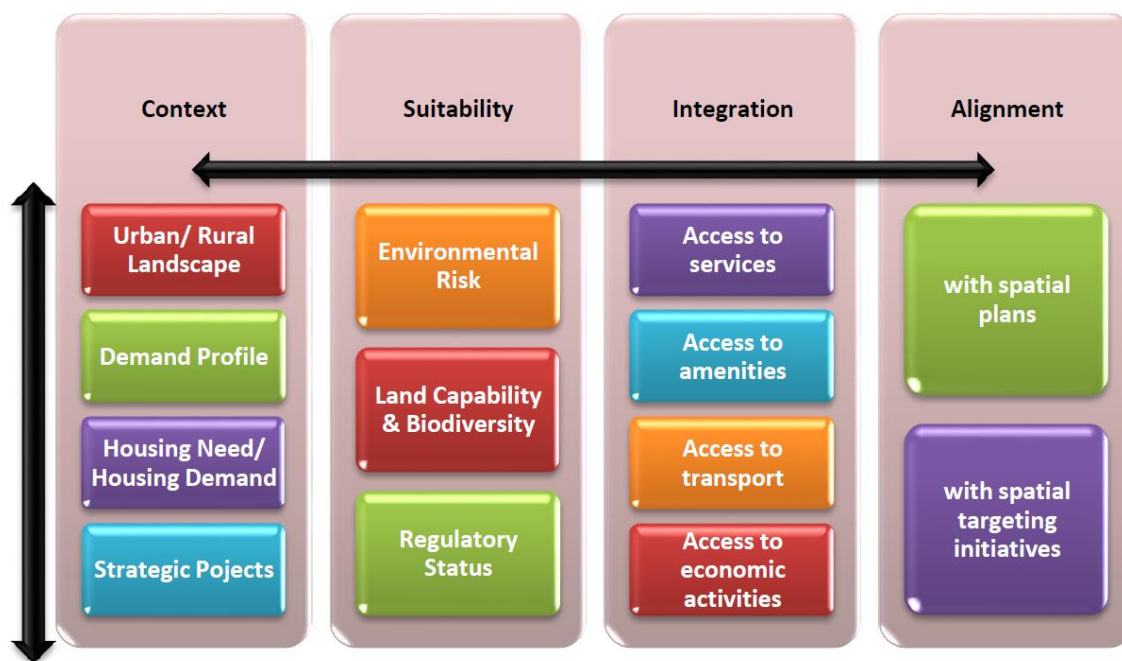
Figure 2.58 KZN WTPs in relation to the KZN PSEDs 2016 (KZN EDTEA 2017; MDB 2018; uMngeni-uThukela Water 2025).

The KZN Department of Human Settlements (DHS) and the KZN branch of the Housing Development Agency (HDA) developed the KZN Human Settlements Master Spatial Plan in 2016. The purpose of this plan is to:

- “Create a spatial framework to guide investment by all state departments and state owned companies and private sector actors in relation to the human settlement sector.
- Achieve a create balance between spatial equity, economic competitiveness and environmental sustainability to overcome the legacy of apartheid spatial planning.
- Provide guidance to the implementation of all Medium-Term Strategic Framework (MTSF) targets in alignment with a human settlement spatial plan.
- Provide guidance to the implementation of strategically chosen catalytic interventions to achieve spatial transformation.”

(KZN DHS and HDA 2016: 4)

This plan used the HDA’s Land Identification and Assessment Criteria (**Figure 2.59**) with a scoring system and a sensitivity analysis to identify focus areas for human settlements.



Data Source: Adaptation from original model prepared for the HDA, 2014

Figure 2.59 HDA’s Land Identification and Assessment Criteria (LIAC) (KZN DHS and HDA 2016: 143).

The alignment of these focus areas with uMngeni-uThukela Water’s infrastructure and the KZN WTPs is shown in **Figure 2.60**.

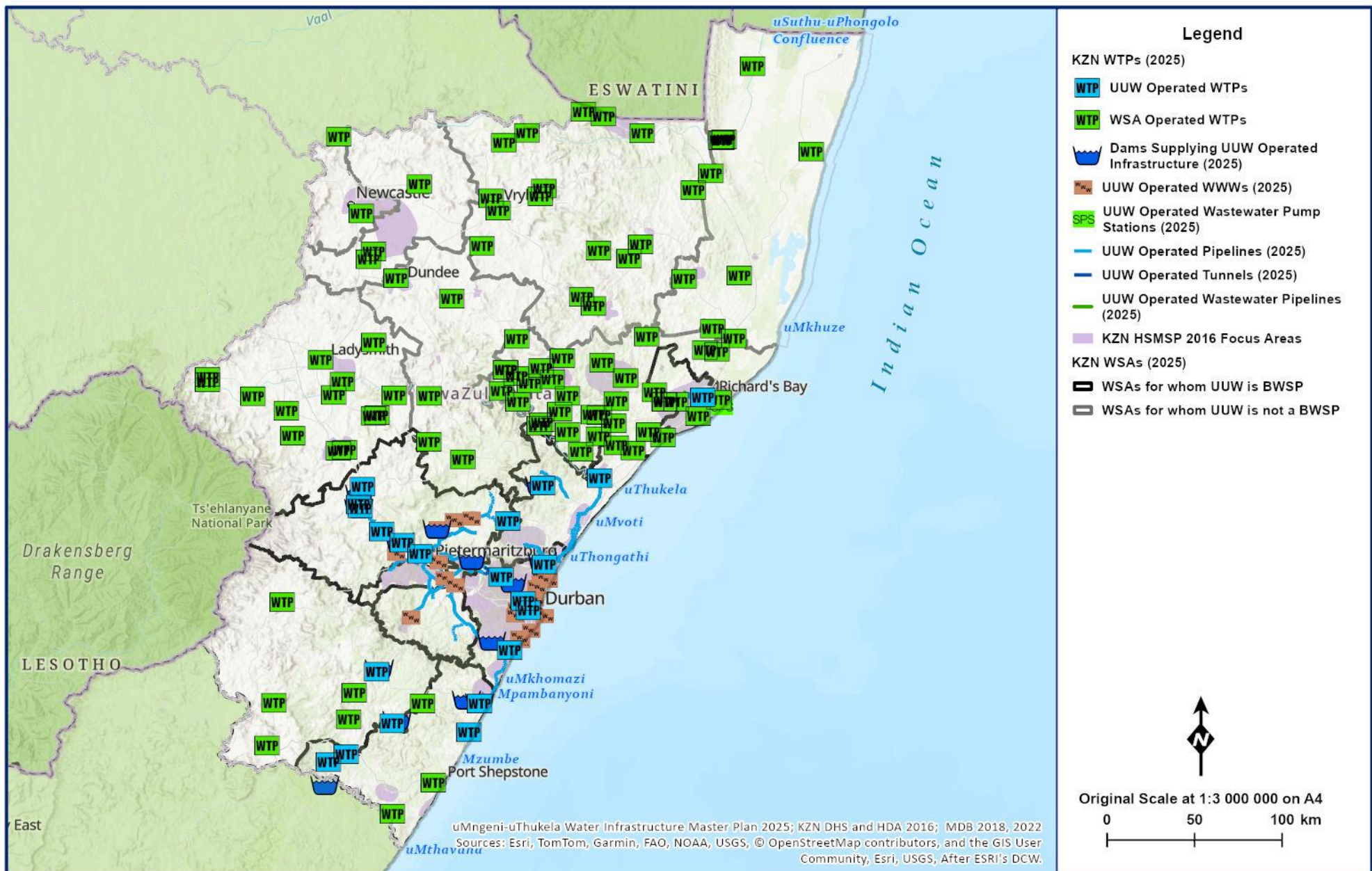


Figure 2.60 KZN WTPs in relation to the KZN Human Settlements Master Spatial Plan 2016 Focus Areas (KZN DHS and HDA 2016; MDB 2018; uMgeni-uThukela Water 2025).

- “High housing demand.
- Large enough to accommodate social and economic amenities.
- Supports sustainable environmental management and integrated land uses.
- Integrated transportation, integrated bulk services, sustainable economic activities.
- Not situated in environmental sensitive areas.”

(KZN HDA 2019: Slide 4)

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Table 2.17 KZN Priority Housing Development Areas (PHDAs) per KZN WSA (after KZN HDA 2023: 5).

WSA	Local Municipality	Priority Housing Development Area
eThekweni	-	1. eThekweni Inner City Node 2. uMlazi/Austerville 3. uMhlanga/Cornubia/Mawothi/Kwamashu 4. Greater Mpumalanga 5. Greater Cato Manor-uMkumbaan
iLembe	KwaDukuza	6. Ballito/Shakaskraal Development Area 7. KwaDukuza Town/Hyde Park-Nonoti Area
City of uMhlathuze	-	8. Empangeni 9. Richards Bay 10. Esikhaleni Vulindlela Corridor
Msunduzi	-	11. Edendale 12. Msunduzi North and East Development Areas
uThukela	Alfred Duma	13. Ladysmith Development Area
uMkhanyakude	Jozini	14. Jozini Urban Development Node 15. Mkuze Urban Development Node
Ugu	Ray Nkonyeni	16. Greater Port Shepstone 17. Gamalakhe Nositha PHDA 18. Uvongo-Margate PHDA 19. Shelly Beach PHDA
Zululand	Ulundi	20. uLundi Peri Urban Integration
Newcastle	-	21. Newcastle Priority Development Area
Harry Gwala	Greater Kokstad	22. Kokstad Town

Of the 22 PHDAs identified in KZN, nine are in areas that are supplied with bulk potable water from uMngeni-uThukela Water (note that housing projects obtain water from the respective WSAs which in turn are supplied by bulk water service providers such as uMngeni-uThukela Water). Six of the PHDAs viz. the eThekweni Inner City Node; uMlazi/Austerville; Greater Mpumalanga; Greater Cato Manor-uMkumbaan; the Edendale PHDA and Msunduzi North and East Development Areas are supplied by the uMngeni System (**Section 7**) and the remaining three viz. the uMhlanga/Cornubia/Mawothi/Kwamashu; Ballito/Shakaskraal Development Area and KwaDukuza Town/Hyde Park-Nonoti Area are supplied by the North Coast System (**Section 12**). The Edendale PHDA and Msunduzi North and East Development Areas could be treated by the Darvill WWW (**Section 19**). uMngeni-uThukela Water does not operate the wastewater infrastructure supplying the remaining PHDAs.

A summary of the municipal Spatial Development Frameworks (SDFs) within uMngeni-uThukela Water's operational area is presented in **Figure 2.62**. It is shown in this figure that uMngeni-uThukela Water's existing and proposed infrastructure align with the nodes and corridors identified by the municipalities.

A comparison of **Figure 2.55**, **Figure 2.58**, and **Figure 2.62** shows that there is alignment between the different public sector plans within uMngeni-uThukela Water's operational area. This alignment is summarised in **Figure 2.63**. Whilst it is clearly shown in **Figure 2.63** that there is existing and planned bulk water infrastructure in the areas that are densifying, it is unclear whether there is sufficient sanitation infrastructure to support the growth.

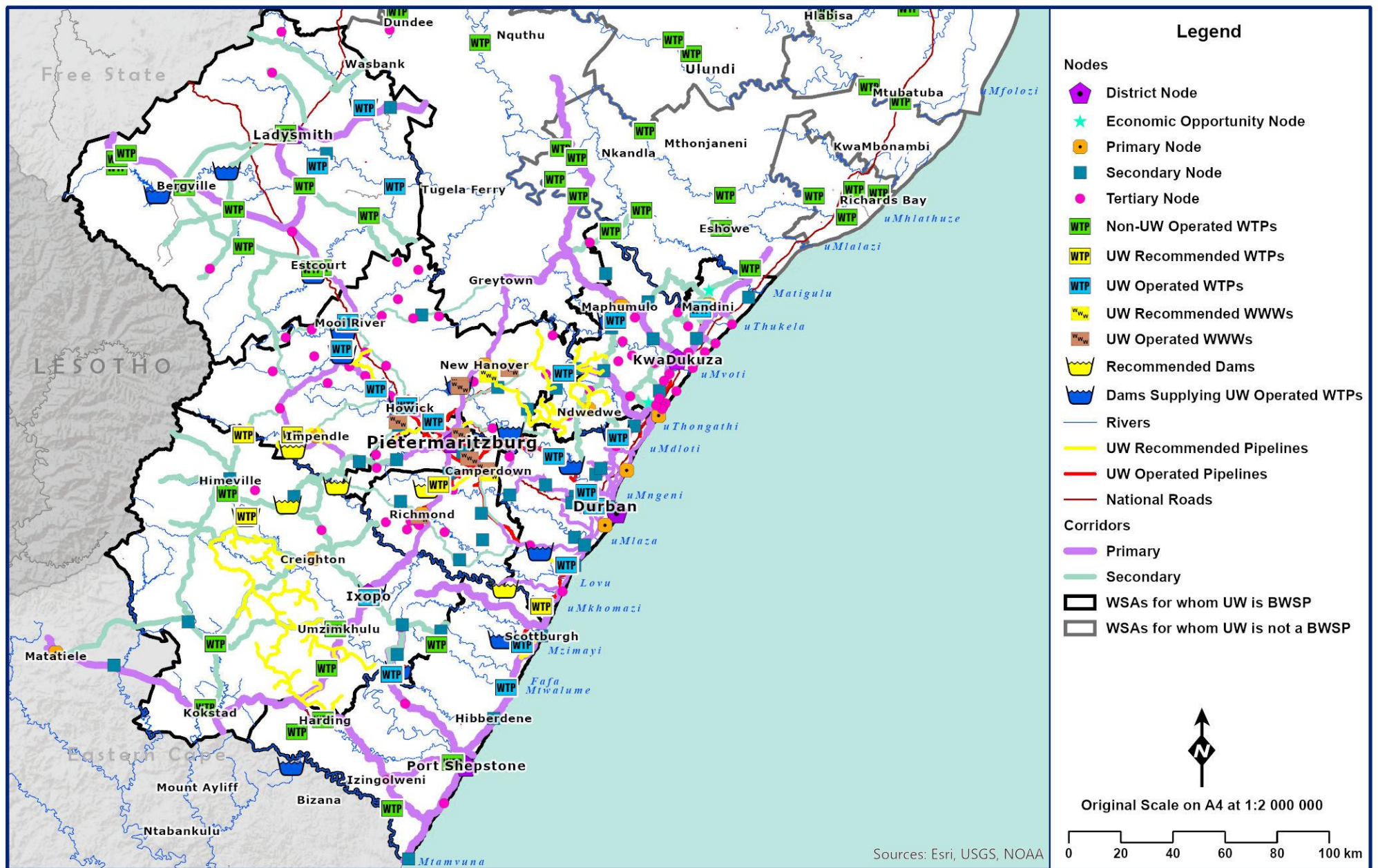


Figure 2.62 Municipal SDFs (eThekweni 2019; Harry Gwala 2016; iLembe 2016; KZN DoT 2017; MDB 2016; uMgeni-uThukela Water 2024; Ugu 2016; uMgungundlovu 2018; uThukela 2018).

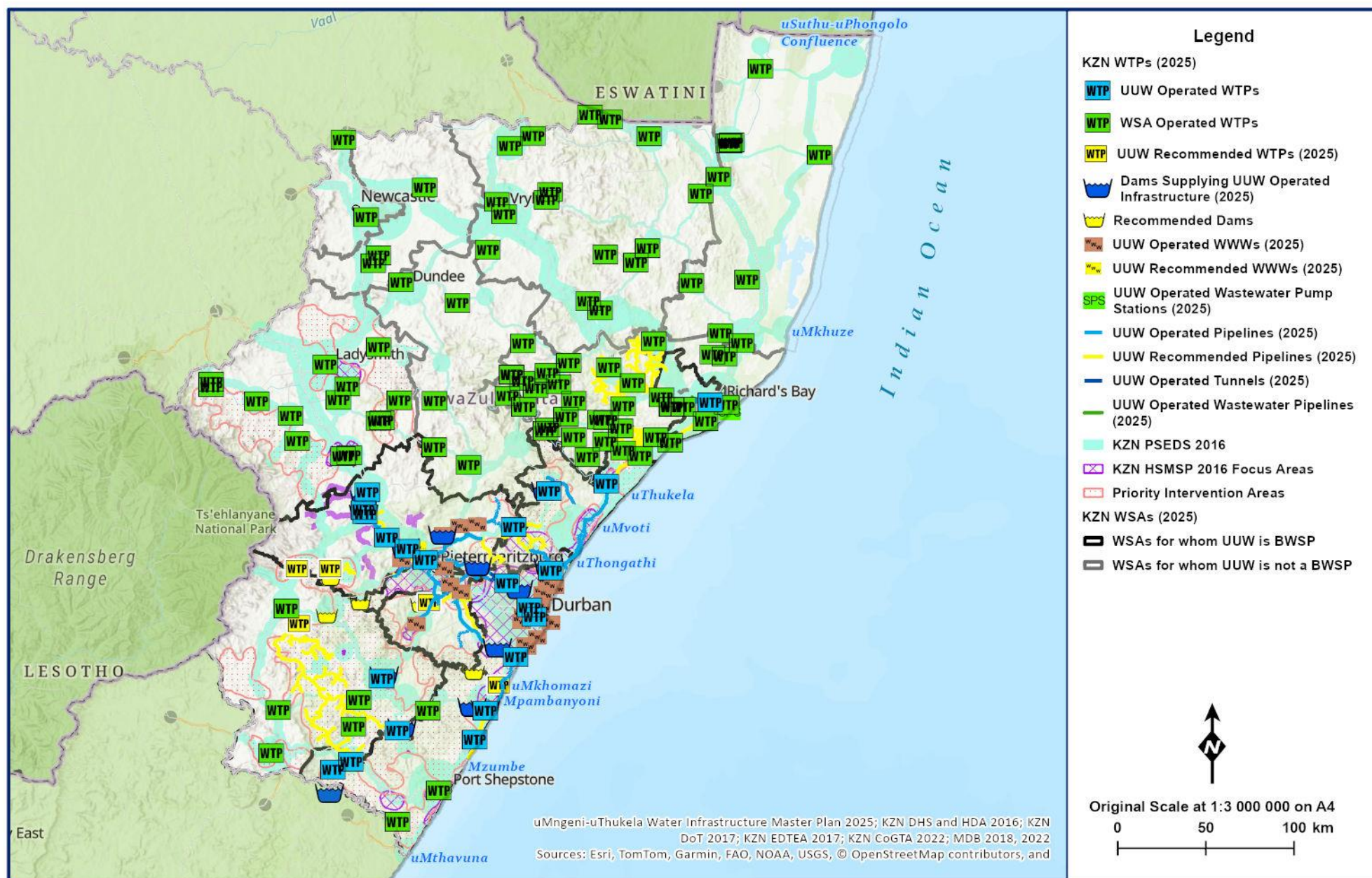


Figure 2.63 Alignment of the different spatial plans (KZN DHS and HDA 2016; KZN EDTEA 2017; KZN Planning Commission 2018; MDB 2016; uMngeni-uThukela Water 2025).

Sanitation system/technology types may be categorised as those shown in **Table 2.18**.

Table 2.18 Sanitation system/technology types (after DoH and CSIR 2000: 10.4).

Sanitation System Type	Water Added	Conveyance Required (Either Sewer Pipelines or Truck)
Full waterborne sanitation	Yes	Yes
Flushing toilet with conservancy tank	Yes	Yes
Shallow sewers	Yes	Yes
Flushing toilet with septic tank and subsurface soil absorption field	Yes	No
Low-flow on-site sanitation systems	Yes	No
Aqua-privy toilet	Yes	No
Chemical toilet	No	Yes
Ventilated improved pit toilet	No	No
Ventilated improved double-pit toilet	No	No
Ventilated vault toilet	No	No
Urine-diversion toilet	No	No
Pit	No	No
Bucket	No	No
Other	No	No
No sanitation system	No	No

The planned changes in the sanitation system/technology type is explained by Bradley (2012: Slide 23) who states that:

“Feasible solutions to domestic water and sanitation needs are dependent upon residential density to a substantial degree, and the transition from ‘standard’ approaches to alternatives is at a higher residential density for sanitation than for water... This is particularly so with current technological advances...”.

Bradley (2012: Slide 23)

This is summarised in **Figure 2.64**. It is shown in **Figure 2.64** that as residential densities increase, the most appropriate (conventional) sanitation system/technology is that of “piped/sewered waste from household” and that this is the sanitation/technology conventionally used when there is “piped water to household”.

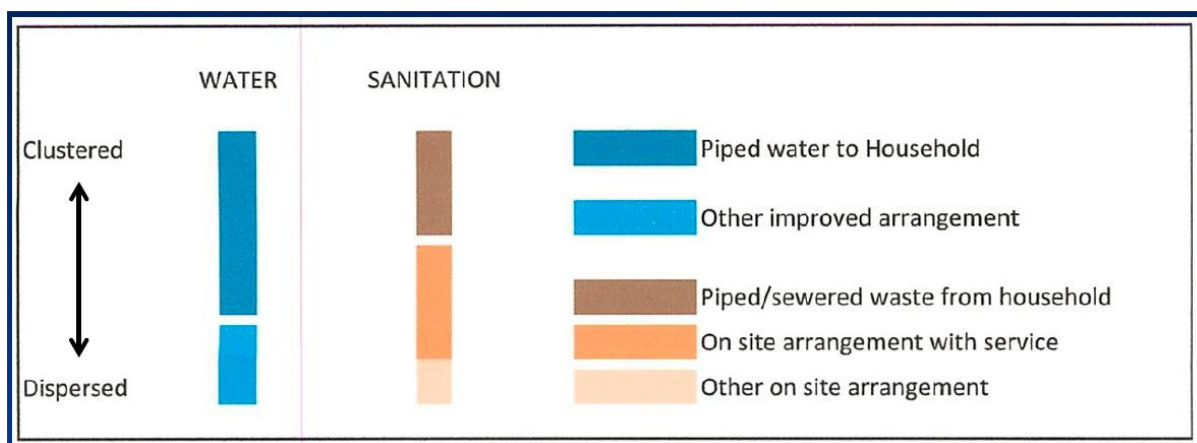


Figure 2.64 Relationship between residential densities and water and sanitation supply options (Bradley 2012: Slide 23).

A simplistic analysis using the relationship shown in **Figure 2.64** was undertaken to identify if there is sufficient existing and planned sanitation infrastructure for the areas planned for densification (**Figure 2.63**) within uMngeni-uThukela Water’s operational area:

- The planned areas for densification are shown in **Figure 2.65**. It is noted that these areas have been identified at a strategic level.
- The location of the planned densification areas in relation to those areas in which the dominant access to piped water is “piped water inside the dwelling” as identified by the Census 2011 is shown in **Figure 2.66**. It is shown in this figure that not all the planned densification areas have piped water inside the dwelling and therefore water service levels are likely to increase in these areas. However, it was shown that there is planned bulk water infrastructure to cater for this increase in water demand (see **Sections 7, 8, 11, 12 and 19**).
- The location of those areas in which the dominant toilet facility is a “flush toilet connected to a sewerage system” as identified by the Census 2011 in relation to the planned densification areas and those areas in which the dominant access to piped water is “piped water inside the dwelling” is shown in **Figure 2.67**. It is shown clearly in this figure that there are “gaps” between the sewerage system areas and the areas that will be densifying and some areas with piped water inside the dwelling.
- Those areas in which the dominant toilet facility is a “flush toilet with a septic tank” are shown in **Figure 2.68**. As densification increases, the use of a septic tank technology becomes a public health hazard and the sanitation technology should change to a sewerage system. It is shown in this figure that when the sanitation technology changes from septic tank to that of a sewerage system, there will still be “gaps” between the sewerage system areas and the areas that will be densifying.

The above analysis, based on a number of assumptions, suggests that existing wastewater infrastructure may not be sufficient to cater for existing and future needs. This is discussed further in **Section 19**.

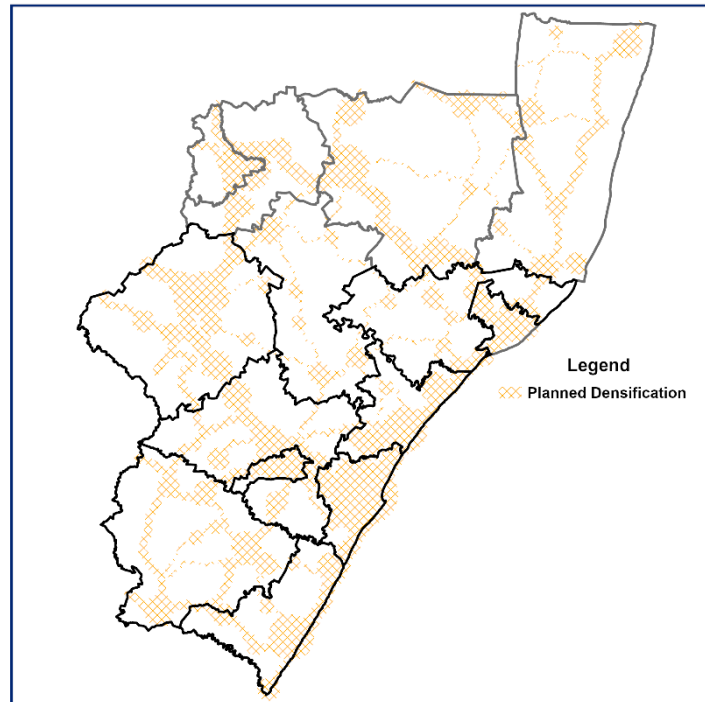


Figure 2.65 Public sector planned densification areas (KZN DHS and HDA 2016; KZN EDTEA 2017; KZN Planning Commission 2018; MDB 2020).

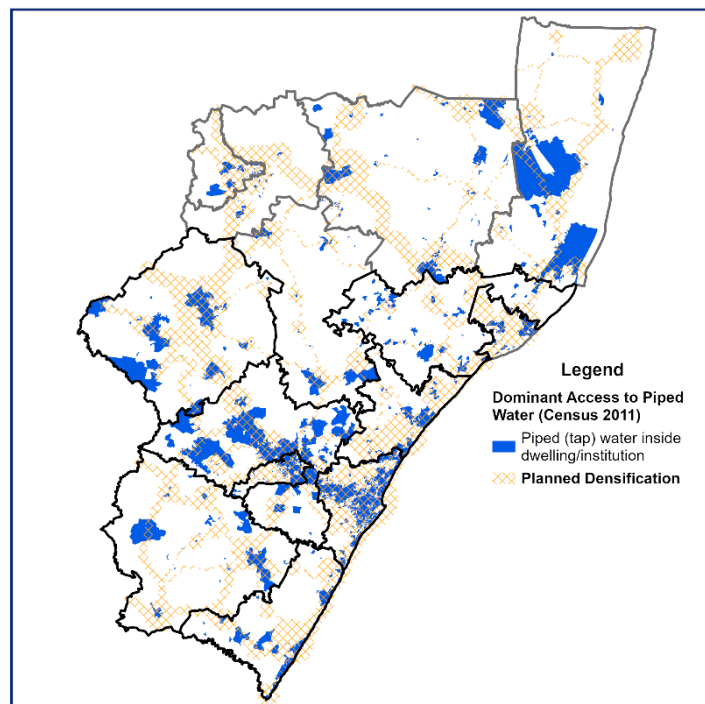


Figure 2.66 Public sector planned densification areas and those areas with a dominant access to piped water inside the dwelling (Census 2011; KZN DHS and HDA 2016; KZN EDTEA 2017; KZN Planning Commission 2018; MDB 2020).

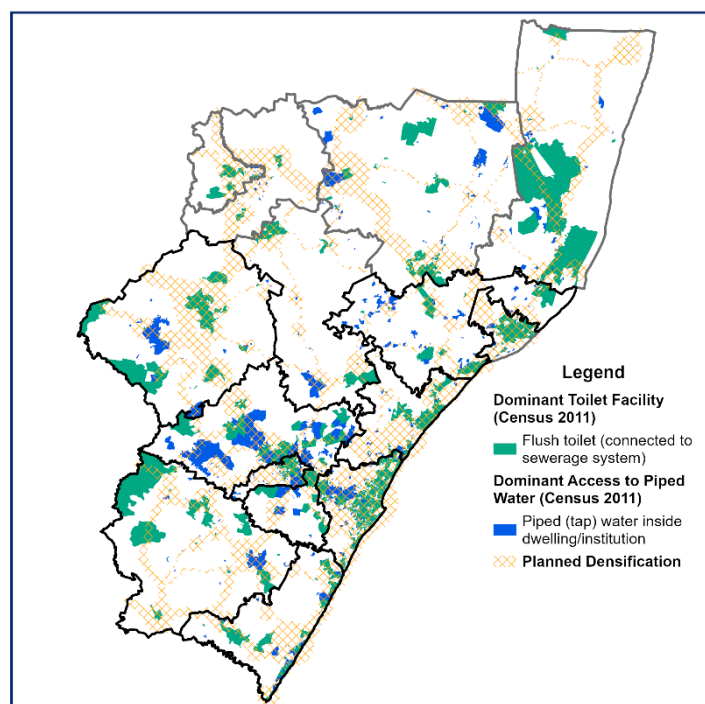


Figure 2.67 Public sector planned densification areas and those areas with a dominant access to piped water inside the dwelling and flush toilet connected to sewerage system (Census 2011; KZN DHS and HDA 2016; KZN EDTEA 2017; KZN Planning Commission 2018; MDB 2020).

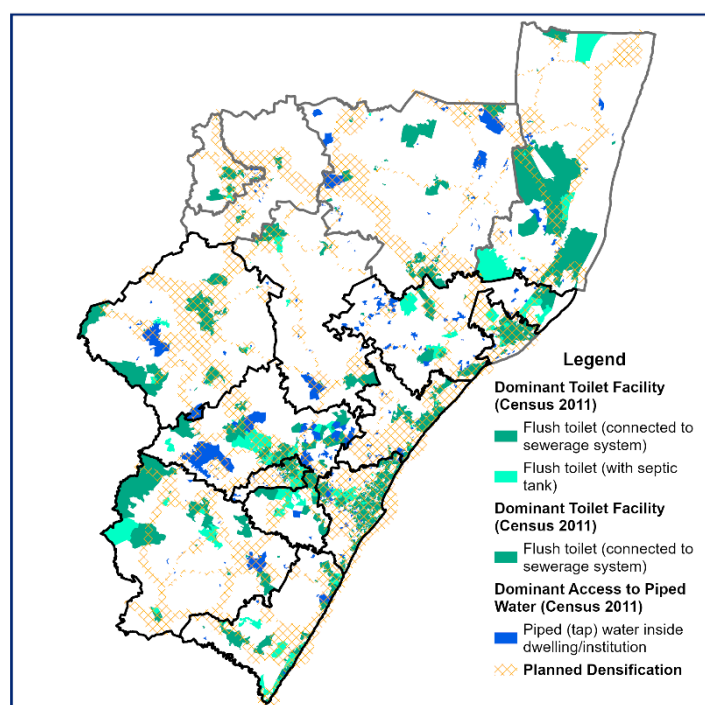


Figure 2.68 Public sector planned densification areas and those areas with a dominant access to piped water inside the dwelling, flush toilet connected to sewerage system and flush toilet with septic tank (Census 2011; KZN DHS and HDA 2016; KZN EDTEA 2017; KZN Planning Commission 2018; MDB 2016).

2.6 Regional Water Planning Overview

This section provides an overview of the infrastructure and supply planning throughout uMngeni-uThukela Water's Operational Area. The 2025 Infrastructure Master Plan includes the status quo of water resources and supply infrastructure for all areas in KwaZulu-Natal, even those areas outside of uMngeni-uThukela Water's Operational Area. Included in this IMP are uMngeni-uThukela Water's recommendations of regional and other schemes that could be implemented to improve bulk water supply services to these other areas. Since these recommendations have not, necessarily, been adopted by the WSA's, the areas outside of uMngeni-uThukela Water's Operational Area are not included in this Chapter.

As shown in the previous section, the municipalities of eThekweni and uMgungundlovu are the two main economic contributors within KwaZulu-Natal (KZN). This economic activity is dominated by the two cities of Durban and Pietermaritzburg.

With reference to **Figure 2.55** and **Figure 2.58**, the Provincial Growth and Development Strategy (PGDS) (KZN Provincial Planning Commission 2018) and the PSEDs 2016 identifies eThekweni Municipality as a Primary Node within KZN, which is an urban centre with very high existing economic growth and with the potential for expansion and is of national and provincial economic importance. It is the only Primary Node in the province. Pietermaritzburg has been identified in the PGDS as a Secondary Node within KZN, which is an urban centre with good existing economic development and the potential for growth and services to the regional economy. It is one of four such nodes in the province. These two centres and the development corridor between them is the economic hub of the province (**Figure 2.55**).

Richards Bay on the North Coast, as the second busiest port in KZN and the third largest contributor to the provincial economy, is also classified as a Secondary Node. The corridor between Durban and Richards Bay is also considered to be of economic importance where significant development is expected to occur in the future, particularly in the area surrounding the Dube Trade Port and King Shaka International Airport.

Port Shepstone is also classified as a Secondary Node, and the corridor between it and Durban is experiencing steady growth and has potential for further economic development.

This key KZN developmental region (T-shaped) defined by primary and secondary nodes and corridors constitutes the KZN portion of SIP2 and falls largely within uMngeni-uThukela Water's current area of operation. It was further shown in **Figure 2.43** and **Figure 2.44** that the water within uMngeni-uThukela Water's area of operation not only supports this area but is also transferred to the largest economic hub in the country viz. that Gauteng region and the Richard's Bay area, the second largest economic hub in KZN.

The primary, secondary and tertiary development nodes are indicated as circles in **Figure 2.69** with the size proportional to its hierarchical level of importance. The KwaZulu-Natal Reconciliation Strategy Study that was completed by the Department of Water and Sanitation¹⁰ (DWAf 2009) termed this region "the KwaZulu-Natal Coastal Metropolitan Area".

In order to maintain its significance, and realise its future growth potential, this region needs to be supported by a sustainable long-term supply of water. The responsibility for the planning,

¹⁰ At the time the study was published, the department was called the Department of Water Affairs and Forestry (DWAf).

constructing and operating of the required water resource and water supply infrastructure rests with the Department of Water and Sanitation, uMngeni-uThukela Water and the relevant Water Service Authorities. The roles and responsibilities of these institutions in this regard vary, with some overlap in certain instances.

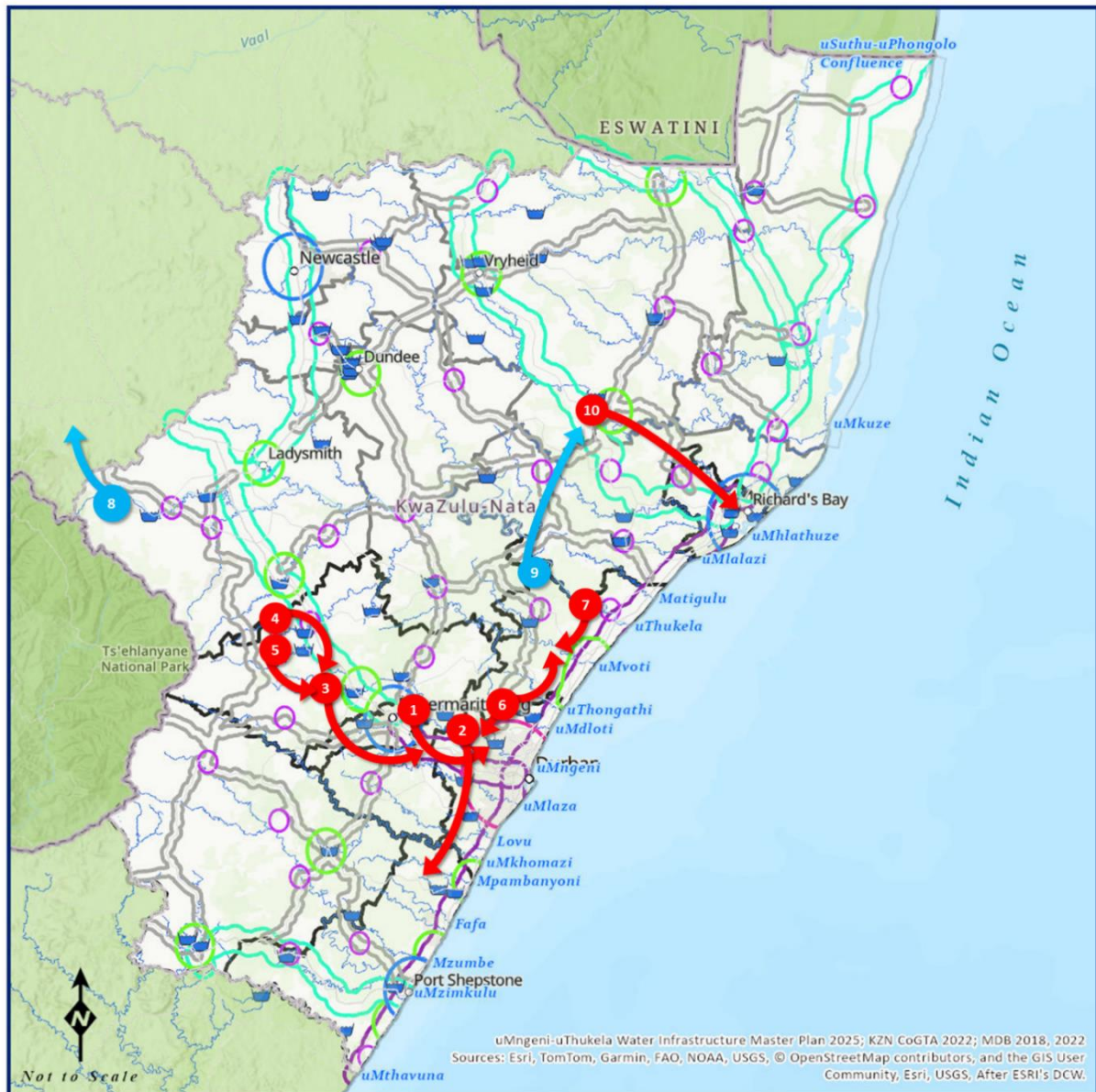


Figure 2.69 Current bulk water supply strategy.

With reference to **Figure 2.69**, the major sources of water to supply the area are as follows:

1. Water is abstracted from Nagle Dam on the uMngeni River to supply primarily the northern and central parts, and to a lesser extent the western part, of eThekweni Municipality. Raw water storage for this abstraction is provided at Albert Falls Dam, and can be supported by Midmar Dam situated upstream;
2. Water is abstracted from Inanda Dam on the uMngeni River to supply primarily the central and southern parts, and to a lesser extent the northern part, of eThekweni Municipality and the southern coastal strip as far south as Scottburgh within Ugu District Municipality. Raw

water storage for this abstraction is provided at Inanda Dam, and can be supported by Albert Falls and Midmar Dams upstream;

3. Water is abstracted from Midmar Dam on the uMngeni River to supply the Msunduzi Local Municipality (Pietermaritzburg and Vulindlela), the western part of the eThekweni Municipality and the connecting corridor, which is within uMgungundlovu District Municipality;
4. When the volume at the Mearns Weir is greater than 60% of its capacity then water is transferred from both the Mearns Weir and from Spring Grove Dam to support the uMngeni System. In this scenario the following applies:
 - a. 3.2 m³/s is abstracted from Mearns Weir; and
 - b. 1.3 m³/s from Spring Grove Dam;
5. When the Mearns Weir is less than 60% of full supply capacity then 4.5 m³/s is transferred directly from Spring Grove Dam, to the uMngeni System, to support all abstractions from the uMngeni River; and
6. Water is abstracted from Hazelmere Dam on the uMdloti River to supply the northern part of eThekweni Municipality and the northern coastal strip of iLembe District Municipality as far north as the town of Ballito.
7. Water is abstracted from the uThukela River to supply the southern coastal areas of Mandini Local Municipality and most of the coastal areas of KwaDukuza LM as far south as the town of Ballito.
8. Water is abstracted from the upper reaches of the uThukela River to augment the water supply to the Gauteng economic region.
9. Water is abstracted from the lower reaches of the uThukela River to augment the water supply to the Richard's Bay area.
10. Water is abstracted from the Goedertouw Dam and the uMhlathuze River to supply the Richards Bay and Empangeni within the Mhlathuze Local Municipality.

From a planning perspective, water from the uMngeni system is required to be supplied at a 99% level of assurance (i.e. a 1:100 year risk of failure) due to the economic and strategic significance (based on the industrial and commercial output) of the greater eThekweni-Msunduzi region. A 98% level of assurance (i.e. a 1:50 year risk of failure) is currently required for supply from the Mdloti system, the uThukela System and for the South Coast as these regions are predominantly of a domestic nature.

A holistic view of the projected water demands from the entire uMngeni System is shown in **Figure 2.70** together with the existing yield (at a 99% level of assurance) available from the system. This yield includes the maximum additional support that it can obtain from the Mooi River. The demand has exceeded the available yield and the Department of Water and Sanitation have enforced a Plan of Action for uMngeni-uThukela to reduce supply back to licenced amounts. This is evident in the graph and with the decrease in supply over the next year and thereafter supply volumes will not be allowed to exceed the Licenced amount unless the system is considered 100% full or the uMkhomazi Water Project is constructed to increase the yield of the system. The existing deficit means that water is being supplied at a lower level of assurance than is required and therefore the risk of a shortfall being experienced has increased. Licenced volumes are equivalent to a 1:5 year drought or an assurance level of 80%.

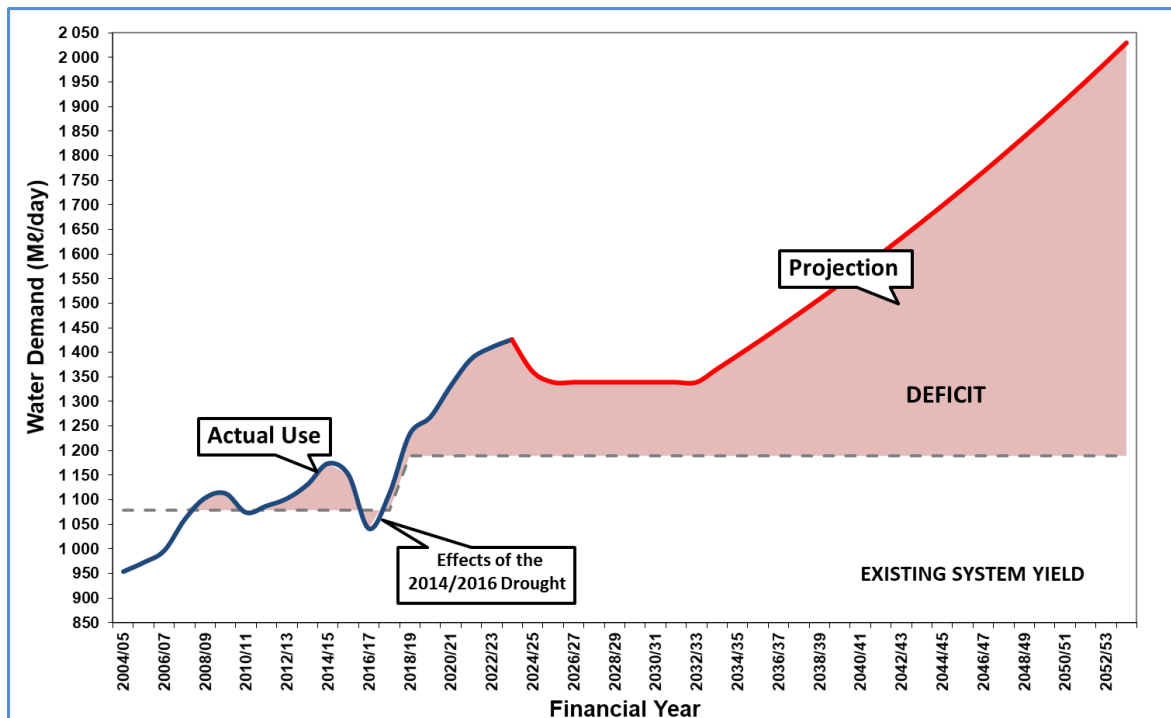


Figure 2.70 uMngeni System - Existing Water Balance

Figure 2.71 illustrates a holistic view of the projected water demands from the entire North Coast Supply System (including supply from Hazelmere and Lower Thukela) together with the historical and existing yield (at a 98% level of assurance) available for the system. Similarly, **Figure 2.72** illustrates a holistic view of the projected water demands for the entire South Coast Supply System and includes the historical yield (at a 98% level of assurance).

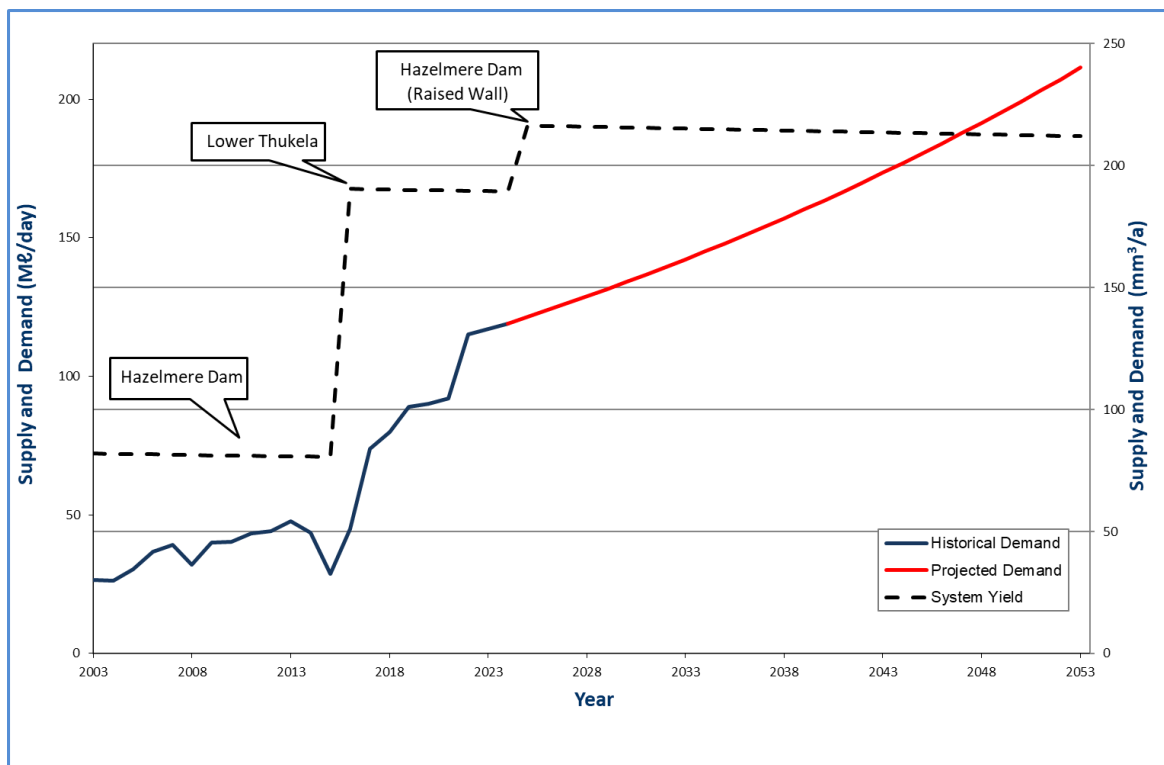


Figure 2.71 North Coast Supply System – Existing Water Balance

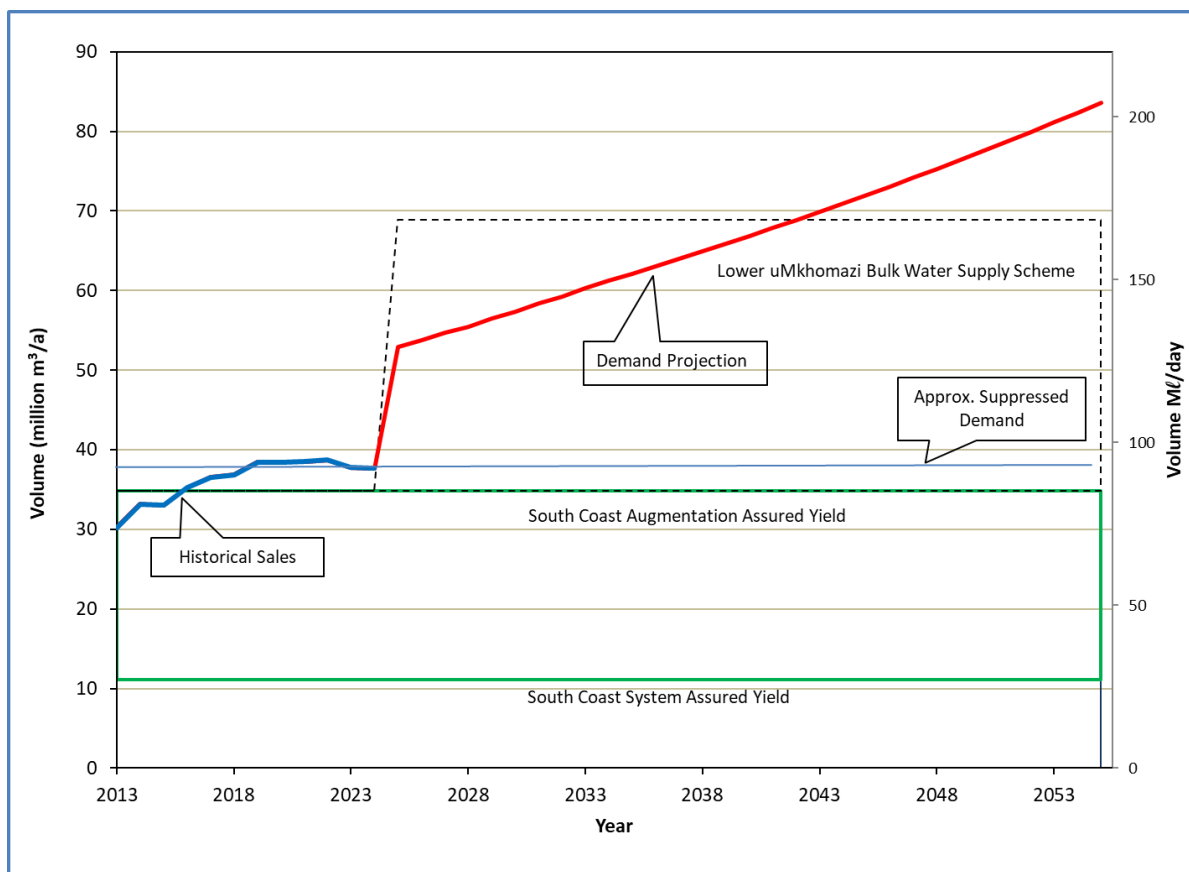


Figure 2.72 South Coast Supply System – Existing Water Balance

Water Demand Management (WDM) initiatives are the quickest measure to implement and have the effect of lowering the demand curve and thereby either reducing the deficit or by delaying the need to implement other measures. However, the extent of the success to be achieved through the implementation of WDM initiatives is very difficult to accurately predict, and once achieved can be difficult to maintain unless there is constant monitoring and management of the systems. Nevertheless, the municipalities that uMngeni-uThukela Water supply are implementing a wide range of WDM initiatives and these can have a marked impact on the demand requirements from the systems. Notwithstanding these initiatives, it is evident that the long-term projection still anticipates a growth in water demand for the regions where economic development and improved levels of water service outweigh any savings achieved through the WDM initiatives. Hence, further water resource augmentation measures still have to be considered.

eThekweni Municipality has recently constructed the Western Aqueduct Pipeline and this will extend the existing pipeline system that runs from Midmar Dam to the western area of eThekweni. The Western Aqueduct can supply parts of the central and northern areas of the municipality (**Arrow 3 in Figure 2.73**).

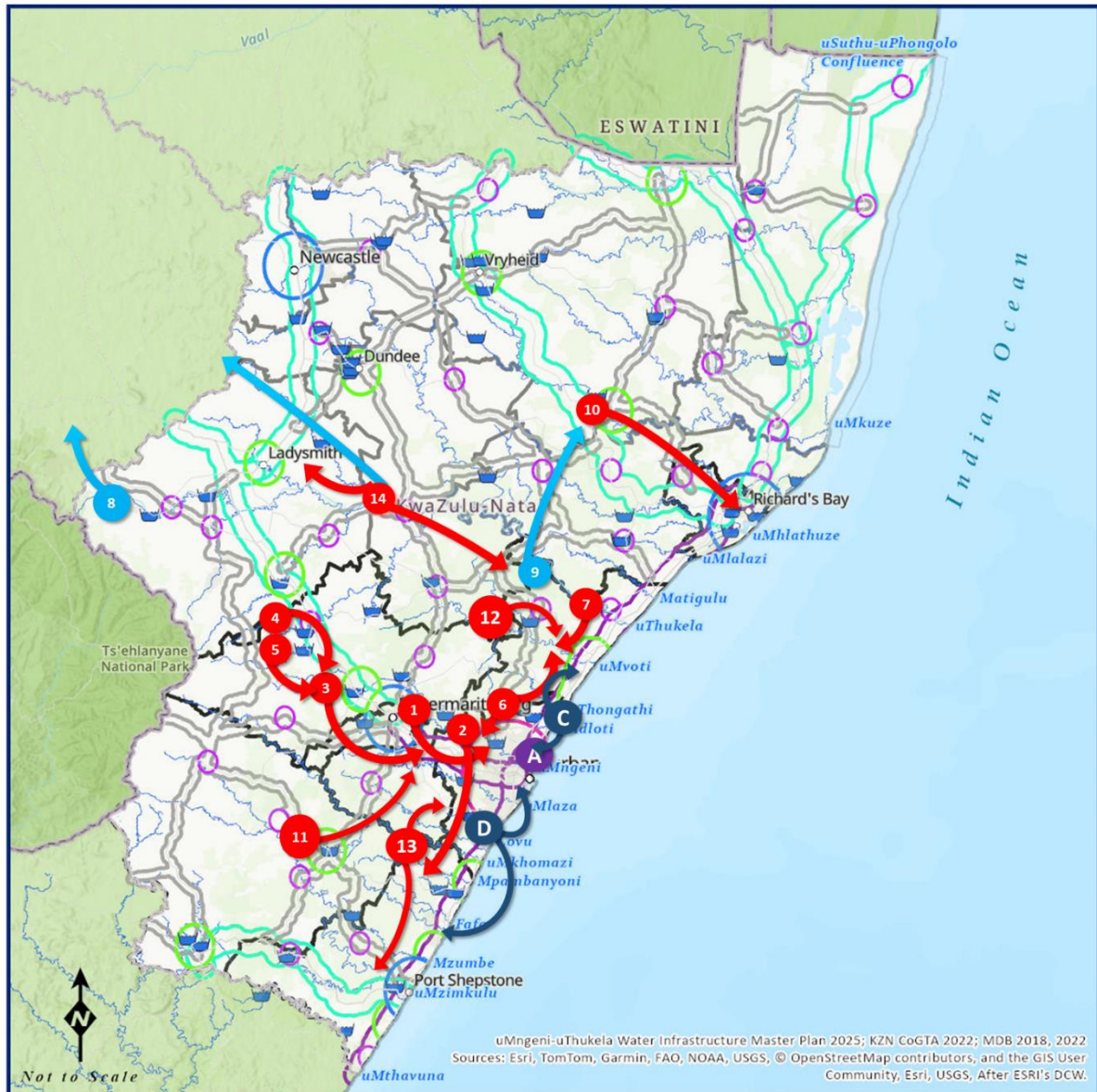


Figure 2.73 Future bulk water supply strategy.

The following have been identified as feasible surface water options available to augment the water resources to supply the KwaZulu-Natal Coastal Metropolitan Area:

- Transfer water from the adjacent uMkhomazi River into the uMgeni catchment. An inter-basin transfer scheme, known as the uMkhomazi Water Project, is current being investigated. This entails the construction of two dams on the river, viz. Smithfield Dam (Phase 1) and Impendle Dam (Phase 2), a new Water Treatment Plant, and a conveyance system of a tunnel and pipelines. Potable water can then be added into the conveyance system (3) from Midmar Dam that supplies the eThekweni area (western, central and northern). Supply would be primarily under gravity and pre-feasibility indications are that the yield (99% assurance) obtainable from Phase 1 is approximately 600 Mℓ/day (**Arrow 11 in Figure 2.73**);
- The Department of Water and Sanitation has recently implemented a project to raise the Hazelmere Dam Wall by 7m. This will increase the yield (98% assurance) that can be supplied

to the northern part of eThekweni Municipality and the northern coastal strip by an additional 20 Mℓ/day excluding Reserve requirements (**Arrow 6 in Figure 2.73**). Although the raising of the dam is complete, full impoundment cannot occur until two houses have been moved from the dam basin and it is hoped that this will be completed by the end of 2023;

- The Lower Thukela Bulk Water Supply Scheme can be upgraded from 55 Mℓ/day to a maximum capacity of 110 Mℓ/day when needed. The Lower Thukela Bulk Water Supply Scheme can feed water south into the North Coast Pipeline (currently supplied from Hazelmere Dam on the uMdloti River) thereby allowing areas along the North Coast Pipeline to be fed from two separate sources if needed. The Lower Thukela Bulk Water Supply Scheme currently supplies demands as far south as Ballito. Hazelmere Dam can, therefore, be used to satisfy increasing local demands (**Arrow 7 in Figure 2.73**).
- A dam can be developed on the uMvoti River to link into the supply system from Hazelmere Dam (and the uThukela River). Earlier studies indicated that a supply of approximately 127 Mℓ/day (98% assurance) could be available from this scheme (**Arrow 12 in Figure 2.73**) although this figure will likely reduce once the In-stream Flow Requirements of the Mvoti River are modified;
- Water can be abstracted from the lower reaches of the uMkhomazi River and linked into the existing pipeline system to supply a large portion of the south coast economic corridor. Water could be supplied northwards to the southern area of eThekweni Municipality and southwards to the northern areas of Ugu Municipality. Reliance on the uMngeni system (2) to supply this area could then be partially removed. The South Coast Supply System could be extended to link into the supply from the Mzimkulu River to create an integrated system. The total capacity of this system is 100 Mℓ/day and the project is to be completed by 2026 (**Arrow 13 in Figure 2.73**).
- The development of the Jana or Mielietuin Dams by DWS (**Arrow 14 in Figure 2.73**) will allow an augmentation of transfers to the Vaal System whilst also providing the resources necessary to augment flows to the Lower Thukela and the supply of potable water to Ladysmith and surrounding areas.

The following have been identified as **wastewater reuse** options available to augment the water resources to supply the KwaZulu-Natal Coastal Metropolitan Area:

- eThekweni Municipality have identified their Northern Wastewater Works (WWW) and KwaMashu WWW as potential sites for reclamation plants. These WWWs are both situated within the northern part of the municipality, and the intention is to treat the effluent back to potable standards on site and feed it directly into the local bulk supply network. These reclamation plants could, jointly, augment the system by approximately 110 Mℓ/day by either a direct reuse option (not considered favourable at present because of public resistance) or indirect reuse through the discharge of treated effluent into existing impoundments such as Hazelmere Dam (**Point A in Figure 2.73**); and

Two **seawater desalination** options have been identified at **Points C and D in Figure 2.73**. These options would be able to augment the water resources to supply the KwaZulu-Natal Coastal Metropolitan Area and are as follows:

- A desalination plant situated in the vicinity of the uMdloti River Estuary to the north of the city of Durban. Potable water can be fed into the local bulk supply network to augment the northern part of eThekweni Municipality as well as into the bulk supply network running northwards from Hazelmere Dam (5) into the iLembe District Municipality. It is estimated that the maximum volume that these bulk networks can accommodate (based on pipeline capacities) is in the order of 150 Mℓ/day; and

- A desalination plant in the vicinity of the Lovu River Estuary to the south of the city of Durban. Potable water can be fed into the local bulk supply network to augment the southern part of eThekweni Municipality as well as into the bulk supply network running southwards from Inanda Dam (2) into the Ugu District Municipality. It is estimated that the maximum volume that these bulk networks can accommodate (based on pipeline capacities) is in the order of 150 Mℓ/day.

The time it takes to commission any of the options listed above becomes important if the existing and projected supply deficits are to be adequately addressed. Further to this, there is a spatial context to each option. The importance of developing any specific option is also linked to its area of supply and the rate at which the water demands in that specific area is predicted to increase.

Phase 2A of the Mooi-Mgeni Transfer Scheme was commissioned in November 2013 and Phase 2B in April 2016. This augmentation maximizes the benefit obtained from the Mooi River to support the entire uMngeni system. The total available yield, at a 99% assurance level, is still, however, below the projected demand and hence a deficit will remain in the system.

Of all the remaining options for the uMngeni system, the uMkhomazi Water Project (11) can provide the largest contribution and has the ability to meet the long-term requirements of the eThekweni region, particularly making use of the new Western Aqueduct infrastructure (3) which was completed in 2020. This option would relieve the demands placed on other Mgeni abstraction points (1) (2) (4) (6) so that all the uMngeni system needs could be met. However, the earliest date for the commissioning of Phase 1 of this project is estimated to be 2032, whilst a more realistic date is likely to be around 2033. With either of these dates, a deficit in the system will still exist and will have to be managed or mitigated through the implementation of one or more of the other options.

The reuse (A) and seawater desalination (C) (D) options, are relatively quick to implement and can be commissioned as early as 2026 if required and all legislative environment requirements can be met. None of these options are able to make as significant a contribution as the uMkhomazi Water Project and would only be able to supply the coastal strip. The DWS Reconciliation Strategy Study has hence highlighted that the uMkhomazi Water Project should proceed in the earliest possible time frame and the Department of Water and Sanitation has now given a directive to TCTA and uMngeni-uThukela Water to proceed with the development of the project without delay.

The raising of of Hazelmere Dam Wall (6) is complete and is considered adequate to meet the short-term water resource requirements of the Mdloti System.

With the implementation of both the Lower Thukela Bulk Water Supply Scheme and the Raising of Hazelmere Dam and the potential to further augment the Mdloti system from the Northern Seawater Desalination Plant (C), the requirements of the northern coastal region should be adequately addressed in the medium to long-term.

The Lower uMkhomazi Bulk Water Supply Scheme (13) is the preferred option for augmenting supply on the South Coast. The detailed design of the scheme has been completed and a five year implementation programme is expected for the project.

3. DEMAND FORECASTS IN THE uMNGENI-uTHUKELA WATER OPERATIONAL AREA

This section documents uMngeni-uThukela Water's water demand forecast review that was completed in September 2024. This process:

- Reviewed the figures for the financial year ending in June 2024 (2023/2024).
- Assessed and revised the short-term forecast for the financial year ending in June 2025 (2024/2025);
- Compiled short-term forecasts for the financial years ending in June 2026 (2025/2026), June 2027 (2026/2027) and June 2028 (2027/2028); and
- Extended these short-term forecasts to a long-term forecast (30-year forecast) to the end of June 2055 (2054/2055)

All data presented has been updated to include the November 2024 sales figures and all statistics and trends have been based on the moving annual average and year-on-year growth figures as determined at 30 November 2024.

3.1 Review of 2023/24 Sales

The initial forecasted water sales value for the financial year ending in June 2024 (2023/24), as determined in September 2022, was 1 565 Mℓ/day. In September 2023 this figure was revised to 1 606 Mℓ/day after updated discussions with customers. Total sales recorded for the 2023/24 financial year (including Mhlathuze Water Supply Areas averaged 1 780 Mℓ/day (649 594 Mℓ)). This was 10.9% higher than the September 2023 projection and can be attributed to sales to the historical Mhlathuze Water Supply Areas.

Total average water sales for the 2022/23 financial year was 1 735 Mℓ/day, and hence the 2023/24 sales were 2.6% year-on-year higher than the 2022/23 financial year estimate. As discussed above, this increase in demand was as a result of additional sales to the previous Mhlathuze Water Supply Areas. **Figure 3.1** shows the 12-month moving average of uMngeni-uThukela Water's total average daily water sales for the past 10 years.

Bulk water sales to eThekweni Municipality constitute by far the largest percentage (70.5%) of total water sales for 2023/24. Their proportion of the total sales has remained consistent over the past year. The Msunduzi Municipality is uMngeni-uThukela Water's second largest customer, accounting for 14.6% of the organisation's total sales. The remaining customers make up the balance of the sales. **Figure 3.2** illustrates the average daily sales volume distribution per customer for the financial year 2023/24.

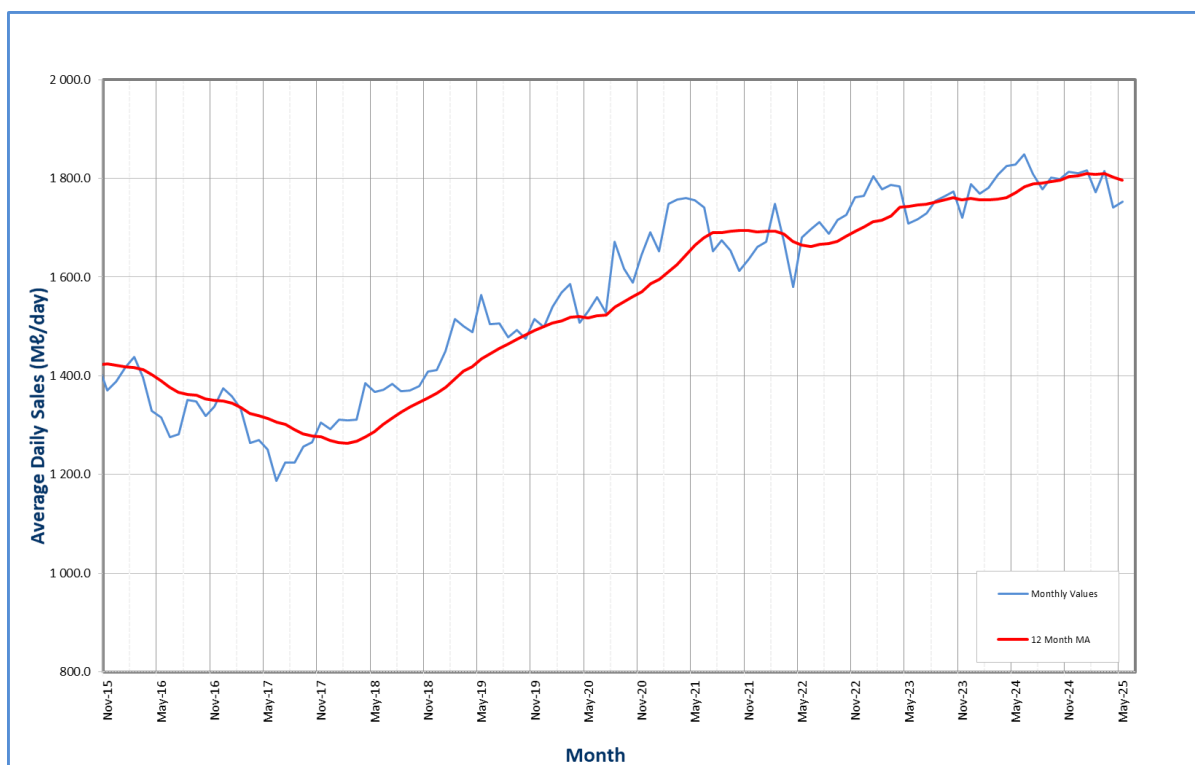


Figure 3.1 uMngeni-uThukela Water Total Average Daily Sales.

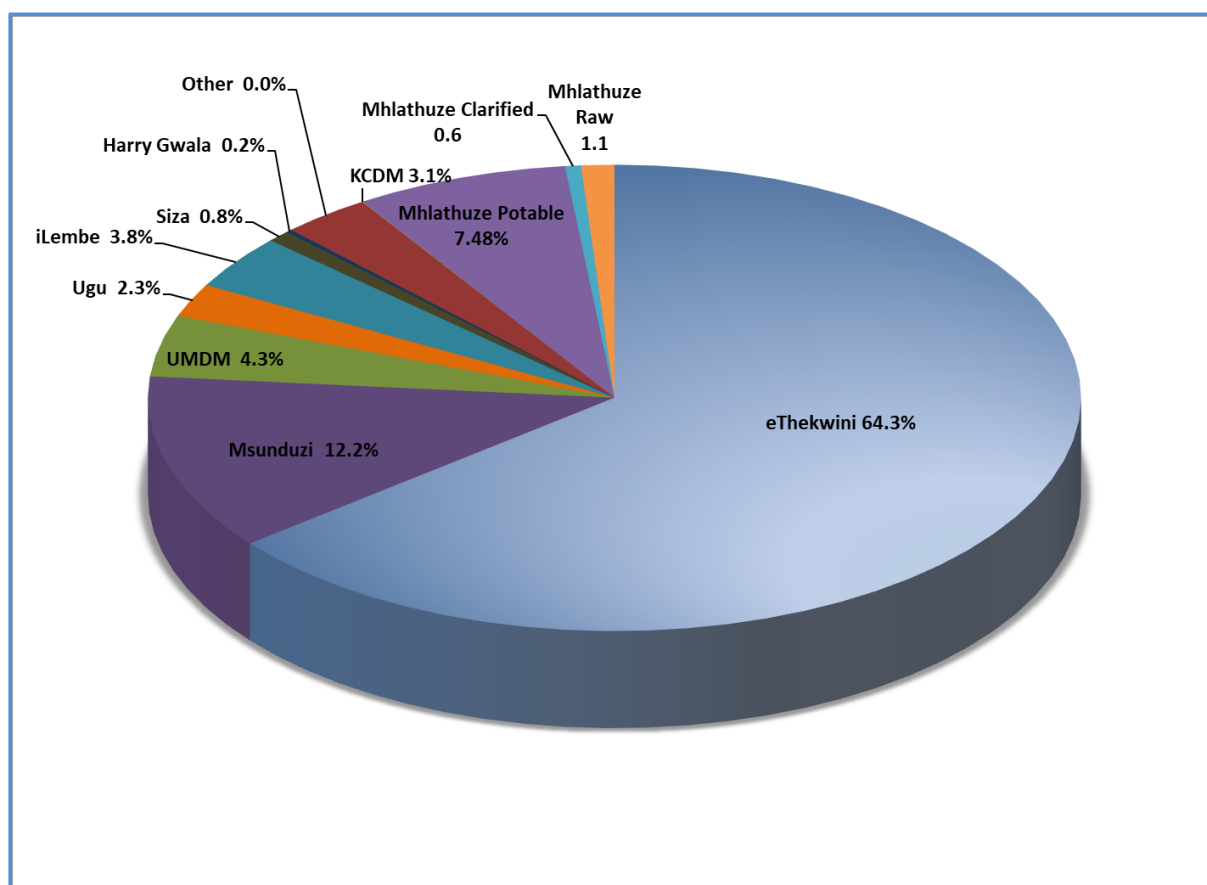


Figure 3.2 Distribution of Sales Volumes for 2022/2023.

3.2 2023 Short-Term Bulk Water Sales Forecasts

Increased growth:

- as a result of the commissioning of eThekweni Municipality's Western Aqueduct,
- coupled with uMngeni-uThukela Water's expansion into KCDM, and
- an unfortunate increase in water loss in some customer areas,

means that a steady growth in demand has been experienced over the past years and this has increased the pressure on supply infrastructure. In 2023 the Deputy Director General of the Department of Water and Sanitation issued UUW with a pre-directive notice to reduce supply in the uMngeni System back to licenced allocations. UUW subsequently met with customers who are beneficiaries of the uMngeni System and agreed to a plan of action to reduce demand and hence supply back from a total of 1406 Mℓ/day to a value of 1287.7 Mℓ/day. Additional is now being supplied to the previous Mhlathuze Water Supply Areas. Supply to KCDM will no longer be part of UUW's supply total following the cancellation of the agreement with the District Municipality. With all of these taken into account, the total projected potable water supply for UUW should amount 1 582 Mℓ/day for the 2024/2025 financial year, 1 498 Mℓ/day in 2025/2026, 1 485 Mℓ/day in 2026/2027 and 1 487 Mℓ/day in 2027/2028 (**Figure 3.3**). It will not be possible to augment the uMngeni and other systems in the short to medium term as a result of resource constraints. Future growth is, therefore, going to have to be curtailed in these areas. The uMkhomazi Water Project will increase supply capacity to the uMngeni System by over 600 Mℓ/day. However, this complex project will require a minimum of eight years to design and construct. Municipalities have therefore been informed that future supply of water to new areas within their domain will only be possible through corresponding savings in water loss.

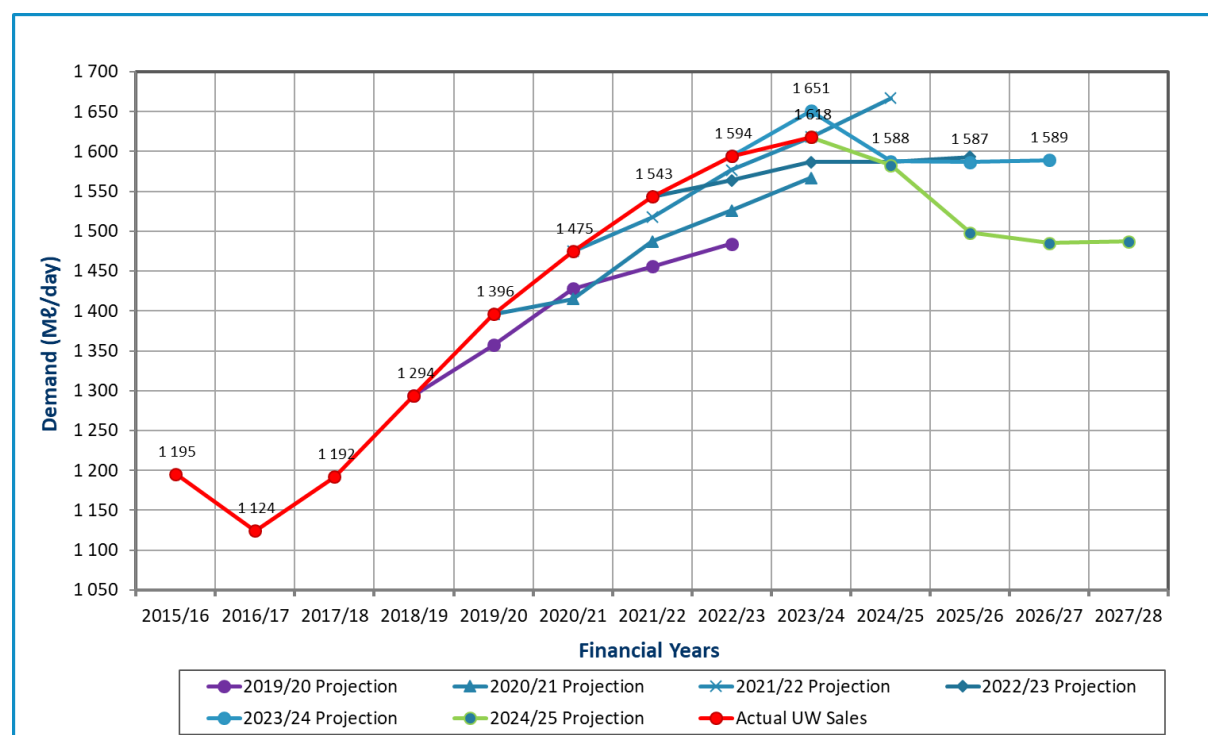


Figure 3.3 Total Average Daily Sales Volumes - Annual short-term forecast comparison.

3.2.1 eThekweni Municipality

In the 2023/2024 financial year, the year-on-year growth in sales to eThekweni Municipality increased by 1.81%. The continued increase in sales is attributed to the commissioning of the second part of the third phase of the new EWS 1200 mm diameter Northern Aqueduct pipeline and the resulting sales from that point. This pipeline is now supplied from the Durban Heights WTP. The growth in sales is shown in **Figure 3.4**, where the twelve-month moving average of sales increased from 1122 Mℓ/day in June 2023 to 1142 Mℓ/day in June 2024.

Current raw water abstractions from the uMngeni System exceed the Water Use Licence, which is potentially a criminal offense. In this regard, a Notice of Intent to issue a Directive was received from DWS, dated 18 July 2023 for contravening the conditions of the Water Use Licence (WUL). In light of the DWS intent to issue a Directive, the proposed developments and associated demand as a result of these developments within the EWS area of supply were discussed with the municipality during August 2024 **but volumes were not** included in the forecast sales figures. Hence, for the ensuing years, the water forecast was aligned with the DWS Directive and associated action plans. For completeness, EWS did present their anticipated new water requirements as well as anticipated demand reduction activities. To ensure abstractions are equal to or less than the WUL amount, a decrease in sales forecast for the ensuing years were mutually agreed. A year-on-year decrease in demand of -3.4% is expected for the ensuing financial year. Thereafter a -6.4%, -1.8% and 0% decrease per annum is estimated, respectively. **Note: as per the Plan of Action submitted to DWS the -6.4% decrease is reported to occur during the first four months of the 2025/26 Financial Year and “level out” over the ensuing 8 months from October 2025 to June 2026.** The 0.0% increase per annum is estimated to continue until the uMkhomazi Water Project is commissioned. This will give the Municipality the time needed to plan and implement WC/WDM initiatives which will then reduce the demand on the oversubscribed system. With the uMngeni System operating above or near capacity, additional growth in supply within the Metro can only be possible with a corresponding decrease in water lost from the system. It is, therefore, imperative that eThekweni Metro and the other WSA's within the uMngeni System, address water loss through implemented WC/WDM interventions, with a matter of urgency. The historical sales and future demand projection for eThekweni Municipality is presented in **Figure 3.4**.

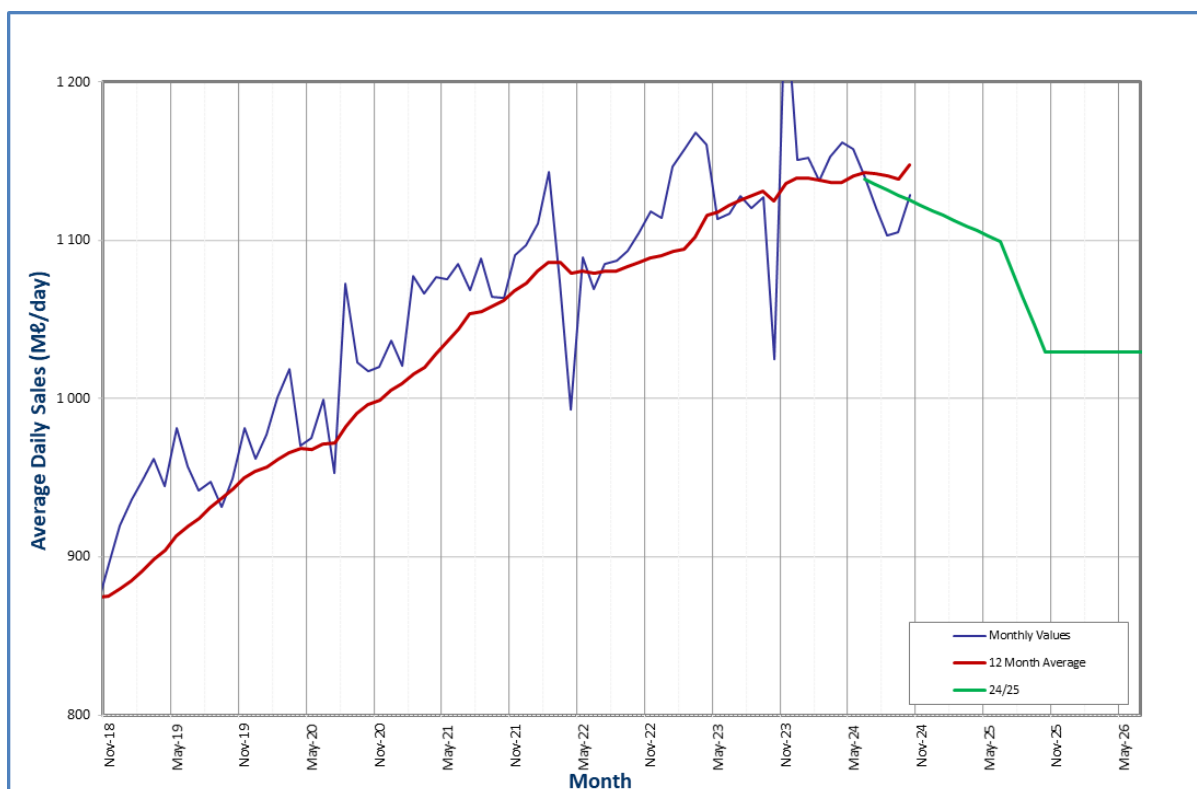


Figure 3.4 eThekweni Municipality Total Volumes - Annual short-term forecast.

3.2.2 The Msunduzi Municipality

The water sales to Msunduzi Municipality remained consistent at 216 Mℓ/day between the 2023/2024 and 2024/2025 financial years.

Current raw water abstractions from the uMngeni System exceed the Water Use Licence, which is potentially a criminal offense. In this regard, a Notice of Intent to issue a Directive was received from DWS, dated 18 July 2023 for contravening the conditions of the WUL. In light of the DWS intent to issue a Directive, the proposed developments and associated demand, as a result of these developments within the Msunduzi Municipality (MM) area of supply, were **not** discussed with the municipality during August 2023. MM therefore **did not** present their anticipated total demand scenarios. Rather, and to ensure abstractions are equal to or less than the WUL amount, a decrease in sales forecast for the ensuing years were mutually agreed. A year-on-year decrease in demand of 10.0% is anticipated. For the ensuing 4 year forecast both parties agreed to limit the supply to the existing infrastructure capacity and/or water resource allocation, per water treatment plant. Thereafter, a 0.0% increase per annum is estimated for the following years and until the uMkhomazi Water Project is commissioned. This will give the Municipality the time needed to plan and implement WC/WDM initiatives which will then reduce the demand on the oversubscribed system. With the uMngeni System operating above or near capacity, additional growth in supply within the MM can only be possible with a corresponding decrease in water lost from the system. It is, therefore, imperative that Msunduzi Municipality and the other WSA's within the uMngeni System, address water loss through implemented WC/WDM interventions, with a matter of urgency. The Clarendon demands have increased significantly and this is currently being investigated. A Copesville and Murray Road new development has been identified and will increase the demand for this area.

The Belfort Reservoir high increase in water demand is being investigated by the UUW and Msunduzi team.

The projection for Msunduzi Municipality is reflected in **Figure 3.5**.

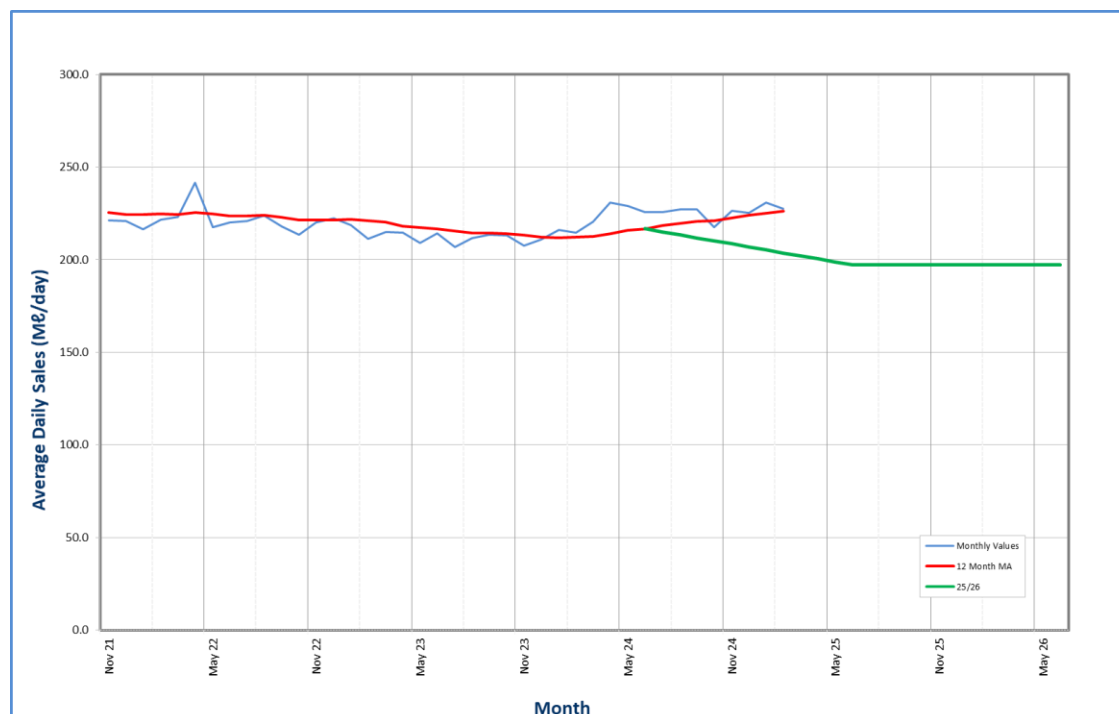


Figure 3.5 Msunduzi Municipality Total Sales Volumes - Annual short-term forecast.

3.2.3 uMgungundlovu District Municipality

The water sales to uMgungundlovu Municipality increased by 6.7% from 73.29 Mℓ/day in the 2023/2024 financial year to 78.2 Mℓ/day in 2024/2025.

The uMshwati BWSS is now fully commissioned and operational and increases in supply to Cool Air, Dalton and Swayimana has already been noted. UMDM has connected the Efaye and Ozwathini areas within the uMshwati BWSS. With the connection of Efaye and Ozwathini to the uMshwati BWSS in October 2023, increases in supply have already been noted from 5.9 Mℓ/day in November 2023 to 6.06 Mℓ/day in June 2024.

Current raw water abstractions from the uMngeni System exceed the Water Use Licence, which is potentially a criminal offense. In this regard a Notice of Intent to issue a Directive was received from DWS, dated 18 July 2023 for contravening the conditions of the WUL. In light of the DWS intent to issue a Directive, the proposed developments and associated demand, as a result of these developments within the UMDM area of supply, were **not** discussed with the municipality during August 2023. UMDM therefore **did not** present their anticipated total demand scenarios. Rather, and to ensure abstractions are equal to or less than the WUL amount, a decrease in sales forecast for the ensuing years were mutually agreed. A year-on-year decrease in demand of 8.0% is anticipated. For the ensuing 4 year forecast both parties agreed to limit the supply to the existing infrastructure capacity and/or water resource allocation, per water treatment plant. Thereafter, a 0.0% increase per annum is estimated for the following years and until the uMkhomazi Water

Project is commissioned. This will give the Municipality the time needed to plan and implement WC/WDM initiatives which will then reduce the demand on the oversubscribed system. With the uMngeni System operating above or near capacity, additional growth in supply within the MM can only be possible with a corresponding decrease in water lost from the system. It is, therefore, imperative that UMDM and the other WSA's within the uMngeni System, address water loss through implemented WC/WDM interventions, with a matter of urgency.

The projection for uMgungundlovu District Municipality is shown in **Figure 3.6**.

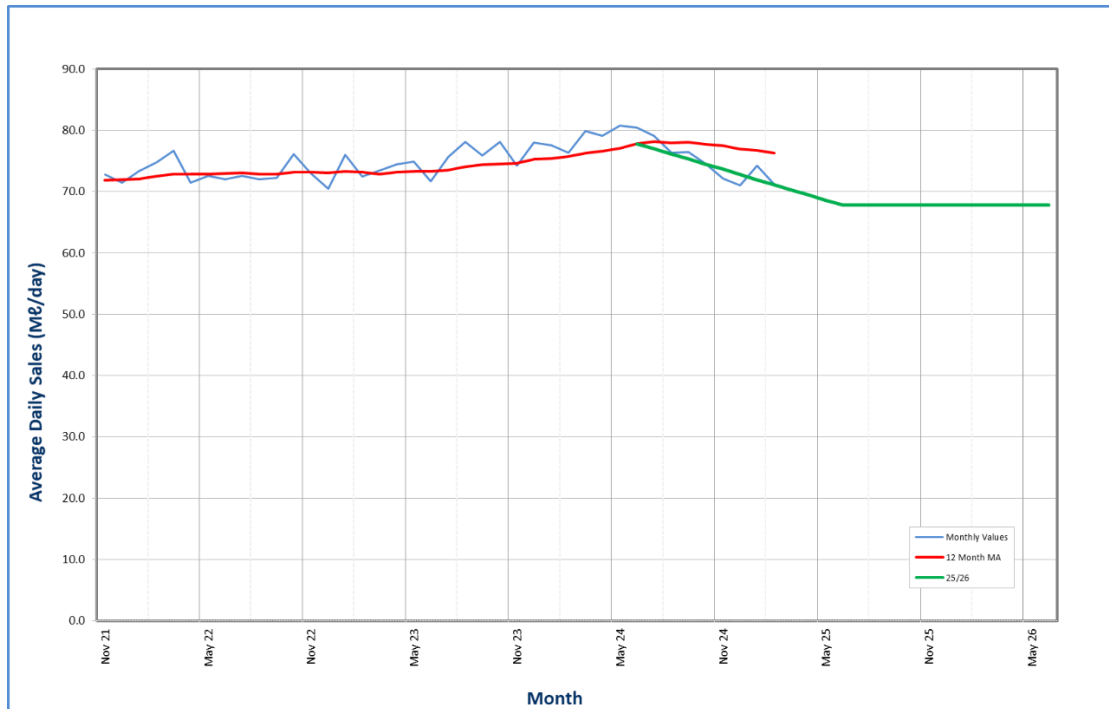


Figure 3.6 uMgungundlovu District Municipality Total Sales Volumes - Annual short-term forecast.

3.2.4 iLembe District Municipality (including Siza Water)

Sales to iLembe District Municipality can be described as follows:

- Sales to the Coastal Area of iLembe through Siza Water.
- Sales to the Coastal and rural inland areas of iLembe through iLembe District Municipality.

Historical demand has grown by about 2% and it is expected that demand will continue to grow at the same rate over this forecast period. This is reflected in **Figure 3.8**.

It is predicted that Siza Water's demand will stabilise and grow at a rate of approximately 1%. A stepped increase in November 2024 was forecast to accommodate the following new connections:

- iDlaladle Reservoir;
- Taffeni and;
- Zimbali Lakes.

Siza Water operates a waste water recycling plant that blends about 3 Ml/day into the potable supply system. uMngeni-uThukela Water’s supply to Siza Water is expected to be 14.74 Ml/day in 2024/2025, 15.04 Ml/day in 2025/2026 and 15.56 Ml/day in 2026/2027. The historical and future predicted increase in demand for the company is presented in **Figure 3.7**.

The Mvoti Water Treatment Works is not operational and this has placed additional demand on the Lower Thukela Bulk Water Supply Scheme, resulting in the Lower Thukela WTP operating at capacity. There has been a constrained supply to Ndwedwe and Maphumulo as a result of the effects of electricity load shedding and the inability to pump during these times.

The demand for iLembe District Municipality is expected to be 70.6 Ml/day in 2024/2025, 71.5 Ml/day in 2025/2026 and 72.9 Ml/day in 2026/2027. The historical and future projected increase in demand for iLembe District Municipality is presented in **Figure 3.8**.

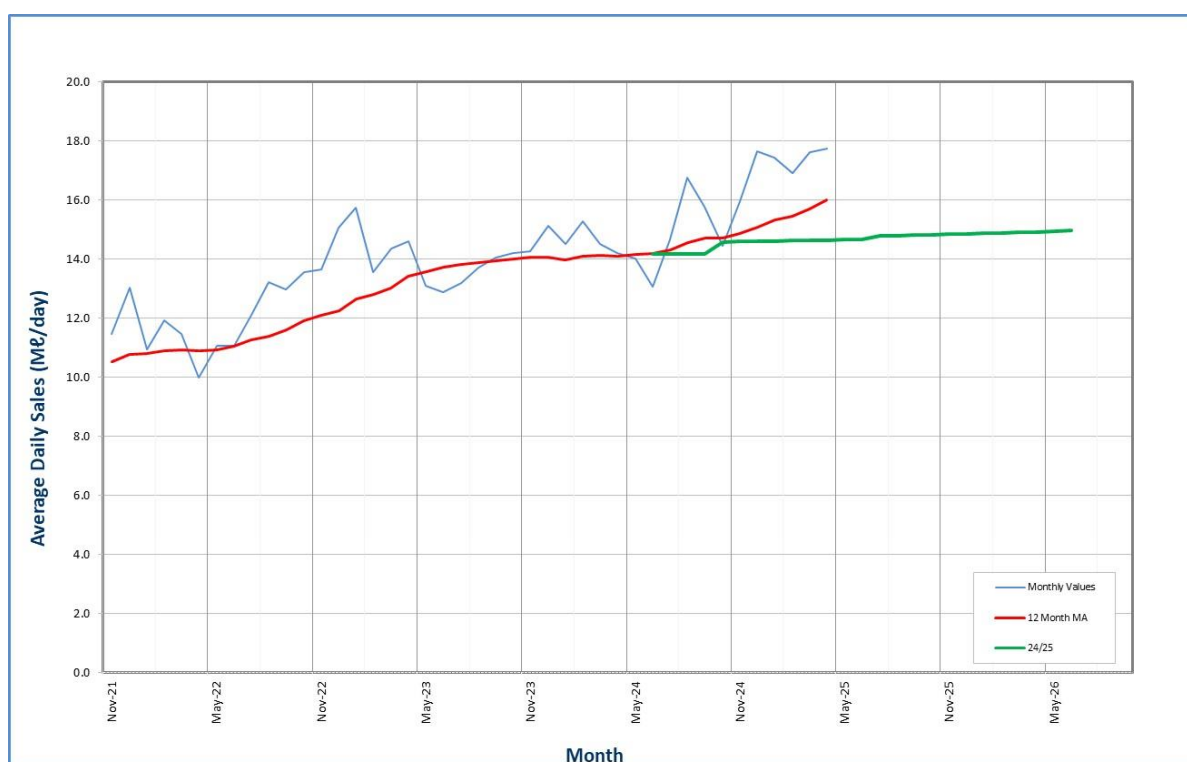


Figure 3.7 Siza Water Total Sales Volumes - Annual short-term forecast.

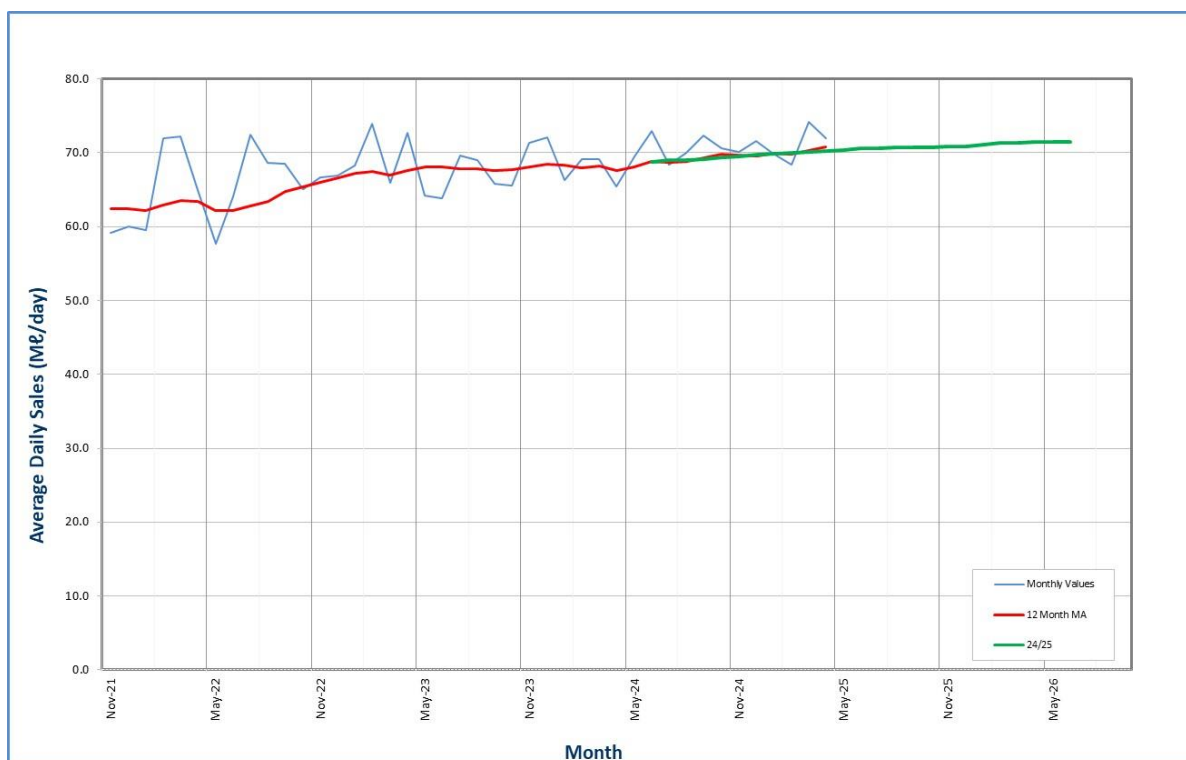


Figure 3.8 iLembe District Municipality Total Sales Volumes - Annual short-term forecast.

3.2.5 Ugu District Municipality

Total sales to the Ugu District Municipality increased by 1.9% during the 2023/2024 financial year. This may be attributed to inclusion and uptake in sales from the Harding Weza System. The sales to Ugu DM for the Upper South Coast are similar to the prior year and affected by the country's power supply issues, which continues to have a detrimental effect on the water supply systems within the Ugu District Municipal area. Challenges in existing supply to various areas, as well as installed capacity constraints at the various WTP's, continue to limit the demand in sales volume.

The expected growth in sales to the Municipality is estimated at 2.4% in the 2024/2025 financial year and 2.6% in 2025/2026 (**Figure 3.9**). The current water resources are insufficient to meet the projected water demands. Furthermore, the water requirements exclude an estimated 30 Mℓ/day suppressed demand within the supply area as a result of infrastructure constraints. Although the water resources within the local rivers and dams have recovered, the area is still augmented by up to 70% from the uMngeni System via the South Coast Augmentation Pipeline and the South Coast Pipeline.

The demand projection scenario was based on operating the local water treatment plants at design capacity. Hence the forecast sales growth is constrained by the available supply in the short term.

The recommended augmentation for the Upper and Middle South Coast Supply Area (refer to **Section 10**) is the Lower uMkhomazi Bulk Water Supply Scheme (LUBWSS). A shortfall in water supply is projected until the LUBWSS is implemented.

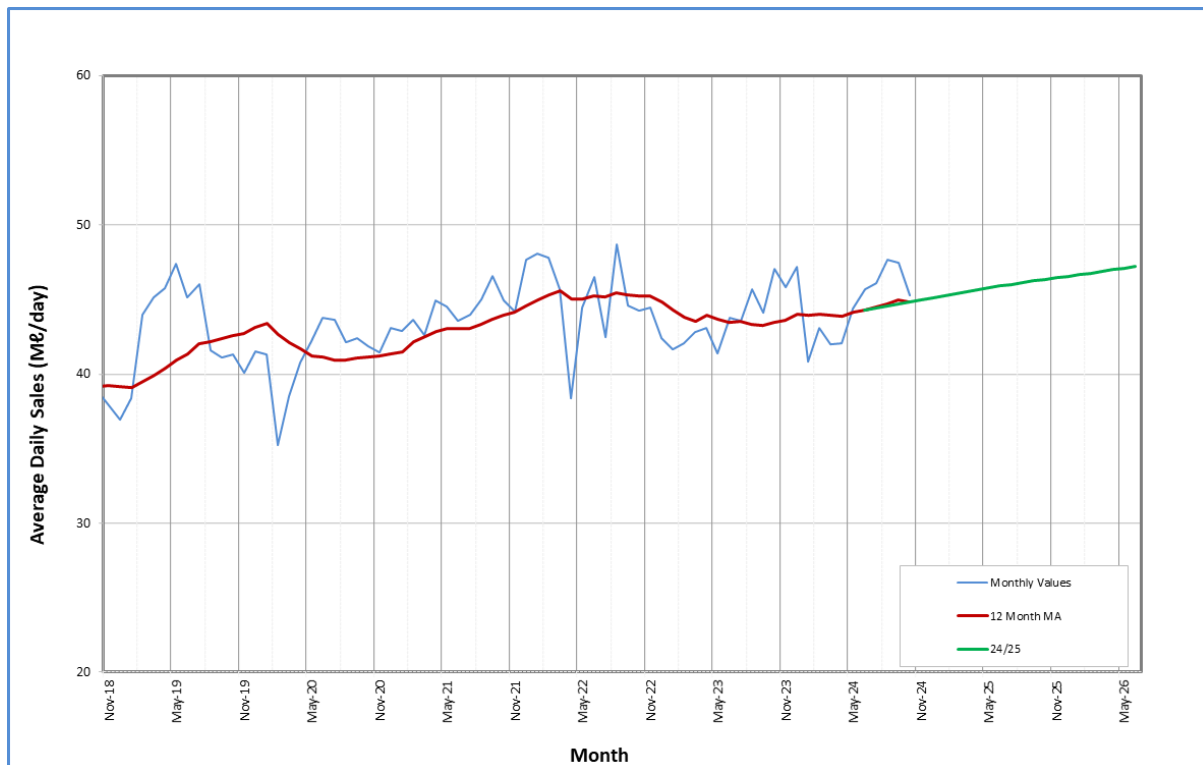


Figure 3.9 Ugu District Municipality Total Sales Volumes - Annual short-term forecast.

3.2.6 Harry Gwala District Municipality

The Ixopo WTP supplies the Greater Ixopo Area. Average daily sales from the WTP between July 2023 and June 2024 is approximately 2.594 Mℓ/day. The year on year growth was -0.14%. The Harry Gwala Municipality has agreed that a growth of 1.0 % per annum is an appropriate growth for demand projections over the next four years for this area (**Figure 3.10**). The increase in the demand has been forecast with the potential two developments coming online.

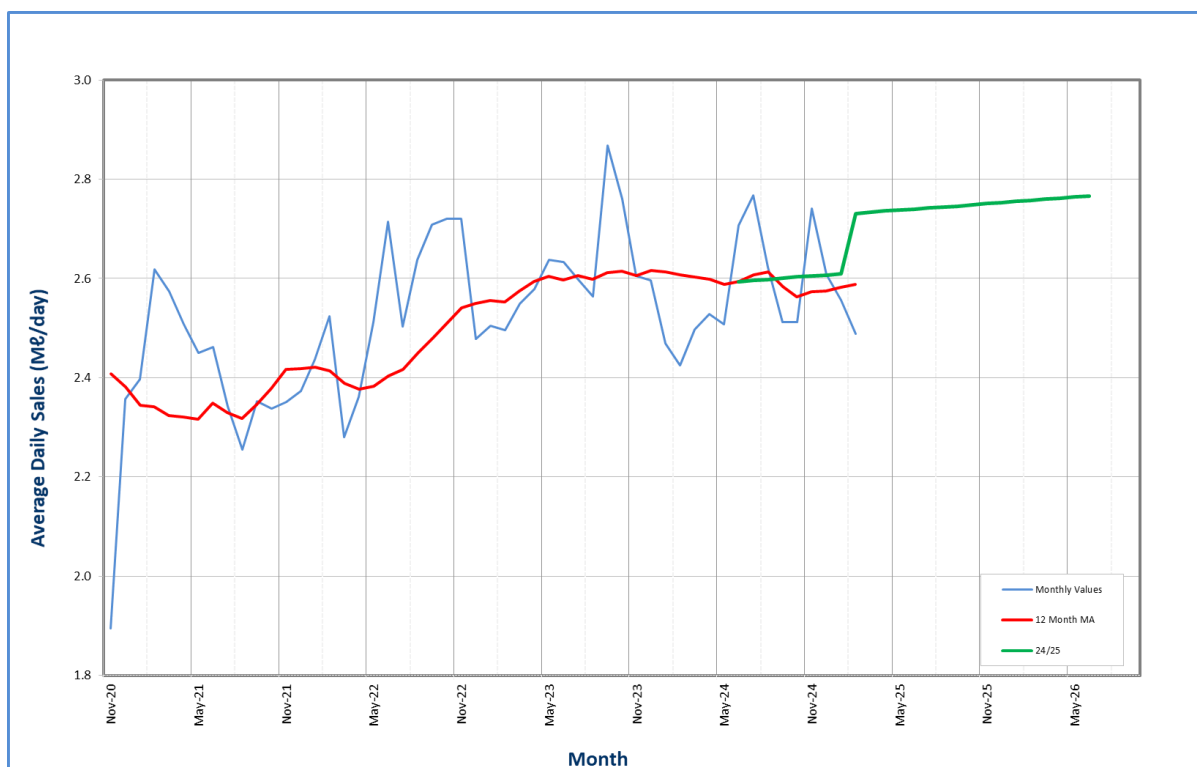


Figure 3.10 Harry Gwala District Municipality Total Sales Volumes - Annual short-term forecast.

3.2.7 uMhlathuze Local Municipality and Industrial Supply

In July 2023 the water boards of Umgeni Water and Mhlathuze Water were merged (Mhlathuze Water being absorbed into Umgeni Water) to form uMngeni-uThukela Water. The water board now supplies both the areas of the previous Umgeni Water and Mhlathuze Water. This has meant that supply to uMhlathuze Local Municipality and industrial users around that area is now the responsibility of the single water board. The supply of potable and clarified water in this area is from the Nsezi Water Treatment Plant.

The average potable or clarified water sales to uMhlathuze LM and the industrial nodes within this area amounted to 148.6 Mℓ/day from July 2023 to June 2024. This supply is from the Nsezi Water Treatment Plant which supplies potable water to Richards Bay (27.5 Mℓ/day), Empangeni (35 Mℓ/day), Mondi (69.1 Mℓ/day) and Foscor (9.8 Mℓ/day). This demand has increased by 10.29% over the last year. (Figure 3.11).

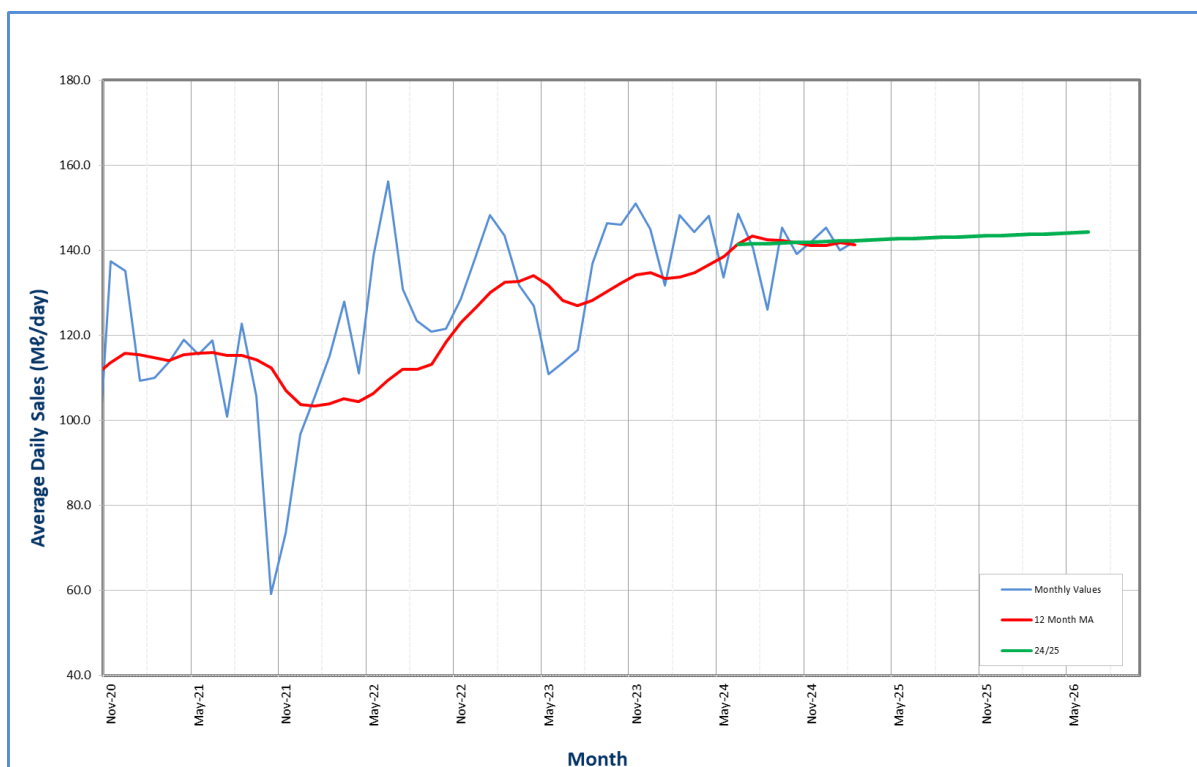


Figure 3.11 uMhlathuze Local Municipality and Industrial Volumes – Annual Short Term Forecast.

3.3 Long-Term Forecast

The 30-year long-term sales forecast for uMngeni-uThukela Water’s supply area (**Figure 3.12**) takes into account increased sales (following the recent drought and commissioning of the eThekweni Western Aqueduct, new supply to KCDM, anticipated natural growth from the existing supply system, sales to the historical Mhlathuze Water areas and bulk sales from new supply infrastructure that would extend the area supplied. A base projection has been developed from the short-term forecasts described in **Section 3.2** of this report and then extended at a compounded 1.5% per annum growth rate until 2055/2056. This growth rate is indicative only and assumes growth into new areas but does not include raw or clarified water sales (only potable water sales). The curtailment of growth in the uMngeni System as a result of high water losses, infrastructure now operating at capacity and a pre-directive from DWS to reduce supply to licenced levels, is almost certain to negatively affect the growth in water sales until the uMkhomazi Water Project is constructed.

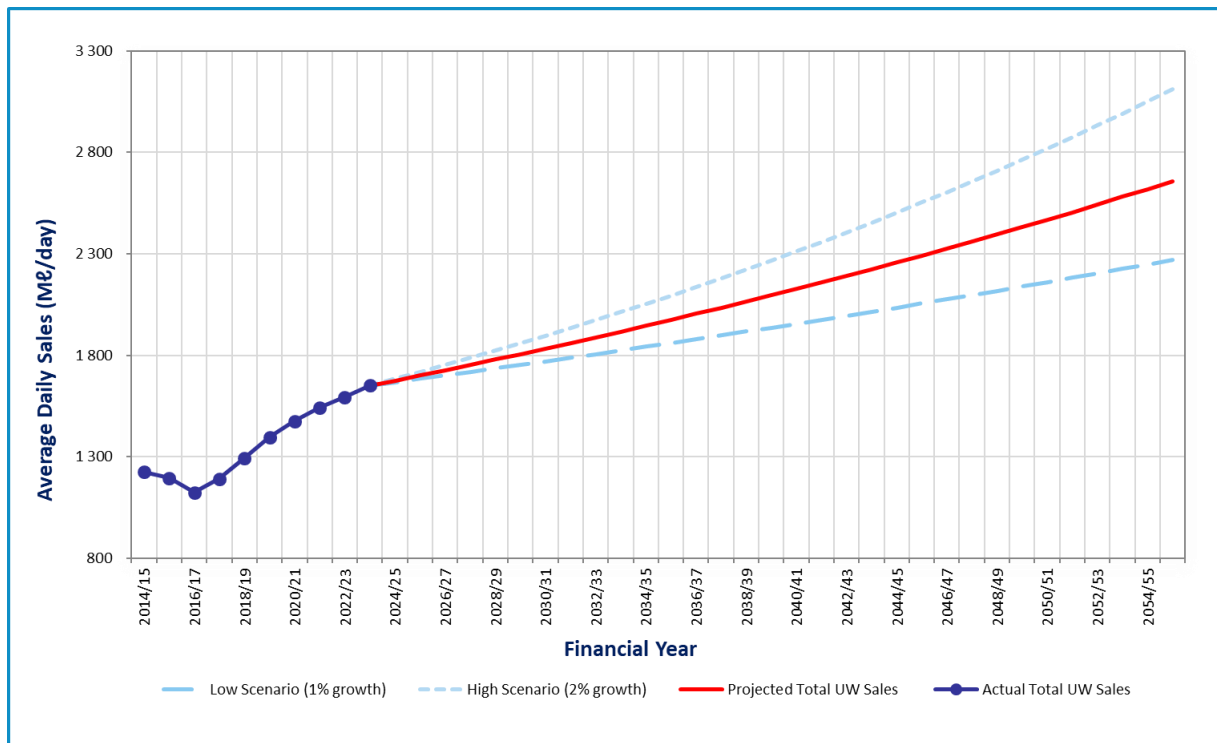


Figure 3.12 uMngeni-uThukela Water Long-Term Bulk Water Sales Forecast.

4. WATER CONSERVATION AND WATER DEMAND MANAGEMENT

4.1 Background

uMngeni-uThukela Water (UUW) adopts both the Umgeni Water Conservation (WC) Policy (1999) and the Water Demand Strategy (2013). These two documents elaborate on the legislative requirements (Umgeni Water 1999; 2013) and the primary reasons for uMngeni-uThukela Water implementing water demand management, namely:

- To be able to supply all reasonable demands without placing undue stress on exploitable water resources
- To minimise expenditure on developing new resources
- To postpone capital expenditure on expanding bulk water infrastructure.

(Umgeni Water 2013: 3)

The purpose of this section is to:

- (i) Summarise briefly the water demand management (WDM) practices currently being implemented within uMngeni-uThukela Water; and
- (ii) To detail and elaborate on the WDM initiatives that uMngeni-uThukela Water is undertaking in partnership with the Department of Water and Sanitation (DWS) to assist the Water Service Authorities (WSAs) within the KwaZulu-Natal (KZN) province.

4.2 Current Water Demand Management Practices within uMngeni-uThukela Water

uMngeni-uThukela Water undertakes water balances in each of the bulk water supply systems that it operates (**Sections 8, 9, 10, 11 and 12**) in order to determine an indication of the water losses. The results of these water balances indicate that the overall water loss in the bulk systems (including losses from backwash water at the water treatment plants) is less than 5%. This does not include the King Cetshwayo District Municipality, which is a new growth area/region of uMngeni-uThukela Water. uMngeni-uThukela Water is committed to reducing or maintaining the average water loss below this level of 5% by continuing to implement asset management plans and ensuring targeted investment in maintenance throughout all the bulk systems.

Current WDM practices being implemented within uMngeni-uThukela Water include:

- Monthly water balance exercises
- Meter accuracy testing, and calibration thereof (meters are replaced every five years)
- Monitoring and reduction of the average turn-around time to repair leaks and bursts
- Education programme / communication on water conservation water demand management (WC/WDM)

The above practices are undertaken diligently and are budgeted for, and thus contribute to the achievement of uMngeni-uThukela Water's WC/WDM objectives summarised in **Table 4.1**.

Table 4.1 Water Demand Management objectives for uMngeni-uThukela Water (2013: 10).

Objective	Purpose
1. Implement efficient distribution management measures.	Minimise non-revenue water and manage distribution losses.
2. Ensure adequate information to support decision-making.	Accurate information on all aspects of the supply system is vital for the management of system performance.
3. Promote the efficient use of water by customers.	Educate all consumers on the efficient use of water.
4. Adopt Integrated Planning principles.	Develop a sound relationship with customers to integrate planning and development initiatives.
5. Contribute to the Catchment Management strategy.	Effective WDM initiatives will relieve the stress on the resource and thus aid in the management of catchments.
6. Ensure adequate institutional and financial capacity for WDM.	Constantly review and modify (if needed), uMngeni-uThukela Water's structure and work ethic.

4.3 Assisting WSA's in Reducing Non-Revenue Water

uMngeni-uThukela Water, as a Bulk Water Service Provider, is cognisant of the impact that Non-Revenue Water (NRW) has on the ability of WSA's to sustainably supply consumers. WSAs within KZN face the challenges of poor and ageing infrastructure. They still have some challenges with regard to technology and vital skills needed to combat NRW. As a result, the municipalities are "faced with almost insurmountable odds in combatting water loss".

uMngeni-uThukela Water, in response to the mandate provided by the Minister of Water and Sanitation, has been providing strategic assistance to all KZN WSAs so that sustainable improvements can be made in the province. This assistance is through the KZN Regional Office of DWS and the Department of Cooperative Governance and Traditional Affairs (CoGTA).

uMngeni-uThukela Water established a Water Demand Management (WDM) Unit in 2016 to provide support to WSA's in curbing water losses in their respective water supply systems. This WDM Unit provides measurement and analytical support with technical recommendations where necessary. Four areas of framework support that uMngeni-uThukela Water is currently providing assistance with are:

- (i) **Strategic** – preparation/updating of specific WC/WDM master plans for each WSA.
- (ii) **Tactical** – provision of specialist technical assistance and engineering advice for WC/WDM or NRW reduction implementation.
- (iii) **Regulatory** – provision of assistance and support for No Drop assessments, monthly reporting to DWS (e.g. WSA submission of water balance and water saving reports to DWS in compliance with regulatory requirements) and training to WSA's to ensure sustainability. This includes tailor made WC/WDM handbooks for each WSA.
- (iv) **Financial** – funding support of war-on-leaks project, assistance in preparation of business plans and funding applications, and tailor made WC/WDM handbooks for each WSA. etc.

In addition to the four areas of support, UUW concluded a NRW, "War-on-Leaks" pilot project at Mpophomeni Township in Howick in April 2023. A second "War-on-leaks" project was completed in the Copesville area of Msunduzi Local Municipality and concluded in November 2024. These aim of

these projects was to provide door-to-door community awareness and education and facilitate internal leak identification and repairs.

In 2016/17 the DWS developed a report into the State of Non-Revenue Water in KwaZulu-Natal. This report provided comprehensive water balances for each of the 14 Water Service Authorities (WSAs) in the Province. In addition, Key Performance Measures, economic analysis, and an institutional assessment of the capacity and capability of the WSAs to plan, deliver, and monitor WC/WDM projects were also defined.

In the spirit of intergovernmental relations (IGR), a partnership between DWS, uMngeni-uThukela Water (as Umgeni Water in 2017/18), and the Department of Cooperative Governance and Traditional Affairs (CoGTA) was formed in 2017/18 to further assess the state of Non-Revenue Water across the Province, and to identify cost-effective measures to reduce non-revenue water. This partnership is ongoing and is part of a KZN Water Conservation and Water Demand Management Forum

The first study was completed in 2019 and an update of the Non-Revenue Water state in the Province was prepared to highlight any changes in water supply conditions. The figures used in The State of Non-Revenue Water report for the 2023/2024 financial year have been based on information provided by the WSAs in terms of their regular reporting to DWS and UUW.

It has not been possible to verify the accuracy of the data provided – where relevant, comments on the validity of the submitted data per WSA have been raised by UUW, and the WSAs have been sensitised to this at the quarterly WC/WDM forums (and through email correspondence). As such, the accuracy of the data has progressively improved during recent years.

The full report therefore presents the following:

- i) A summary review of the status of Non-Revenue Water in KwaZulu-Natal for the 2023/2024 financial year;
- ii) An assessment of the status of Non-Revenue Water in KwaZulu-Natal for the 2023/2024 financial year, as well as a comparison to the 2022/2023 financial year;
- iii) A review of historical trends of water balances in the Province, dating from the 2019/2020 financial year;
- iv) Challenges experienced by the WSA's that affect NRW;
- v) Cautionary notes; and
- vi) Recommendations for continued assistance, monitoring, and evaluation.

4.4 Update of Relevant Water Supply Scheme Information

A comparison of the 2022/2023 data with the 2023/2024 data identified the following (State of Non-Revenue Water Report for the 2023/2024 financial year):

- The apparent length of mains decreased by 2 723 km in KZN from the 2022/23 to 2023/24 financial year, mainly due to incomplete data (three WSAs did not submit) provided in this financial year. The accuracy of the data reported in 2023/24 could not be verified at the time

of drafting this report, as it would be impractical for UUW and its service providers to try to verify such data;

- A connection is defined as any point of water supply by the WSA and can be formal, informal, or unauthorised. The total number of connections that was reported in 2023/24 was 98 343 less than that recorded in 2022/23. Note that the data cannot be viewed as accurate, as three DMs did not submit any data. A number of errors have been identified from the data submitted by the WSAs, including confusion on what constitutes a connection. It appears that the reported numbers are either less or higher than the actual number of connections and it should be noted that an unauthorized connection (i.e. illegal connection) is not considered as part of this statistic;
- The average supply pressure has changed slightly from a Provincial perspective. However, very little data in this regard has been supplied by the municipalities. Some individual WSAs did make improvements in reducing pressure, while others increased their average operating pressure. There is still a lot of confusion and uncertainty among the WSAs regarding how to calculate average pressure. Furthermore, with an increasing number of natural disasters occurring in the province, certain WSAs are experiencing intermittent supply;
- Average percentage time pressurised in the networks was not accurately completed by the WSA's. Each WSA reported a varying percentage for pressurized system for the fiscal year, which cannot be independently verified on how their calculations were carried out. For the previous fiscal year, an approximation of percentage (%) time pressurised was used using the service provider's knowledge, and the figure is decreasing over time, which is concerning from the standpoint of service delivery. This will once again be part of the training program in the future.

(uMngeni-uThukela Water 2024: 5)

4.5 Update on Water Balance

The International Water Association (IWA), developed the standard water balance to benchmark and evaluate the performance of water distribution systems (bulk and reticulation) and it is being promoted across the world as best practice. The IWA standard water balance was slightly modified for South Africa to allow for free basic water (Table 4.2).

Table 4.2 Modified International Water Association (IWA) Water Balance.

System Input Volume	Authorised Consumption	Billed Authorised Consumption	Billed Metered Consumption	Free basic Revenue Water
			Billed Unmetered Consumption	
	Water Losses	Unbilled Authorised Consumption	Unbilled Metered Consumption	Non Revenue Water
			Unbilled Unmetered Consumption	
		Apparent Losses	Unauthorised Consumption	
		Real Losses	Customer Meter Inaccuracies	
			Leakage on Transmission and Distribution Mains	
			Leakage and Overflows at Storage Tanks	
			Leakage on Service Connections up to point of Customer Meter	

The water balance tracks, from left to right, how a water utility supplies water volumes from source to customer and provides the format for the utility to quantify amounts of billed and lost water.

Figures indicated below are mostly based on this IWA table and are supplied by WSA's monthly as part of DWS's regulatory requirements on a specially prepared spreadsheet.

The following is noted in terms of the change in water balance components across the province from the 2022/23 to 2023/24 financial years, with the consideration that uThukela, Amajuba and uMzinyathi District Municipalities did not provide any information in the 2023/24 financial year:

- Water Supplied (System Input Volume) into the reported water supply systems across the province decreased by 7 462 Mℓ (0.95%) over the entire year. It is still noted that many WSAs are not correctly or accurately reporting the volume of water supplied, particularly from standalone or borehole-supplied schemes. It is estimated that water supplied across the province is under-reported, though this will require further investigation and further attention.
- Authorised Consumption increased by 3.7% while, Billed Metered Consumption also increased by 3.4% and Billed Unmetered Consumption increased by 9.6%.
- In terms of improving revenue through the billed metered consumption all the municipalities have shown a decline over the years in their billing while unauthorised consumption, metering inaccuracies, unbilled unmetered consumption and water losses rising.
- Potential Revenue Water (volume only, not revenue as measured in monetary terms) increased by 2.3% (8 474 Mℓ). eThekweni, Msunduzi Municipality and Zululand were the main contributors to the increase as the WSA's recorded a total increase of 11 090 Mℓ in billed metered consumption.
- Unbilled Authorised Consumption increased by 2.3% from the 2022/23 financial year, with drastic increases or decreases in Unbilled Authorised Consumption for all WSAs. This is a worrying trend, as it would seem that WSAs are using this component in the water balance to reduce other components that relate to Auditor General Inquiries. This must be viewed in terms of an offset and might have been recorded as Unauthorised Consumption.
- Apparent Losses increased by 2.9% year-on-year, and Real Losses (leakage) decreased by 5.4% from the 2022/23 to 2023/24 financial years.
- Similarly, as with Real Losses it is estimated that Non-Revenue Water Volumes decreased by 3.4% year-on-year for the Province. Most WSAs in the province utilise the Percentage Commercial Loss Guideline for calculating their apparent losses and with the remainder of the losses being real losses. It was noticed that WSAs do not put much analysis into these percentages as it remains the same for many financial years, which results in incorrect water loss distribution. It is advised that the WSAs calculate the percentages based on in-situ data and calculation viz:

Unauthorised consumption percentage (%): unauthorised connections divided by total number of connections.

Meter error percentage (%): In-situ meter accuracy testing during normal operation and maintenance procedures.

Date transfer error percentage (%): Actual consumption subtracted by the consumption in the billing reports, divided by the actual consumption.

- Non-Revenue Water by Volume Percentage (%) increased from 52.6% to 57.5% year-on-year. Inefficiency of Use (percentage of leakage) increased from 27.7% to 28.7%.

It should be noted that eThekweni Metro still remains the largest user of water and influences overall trends. Additionally, uThukela District Municipality, Amajuba District Municipality and uMzinyathi District Municipality did not provide complete data for the 2023/24 financial year, making trending difficult and the actual true analysis impossible.

The comparison of the different water balance components per WSA is presented in **Figure 4.1, Figure 4.2, Figure 4.3, Figure 4.4, Figure 4.5, Figure 4.7, Figure 4.8 and Figure 4.9.**

(UMngeni-uThukela Water 2024: 15)

4.6 Non-Revenue Water Economics

The unit cost of water increased by 7.4% (R13.35/kℓ to R14.42/kℓ) on average in the 2023/24 financial year compared to the previous year throughout the Province. These rates were used to calculate either the cost or equivalent lost revenue of various water balance components.

In summary, the following can be noted for the 2023/24 financial year:

- The annual estimated cost of Water Supplied across the province increased by 7% from R10 829 383 825 in the 2022/23 financial year to R11 614 995 993 in the 2023/24 financial year;
- The annual estimated cost of Non-Revenue Water across the province increased by 4.41% from R5 971 233 783 in the 2022/23 financial year to R6 240 430 135 in the 2023/24 financial year. This major increase was mainly due to the increase in NRW in most WSA's which accounted for approximately R270 million compared to the previous financial year;
- The annual estimated equivalent lost revenue from Unbilled Authorized Consumption across the province increased by 10.2% from R1 160 464 012 in the 2022/23 financial year to R1 285 386 164 in the 2023/24 financial year; and
- The annual estimated cost of Real Losses (Leakage) across the province increased by 349.33% from R1 122 938 167 in the 2022/23 financial year to R 3 922 844 868 in the 2023/24 financial year.

(uMngeni-uThukela 2023: 37)

4.7 KZN WSA Non-Revenue Water Trends

A comparison for the period 2022/23 – 2023/24 for the KZN WSAs is summarised below.

4.7.1 Water Balance Analysis Across the Province

Water Supplied, Billed Authorized Consumption, Non-Revenue Water and Real Loss volumes from the period 2019/20 financial year to 2023/24 financial year i.e., five years of historical data and trends for both the province and each of the individual WSA's (14 in total) is presented in **Figure 4.1.** uThukela District Municipality, Amajuba District Municipality and uMzinyathi District Municipality did not provide complete data for the 2023/2024 financial year, making trending difficult and the actual true analysis impossible.

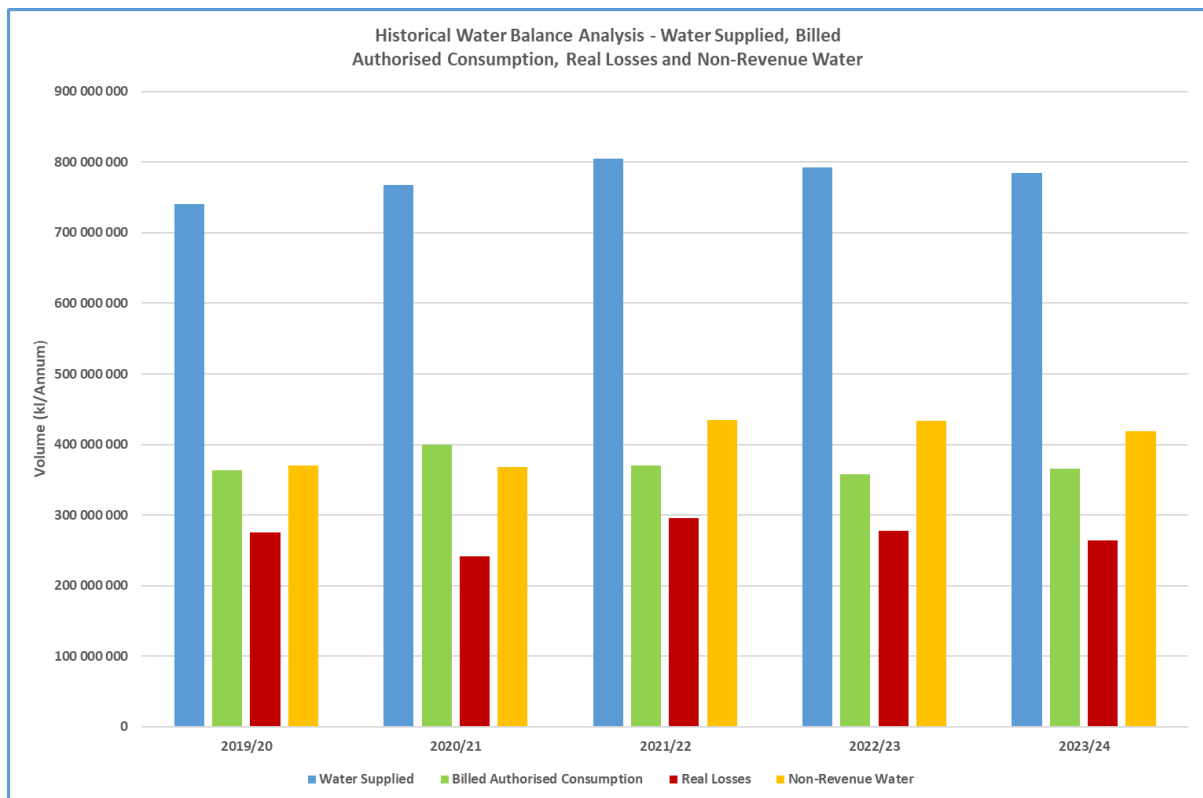


Figure 4.1 Historical Water Balance Analysis (2019/2020 to 2023/2024) (uMngeni-uThukela Water 2024).

4.7.2 Length of Mains

The apparent length of mains, as reported in 2023/24, was reported as being 44 318km, which is 2 723km less than that recorded in 2022/23 (**Figure 4.2**). This is mainly as a result of incomplete data (three WSAs did not submit) provided in this financial year. The accuracy of the data reported in 2023/24 cannot be verified.

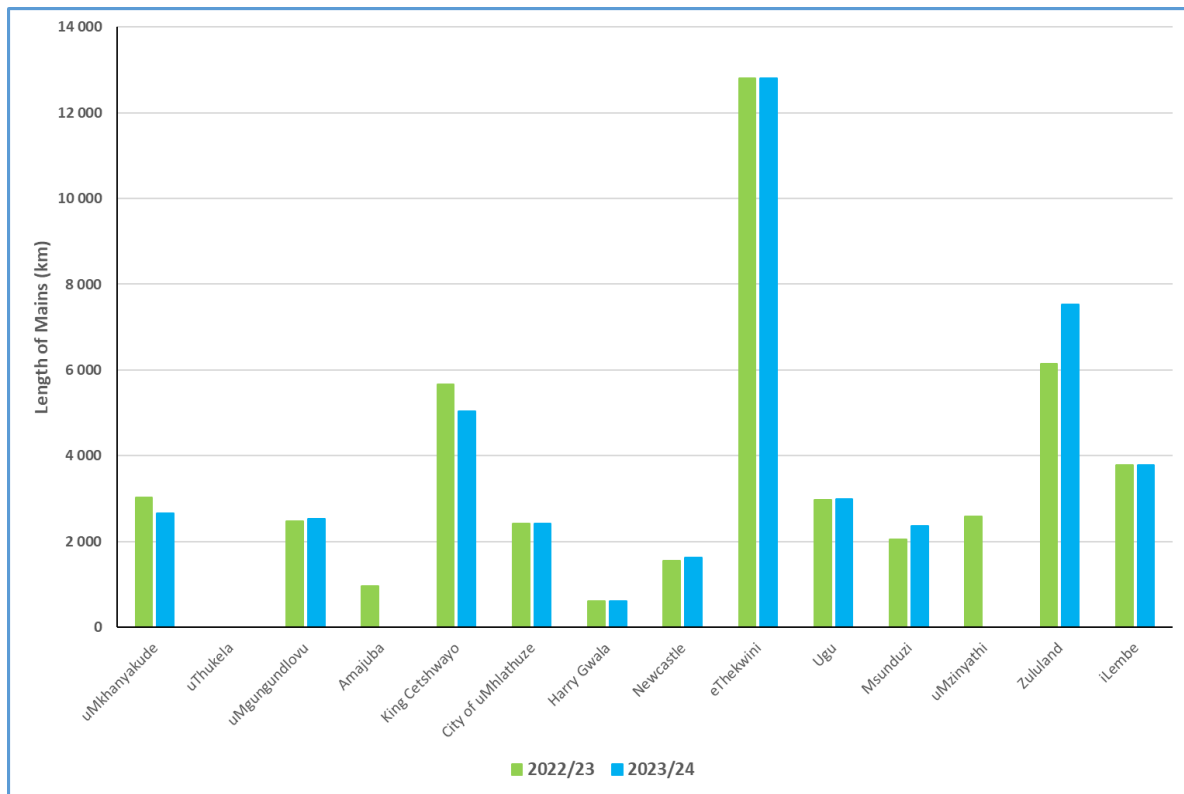


Figure 4.2 WSA length of mains (2022/2023 vs 2023/2024) (uMngeni-uThukela 2024).

4.7.3 Number of Connections

A connection is defined as any point of water supply by the WSA and can be formal, informal, or unauthorised. The number of connections was reported as being 1 516 554, a decrease of 98 343 between 2022/23 and 2023/24 (**Figure 4.3**). As mentioned earlier, a number of errors have been identified from the data submitted by the WSA's (and consequently workshopped with those WSAs), including confusion on what constitutes a water connection. The quality of data will continue to improve year on year, thanks to annual training of the WSAs by UUW and DWS.

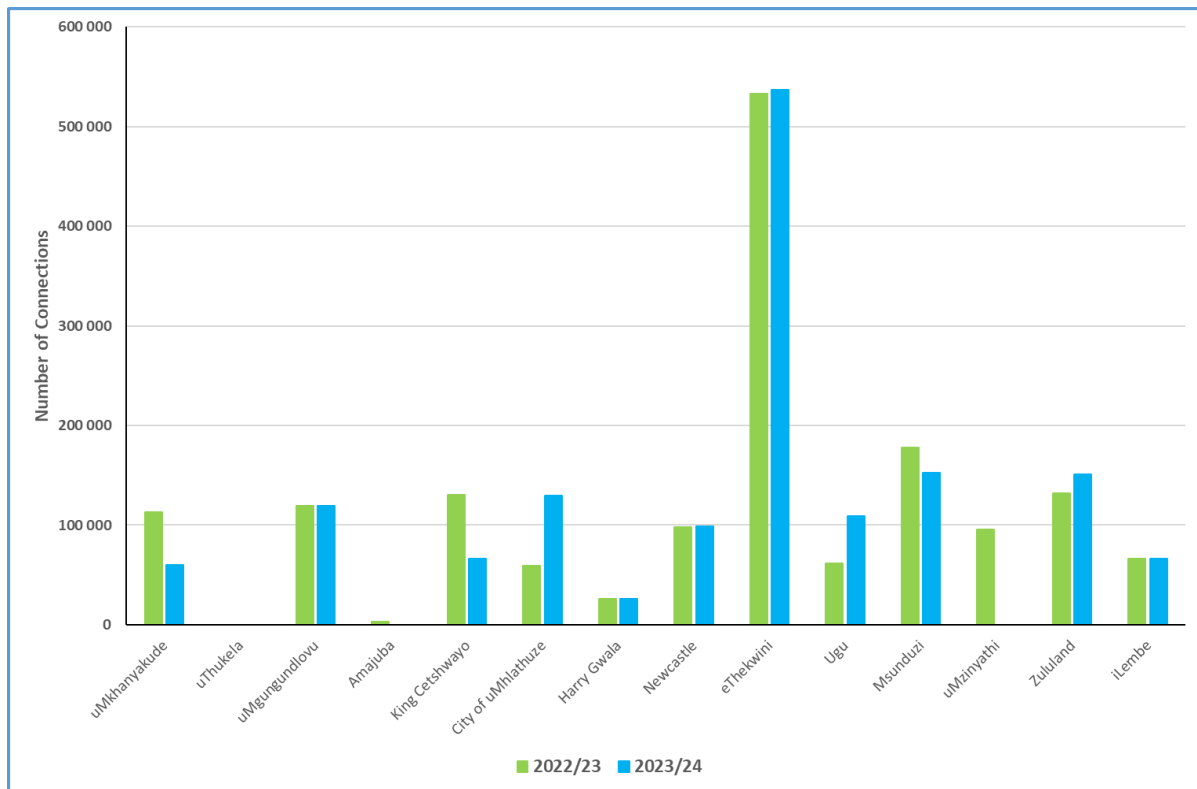


Figure 4.3 WSA total number of connections (2022/2023 vs 2023/2024) (uMngeni-uThukela Water 2024).

4.7.4 Percentage Time System Pressurised

Average percentage time pressurised in the networks (**Figure 4.4**) was not accurately completed by the WSA's – each one of the WSA's reported varying percentages for pressurized system for the financial year. It cannot be independently verified as to how their calculations have been made. An approximation of percentage time pressurised using the service provider's knowledge was used for the previous financial year and the figure is reducing over time which is a worry from a service delivery point of view. Once again this will be part of the training program going forward.

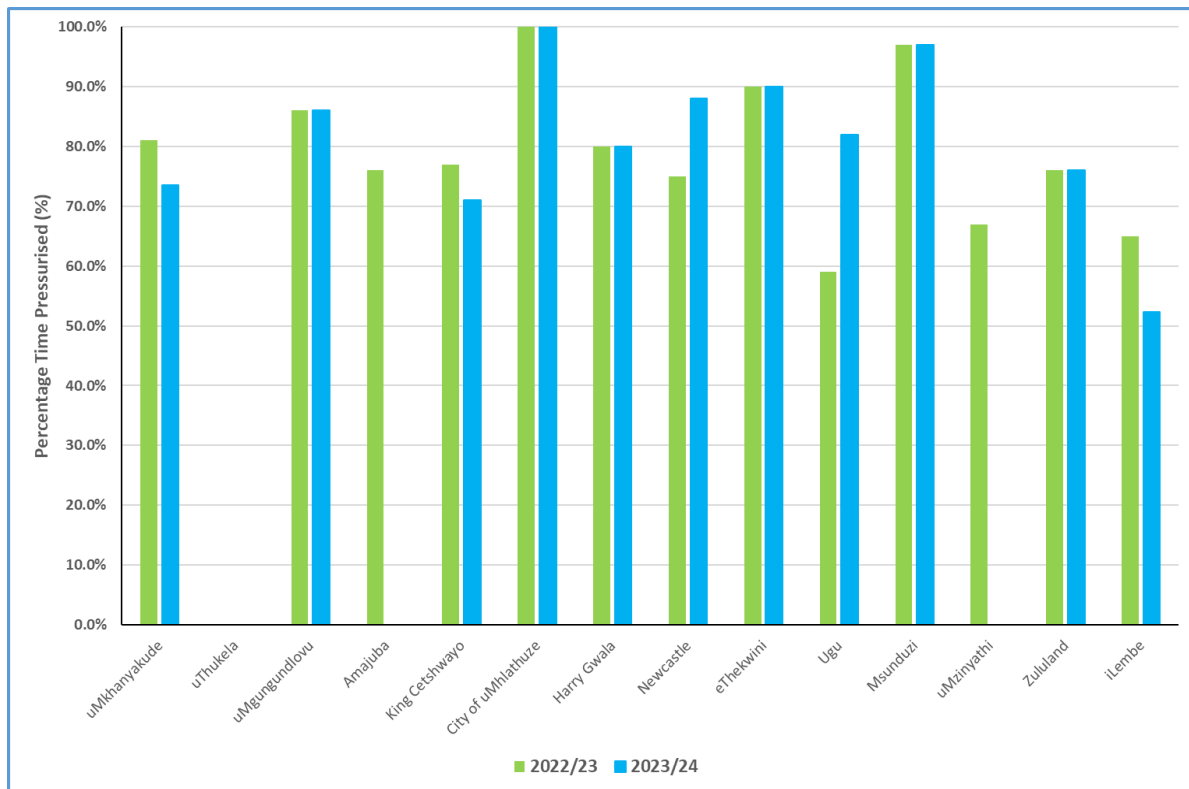


Figure 4.4 WSA percentage time system pressurised (2022/2023 vs 2023/2024) (uMngeni-uThukela Water 2024).

4.7.5 Non-Revenue Water by Volume

Non-Revenue Water volumes decreased by 14 623 Mℓ since the 2022/23 financial year (**Figure 4.5**). A total of 2 151 Mℓ/day (compared to 2 171 Mℓ/day from the previous financial year) is supplied to the province's served population, with 1 002 Mℓ/day of that being billed to consumers (compared to 979 Mℓ/day from the previous financial year). This means that 1 148 Mℓ/day is being lost to Non-Revenue Water (compared to 1 189 Mℓ/day from the previous financial year), of which 912 Mℓ/day is lost to apparent and real losses (compared to 957 Mℓ/day from the previous financial year).

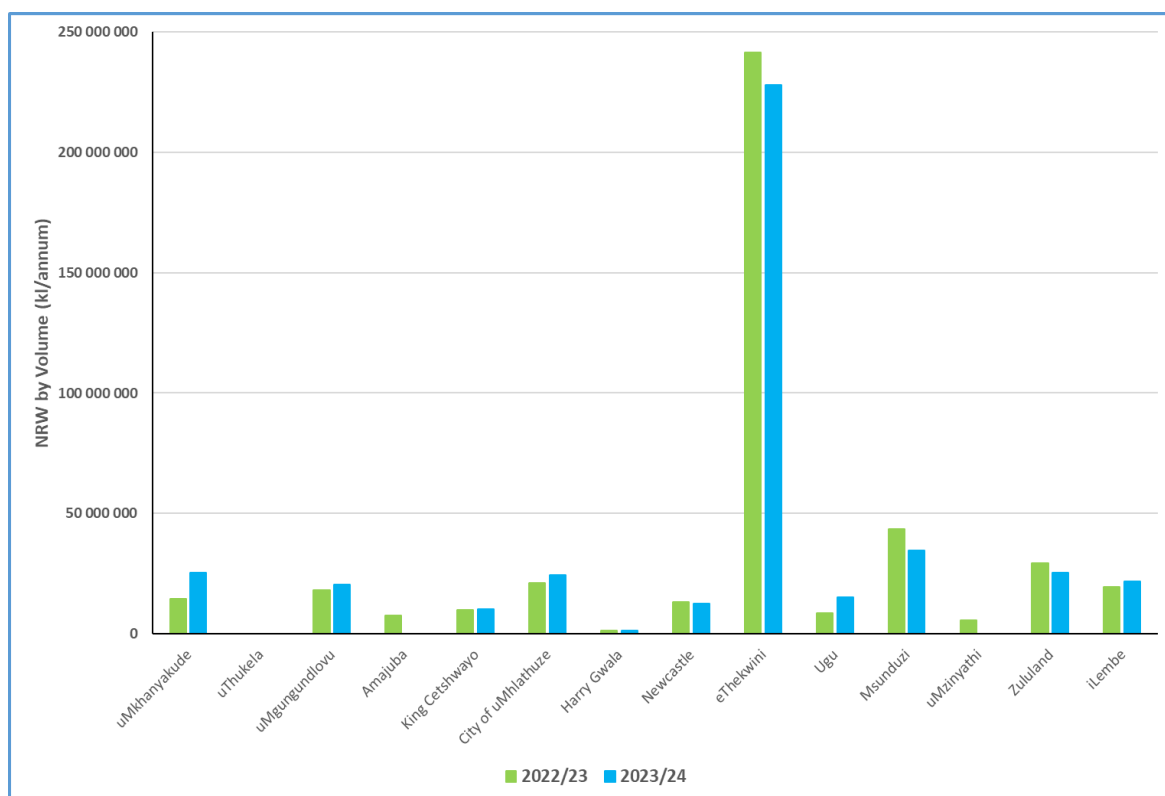


Figure 4.5 WSA Non-Revenue Water by Volume (2022/2023 vs 2023/2024) (uMngeni-uThukela Water 2024).

4.7.6 Non-Revenue Water by Volume Percentage

Non-Revenue Water by Volume Percentage (%) increased from 52.6% to 57.5% year-on-year (**Figure 4.6**). However, the use of percentages as a performance measure is not considered international best practice and is actively discouraged. However, the performance measure is presented for compliance purposes for the Department of Water and Sanitation.

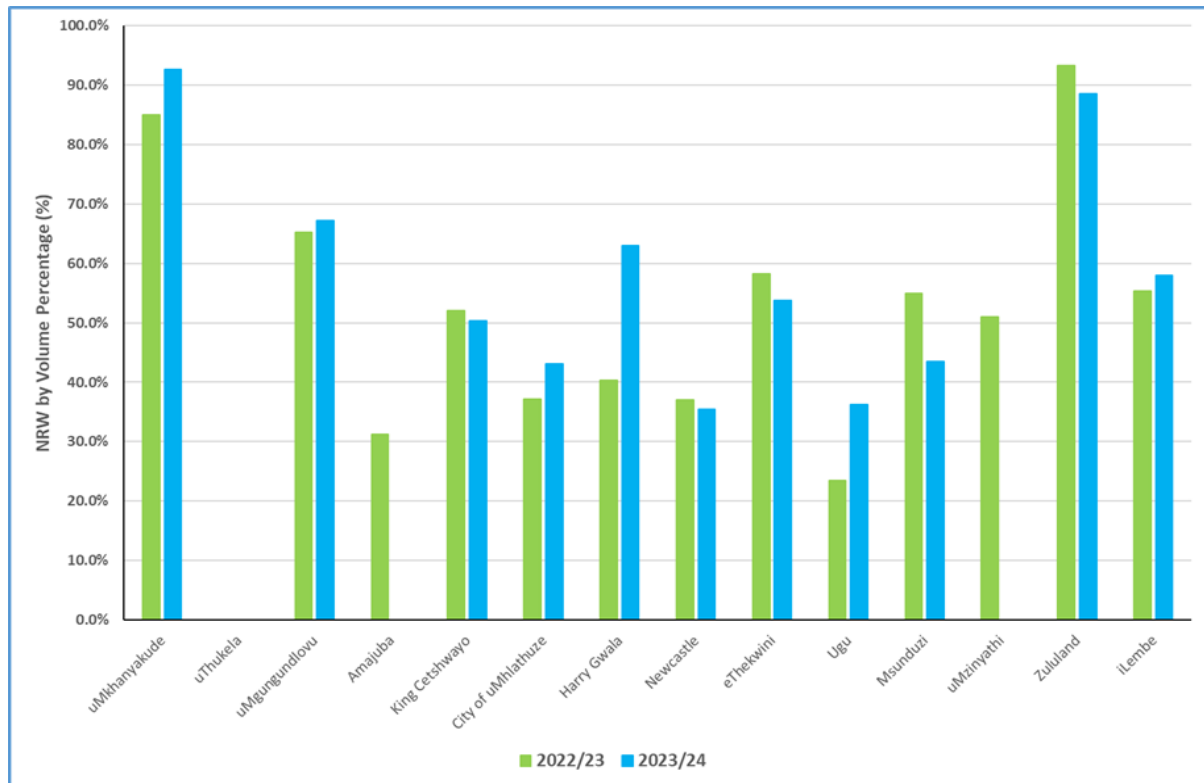


Figure 4.6 WSA Non-Revenue Water by Percentage (2022/2023 vs 2023/2024) (uMngeni-uThukela Water 2024).

4.7.7 Annual Cost of Real Losses

The annual estimated cost of Real Losses (Leakage) across the province increased by 349.33% from R1 122 938 167 in the 2022/23 financial year to R 3 922 844 868 in the 2023/24 financial year (Figure 4.7).

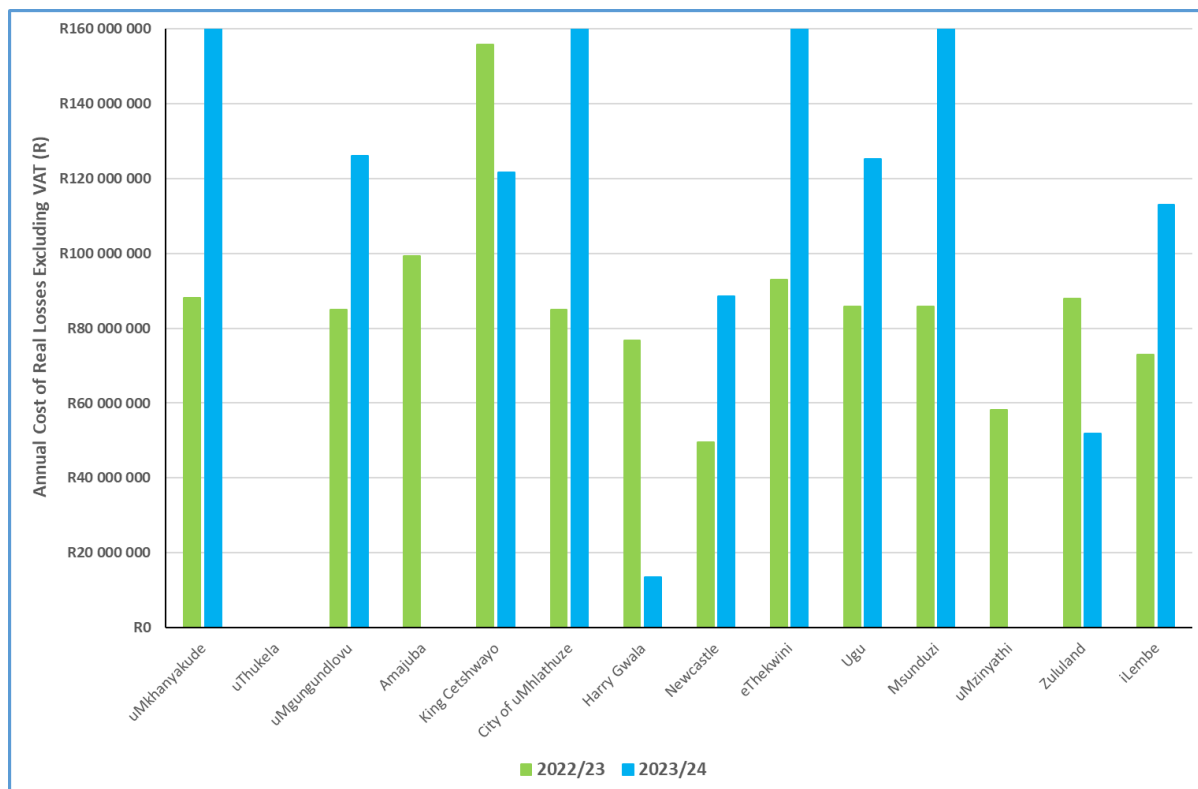


Figure 4.7 WSA Annual Cost of Real Losses (2022/2023 vs 2023/2024) (uMngeni-uThukela Water 2024).

4.7.8 NRW Historical Trends

Figure 4.8 and **Figure 4.9** indicate the 5-year historical trends, comparison of non-revenue water by volume for all 14 KZN WSAs.

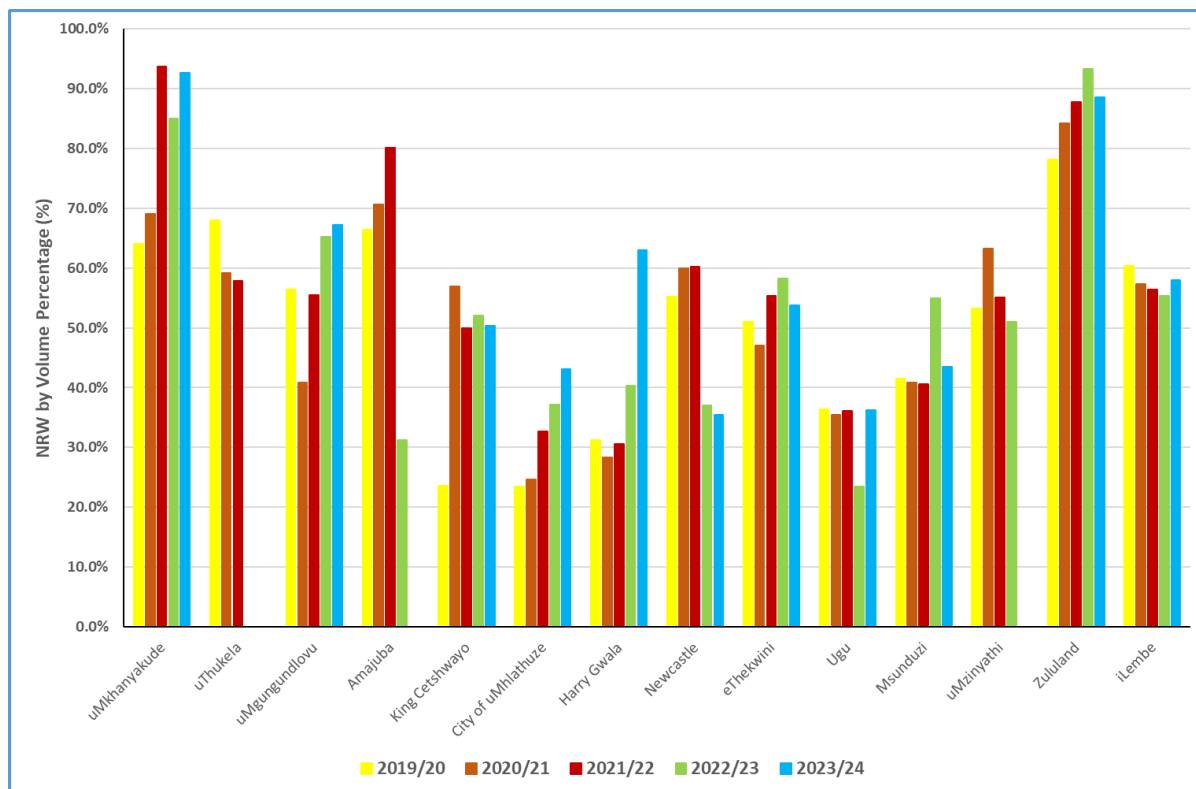


Figure 4.8 Historical NRW comparison between KZN WSAs by Percentage Volume (2019/2020 – 2023/2024) (uMngeni-uThukela Water 2024).

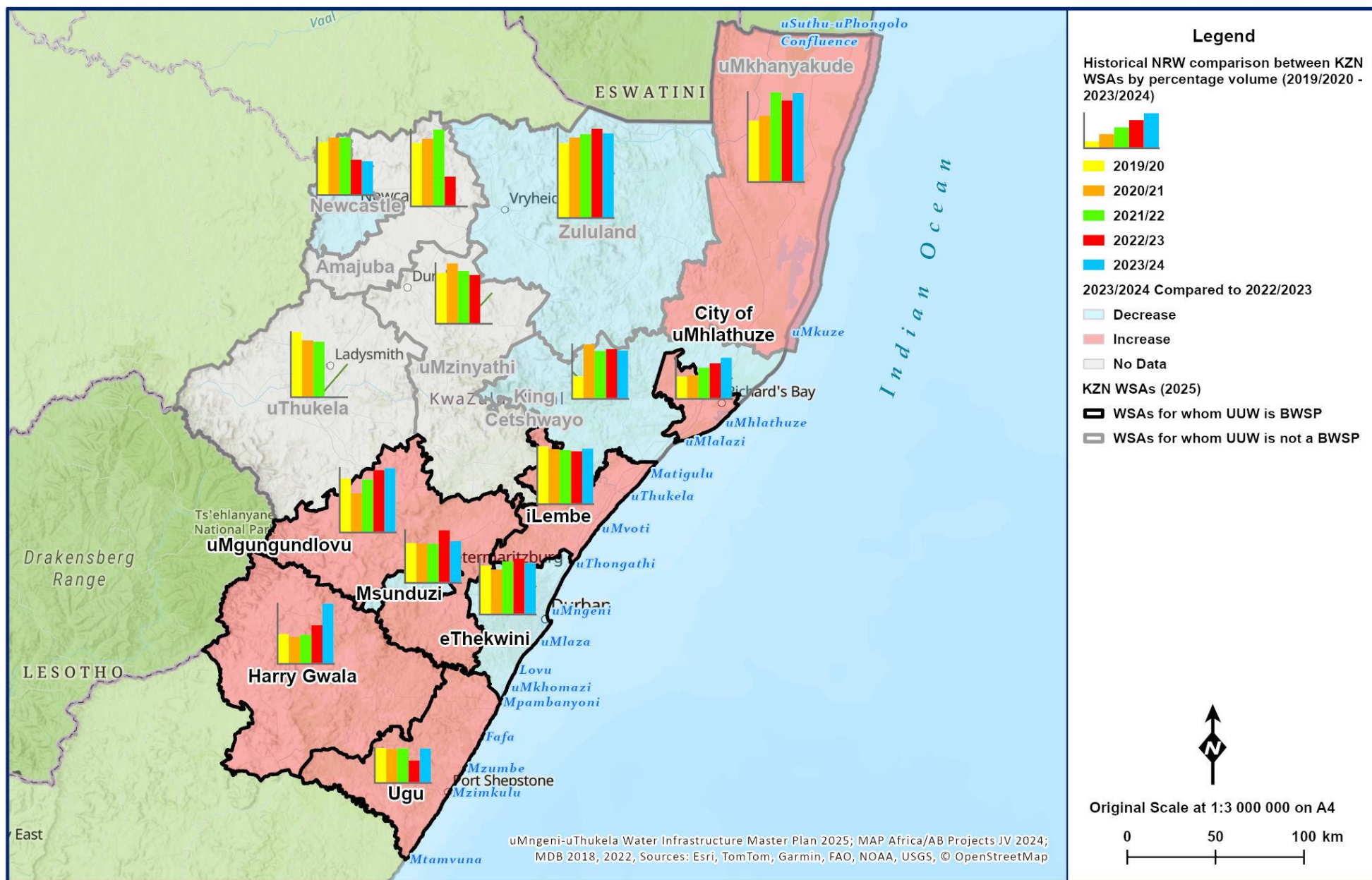


Figure 4.9 Comparison of Non-Revenue Water by Volume (uMngeni-uThukela Water 2024).

4.8 Summary on the 2024/25 KZN WC/WDM Support Programme

This project is currently ongoing as of January 2025. The project has six Key Support Areas (KSAs) which include:

- KSA 1: The Status of Non-Revenue Water in the Province Report
- KSA 2: Update of WC/WDM 5-Year Strategy/Master Plans uMgungundlovu DM
- KSA 3: Monitoring Report for the WC/WDM Implementation Plan Progress including No-Drop Response Plan
- KSA 4: No Drop Pre-Audit for KZN WSAs Support
- KSA 5: Co-ordination of WC/WDM Regional Recon Studies
- KSA 6: Support Services

The next phase of the support programme at the time of this report is at procurement stage.

4.9 Mpophomeni WC/WDM Pilot Initiative: War On Leaks

4.9.1 Project Description

UUW undertook their first “War on Leaks” pilot project in Mpophomeni, a township approximately 12 kilometers southwest of Howick, as part of its support for the KZN WC/WDM Support Programme. The UUW EXCO approved the implementation of a Water Conservation and Water Demand Management Pilot Initiative in the Mpophomeni area at the 390th EXCO Meeting on 17 November 2020. The objective of this initiative was to determine the effectiveness of implementing on site WC/WDM initiatives to assist WSA’s in managing water loss in communities that are not metered or are not paying for water.

The approval and measurements of success of the pilot was subject to the following:

- Reduction of overall volume of Non-Revenue Water of between 5% to 8%; and
- Impact to be assessed, not only for the communities and municipalities, but for uMngeni-uThukela Water.

The project began in March 2022 and ended in April 2023. In order to reduce leaks in Mpophomeni, the project included social awareness and education on water conservation/water demand management (WC/WDM), leak detection surveys, flow logging (the measurement of the amount of water supplied to the community in comparison to the sales meter as well as the inflow volumes into the Waste Water Treatment Plant), and internal leak repair (both minor and major).

4.9.2 Project Results

The Mpophomeni WC/WDM Pilot Project Initiative resulted in positive outcomes in terms of community upliftment, water savings and municipal revenue improvement. The project employed many locals, provided them with leak repair training, and educated the entire community on WC/WDM and NRW, which resulted in positive water saving results.

The amount of water saved due to leak repairs and community awareness over the 12-month project duration was **201 650 m³**. The amount of water that flowed into the Mpophomeni WWTP after the intervention was also reduced by **141 210 m³** over the 12-month project duration.

The uMngeni-uThukela Water's bulk sales volume records show significant savings on the two meters feeding Mpophomeni Township:

- The Vulindlela to Mpophomeni meter showed a decrease in volume from 3750 m³ in April 2022 to 2600m³ in April 2023 (**Figure 4.10**).
- The Mpophomeni Reservoir meter showed a decrease in volume from 7000m³ in April 2022 to 5400m³ in April 2023 (**Figure 4.11**).

Both meters exceeded the 8% savings that was listed as one of the success factors.

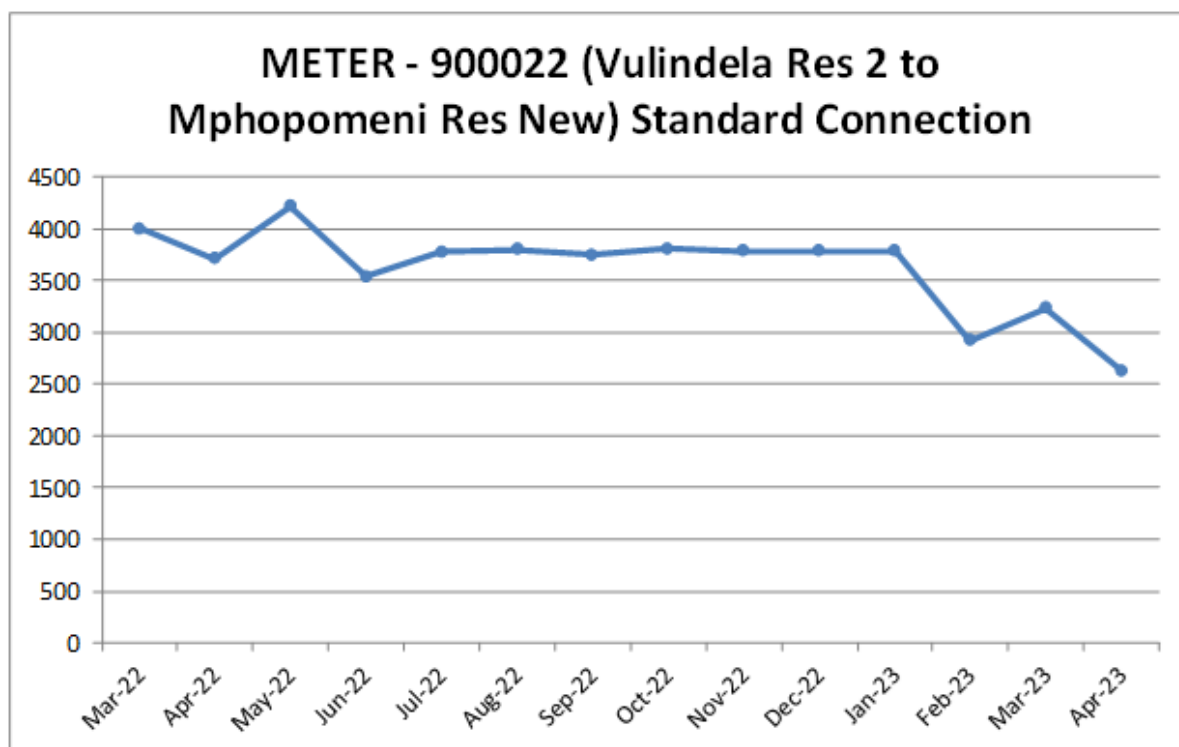


Figure 4.10 Vulindlela to Mpophomeni monthly sales volumes.

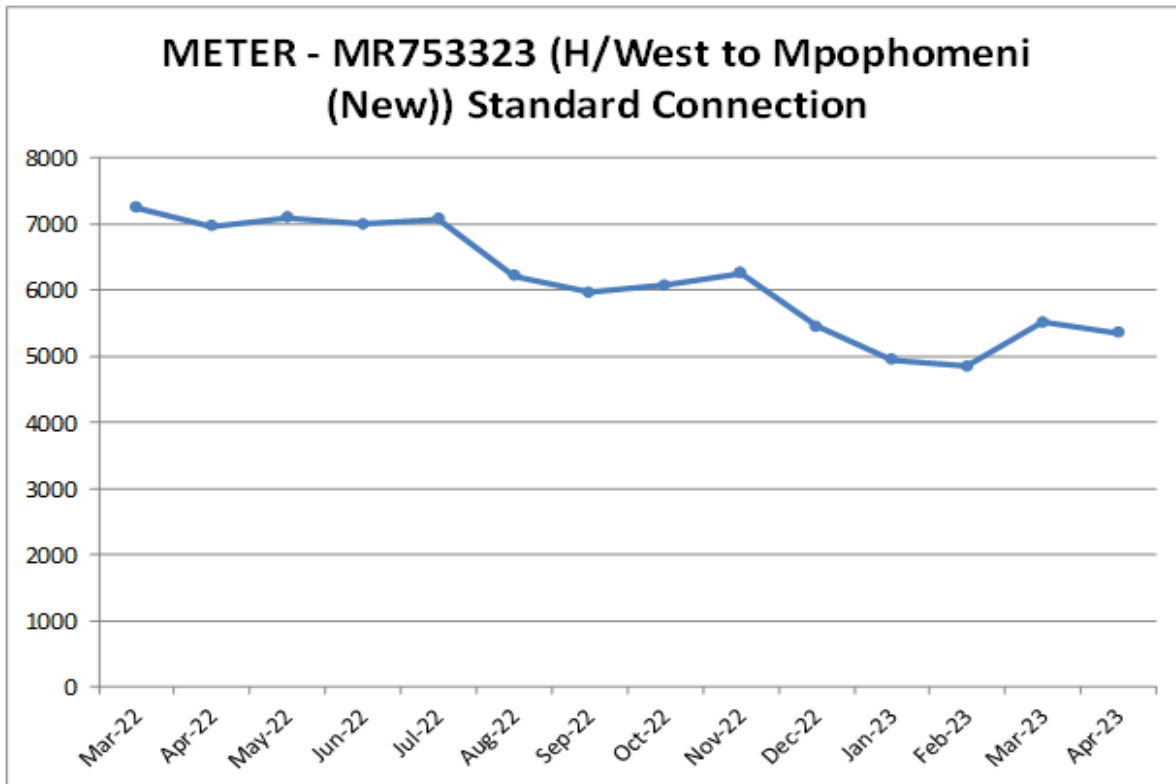


Figure 4.11 Mpophomeni reservoir sales volumes.

Despite the fact that the initiative lasted a year, the benefits will be experienced for many years due to a changed community mind-set towards WC/WDM, a reduction in continuous water loss, and a reduction in capital expenditure into the overall management of the Mpophomeni WWTP.

4.9.3 Project Current Trends

The current trend in the Mpophomeni Initiative Project is illustrated in the graph below. Although the project made a significant impact through leak detection and repair during its duration, sales trends have continued to rise over the years. As a result, a continuous (ongoing) project is necessary to mitigate the growing water demand on the UUW supply scheme.

The graph (combined sales volume for Meter – 900022 & Meter - MR753323) (**Figure 4.12**) below highlights the project's start and end points, along with its progress, particularly in terms of sales trends, through to February 2025.

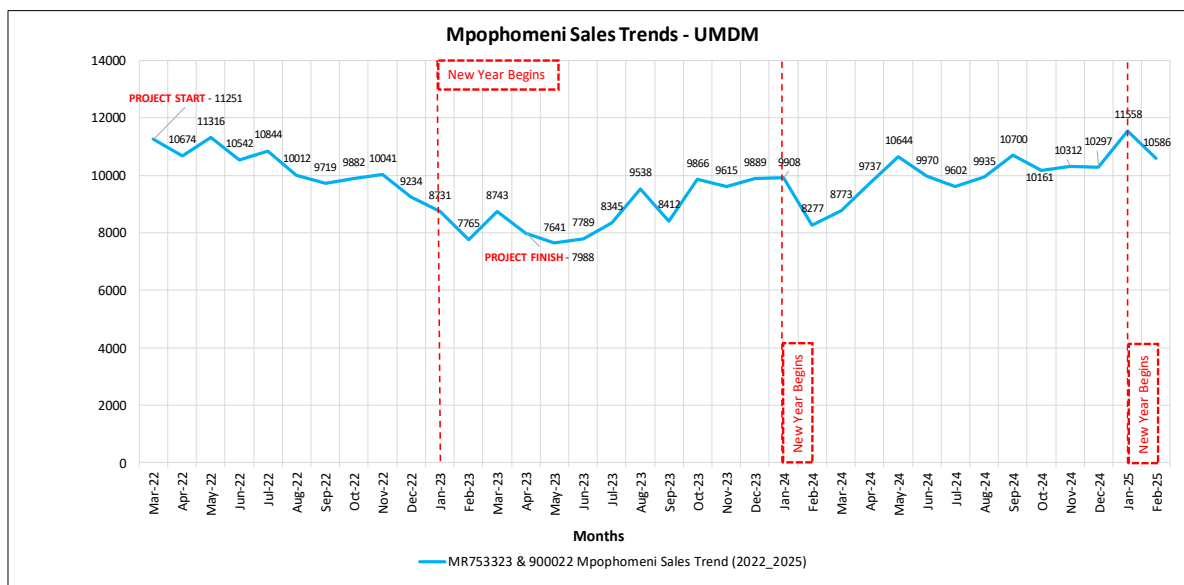


Figure 4.12 Combined graph for Mpophomeni sales volumes.

4.10 Copesville WC/WDM War on Leaks Project

4.10.1 Project Description

A second pilot project is being undertaken in Copesville, a township in Pietermaritzburg under the Msunduzi Local Municipality, as part of its support for the KZN WC/WDM Support Programme. uMngeni-uThukela Water recently undertook a Water Conservation and Water Demand Management Pilot Initiative in the Hanniville District Metered Area in Copesville. This is a low-cost housing area where meters are not read and therefore not billed. There are approximately 950 low-cost houses supplied by the Whispers elevated tank with many internal leaks which is evident in the 50 kℓ/hr minimum night flow records from the Msunduzi Local Municipality.

The project commenced on May 2024 and was completed by the end of November 2024. The project deliverables are summarised in **Table 4.3**.

Table 4.3 Copesville WC/WDM War on Leaks project deliverables.

DELIVERABLES	PROGRESS STAGE
1. Social Awareness and Education on Water Conservation/Water Demand Management (WC/WDM). [± 950 houses completed]	100%
2. Flow Logging & Pressure Logging	100%
3. Leak detection surveys. [± 950 houses completed]	100%
4. Internal Leak Repair (Both Minor and Major).	100%

4.10.2 Project Results

The Copesville/Hannville War-On-Leaks Project resulted in positive outcomes in terms of community upliftment and water savings. The project employed numerous local workers, providing them with valuable leak repair training and educated the entire community on water conservation (WC), water demand management (WDM) and non-revenue water (NRW). These efforts have promoted a positive shift in the community's mindset towards water conservation and significantly reduced water wastage.

One of the key success factors of this project was ensuring that all consumers, who didn't receive water, now receive water. A major challenge was the disparity in water pressure—some areas had high pressure, while others experienced low pressure. Throughout the project, flow and pressure were carefully monitored, and despite the challenges faced, significant improvements were made due to leak repairs and ongoing community awareness efforts over several months.

Over the 9-month duration of the project, a total of **3,411 m³** of water was saved due to leak repairs and community awareness efforts, with the monthly supply volume increasing from **17,958 m³** before the intervention to **21,369 m³** (**Figure 4.13**) after the intervention. Additionally, the average peak-time pressure was increased by **0.8 bar**, rising from **5.4 bar** before the intervention to **6.2 bar** (**Figure 4.14**) after the interventions.

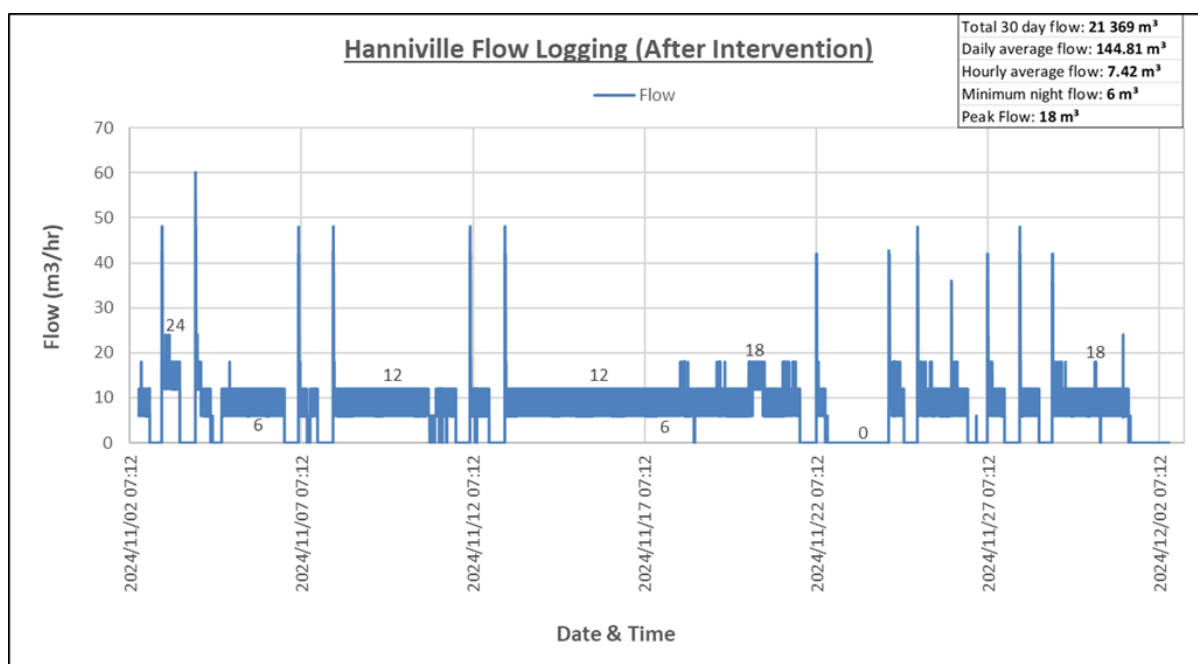


Figure 4.13 Hannville Flow Logging (Post-Intervention)

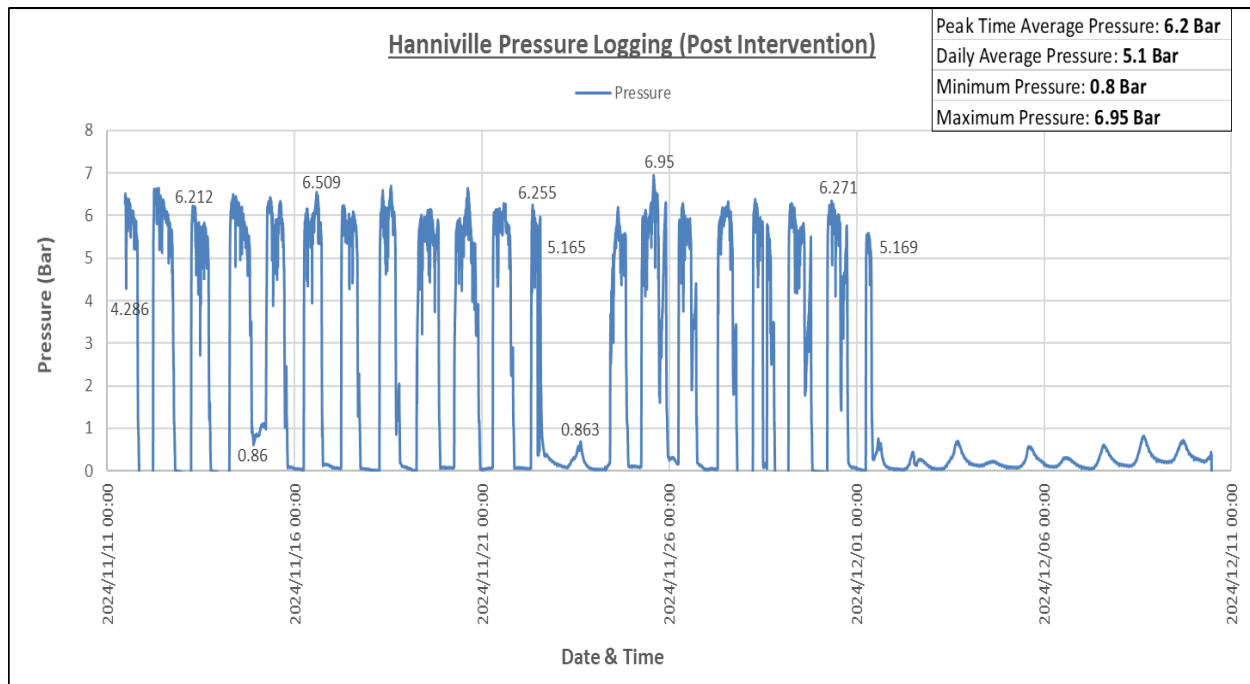


Figure 4.14 Hanniville Pressure Logging (Post Intervention)

4.11 Future WC/WDM Projects

uMngeni-uThukela Water will continue to support the KZN WC/WDM Programme in the 2023/24 financial year, with further improvements based on lessons learned and on WSA requests.

uMngeni-uThukela Water is committed in ensuring that the continued implementation of the NRW reduction support programme yields positive results and as such the following future projects are proposed:

- (i) Confirmation of System Input Volume for Water Balance for UUW and WSAs
 - This will involve an assessment and evaluation of bulk meter points. As part of this exercise any new bulk meters that are required for the NRW systems will be identified and motivation made for damaged meters to be repaired, replaced or calibrated. Many WSAs employ estimation for water schemes that do not contain water meters. Other areas of focus such as zoning and thus zonal meters will also be considered, in order to improve monitoring and control. Consolidation and updating of ACIP bulk metering requirements for the Province, detailing remaining meters to facilitate systems-based water balance reporting as well as updated budgets.
- (ii) Rolling out of small to medium scale NRW Projects
 - UUW has committed itself in assisting struggling WSAs with the small to medium scale NRW projects. The first War-on-Leaks pilot project was undertaken at Mpophomeni Township outside Howick and was completed in April 2023 and the second War-on-Leaks project completed in November 2024 was undertaken at Copesville, a township under Msunduzi Municipality. The **third War-on-Leaks project** will be conducted as **Phase 2** in **Mpophomeni** with specific targets in mind as mentioned above under **Section 4.9.3** on how the project is currently trending.

The following are objectives for the upcoming and ongoing WC/WDM projects:

- Develop a Community Based Team, trained in water loss measurement and in addressing internal leaks;
- Equip the Community Based Team to conduct door-to-door educational awareness campaigns on water conservation and demand management;
- Implement water mains and internal leak detection initiatives;
- Execute leak repair activities; and
- Evaluate the impact of these interventions on water savings within the targeted area.

The impact of this project will be measured on the overall NRW savings achieved and lessons learnt will be considered on the future projects.

(iii) On-going Monitoring and Evaluation for UUW and WSAs

- Preparation of monthly and quarterly water balances.
- Preparation of water savings reports.
- No drop assessment improvement reports.
- Acquiring of NRW equipment for assisting WSAs with special projects/requests.
- UUW has also acquired a remotely piloted aircraft (RPAS), also known as a drone, to be used for various applications including aerial mapping and leak detection. UUW is still busy with the SACAA registration of this drone for official usage.

4.12 Way Forward

Water conservation and water demand management has become an integral part of uMngeni-uThukela Water's operating philosophy. WSA's have been assisted to develop 5 year WC/WDM master plans to specifically deal with NRW. NRW can be reduced to acceptable levels when the KZN water sector has:

- A common vision regarding water efficiency;
- Adequate technical skills, technology and knowledge in NRW reduction;
- Identified NRW reduction as a critical business activity;
- Strong and informed leadership;
- Dedicated NRW teams;
- Strong cooperation between departments; and
- A strong asset management philosophy.

Water conservation and water demand management is often listed as the top priority in all the DWS Reconciliation Strategies for KZN (2012 onwards). This has not changed, and UUW views this as the TOP priority for WSAs to implement with urgency. This will result in the sustainable use of the natural water resources and improve supply reliability. By default, it will also free up water for use in areas where there is still a backlog. Considering the unacceptably high water losses and non-revenue water, the WSAs cannot afford to continue with new capital works, without also replacing old AC pipes, resolving illegal connections, and metering all customers with individual connections.

Bulk metering is also a key priority in order to be able to calculate the water balance in each scheme. It should also be remembered that the water demand model utilised for the water master plans of

WSAs includes the assumption that water losses percentage will decrease over time, as it plans for good business, not poor management. If the WSAs do not intervene, and reduce water losses, the actual demands for the various schemes will almost certainly exceed the resource yield, leading to reduced supply to consumers. This is exactly what is being discovered at present in the WSAs of KZN, and curtailment of daily water volumes will have to be instituted where communities refuse to comply with responsible water consumption.

In the longer term, as the service landscape changes, the WSAs needs to move out of the current crisis management to a pro-active WC/WDM programme that includes the four elements of WC/WDM (**Figure 4.12**) expounded on in the National Water Resources Strategy (DWA 2013).

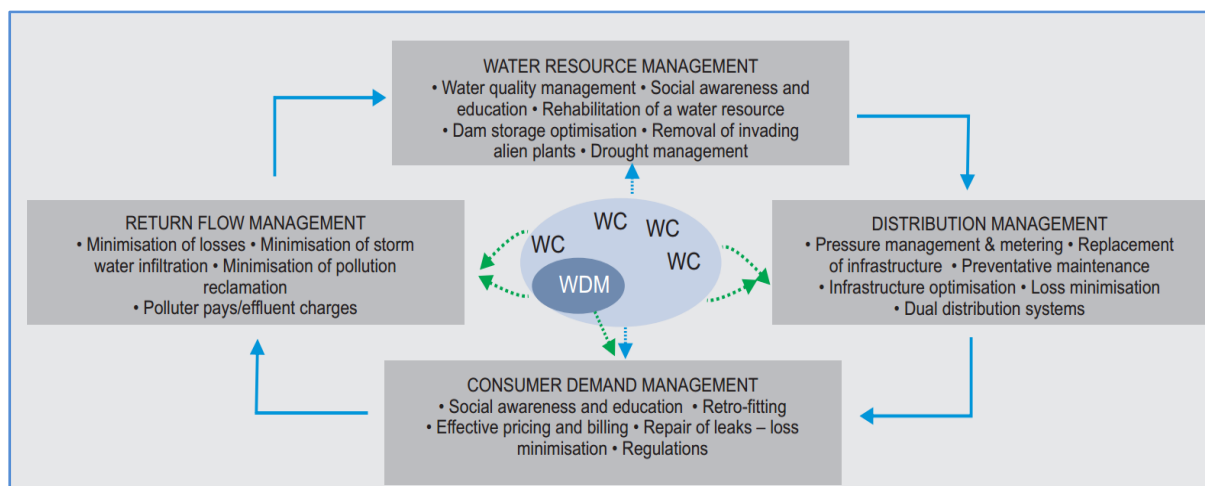


Figure 4.12 Elements of Water Conservation and Water Demand Management (DWS NRWS 2013: 57).

An aggressive, expanding WC/WDM project needs to be planned for each water supply scheme in the preparation for schemes migrating to a higher level of service. A dedicated WC/WDM team is needed together with the reticulation operations teams, and the maintenance teams in each WSA and these teams should have WC/WDM KPIs, with maintenance schedules that ensure coverage of all schemes. This should be coupled with a strong consumer awareness programme, and the implementation of a “citizen science” reporting mechanism to report leaks, bursts etc. This system should be implemented immediately as part of business as usual, by the staff of WSAs. A 5 year WC/WDM Master Plan was developed for each of the WSAs through support of UuW, DWS and CoGTA KZN but these are not being used by the WSAs to initiate projects. The costed interventions within the primary schemes of each WSA are available in these 5 year WC/WDM Master Plans. This is an intense programme dealing with the highest priority interventions.

Due to the significant water backlog and the urgent nature thereof (and the scale or magnitude of these water supply schemes), this should be a set of outsourced projects to make a rapid, significant impact on NRW in the WSAs. WSAs need to be compelled by CoGTA and DWS to prioritise a certain minimum percentage of funding for implementation of NRW projects.

A significant aspect that is not dealt with specifically in the 5 year WC/WDM Master Plan is AC pipe replacement in the older areas of the established towns.. This ageing infrastructure is a significant contributor to the water losses in these towns and a prioritized programme of replacement needs to be developed and implemented. A set of projects for this replacement, over the next 10 years, is

needed urgently and funding would have to be sought from DBSA or international donors e.g. the Orio projects of uMgungundlovu DM.

Uuw will therefore continue to raise the above issues with the water sector (especially the WSAs) at the quarterly WC/WDM forums and assist where possible, in an effort to get the WSAs to prioritise funding for NRW reduction programmes and revenue enhancement programmes.

4.13 WC/WDM Projects Currently Underway in KZN

Water Services Infrastructure Grant (WSIG) is, amongst other functions, meant to support municipalities in WC/WDM related projects. Some WSAs are taking advantage of this grant and are implementing WC/WDM projects whereas others are still behind. **Table 4.4** indicate a list of current projects underway in KZN.

Table 4.4 List of KZN WSIG WC/WDM Projects as of 30 April 2025.

WSA	Name of the Project	Project Stage	Funding
Amajuba DM	Reduction of Non-Revenue Water via Reduction of Real Losses	40% Complete	WSIG
ILembe DM	The Non-Revenue Water Reduction Program in ILembe District Municipality	94% Complete	WSIG
King Cetshwayo DM	WCWDM Mzingazi Pipeline Replacement	61% Complete	WSIG
uThukela DM	Wembezi WCDM Phase 1	76% Complete	WSIG
	Ezakheni water supply system: WCDM phase 2	73% Complete	WSIG
	Steadville WCDM	73% Complete	WSIG
Zululand DM	Simdlangentsha West Regional Water Supply Scheme Water Demand Management	93% Complete	WSIG
	Nkonjeni Regional Water Supply Scheme Water Conservation and Water Demand Management Phase 3	98% Complete	WSIG
UGU DM	Supply, installation & commissioning of non-revenue water reducing equipment within UGU DM	15% Complete	WSIG

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5. SYSTEMS ENERGY ANALYSIS IN THE uMNGENI-uTHUKELA WATER OPERATIONAL AREA

5.1 Overview

The energy efficiency of water supply cannot be optimised unless the impact of infrastructure on energy use is understood. With this in mind, an analysis of energy use is provided in this section of the Infrastructure Master Plan (IMP) and shows the energy “cost” of regional and local water supply.

uMngeni-uThukela Water’s operational area consists of the following systems:

- uMngeni System comprising the Upper uMngeni and Lower uMngeni (**Section 7**)
- uMkhomazi System (**Section 8**)
- South Coast System (**Section 11**)
- North Coast System (**Section 12**)
- Middle uThukela and uMhlathuze System (**Section 15 and Section 16**)

This section focuses on the period July 2023 to June 2024 and for areas where information was not available, the closest full year cycle was utilised. Values indicated in this section are an indication of power consumption and some values have been averaged due to the lack of available meter readings. Values have also been corrected where obvious errors were detected. These errors could be attributed to meter reading and administration errors.

Figure 5.1 indicates the power usage per system. An average of 221 874 MWh was used across all systems within uMngeni-uThukela Water to supply approximately 623 300 Mℓ per annum. The two systems with the highest power usage are the Upper and Lower uMngeni Systems and their combined systems account for 81.48 % of water produced and 77.83 % of total power usage throughout the uMngeni-uThukela Water supply area. The majority of water produced by these systems supply the uMgungundlovu and eThekweni municipalities with a smaller percentage been supplied to the southern and northern coastal areas.

Table 5.1 shows a 9.48 % decrease in the energy consumption across the company, with the largest percentage increase being the South Coast System. The South Coast and the Ixopo systems showed a minimal increase of 1.68 % and 0.11 % respectively. The Upper uMngeni System showed the largest percentage decrease of 17.29 % while the Lower uMngeni decreased in usage by 8.64 %. The reasons for the changes in power usage is stated below.

The Upper uMngeni system has experienced a drop in the power usage due to the increase in rainfall received, resulting in the reduced pumping via the inter-basin transfer from the Mooi catchment. The Mearns Pump Station was not used during this period and the Spring Grove pump station was used for a relatively short period. The system has produced 0.82 % more water than the previous year with a 17.29 % decrease in power usage.

The decrease in the Lower uMngeni System’s power usage is due to the Inanda pump station not been utilised for the year. However, the Durban Heights Booster Pump Station has seen an increase in power usage of 92.15 % with 2365 MWh used in the 2023/24 financial year.

The decrease in the North Coast System usage could be attributed to the increase in the efficiency of the systems. Although the North Coast System has had a 2.75 % increase in supply volume over the reporting period, there was a 2.35 % decrease in the energy usage.

Note must be made that the King Chetswayo District Municipality was not reported on in this Infrastructure Masterplan as UUW is no longer a Water Service Provider (WSP) to the area and if UUW returns as the WSP, then the energy usage will once again be reported.

Table 5.1 Yearly comparison on power usage.

Year	2023	2024	Diff
System	kWh/annum	kWh/annum	%
Upper uMngeni	67 085 175	55 488 389	-17.29
Lower uMngeni	128 273 730	117 192 505	-8.64
North Coast	34 117 188	33 314 651	-2.35
South Coast	14 438 697	14 680 717	1.68
Ixopo	1 196 774	1 198 142	0.11
Total	245 111 564	221 874 404	-9.48

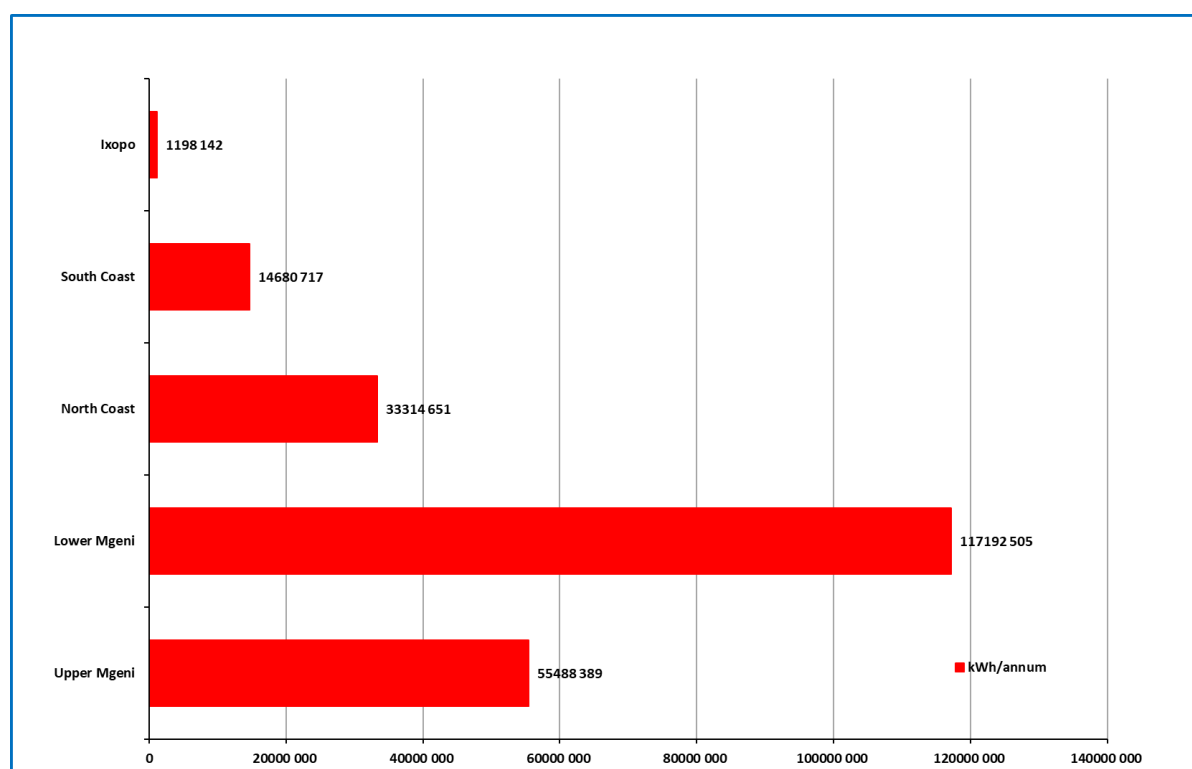


Figure 5.1 Total Energy Consumption for uMngeni-uThukela Water Systems 2023/24 (kWh/annum).

Energy Intensity graphs provide an indication of the rate at which power is consumed to produce or transport water i.e. kWh per Kl. This indicator is used to compare power usage of different infrastructure components and systems.

Figure 5.2 represents the different power intensity rates for the uMngeni-uThukela Water systems. The average energy requirement is 0.36 kWh/kl i.e. the power used across the entire uMngeni-uThukela Water supply area divided by the total volume produced or pumped. This value is a decrease of 13.71 % from the previous year as a result of less energy being used to produce and supply a higher volume of water. The Ixopo system is 3.58 times above the average and is by far the costliest system, in terms of energy intensity, in the uMngeni-uThukela Water supply area. This system utilises a high pumping head for raw water supply to the treatment works but the volume supplied is low.

The energy intensity has decreased from the previous year in the North Coast System by 4.97 % although supply volumes increased.

The uMngeni System has decreased in intensity by 17.96% due to the non-use of the Inanda Pump Station, the Mearns Pump Station and the decrease in use of the Spring Grove Raw Water Pump Station.

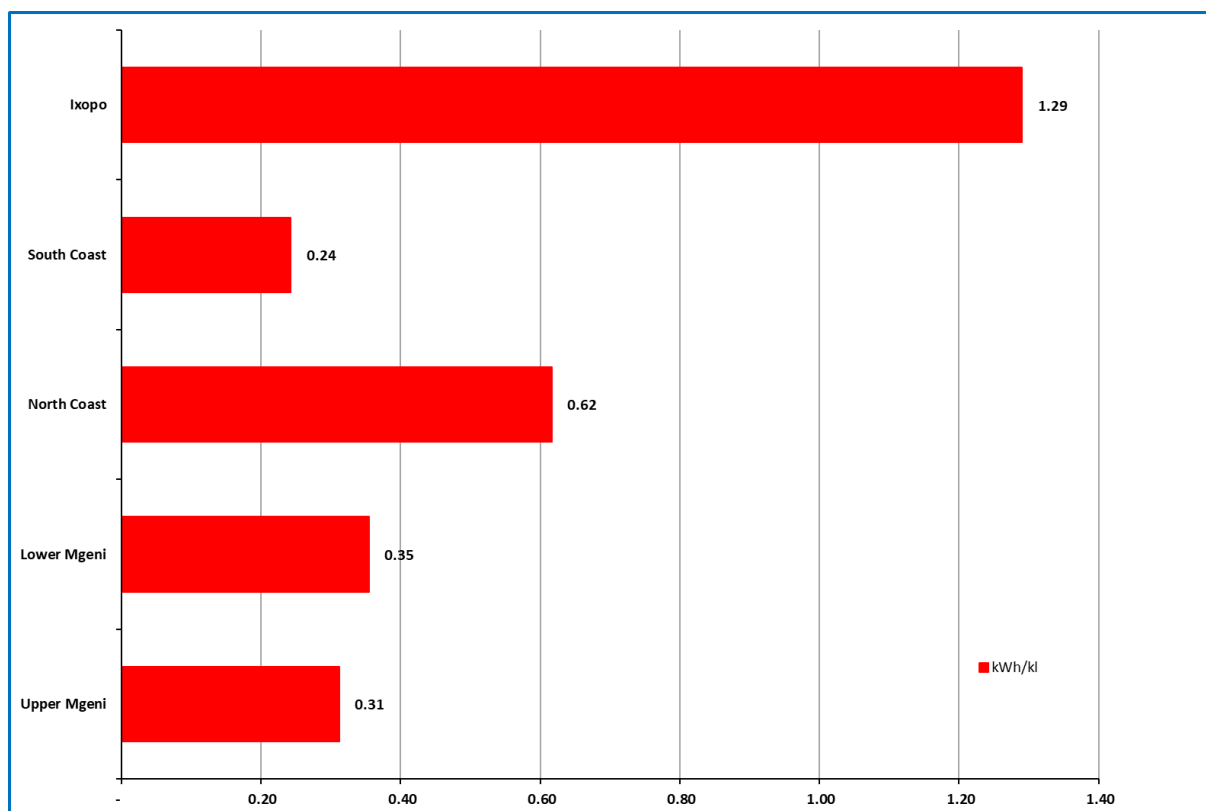


Figure 5.2 Energy requirement to supply water in uMngeni-uThukela Water Systems 2023/24 (kWh/kl).

5.2 Energy Usage per Infrastructure Component

The analysis is further broken down per uMngeni-uThukela Water's individual infrastructure components (mainly WTP's and Pump Stations) across the area of supply (**Figure 5.3**).

Figure 5.3 and **Figure 5.4** show that the largest power consumers across all the uMngeni-uThukela Water systems are the Durban Heights Shaft Pumps, with an annual consumption of approximately 32 646 MWh per annum followed by the Wiggins High Lift Pump Station at 23 439 MWh. These are

followed by Lower Thukela WTP and Midmar WTP which have an annual usage of 18 317 MWh and 17 024 MWh respectively.

5.3 Energy Intensity per Supply Point

To further illustrate the power intensity usage across uMngeni-uThukela Waters Supply area, the energy requirement was further analysed per supply point and is illustrated in **Figure 5.5**. This graph provides an indicative cost per kilolitre in terms of energy usage from source to supply point.

Figure 5.5 indicates the most expensive points of supply, in terms of energy usage, throughout all uMngeni-uThukela Water's Supply Areas. The average energy requirement across the 51 supply points (that is reported on) is 1.21 kWh/kℓ and 19 of the 51 supply points are supplied at a rate above the average.

The highest energy requirement per kilolitre of water supplied is the supply from the Hazelmere WTW to the Ndwedwe Reservoir 5, at 3.82 kWh/kℓ. This area is consistently one of the highest energy users year on year.

The areas that require pumping of low volumes of potable water to high lying areas are the most power intense in the uMngeni uThukela Water's supply systems. Hazelmere WTP to the Ndwedwe Reservoir 5 is the most "expensive" in terms of power with an intensity of 3.82 kWh/kℓ. The entire Ndwedwe System has high power intensity usage values. The second most intense power usage areas is the Maphamulo system, which has a range of 2.31 to 3.32 kWh/kℓ. The Midmar to Vulindela supply system also has a high supply intensity with the supply to Vulindela Reservoir 5 being 3.07 kWh/kℓ.

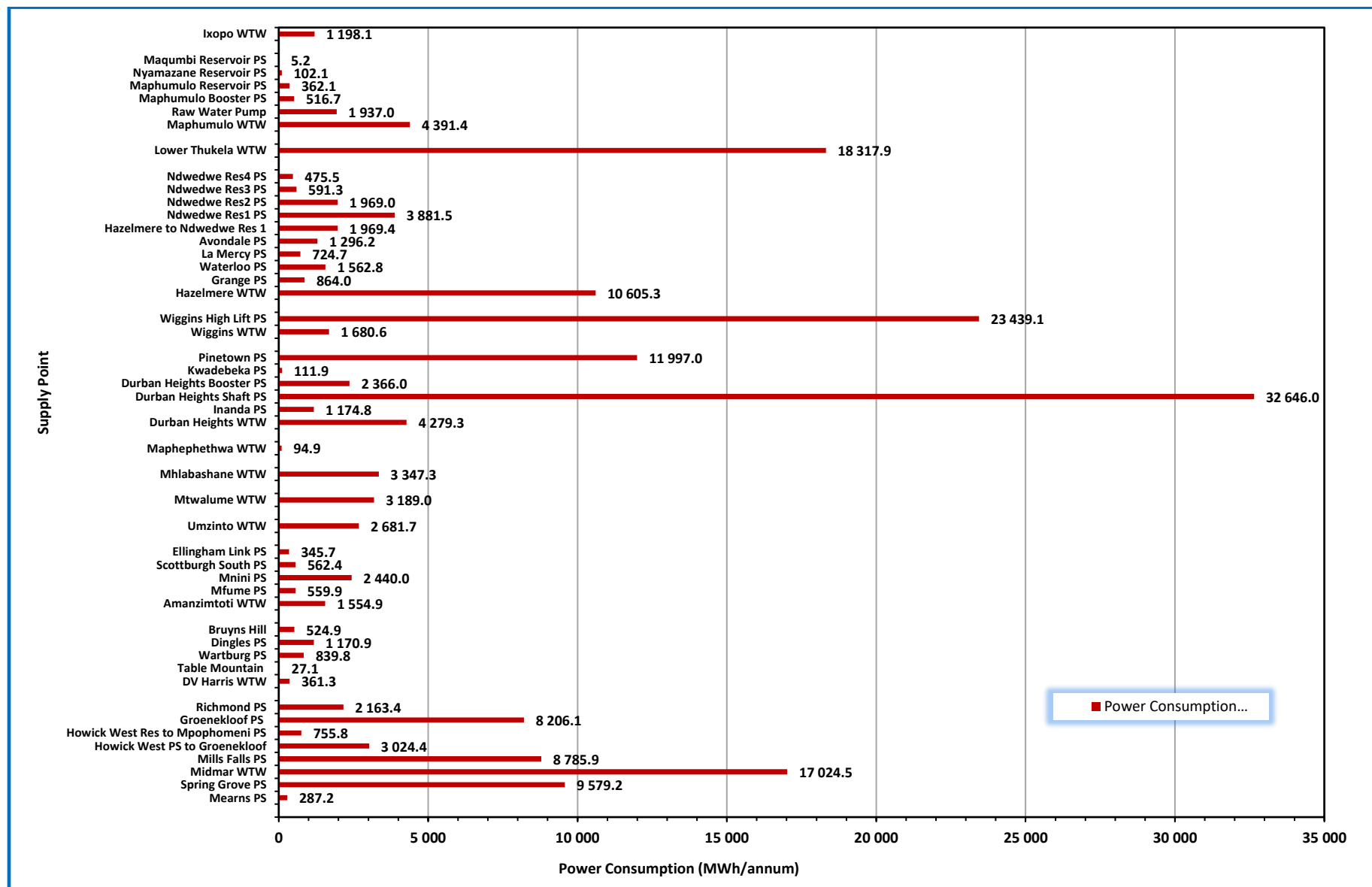


Figure 5.3 Annual Power Usage Comparison uMngeni-uThukela Water Installations.

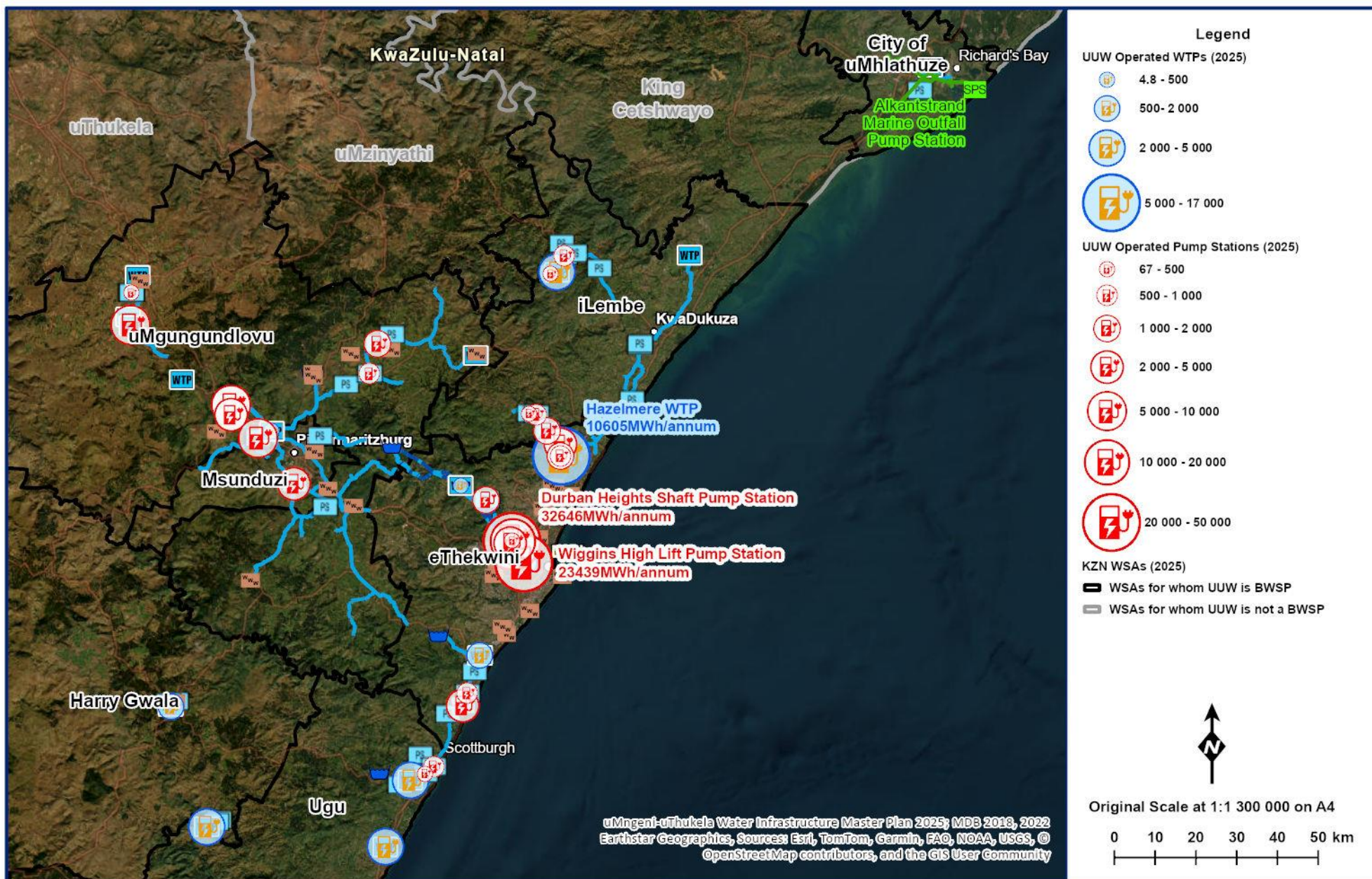


Figure 5.4 Distribution of the highest energy consumers.

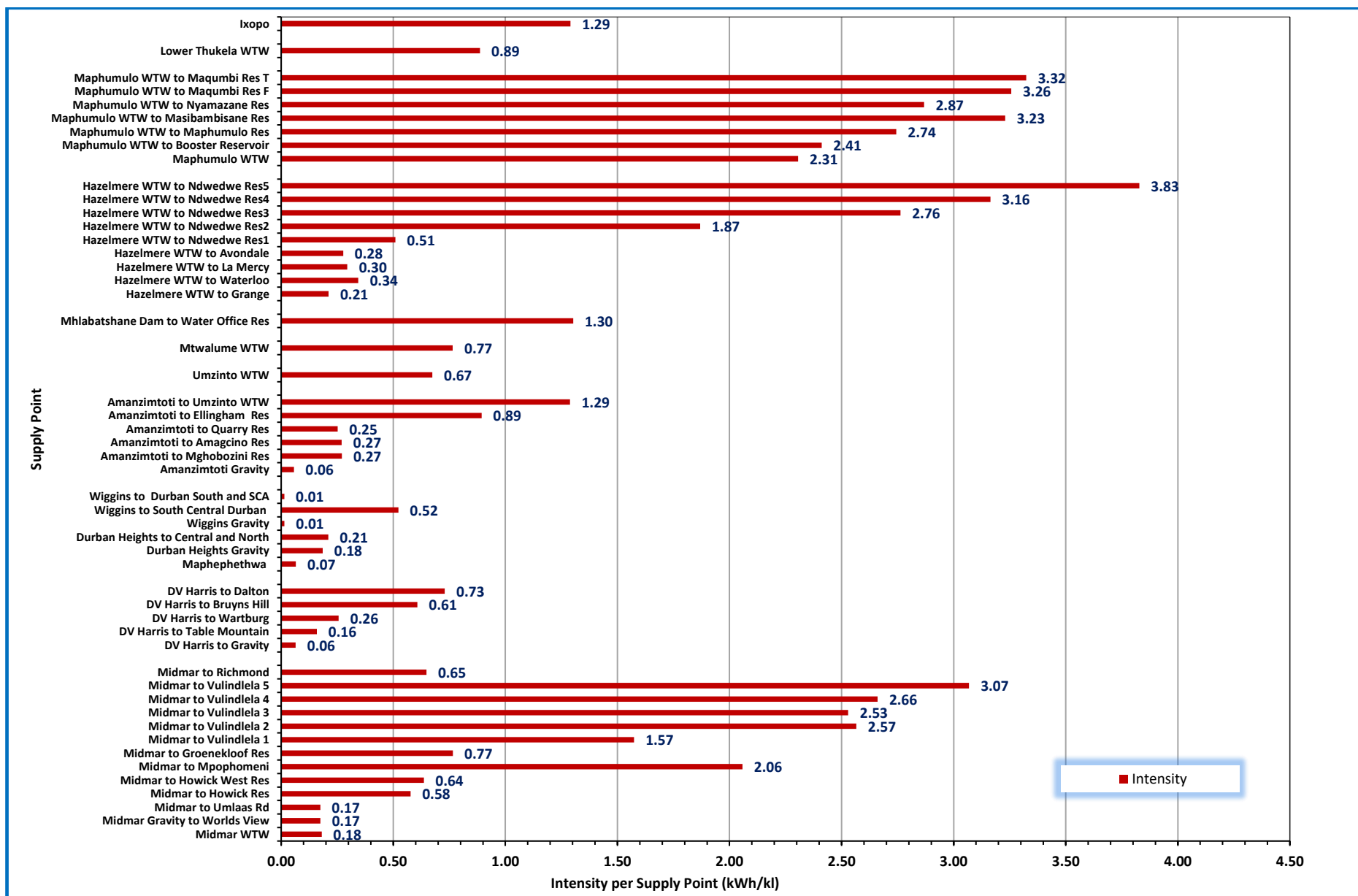


Figure 5.5 Annual Energy Intensity per Supply Point.

5.4 Observations and Recommendations

The three most energy intensive sub-systems are the supply to the Vulindlela area from Midmar Dam, the Maphamulo Scheme and the supply to the Ndwedwe area from the Hazelmere Dam. There seems to be a decrease in some usage and intensity and that can be as a result of the load shedding that occurred throughout the country over that reporting period.

The highest energy use per annum are the high lift pump stations that deliver raw water to the systems. This is generally the case where the WTP is not situated close to the resource, or where raw water is transferred to another basin.

Monitoring of the energy usage throughout the organisation is conducted by the Operations Division and detailed records are kept in the majority of the areas. There is however, room for improvement in this regard.

It must be noted that receiving of timeous bills with correct readings from power suppliers within the area of supply is an ongoing issue. Certain bills are received once every 6 months and there are no check meters in place to verify readings. There also seem to be corrections applied to bills whereby negative readings are recorded to “pay back” customers and this makes monitoring energy usage difficult, especially when there is no check meter in place.

Certain installations, such as Hazelmere WTP, receive a consolidated billing account. This cannot be used to accurately measure the cost of supply to the various areas supplied by this WTP.

Errors in recording of information of power consumption have been encountered in some instances, which can be attributed to human error. Data capturers are encouraged to interrogate information prior to submitting as these records are relied upon for reporting purposes.

uMngeni-uThukela Water will have to invest in electrical sub-meters to ensure the accurate recording of energy per sub system, and to assist in vetting billed power consumption (as received from Eskom and municipalities).

The following recommendations are made to better monitor and improve the energy usage throughout the supply area:

- Electrical and flow meters be installed and monitored within and at all uMngeni-uThukela Water’s pump stations.
- The electrical meters can be used as check meters as there is no means to currently verify the readings supplied by the power suppliers.
- Monitoring of the energy usage will provide an early warning to mechanical wear on pumps and maintenance can be planned timeously.
- uMngeni-uThukela Water should investigate the use of power saving technology to reduce its carbon footprint and operational costs thereby creating a more cost effective product for the end user. A typical example is the fitment of variable speed drives (VSDs) which will also reduce the occurrence and severity of water hammer (transient pressures).
- UUW to invest in smart meters, which can be monitored and operated online and remotely.

6. OVERVIEW OF SYSTEMS

6.1 Overview of Systems

All existing water resources and water supply infrastructure, as well as the proposed infrastructure, has been categorised into a number of primary systems in order to assist with better describing and understanding the dependencies and interconnectivity between the many components (refer to **Figure 6.1**). Each of these systems is defined by the catchment which forms the primary, or original, source of water for a particular bulk supply network. The catchments are grouped in logical regions as shown in **Figure 6.1**. The exception here is the South Coast where a number of small adjacent catchments provide the necessary water resources, and hence have been grouped together. It is further noted that whilst the uMngeni and Mooi Systems are primary systems, with the Mooi-uMngeni Transfer Scheme, these two systems work concurrently and therefore the Mooi System is discussed with the uMngeni System in **Section 7**.

For further clarity, the larger primary systems have been divided into secondary systems as shown in **Figure 6.2** for uMngeni-uThukela Water's operational area.

Within a primary system, and where applicable a secondary system, logical networks of water supply infrastructure have been classified as **sub-systems**. The larger networks can contain a number of sub-systems.

Whilst each water supply system is generally self-contained, in most cases there is interconnectivity between the various systems. Linking the various supply systems such that they can receive potable water from more than one source is important to ensure that a sustainable supply of water can be provided within each system at all times. These linkages therefore form part of the long-term planning processes undertaken by uMngeni-uThukela Water.

Figure 6.2 illustrates all the existing and proposed water system configurations and linkages (within the uMngeni-uThukela Water Operational Area), and provides a point of reference for **Section 7**, **Section 8**, **Section 11**, **Section 12** and **Section 13** of the IMP 2024.

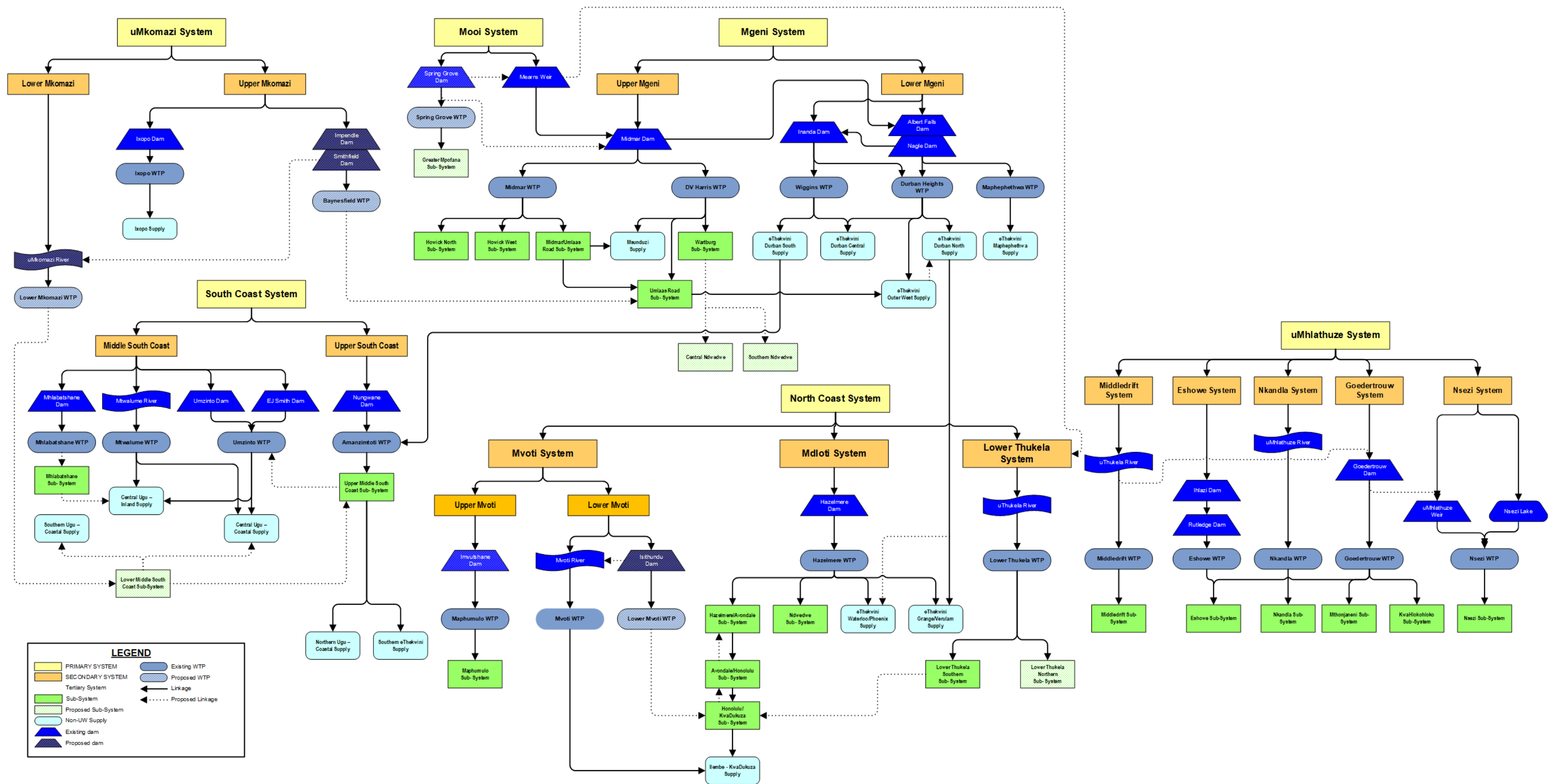


Figure 6.2 Water infrastructure system configurations and linkages.

ACKNOWLEDGEMENTS

uMngeni-uThukela Water's comprehensive 2024 Infrastructure Master Plan has been updated and improved to produce this 2025 version. The concerted effort of the Planning Services Department as a whole in producing this document is acknowledged and appreciated. Specific contributions by the various team members deserves acknowledgement:

- Alka Ramnath (Planner) Project management, Section 2, Spatial information, Research and input to all volumes
- Graham Metcalf (Geohydrologist) Groundwater and Wastewater
- Gavin Subramanian (Planning Engineer) Infrastructure on the North Coast System
- Angus Nicoll (Planning Engineer) Infrastructure on the South Coast and uMngeni Central Systems
- Vernon Perumal (Planning Engineer) Infrastructure on the uMkhomazi, Upper uMzintlava, Upper uMzimkhulu and the uMhlathuze and Middle uThukela Systems and compiling the Energy Section
- Mark Scott (Planning Engineer) Infrastructure on the uMngeni Inland, uMfolozi, uMkhuze, uPhongolo and Lake Sibiya Systems
- Nathaniel Padayachee (Planning Engineer) Infrastructure on the Upper uThukela and Buffalo Systems
- Siphokazi Mabaso (Acting Head – Water Demand Management Unit) with support from Mathews Nokhanga and Dillon Jacks Water Demand Management Section
- Sandile Sithole (Hydrologist) Water resources of the uMngeni, North Coast, Buffalo and Upper uThukela systems
- Mlungisi Shabalala (Hydrologist) Water resources of the South Coast, Middle uThukela, uMhlathuze, uMfolozi, uMkhuze, uPhongolo and Lake Sibiya Systems
- Sithembile Mbonambi (Planning Analyst) Water resources of the uMkhomazi, Upper uMzintlava and Upper uMzimkhulu Systems
- Nombuso Dladla (Data Analyst) Ensured that the information used in many of the analyses were captured and quality checked
- Hlengiwe Cele (Administrator) kept the department functioning throughout the project

The 2025 Infrastructure Master Plan was not completed by the abovementioned people without the valued assistance of numerous other persons and parties. Their contributions are gratefully acknowledged. These include uMngeni-uThukela Water and WSA Operations Staff, uMngeni-uThukela Water's Water and Environment Department (water quality) and uMngeni-uThukela Water's Process Services Department (process and treatment details for UUW plants and others).

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