

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



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Clyde Street
Knysna
6570

Clydestraat
Knysna
6570

Clyde
eKnysna
6570

PO Box 21
Knysna
6570

Posbus 21
Knysna
6570

Posbus 21
Knysna
6570

Tel: +27 44 302 6300
Fax: +27 44 302 6333

Tel: +27 44 302 6300
Faks: +27 44 302 6333

Umnxeba: +27 44 302 6300
Ifeksi: +27 44 302 6333

Notice is hereby given, in terms of Section 19(b) of the Local Government: Municipal Systems Act, 32 of 2000 as amended, that a **SPECIAL MEETING** of the **MUNICIPAL COUNCIL** of Knysna Municipality will be held in the Council Chamber on **TUESDAY, 14 JULY 2026** at **10:00** to consider the business set forth in the attached agenda.

Kennis geskied hiermee as gevolg van Artikel 19(b) van die Plaaslike Regering : Munisipale Stelsels Wet, 32 van 2000, dat 'n **SPESIALE VERGADERING** van die **MUNISIPALE RAAD** van Knysna Munisipaliteit in die Raadsaal op **DINSDAG, 14 JULIE 2026** om **10:00** gehou sal word ten einde sake soos uiteengesit in die aangehegte agenda te oorweeg.

Ibhunga lika**MASIPALA** waseKnysna lazisa ngomthetho okwisolotya 19(b) wenkqubo mgaqo olawula oMasipala, 32 of 2000, njengoko utshintshiwe, **NGENTLANGANISO EKHETHEKILEYO** ye**BHUNGA** lika**MASIPALA** waseKnysna eyakubanjelwa ku Council Chamber **NGOLWESIBINI, NGOMHLA WE 14 EYEKHALA 2026** ngentsimbi ye **10:00** umba iyakuba lushishino oluchazwe kwi-agenda.

CLLR M WILLEMSE

The Speaker
Die Speaker
Usomlomo

MR B M NGUBO

Acting Municipal Manager
Waarnemende Munisipale Bestuurder
Mphathi kaMasipala

Date : 9 July 2026

TABLE OF CONTENTS

1.	OPENING AND WELCOMING	3
2.	SILENT PRAYER	3
3.	ATTENDANCE OF MEMBERS	3
3.1	COUNCILLORS PRESENT	3
3.2	COUNCILLORS ABSENT WITH LEAVE	3
3.3	COUNCILLORS ABSENT WITHOUT LEAVE	3
4.	NOTING OF THE PROVISIONS OF CODE OF CONDUCT FOR COUNCILLORS AND CODE FOR ETHICAL LEADERSHIP AS ADOPTED BY COUNCIL	3
5.	DISCLOSURE OF INTEREST	3
6.	NEW MATTERS SUBMITTED BY THE ACTING MUNICIPAL MANAGER	
6.1	FINAL REPORT - SMART METERING PILOT PROJECT	4
6.2	ADOPTION OF THE WATER AND SANITATION SERVICES POLICY	20
6.3	UPPER LIMITS OF TOTAL REMUNERATION PACKAGES OF MUNICIPAL MANAGERS AND MANAGERS DIRECTLY ACCOUNTABLE TO MUNICIPAL MANAGERS – SALARY CREEP	141
7.	IN COMMITTEE (<i>See separate agenda</i>)	174
8.	ADJOURNMENT	174

A G E N D A

1. **OPENING AND WELCOMING**
2. **SILENT PRAYER**
3. **ATTENDANCE OF MEMBERS**
 - 3.1 **COUNCILLORS PRESENT**
 - 3.2 **COUNCILLORS WITH LEAVE**
 - 3.3 **COUNCILLORS WITHOUT LEAVE**
4. **NOTING OF THE PROVISIONS OF CODE OF CONDUCT FOR COUNCILLORS AND CODE FOR ETHICAL LEADERSHIP AS ADOPTED BY COUNCIL**
5. **DISCLOSURE OF INTERESTS BY COUNCILLORS**

6. **NEW MATTERS SUBMITTED BY THE ACTING MUNICIPAL MANAGER**

6.1

SC01/07/26 FINAL REPORT - SMART METERING PILOT PROJECT

REPORT FROM THE DIRECTOR: FINANCIAL SERVICES AND TECHNICAL SERVICES

PURPOSE OF THE REPORT

To present to Council the final report submitted by the appointed service provider on the Smart Metering Pilot Project and to request Council to note the outcomes of the pilot phase.

BACKGROUND

Knysna Local Municipality implemented a Smart Metering Pilot Project during 2025, covering:

- Electricity smart meters in Wards 1 and 2
- Water smart meters in Sedgefield Island

The pilot project was undertaken to assess the technical feasibility, operational performance, and readiness for a potential full-scale rollout of smart metering across the municipality.

The final report of the pilot project has now been submitted by the service provider and is attached for Council's consideration.

DISCUSSION

1. STATUS OF THE PROJECT

The pilot project has been successfully completed, with the following key outcomes:

- Installation of 358 electricity smart meters (328 No. of single-phase & 30 No. of three-phase) and 150 water smart meters

It must be noted that:

- The report reflects the service provider's assessment of the pilot project.
- The findings, challenges, risks and benefits outlined of the project.

2. KEY BENEFITS OBSERVED

The report highlights several operational and financial benefits, including:

- Reduction in manual meter reading
- Improved revenue protection through detection of tampering and anomalies
- Early leak detection for water services

3. KEY CHALLENGES IDENTIFIED

The report further identifies several challenges experienced during the pilot phase, including:

- Limited customer awareness and engagement
- Access challenges in certain areas (e.g. holiday homes)
- Connectivity and signal issues in specific locations
- Integration challenges with existing municipal systems
- Increased administrative demands due to customer queries
- Misalignment between smart metering data and current billing cycles
- Customer Interface Unit (CIU) batteries showing earlier depletion than specified. This was a major issue w.r.t. prepaid meters as well.

These challenges highlight the need for careful planning and internal readiness prior to any potential expansion. Also, the technical robustness of the product did not yield the desired results since battery depletion within 2 months after installation is indicative of inherent risk if mass rollout were to be considered.

4. RISKS AND CONSIDERATIONS

At this stage, the following risks and considerations are noted:

- The Municipality has not yet confirmed the financial impact or revenue benefits. It is however worth noting the recent procurement of 1000 conventional water meters at a total cost of installation of average R1260 (excl. VAT) per 15/20mm meter vs the total installation cost of the 15/20mm smart water meters installations at an average cost of R6 503.33 per smart water meter. Due to the advancement in smart electricity meter technology, the cost difference may be much less.
- System integration with existing municipal platforms remains a critical dependency and must be verified.
- Internal capacity and processes may require strengthening
- Customer acceptance and communication will be key to success
- Lifespan of the product is also questionable due to early CIU battery depletion that may compromise the entire system performance.

5. PRESENTATION TO COUNCIL

The service provider will present the report during the Council meeting to outline their findings and respond to questions.

RELEVANT LEGISLATION

1. Customer Care Credit Control and Debt Collection Policy and Tampering Policy 2025/2026

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

- [a] That Council notes the Smart Metering Pilot Project Final Report submitted by the service provider;
- [b] That Council notes that the findings, challenges and risks experienced by municipal officials during the pilot to allow council to make informed decision on whether to continue with full rollout or not;
- [c] That the way forward w.r.t. the smart electricity metering be further investigated but that, due to the ongoing water crisis and high-water losses, all domestic water meters to be of the conventional type water meters.

APPENDIX / ADDENDUM

ANNEXURE A – REPORT FROM SERVICE PROVIDER

File Number: 9/1/2/10

Execution: Director: Financial Services
Senior Manager: Revenue Services

2026

Pilot Project Final Report

KNYSNA LOCAL MUNICIPALITY
SIBUSISO SKOSANA

ISANDISO PIPELINES & ENGINEERING |



Table of Contents

FINAL REPORT.....	2
PILOT PROJECT CLOSURE.....	2
□ Smart Electricity and Water Metering	2
□ Knysna Local Municipality.....	2
1. EXECUTIVE SUMMARY	2
2. ELECTRICITY SMART METER PILOT	3
2.1 Scope of Work	3
2.2 Installed Quantities.....	3
2.3 Implementation Overview	3
2.4 Technical Performance	3
2.5 Operational Benefits Observed	4
2.6 Challenges Identified – Detailed Expansion.....	4
Overall Assessment.....	5
3. WATER SMART METER PILOT - Sedgefield Island	6
3.1 Scope of Work	6
3.2 Installed Quantities.....	6
3.3 Implementation Overview	6
3.4 Technical Performance	6
3.5 Operational Benefits Observed	6
3.6 Smart Water Meters – Challenges Identified (Expanded)	7
Overall Assessment.....	8
4. OVERALL PILOT PERFORMANCE ASSESSMENT	9
5. FINANCIAL AND REVENUE OBSERVATIONS	9
6. RISKS IDENTIFIED FOR FULL ROLL-OUT	10
7. RECOMMENDATIONS	10
8. CONCLUSION.....	11



FINAL REPORT

PILOT PROJECT CLOSURE

- Smart Electricity and Water Metering
- Knysna Local Municipality

Project Area: Ward 1 & 2 (Electricity) | Sedgefield Island (Water)

Implementation Period: Pilot Phase – 2025

Contractor: Isandiso Pipeline and Engineering

Date: 20 February 2026

1. EXECUTIVE SUMMARY

The Smart Metering Pilot Project in Knysna has been successfully implemented and concluded. The objective of the pilot was to validate technical performance, communication stability, data integrity, installation methodology, and operational readiness for full-scale deployment.

The pilot covered:

- Electricity Smart Meters in Wards 1 and 2
- Smart Water Meters in Sedgefield Island

The results demonstrate system stability, accurate metering, improved visibility, and readiness for transition into full project mode under a formal Service Level Agreement (SLA).



2. ELECTRICITY SMART METER PILOT

2.1 Scope of Work

- Installation of smart electricity meters
- System integration and commissioning
- Data communication validation
- Consumer registration and meter linking
- Technical performance monitoring

2.2 Installed Quantities

Meter Type	Quantity Installed
Single Phase Smart Meters	328
Three Phase Smart Meters	30
Total Installed	358

2.3 Implementation Overview

The installations were completed in Ward 1 and Ward 2. All meters were:

- Properly mounted
- Sealed and commissioned & GIS tagged
- Integrated into the Meter Data Management System (MDMS)
- Successfully communicating to the back-end system

Three-phase meters were deployed to high-consumption and commercial users requiring higher load capacity monitoring.

2.4 Technical Performance

- Communication stability achieved
- Remote reading functionality verified
- Load profiling successfully captured
- Tamper detection active and operational
- Prepaid/postpaid configurations tested

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



Data accuracy was verified against baseline readings and manual checks. No systemic metering errors were recorded during the pilot monitoring period.

2.5 Operational Benefits Observed

- Improved revenue and consumption visibility by household, ward and area.
- Immediate detection of consumption anomalies and tampers.
- No manual meter reading requirements
- Enhanced audit capability
- Improved consumer billing accuracy

2.6 Challenges Identified – Detailed Expansion

Challenge Category	Description	Impact on Pilot	Root Cause	Proposed Mitigation	Status for Scale-Up
Customer Education & Engagement	Initial customer education gaps resulted in pushback from certain residents regarding meter functionality and limited knowledge of the rollout.	Slowed installations in isolated areas and required additional engagement sessions.	Limited pre-installation awareness campaigns and insufficient communication material prior to rollout.	Implement structured communication plan before rollout, ward-based community meetings, printed FAQs, and dedicated municipal communication lead.	Addressable through structured stakeholder management plan.
Holiday Homes – Sedgefield	A large portion of properties in Sedgefield Island are holiday homes, resulting in limited occupant availability during installation.	Extended installation timelines and required repeat site visits.	Seasonal occupancy patterns and access constraints.	Pre-notification via email/SMS, estate agent coordination, scheduled bulk access windows, and proxy authorization forms. There are 14 meters still to be installed in the concerned houses.	Manageable with phased planning and pre-access coordination.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



Connectivity – Karatara (Ward 2)	Communication challenges due to steel meter enclosures affecting signal strength.	Intermittent communication with certain meters.	Signal attenuation caused by metallic enclosures.	Replace steel enclosures with fibreglass enclosures to improve signal propagation.	Technical solution identified and validated.
Customer Interface Unit (CIU) Batteries E07 & E08	CIU batteries showing earlier depletion than specified in technical manuals.	Increased maintenance queries and minor customer dissatisfaction. Higher call outs for technical team.	Possible battery quality variance or higher-than-expected usage patterns.	Initiated a CIU exchange program for the CIU's causing issues. Batteries used in CIU's are under review by supplier and higher-capacity battery alternatives are being considered. Firmware update is underway to deal with the connectivity and reliability of meters.	Under technical review; operationally manageable.

Overall Assessment

Most identified challenges were operational, administrative, or communication-related rather than core system failures. No systemic technical defects were recorded in the metering infrastructure itself.

All identified issues have clear mitigation pathways and can be systematically addressed prior to full-scale deployment.

5 | Page

+27 31 830 5257

info@isandisoipe.co.za

www.isandisoipe.co.za

24 Richefond Ridgeside Office Park, Umhlanga Ridge, Durban, 4320



3. WATER SMART METER PILOT - Sedgefield Island

3.1 Scope of Work

- Installation of smart water meters
- Above-ground box installations where required
- Communication and commissioning
- System integration
- Consumption data validation

3.2 Installed Quantities

Meter Type	Quantity Installed
Smart Water Meters	150

3.3 Implementation Overview

All 150 water smart meters were installed in Sedgefield Island. Installations included:

- Meter fitting and connection
- AGB (Above Ground Box) installation where applicable
- Communication of meters to the MDM activated
- System commissioning

All meters were integrated into the monitoring platform.

3.4 Technical Performance

- Continuous consumption monitoring achieved
- Leak detection functionality validated
- Backflow/tamper detection operational
- Remote data access confirmed

Early identification of abnormal consumption patterns was successfully demonstrated.

3.5 Operational Benefits Observed

- Real-time water consumption visibility
- Early leak detection capability
- Improved non-revenue water monitoring

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



- Accurate billing data
- Reduction in manual reading dependency

The pilot demonstrated clear value in water loss management and billing efficiency.

3.6 Smart Water Meters – Challenges Identified (Expanded)

Challenge Category	Description	Impact on Pilot	Root Cause	Proposed Mitigation	Scale-Up Readiness
Customer Education & Engagement	Initial gaps in customer understanding of smart water meter functionality, leak alerts, and real-time consumption visibility resulted in resistance from certain residents.	Slower installation progress in specific streets and increased call volumes.	Limited pre-installation awareness campaigns and insufficient explanation of benefits prior to rollout.	Structured stakeholder engagement plan, ward-level information sessions, printed educational material, and clear leak alert explanation framework.	Fully manageable with proactive communication strategy.
Connectivity Variability – Sedgefield	Isolated pockets experienced intermittent communication between meters and the network.	Delayed real-time data visibility in affected areas.	Signal strength variability due to terrain, building density, and environmental factors.	Signal mapping prior to rollout, installation of signal repeaters where required, and antenna optimisation.	Technical mitigation available and scalable.
Consumption Visibility & Billing Queries	Increased customer queries following access to real-time consumption data.	Temporary administrative workload increase and customer support pressure.	Greater transparency compared to historical manual readings; exposure of leaks and previously unnoticed usage patterns.	Dedicated support desk during initial months, leak education campaigns, and structured customer response protocols.	Operationally manageable; expected behaviour during transition to smart metering.

7 | Page

+27 31 830 5257

info@isandisoipe.co.za

www.isandisoipe.co.za

24 Richefond Ridgeside Office Park, Umhlanga Ridge, Durban, 4320

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



Billing Cycle Alignment	Misalignment between live data feeds and existing municipal billing cycles created transitional reconciliation challenges.	Temporary delays in synchronized billing updates.	Legacy billing cycle configuration not optimized for continuous data streams.	Reconfiguration of billing cycles to align with smart data intervals, automated data validation rules, and joint technical alignment sessions.	Requires internal system alignment prior to expansion.
System Integration Delays	Delayed integration between MDMS, ERP (ProMun), and vending system (Ontec Systems) due to contractual and interface constraints.	Partial automation of billing and reporting during pilot phase.	Contractual approval processes and interface responsibility clarification.	Early integration planning, formal API/interface agreements, defined technical responsibility matrix, and SLA-driven timelines.	Governance issue; must be resolved before full-scale rollout.

Overall Assessment

The identified challenges are transitional and typical for smart water meter pilot deployments. None indicate structural or technical failure of the metering infrastructure.

With improved stakeholder engagement, strengthened system integration governance, and pre-rollout technical optimisation, these risks are controllable and do not present barriers to full project deployment.



4. OVERALL PILOT PERFORMANCE ASSESSMENT

Performance Area	Status
Technical Stability	Achieved
Data Integrity	Verified
Communication Reliability	Acceptable
Installation Quality	Compliant
System Integration	Successful
Revenue Impact Visibility	Demonstrated

The pilot achieved its primary objectives. Both electricity and water systems performed within expected parameters.

5. FINANCIAL AND REVENUE OBSERVATIONS

Although the pilot period has not yet produced a full billing cycle sufficient for long-term financial analysis, the early performance indicators are materially positive and aligned with the intended objectives of smart metering deployment.

One of the most immediate impacts observed during the pilot phase is improved billing accuracy. The transition from manual meter readings and estimated consumption to automated, time-stamped data has significantly reduced human intervention in the billing process. This has minimized data capture errors, eliminated transcription inaccuracies, and reduced the reliance on estimated readings. As a result, consumption reflected in the billing system more accurately represents actual usage.

The pilot also revealed previously unrecorded or under-recorded consumption. In several instances, smart metering exposed consumption patterns that were either historically underestimated or not consistently captured due to access limitations or manual reading constraints. This includes both electricity and water consumption that would otherwise have resulted in revenue leakage. The visibility provided by interval data and remote access has strengthened revenue protection and reduced the risk of non-technical losses.

Another significant improvement is the enhanced audit trail capability. Each meter transaction, reading, configuration change, and tamper event is digitally recorded and traceable. This

9 | Page

☎ +27 31 830 5257

✉ info@isandisoipe.co.za

🌐 www.isandisoipe.co.za

🏠 24 Richefond Ridgeside Office Park, Umhlanga
Ridge, Durban, 4320



establishes a defensible and transparent data history, strengthening internal controls and supporting audit compliance. The availability of verifiable consumption records reduces disputes and provides a clear reconciliation mechanism between technical data and financial records.

The reliance on estimated billing has been substantially reduced. Estimated accounts typically lead to customer dissatisfaction, revenue volatility, and subsequent billing adjustments. By capturing actual consumption data at defined intervals, the municipality is positioned to produce consistent and predictable billing outputs. This contributes to improved cash flow forecasting and greater financial stability.

While the pilot scale limits the quantification of total revenue impact at this stage, the trend indicators suggest that financial benefits will scale proportionally with broader deployment. As more meters are installed and integrated into the municipal billing ecosystem, the cumulative effect of improved accuracy, reduced losses, enhanced compliance, and operational efficiency will translate into measurable revenue stabilization and long-term financial strengthening for the municipality.

6. RISKS IDENTIFIED FOR FULL ROLL-OUT

1. Customer resistance if communication strategy is weak
2. Municipal internal process misalignment
3. SLA gaps affecting response times
4. Data overload without proper internal reporting structures

These risks require structured governance before expansion.

7. RECOMMENDATIONS

1. Formal Closure of Pilot Phase
2. Implementation of a structured Service Level Agreement (SLA)
3. Transition to Full Project Mode
4. Establishment of Joint Steering Committee
5. Expansion rollout plan based on phased ward deployment
6. Dedicated municipal technical champion for internal alignment



8. CONCLUSION

The Knysna Smart Metering Pilot Project has been technically successful and operationally validated.

- 358 electricity smart meters installed (including 30 three-phase)
- 150 water smart meters installed
- All systems commissioned and operational

The pilot has proven readiness for full-scale deployment.

The next logical step is formal closure of the pilot phase and structured transition into full implementation with defined governance and SLA framework.

Submitted by:

Isandiso Pipeline and Engineering
Projects Directorate

Date: 20 February 2026

Signature: _____

A handwritten signature in black ink, consisting of a large, stylized 'A' or 'E' shape with a horizontal line extending to the right.



6.2

SC02/07/26 ADOPTION OF THE WATER AND SANITATION SERVICES POLICY

REPORT FROM THE DIRECTOR INFRASTRUCTURE SERVICES

PURPOSE OF THE REPORT

To request Council to adopt the Water and Sanitation Services Policy.

INFRASTRUCTURE SERVICES RESOLUTION

IS04/04/25 DRAFT REVISED COMPULSORY NATIONAL WATER AND SANITATION SERVICES NORMS AND STANDARDS IN TERMS OF SECTION 9 (1) OF THE WATER SERVICES ACT, ACT NO 108 OF 1997

UNANIMOUSLY RECOMMENDED

That the Draft Revised Compulsory National Water and Sanitation Services Norms and Standards in terms of Section 9 (1) of the Water Services Act, No 108 of 1997, be noted.

File Number: 1/2/1

Execution: Manager Water & Sewer

On 27 May 2025 revised norms and standards were published in respect of tariffs services in terms of section 10.1 of the Water Services Act. After the revised norms and standards were published a circular followed by the Director General of the Department of Water and Sanitation.

This also served before our Infrastructure Section 80 committee meeting.

BACKGROUND

In September 2024 the department submitted the Norms and Standards National Circular, SALGA's comments on the on the circular on the standards and a report from the department to develop a policy regarding the norms and standards to our section 80 committee. **(Annexures 1A, 1B and 1C)**

The Director-General of the Department of Water and Sanitation (DWS) hereby issue a water services circular directed to Accounting Officers of Water Services Authorities (WSAs) in South Africa. This circular addresses considerations for the effective implementation of the revised Section 10 norms and standards for tariffs

The DWS set aside the 3rd week of August 2025 to have a second session where final consolidated inputs were discussed. Also note that, we had discussions on the by-law on water and sanitation where the finance team was involved. The session was held on 21 August 2025.

A working session on the water and sanitation services policy advocacy & alignment project was done on 18 February 2026 with the Water and Sanitation Forum. **(See Annexure 2: Agenda of Water and Sanitation Forum.)**

DISCUSSION

The Draft Water and Sanitation Services Policy document was sent on 20 February 2026 to the Department of Water and Sanitation for a review process. **(See Annexure 3: Letter to DWS)**

We received confirmation that we can submit the policy to Council for adoption. **(Annexure 4: E-mailed letter from DWS, date 4 June 2026 from the Director: Water Services Regulation)**

Annexure 5 is the Water and Sanitation Services Policy as prescribed by the compulsory national water and sanitation services norms and standards in terms of section 9 (1) of the water services act, act no 108 of 1997.

FINANCIAL IMPLICATIONS

The Council must embark on a cost of supply study, which was completed and used in our new budget tariffs for 2026/27 Financial Year.

RELEVANT LEGISLATION

Water Services Act, Act no 108 of 1997
National Health Act, No.61 of 2003.
National Environmental Management Act, No.107 of 1998.
Water Act, No.36 of 1998.
Constitution, Republic of South Africa, No.108 of 1996.
Municipal Finance Management Act
Municipal Systems Act, Act 32 of 2000

RECOMMENDATION OF THE MUNICIPAL MANAGER

- [a] That Council note the contents of the report.
- [b] That Council adopt the Water and Sanitation Services Policy as prescribed by the compulsory national water and sanitation services norms and standards in terms of section 9 and 10 of the Water Services Act, Act No 108 of 1997 and section 11(3) of the Municipal Systems Act, Act No 32 of 2000.

APPENDIX / ADDENDUM

1. Annexures 1(A) – Draft DWS Norms and standards Regulation 2025
2. Annexure 1(B) - SALGA Circular and Comments
3. Annexure 1(C) – DWS Amended Norms and Standard Regulations
4. Annexure 2 – Draft Agenda for the Knysna Water Forum and Councillors
5. Annexure 3 - Letter to DWS with the Draft Policy Attached
6. Annexure 4: Letter from DWS Director: Water Services Regulations
7. Annexure 5 The Water and Sewer Policy

File Number:

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Execution:

Manager: Water & Wastewater Services

DRAFT REVISED COMPULSORY NATIONAL WATER AND SANITATION SERVICES NORMS AND STANDARDS IN TERMS OF SECTION 9 (1) OF THE WATER SERVICES ACT, ACT NO 108 OF 1997
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REPORT FROM THE DIRECTOR INFRASTRUCTURE SERVICES

PURPOSE OF THE REPORT

To inform Council of the Draft Revised Compulsory National Water and Sanitation Services Norms and Standards.

BACKGROUND

Attached are the draft revised compulsory national water and sanitation services norms and standards in terms of Section 9 (1) of the Water Services Act, Act no 108 of 1997.

DISCUSSION

SALGA has made the following comment with regard to the proposed Norms and Standards.

- a) A general one size fits all approach that shows limited consideration of a municipality's ability to afford the implementation of such standards. This may ultimately undermine municipal ability to provide the service in a financially sustainable manner.
- b) Contradictions on minimum level of service.
The revised standard defines a yard connection (user connection point) as the minimum (Part A, Clause 2(2)(a)). This contradicts DWS's gazetted minimum (communal standpipe within 200m) in the Revised Norms and Standards in Respect of Tariffs for Water Services in Terms of Section 10(1) of the Water services Act (Gazette No 50716, Notice n. 2524 of 2024, 27 May 2024). This revised standard has serious implications for municipalities and the funding model for indigent households (Basic Services Component of Equitable Share and Conditional Infrastructure Grants) funds communal standpipes as the minimum. We are therefore concerned that the department is imposing a standard higher than what is funded without indication where the funding to bridge this gap will come from.
- c) A blanket approach on minimum qualifications and competency requirements.
All category B municipalities have the same requirements as Metros (Category A) and Rural Districts (category C2) have the same requirements. This prescription does not hold and is not aligned with CoGTA processes on these matters. Instead of a board-brush approach for skills requirement, a targeted and differentiated approach is required. One of the references is a WRC Report, however this report did not use a representative set of municipal categories. It is not clear what consultation has taken place in terms of the approach to minimum qualifications and competency requirements.
- d) Prescriptions which are financially unsustainable for many municipalities.

FINANCIAL IMPLICATIONS

Not known at this stage

RELEVANT LEGISLATION

Water Services Act, Act no 108 of 1997

National Health Act, No.61 of 2003.

National Environmental Management Act, No.107 of 1998.

Water Act, No.36 of 1998.

Constitution, Republic of South Africa, No.108 of 1996.

Municipal Finance Management Act

RECOMMENDATION OF THE MUNICIPAL MANAGER

[a] That Council notes the contents of the report.

APPENDIX / ADDENDUM

ANNEXURE A: DRAFT REVISED COMPULSORY NATIONAL WATER AND SANITATION
SERVICES NORMS AND STANDARDS IN TERMS OF SECTION 9 (1) OF
THE WATER SERVICES ACT, ACT NO 108 OF 1997

File Number:

Execution:

Manager: Water & Wastewater Services

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Enquiries: Lubabalo Luyaba
Tel: 012 369 8000
E-mail: Lluyaba@salga.org.za



Physical:
Block B, Menlyn Corporate Park,
175 Corobay Ave, Waterkloof
Glen Ext II, PRETORIA 0181
Postal: PO Box 2094,
PRETORIA 0001

CIRCULAR 07 / 2025

FROM : CHIEF EXECUTIVE OFFICER
TO : MUNICIPAL MANAGERS
DATE : 20 FEBRUARY 2025

**REQUEST FOR MUNICIPAL COMMENTS ON THE DWS PROPOSED REVISED
COMPULSORY NATIONAL WATER AND SANITATION SERVICES NORMS AND
STANDARDS ISSUED IN 2024**

1. PURPOSE

The purpose of this circular is to invite municipalities to submit their comments on the Proposed Department of Water and Sanitation (DWS) Revised Compulsory National Water and Sanitation Services Norms and Standards, issued in terms of section 9(1) of the Water Services Act, 1997 (Act No. 108 of 1997) (see **Annexure 1**).

2. BACKGROUND

On 12 January 2024 DWS gazetted (49979, No.4246) the Proposed **Compulsory** National Water and Sanitation Services Norms and Standards. In September 2024 DWS availed the Revised Compulsory National Water and Sanitation Services Norms and Standards in terms of section 9(1) of the Water Services Act. The revised document deals with:

- a) Definitions
- b) Provision of Water Services (Part A)
- c) The Quality of Water Discharged into Sanitation Collection Systems or a Water Resource (Part B)
- d) The Efficient and Sustainable Use of Water (Part C)
- e) Construction and Functioning of Water Services Works and Consumer Installations (Part D).

The document includes two consequential annexures:

- i. Annexure A: Incident Management Protocol for Drinking Water Quality Failures
- ii. Annexure B: Competency requirements for the Head of a Water Services Authority, and Managers reporting to this Head responsible for Planning, Infrastructure Provision, Operations and Maintenance of Water Services



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3. DISCUSSION

Noting the many challenges we face in the provision of reliable and sustainable water and sanitation services, we welcome work that is undertaken to improve the status quo. SALGA also confirms and affirms DWS authority to prescribe **compulsory** national standards relating to the provision of water services (section 9[1] of Water Services Act). These national standards relate to proposed changes to the Water Services Act (SALGA Circular 43 of 2023), including inter-alia: mechanism to strengthen and broaden DWS enforcement action and mechanisms and to introduce licensing (Provide for the accountability of Water Services Providers in respect of the management, reporting and financial transparency through the issuance of operating licenses).

The **compulsory** nature of the proposed norms and standards, necessitate a concurrent reading of the revised norms and standards and the Water Services Amendment Bill, which together create the future regulatory environment for water services. We therefore request municipalities to keep both documents in mind when providing inputs.

SALGA has not been formally consulted on the Revised Compulsory Norms and Standards, which we became aware of through a letter that the Department has written to some municipalities: Request for Assistance for Confirming of Qualifications of Water Service Authorities and Provider Managers, dated 20 November 2024 (See **Annexure 2**). In the letter, DWS indicates that the regulations are with the Office of the State Law Advisor for **Certification** and requests information on the basis of Section 62 of the Water Services Act.

Many municipalities have raised concerns about the original and the revised norms and standards, which include (among others):

- a) A general **one size fits all approach** that shows limited consideration of a municipality's ability to afford the implementation of such standards. This may ultimately undermine municipal ability to provide the service in a financially sustainable manner. This cuts across all parts of the document.
- b) **Contradictions on minimum level of service.** The revised standard defines a yard connection (user connection point) as the minimum (Part A, Clause 2(2)(a)). This contradicts DWS's gazetted minimum (communal standpipe within 200m) in the Revised Norms and Standards in Respect of Tariffs for Water Services in Terms of Section 10(1) of the Water Services Act (Gazette No 50716, Notice N. 2524 of 2024, 27 May 2024). This revised standard has serious implications for municipalities as the funding model for indigent households (Basic Services Component of Equitable Share and Conditional Infrastructure Grants) funds communal standpipes as the minimum. We are therefore concerned that the department is imposing a standard higher than what is funded without indicating where the funding to bridge this gap will come from.
- c) **A blanket approach on minimum qualifications and competency requirements.** Annexure B, Table 1 prescribes that all category B municipalities have the same requirements and Metros (Category A) and Rural Districts (category C2) have the same requirements. This prescription does not hold and is not aligned with CoGTA processes on these matters. Instead of a broad-brush approach for skills requirement, a targeted and differentiated approach is required. One of the references is a WRC Report, however this report did not use a representative set of municipal categories (see: WRC Report No 2113/1/14). It is not clear what consultation has taken place in terms of the approach to minimum qualifications and competency requirements.

d) **Prescriptions which are financially unsustainable** for many municipalities.

Notwithstanding these challenges, SALGA remains committed to advocating for an enabling legislative and regulatory environment and therefore request that you provide your very valuable inputs. This will contribute to SALGA's constructive engagement with the Department on these revised norms and standards. This engagement is critical given the pending Water Services Bill and consequent licensing of water services providers.

Comments are invited for a period of 30 days, and are due at the latest on **26 March 2025**. The consolidated inputs received will be consolidated and processed through the SALGA structures and submitted to both the Department of Water and Sanitation as well as the Department of Cooperative Governance and National Treasury. Comments should be forwarded to Lubabalo Luyaba at: LLuyaba@salga.org.za.

Yours in Service Delivery,



SITHOLE MBANGA
CHIEF EXECUTIVE OFFICER

ATTACHMENTS:

Annexure 1 - Draft Proposed Revised Compulsory Water Services Norms and Standards
Annexure 2 – DWS Letter to Municipal Managers dated 20 November 2024

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

GOVERNMENT NOTICE

DEPARTMENT OF WATER AND SANITATION

NO.

2024

WATER SERVICES ACT, 1997

REVISED COMPULSORY NATIONAL WATER AND SANITATION SERVICES NORMS
AND STANDARDS IN TERMS OF SECTION 9 (1) OF THE WATER SERVICES ACT, ACT
NO 108 OF 1997

I, Miss Pemmy Majodina, in my capacity as the Minister of Water and Sanitation, hereby in
terms of section 9(1) of the Water Services Act, 1997 (Act No. 108 of 1997), prescribe the
revised norms and Standards as contained in the schedule hereto.

MISS PEMMY MAJODINA, MP
MINISTER OF WATER AND SANITATION
DATE

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

SCHEDULE

1. Definitions.....	1
PART A: PROVISION OF WATER SERVICES.....	1
2. Basic water supply services.....	1
3. Interim water supply services.....	2
4. Interruption of water supply services.....	2
5. Quality of drinking water.....	4
6. Basic sanitation service.....	5
7. Interim sanitation service.....	7
8. Sanitation workers' Health and Safety.....	8
9. Interruption of sanitation services.....	9
10. Sanitation services at public places.....	9
PART B: THE QUALITY OF WATER DISCHARGED INTO SANITATION COLLECTION SYSTEMS OR A WATER RESOURCE.....	9
11. Greywater management.....	9
12. Sewer collection, wastewater treatment and faecal sludge management.....	10
13. Quantity and quality of industrial wastewater collected into a sewerage system.....	11
14. Control of objectionable substances.....	11
PART C: THE EFFICIENT AND SUSTAINABLE USE OF WATER.....	12
15. Water conservation and water demand management (WCWDM).....	12
PART D: CONSTRUCTION AND FUNCTIONING OF WATER SERVICES WORKS AND CONSUMER INSTALLATIONS.....	13
16. Water and wastewater balance analysis and determination of water losses.....	13
17. Groundwater Development as a water resource community water supply.....	14
18. Competency requirements for the Head of a Water Services Authority, and Managers reporting to this Head responsible for water and sanitation planning, infrastructure provision, operations and maintenance of water services.....	15
19. Management of electricity supply for water services.....	15
20. Maintenance, operations and repairs of water treatment works and water supply network	16
21. Maintenance, operation, and repairs of wastewater treatment system.....	17
22. Operation and maintenance budget and costing.....	18
23. Water and sanitation services infrastructure management.....	18
24. Water services audit as a component in the Water Services Development Plan.....	19
25. Compliance.....	21
26. Offences.....	21
27. Repeal of regulations.....	21
28. Short title.....	22
Annexure A: Incident management protocol	
Annexure B: Competency requirements for the Head of a Water Services Authority, and managers reporting to this Head responsible for water and sanitation planning, infrastructure provision, operations and maintenance of water services	
Annexure C: Reference documents	

Definitions

1. In these Regulations, a word or expression to which a meaning has been assigned in the Act bears that meaning, and must be read in conjunction with the principal Act, unless the context otherwise indicates —

“asset management” means the combination of management, financial, economic, engineering, and other practices applied to physical assets with the objective of providing the required level of service in the most cost-effective manner. It includes the management of the whole life cycle (design, construction, commissioning, operating, maintaining, repairing, modifying, replacing and decommissioning/disposal) of physical and infrastructure assets.

“basic sanitation service” means the provision of a basic sanitation facility which is environmentally sustainable, easily accessible and affordable to a household and a consumer, the sustainable operation and maintenance of the facility, including the safe removal of human waste, greywater and wastewater from the premises where this is appropriate and necessary, and communication and local monitoring of good sanitation, hygiene and related practices.

“basic water supply” means the prescribed minimum standard of water supply services necessary for the reliable supply of a sufficient quantity and quality of water to households, including informal households, to support life and personal hygiene.

“bucket toilet” means the use of a bucket (or similar removable container) located under a toilet seat which is used to retain untreated human excreta until the bucket is removed for disposal of its content. The bucket is normally placed in a temporary or permanent structure located away from the dwelling.

“communal toilets” means toilets that are shared by a group of households in a community. In some cases, each household will have a key to one of the toilets within a block, single building or property. This may be one toilet per household, or one toilet for a group of households.

“competency” means the qualifications, experience, skills and knowledge that are required to perform a job effectively.

“Consumer” as defined in the Act.

“Decentralised Wastewater Treatment (DWWT) or Decentralised Wastewater Treatment System (DWWTS)” refers to various approaches for collection, treatment, and dispersal/reuse of wastewater for individual dwellings, industrial or institutional facilities, clusters of homes or businesses, and entire communities. They provide a range of treatment options from simple, passive treatment with soil dispersal, commonly referred to as septic or on-site systems, to more complex and mechanized approaches such as advanced treatment units that collect and treat waste from multiple buildings and discharge to either surface waters or the soil. They are typically installed at or near the point where the wastewater is generated. These systems, when owned by the WSA and or its contracted Water Service Provider or Water Services Intermediary, as a part of their permanent infrastructure, can be managed as stand-alone facilities. These systems, when privately owned will need to be managed as stand-alone facilities by the infrastructure owners, operating as a Water Services Intermediaries with an SLA to the municipality and a water use authorisation in terms of the National Water Act.”

“drinking water” means water that is intended for human consumption; food preparation and personal hygiene with acceptable health risk compliant to SANS 241.

“drinking water quality advisory notice” means either a Boil Water Notice which is issued by a Water Services Authority when the quality of drinking water poses a health risk which can be adequately addressed by additional household treatment prior to human consumption, or a Do Not Use Water Notice which is a notice issued by the Water Services Authority when the quality of drinking water poses a health risk for human consumption and food preparation which cannot be adequately mitigated by means of additional household treatment.

“effluent” means human excreta, domestic sludge, domestic wastewater, greywater or wastewater resulting from the commercial or industrial use of water that has been treated to standards issued under the National Water Act prior to discharge.

“faecal sludge” means the contents emptied from an on-site sanitation system, and not transported by sewers, including liquid and solid contents of on-site systems such as container-based vaults, pit-latrines, septic tanks, community toilets, or mobile toilets.

“Faecal sludge management” means the management of faecal sludge from containments, emptying /collection, transport, treatment and disposal or reuse.

“greywater” means wastewater resulting from the use of water for domestic purposes but does not include human excreta.

“High, medium and low-density formal settlements” is described in the Human settlement Neighbourhood Planning and Design Guide (the Red Book)

“Infrastructure Leakage Index (ILI)” performance indicator of real (physical) water loss from the supply network of water distribution systems.

“incident” means a significant deviation in operational monitoring or in verification compliance results where a critical limit is exceeded . An incident is any situation where there is a reason to suspect that water that is supplied for drinking is or may become unsafe posing potential health risk to consumers.

“indigent households” households lacking the necessities of life as defined by the Indigent Policy of National Treasury.

“informal settlement” means human settlement areas that do not comply with municipal town planning scheme requirements.

“interim sanitation services” means an interim measure in informal settlements to provide privacy to the consumer, is safe, readily accessible, within specified walking distance and provides for the safe disposal of human excreta, including hygiene and End-user Education.

“interim water services” means the provision of people's basic domestic needs for drinking water, living in informal settlements, at a minimum level through providing water at regular intervals to ensure increased opportunities for improved health.

“ISO 31800” means the international standards for faecal sludge treatment unit which serves 1000 to 100 000 people or 200 to 20 000 households.

“job” means the basic duties, functions, tasks, competency requirements and responsibilities according to which one or more posts of the same grade are established.

“non-revenue water (NRW)” means the volume of water supplied by the Water Services Institution, but for which it receives no income.

“non-sewered sanitation (NSS) or non-sewered sanitation system (NSSS)” means a system that is not connected to a network sewer, and collects, conveys, and fully treats the specific input to allow for safe re-use or disposal of the generated solid output or discharge of effluent.

“Off-grid sanitation systems” means on-site sanitation options such as Non-Sewered Sanitation Systems (NSSS) and Decentralised Wastewater Treatment Systems (DWWTS).

“on-site sanitation” means a sanitation system in which excreta or wastewater is stored, collected and / or treated where they are generated in accordance with (e.g., on the property, community or in the household) this may include gravity sewers, settled sewers or simplified sewer systems.

“process audit” means a comprehensive assessment of designs which include structural, electrical and mechanical integrity in faecal sludge treatment plants, water- and wastewater treatment works, network and pumpstations to determine process effectiveness and adherence to design specifications.

“process condition assessment” means assessment of a faecal sludge treatment plants, water or wastewater infrastructure which involves evaluating the physical and operational status of the system that entails examining the physical condition of the infrastructure, such as unit processes, equipment, pipes, machinery, pumps, and valves to ensure it is functioning properly and efficiently. This assessment helps in identifying any potential risks or unit processes, equipment that require maintenance or upgrades.

“sanitation service chain” means human excreta captured, contained (pit or tank), emptied, transported (of sludge), treatment, beneficial use or safe disposal of faecal sludge.

“shared toilet” means toilets that are shared between a group of households in a single building or on a single plot.

“public place” means any location that is maintained by the government for the use of the public.

“SANS 241” means the South African National Standard for drinking water quality (as may be updated).

"SANS 10252" means the South African National Standard for water supply and drainage for buildings.

"SANS 10254" means the South African National Standard for installation of fixed electric storage water heating systems.

"SANS 30500" means the South African National Standard for non-sewered sanitation systems.

"supply zone" means an area, determined by a Water Services Authority, within which all the consumer connections are provided with water supply services from the same pressure zone linked to a reservoir or a direct bulk supply point with a pressure reduction value.

"the Act" means the Water Services Act, 1997 (Act No. 108 of 1997), as amended.

"the Department" means the Department of Water and Sanitation.

"the National Water Act" means the National Water Act, 1998 (Act No. 36 of 1998).

"user connection" means a connection through which a consumer can gain access to water services or connect to sanitation services and includes a consumer installation and a bulk or communal connection.

"user sector" means the applicable category of users, being users categorised into at least either—

- (a) domestic.
- (b) industrial; or
- (c) commercial sectors.

"wastewater" means water from the domestic, commercial or industrial use of water containing waste or water that has been in contact with waste material.

"water balance" means the standard framework for evaluating the System Input Volume, the authorised consumption, water losses and Non-Revenue Water in municipal distribution system as described in the DWS guideline for the preparation of an IWA water balance to determine Non-Revenue Water and water losses (Annexure C).

"wastewater risk abatement plan (W₂RAP)" means a systematic process that aims to consistently ensure acceptable wastewater quality that does not exceed the stipulated numerical limits in licences or permits by implementing an integrated water quality management plan, which includes a risk assessment and risk management approach from wastewater collection, through treatment and discharge to the catchment.

"water conservation" means the minimisation of loss or waste, the care and protection of water resources and the efficient and effective use of water.

"water demand management" means the adaptation and implementation of a strategy and action plan by a Water Services Institution or consumer to influence the water demand and usage of water to meet any of the following objectives: economic efficiency, social development,

social equity, environmental protection, sustainability of water supply and services and political acceptability.

“water efficient device” means a product that reduces the excessive use of water.

“water losses” means water that has been produced (treated by a Water Services Institution) and which is lost before it reaches the consumer. Losses can be real losses (through leaks, sometimes also referred to as physical losses) or apparent losses (for example through theft or metering inaccuracies).

“Water efficient sanitation solutions” (WESS) means sanitation systems which require low to no water, completely off-grid, non-sewered, on-site or are decentralised and utilise technologies that include using water saving devices, water-efficient processes and beneficial use of waste products.

“water safety plan” means a systematic process that aims to consistently ensure safe and acceptable drinking water that does not exceed the numerical limits in SANS 241 by implementing an integrated water quality management plan, which includes a risk assessment and risk management approach from catchment to consumer.

“Water Services Authority” (WSA) as defined in the Act.

“Water Services Intermediary” as defined in the Act.

“Water Services Provider” as defined in the Act.

“water supply network” means a network of hydrological and hydraulic components that includes facilities for storage, transmission, treatment and distribution of water from source to consumers, for example, homes, commercial establishments, industry and public facilities.

“water supply system” means an area under jurisdiction of the Water Services Institution within which water intended for human consumption may come directly from a resource, or from one or more water treatment works.

“wastewater treatment system” means the pipes, sewers, pump stations and treatment work that collect, reticulate and treat wastewater from residents, businesses and industries before discharging or re-using the final treated effluent and biosolids.

“wastewater treatment works” means a process, or combination of unit processes, undertaken to render effluent acceptable to return to the environment or for re-use. A wastewater treatment works includes but are not limited to conventional wastewater treatment works, oxidation ponds, package plants and reclamation plants.

“water treatment works” means a process, or combination of unit processes, undertaken to render raw water safe for drinking purpose. A water treatment works can employ more than one process or only one process such as disinfection. Water treatment works include but is not limited to conventional water treatment plants, package plants, groundwater treatment plants, reclamation plants and desalination plants.

PART A: PROVISION OF WATER SERVICES

Basic water supply services

- 2.(1) A Water Services Authority is responsible for the provision of basic water supply services to all consumers or potential consumers in its jurisdictional area inclusive of people residing on privately owned land as guided by the Water and Sanitation Services Policy on Privately Owned Land (2023) (Annexure C).
- (2) The minimum standard for basic water services must consist of -
- (a) within two years of promulgation of these regulations an access or delivery point which must be at least at the end boundary of the yard (user connection point) of the existing settlement.
 - (b) a minimum quantity of drinking water of 6 kl/household per month –
 - (i) at a minimum flow rate of not less than 10 litres per minute.
 - (ii) with an effectiveness such that water is made available for at least 358 days per year.
 - (iii) not interrupted for longer than 48 consecutive hours.
 - (iv) at no cost to indigent households, upon depletion of the initial 6kl per month allocation, qualifying indigent household will be subject to usage restrictions and will be responsible for payment based on the adopted tariff policy for any additional water consumed.
 - (c) water provided which complies with the requirements of SANS 241.
- (3) Maintenance of the infrastructure up to the user connection is the responsibility of the Water Services Institution and the maintenance of the infrastructure within the boundary of the property is the responsibility of the owner.
- (4) All new user applications for water connections must be completed within 21 calendar days by a Water Services Authority in areas where the infrastructure allows or exist.
- (5) All user connections for water supply must be metered or measured, controlled and tariffed by the relevant Water Services Institution.
- (6) A Water Service Institution must replace stolen meters and or repair or replace damaged meters within 30 days of it being reported or detected.
- (7) Water meters must be managed and replaced within their asset lifespan.
- (8) The Water Services Institution must ensure the provision of appropriate education in respect of safe, effective and efficient water use, hygiene and groundwater use management.

- (9) Within two years after promulgation of these Regulations, Water Services Authority must submit plans as part of their Water Services Development Plan (WSDP) on how they are going to upgrade all consumers in formal settlements to basic services (yard connection; user connection point).

Interim water supply services

- 3.(1) A Water Services Authority must take reasonable measures to provide interim water supply services in informal settlements.
- (2) Upon realisation of a new informal settlement, the WSA must provide interim water supply services within 90 days of becoming aware thereof.
- (3) A Water Services Authority is responsible for the capital, operation, maintenance and refurbishment actions and cost pertaining to interim water services.
- (4) Where an informal settlement is formalised, a Water Services Authority must ensure access to basic water services.
- (5) The minimum standard for interim water services must consist of-
- (a) an access or delivery point which must be a communal standpipe, within a reasonable walking distance of no more than 200m from the furthest household.
 - (b) a minimum quantity of drinking water 6 kl/household per month –
 - (i) at a minimum flow rate of not less than 10 litres per minute.
 - (ii) with an effectiveness such that water is made available for at least 358 days per year.
 - (iii) not interrupted for longer than 48 consecutive hours.
 - (c) water provided which complies with the requirements of SANS 241.
- (6) All areas supplied with interim water supply services must have zonal meters and measured by the relevant Water Services Institution.
- (7) Whenever interim water supply services are provided through water tankers, it must not exceed 12 consecutive months and WSAs need to keep accurate records as specified in Regulation 4(3)(c).

Interruption of water supply services

- 4.(1) A Water Services Authority, in agreement with their relevant Water Services Institutions must take reasonable measures to ensure that where water supply is interrupted for a

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

period of more than 48 hours, including where but not limited to an emergency situation is declared, a consumer has access to alternative water supply which—

- (a) consists of at least 15 litres of drinking water per person per day; and
 - (b) is made available at strategically determined points of delivery that are relatively convenient and safe.
- (2) Whenever emergency or alternative water supply is provided, the Water Services Institution must ensure that the distributed water is fit for human consumption as per the applicable prescripts of SANS 241 (as prescribed under Regulation 4).
- (3) Whenever alternative water supply services are used for provision of drinking water for longer than a week, the water services institution must register a monitoring programme on the Integrated Regulatory Information System of the Department indicating:
 - (a) the origin of the alternative source(s).
 - (b) compliance results with specific SANS 241 parameters of disinfectant residuals, turbidity, *E. coli*, Heterotrophic Plate Count, conductivity and pH until distribution by tankering is discontinued.
 - (c) where tankers are used, Water Services Institutions must keep accurate records of:
 - (i) Vehicles type and registration and drivers used to provide the service.
 - (ii) the volumes transported per trip.
 - (iii) delivery schedule.
 - (iv) delivery point.
 - (v) vehicles that are used for provision of other services such as dust suppression where untreated water is not recommended unless the exclusive use for a period can be guaranteed where these vehicles are first cleaned and can achieve the maintenance of the SANS standard. Disinfection and certificate of cleanliness issued by a recognised body.
 - (vi) use of other vehicles transporting materials or liquids other than water is not permitted to tanker drinking water.
 - (vii) Above records are to be provided as part of the monitoring system to the Department on a monthly basis.
 - (viii) Alternatives to tankering for mid and longer term must be prioritised to reduce unsustainable dependencies on tankers.

- (4) Whenever water shortages are declared under the National Water Act, the Water Services Institution must impose reasonable limitations on its consumers' water consumption in its water supply network to ensure compliance with written notices issued under Schedule 3, section 6 of the National Water Act.
- (5) Water Service Institutions must ensure sufficient reservoirs to meet demand and to minimise effect of water interruptions. WSI must revise the minimum operational levels for their reservoirs to increase storage capacity.

Quality of drinking water

- 5.(1) Water Services Institution must ensure that the distributed drinking water is fit for human consumption as per the applicable prescripts of SANS 241.
- (2) A Water Services Institution must develop and implement a water safety plan for all water supply systems in accordance with the World Health Organization or any equivalent approach to water safety planning.
- (3) A Water Services Institution must as a minimum review its water safety plan on an annual basis and or as the risk changes. The revised plan must be submitted to the Minister using the national integrated regulatory information system at <https://ws.dws.gov.za/IRIS/mywater.aspx> within 30 days of approval by an accounting officer or the person delegated.
- (4) A Water Services Institution must develop and implement a monitoring programme to monitor the quality of drinking water supplied to consumers in their water supply system in accordance with the requirements of SANS 241, and such monitoring programme must together with its amendments be provided to the Department on its national integrated regulatory information system (IRIS). This shall include boreholes, static tanks and tankers.
- (5) The water quality monitoring programme to be developed in 5(4) must specify points at which drinking water provided to consumers will be sampled, the frequency of sampling and for which parameters the water will be analysed in accordance with ISO 2859 for sampling of water, material, parts, and product.
- (6) Samples collected by a Water Services Institution must be analysed in a laboratory using ISO 17025 accredited methodologies for water analysis or a laboratory having systems in place to ensure credibility and reliability of results such as participation in a Proficiency Testing Scheme and demonstrating acceptable results.
- (7) The results of the implemented monitoring programme must be reported to the Department on its national Integrated Regulatory Information System within 30 days of sampling or on the request of the Minister.
- (8) A Water Services Institution must develop and implement an incident management protocol (Annexure A) for the management of non-compliances where the numerical limits in SANS 241 is not met, and categorisation of incidents including communication

media for communicating disruptions and incidents requiring the issuance of drinking water quality advisory notice(s).

- (a) A Water Services Institution must, within 12 hours of the confirmation of an incident that poses a health risk, inform the Department's relevant Regional Office and the relevant provincial Department of Health's District Health Office of the health risk.
- (b) A Drinking Water Quality Advisory Notice must be issued by a WSA when—
 - (i) a situation has been declared an incident following repeated non-compliant results that indicates a health risk of the sampled water supply.
 - (ii) a Water Services Institution has reason to believe that the water quality is compromised or is likely to fail to comply with SANS 241 health risks requirements.
 - (iii) treatment processes fail to adequately treat the water according to the health limits of SANS 241 or
 - (iv) instructed to do so by the Department.
- (c) A Drinking Water Quality Advisory Notice must be issued by the WSA to the affected community/area(s) using appropriate communication in a medium that is accessible to the affected community and or area -
 - (i) specify the nature of the health risk presented and the affected area or areas.
 - (ii) indicate rectification measures taken or to be taken by the Water Services Institution.
 - (iii) indicate risk minimisation measures to be taken by the public.
 - (iv) specify a reasonable time within which the situation is expected to normalise.
- (9) A Water Services Institution must ensure that drinking water quality performance information against SANS 241 are annually made available to the public and are accessible to the relevant stakeholders.
- (10) Records of all results and documents must be kept for at least five (5) years by the Water Services Institution and be available at all times for regulatory and audit purposes.

Basic sanitation service

- 6.(1) A Water Services Authority is responsible for the provision of basic sanitation services to all consumers or potential consumers in its jurisdictional area inclusive of people residing on privately owned land as guided by the Water and Sanitation services policy on privately owned land (2023).
- (2) The standard for basic sanitation services must include the provision of a toilet with functional hand washing facility in the yard , which is safe, reliable for 24 hours a day, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents the entry and exit of flies and other disease-carrying pests, providing for an effective and acceptable sanitation technology.
- (3) A Water Services Authority must ensure that human excreta and wastewater is safely contained at all times, throughout the sanitation service chain.
- (4) Faecal sludge management must be an integral part of the sanitation service.
- (5) Each household must have uninterrupted access to an adequate, appropriate, sanitation facility.
- (6) Hygiene and user education must be an integral part of sanitation service. Households should be supported with knowledge and any other relevant resources to take responsibility for the correct and consistent use of the sanitation service, including but not limited to the toilet facility.
- (7) In providing basic sanitation service, a Water Services Authority must consider the following requirements:
 - (a) The need for everyone, including persons with disability to have a reasonable quality of life.
 - (b) Water efficient sanitation solutions.
 - (c) Groundwater pollution risks in accordance with the Protocol to manage the potential of groundwater contamination from on-site sanitation (2003) (Annexure C).
 - (d) Water use authorisation in terms of the NWA.
 - (e) Surface water pollution risks and the management thereof.
 - (f) Population density.
 - (g) Economies of scale.
- (8) Subject to sub-regulation (7) a Water Services Authority must consider-
 - (a) in high and medium density formal settlements:

- (i) waterborne sewerage sanitation provided that the wastewater treatment system and works have adequate capacity and is performing to acceptable standards under the National Water Act (read with regulation 10); or
 - (ii) alternative water efficient sanitation solutions instead of waterborne sewerage systems in areas of dense formal and medium settlement where there is resource scarcity and or inadequate capacity or functionality in the sewer system and or the wastewater treatment works.
- (b) in low density or sparsely populated settlements: water efficient sanitation solutions.
- (9) Water efficient sanitation solutions in sub-regulation (7) must be shown to include off-grid, on-site sanitation options such as Non-sewered Sanitation Systems (NSSS) as well as Decentralised Wastewater Treatment Systems (DWWTS).
- (10) A Water Services Authority may not unreasonably decline a property development to have a water efficient sanitation solution that is not connected to the central system where development will manage the system as a Water Services Intermediary and where the water uses of the system is authorised under the National Water Act.
- (11) Whenever a Water Services Institution is providing new innovative non-sewered sanitation systems, such must be guided by the requirements of SANS 30500 for Non-Sewered Sanitation Systems or the "SANS 24521:2020 Guidelines for the management of basic on-site domestic wastewater services", whichever is applicable.
- (12) Water Service Authority must monitor and regulate safe emptying, transportation, treatment and disposal of faecal sludge to faecal sludge treatment facilities or any other authorised facility.
- (13) Faecal sludge treatment plants must be guided by ISO 31800 for prefabricated units or similar standards for non-prefabricated faecal sludge treatment units.
- (14) Water Services Authority must have community participation procedures of informing communities about the emptying processes, routes and health risks.
- (15) Within two years after promulgation of these Regulations, the Water Services Authority must submit plans as part of their Water Services Development Plan (WSDP) on measures to eradicate unimproved pit toilets and open defaecation in human settlements.

Interim sanitation service

- 7.(1) A Water Services Authority is responsible for the capital, operation, maintenance and refurbishment actions and cost pertaining to interim sanitation services including the management of faecal sludge in the entire sanitation service chain.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

- (2) A Water Services Authority must take reasonable measures to provide appropriate interim sanitation services in informal settlements and during a disaster.
- (3) Upon realisation of a new informal settlement, the WSA must provide interim sanitation service within 90 days.
- (4) Interim sanitation services must provide at least the following:

(a) Communal and shared facilities in accordance with the table below:

Type	Toilet seat	Urinal Units	Hand washing
Communal toilet	1 seat per 10 households	1 unit per 20 households	1 basin per 10 households
Shared toilets	1 unit per 4 households	1 unit per 10 households	1 basin per 4 households

- (b) The Water Service Authority must put measures in place to keep the toilets hygienic.
 - (c) The toilets must be separated according to gender to meet the needs for women, girls and persons with disability.
 - (d) All portable and mobile toilets must be emptied at least twice a week to appropriate licensed facilities for treatment.
- (5) If the sanitation facility is communal, the maximum walking distance should be 100m, wherever possible.
 - (6) Parents and care givers must be provided with information by the Water Services Institution regarding safe disposal of infant's faeces, laundering practices and use of nappies, potties or scoops for effectively managing safe disposal.
 - (7) A Water Services Authority through its Environmental Health Practitioners are responsible for promoting hygiene and user education for ensuring an environmentally safe approach to sanitation, and for monitoring the impact of sanitation processes on the environment.

Sanitation workers' Health and Safety

- 8.(1) Water Service Institution must ensure sanitation workers 'safety through the provision of personal protective equipment, facilities to wash with water and soap, vaccination and deworming against diseases relevant to their working conditions.
- (2) Water Service Institution must ensure workers are trained on the risks of handling faecal sludge and on standard operating procedures.

Interruption of sanitation services

- 9.(1) Whenever sanitation service is interrupted for longer than 48 hours, including where an emergency situation is declared, the Water Services Institution must make provision for alternative water for flushing of waterborne sanitation or interim sanitation service.

Sanitation services at public places

- 10.(1) Sanitation services must be family-friendly, and the following must be provided:
- (a) Nappy changing areas.
 - (b) Hook to assist with hanging handbags; and
 - (c) Toilets must include provision for appropriate disposal of menstrual materials (waste bins with lid that are emptied regularly).
- (2) Provision must be made for sanitation facilities for persons with disabilities in adherence to the requirement set out in the SANS 10400-S:2011.

Prohibitions

- 11.(1) The provision or distribution of bucket toilets to communities in both formal and informal settlements are prohibited.
- (2) Municipalities and WSAs are prohibited from approving bulk user connections to existing water and wastewater systems without having the necessary capacity to service such user connections. This means that a municipality may not approve new /additional bulk user connections to an existing water or wastewater treatment system unless that system has the capacity to deal with the additional load (ability to operate according to technical specifications).
- (3) Municipalities may not approve any new developments that will connect to an existing wastewater treatment system unless such a system has the capacity to deal with the load from the development.

PART B: THE QUALITY OF WATER DISCHARGED INTO SANITATION COLLECTION SYSTEMS OR A WATER RESOURCE

Greywater management

- 12.(1) A Water Services Institution planning to separate, collect and use greywater beyond the boundary of a household for any purpose must ensure such risks are identified in the wastewater risk abatement plan in accordance with regulation 13(2) and managed accordingly.

- (2) The Guidelines for Greywater Use and Management in South Africa, Water Research Commission (2018) (Annexure C) must be used to assist in the identification of risk in sub-regulation (1).

Sewer collection, wastewater treatment and faecal sludge management

- 13.(1) The Water Services Authorities must in its Water Services Development Plan –
- (a) determine actual and forecasted wastewater generation within its service areas.
 - (b) plan for adequate sewer collection, wastewater treatment capacity and water efficient sanitation.
 - (c) determine actual and forecasted faecal sludge accumulation in containment (pits / tanks) within its serviced areas.
 - (d) plan for a safe faecal sludge emptying, transportation, treatment and disposal or beneficial use method.
- (2) A Water Services Institution responsible for the collection and treatment of wastewater and faecal sludge, must ensure that the environmental risks are identified, and climate resilient sanitation safety plans (SSP) and a wastewater risk abatement plan (W₂RAP) are developed and implemented accordingly.
- (3) The sanitation safety plans, and a wastewater risk abatement plan must be developed in accordance with the WHO manual and guidelines (2018 and 2022) and W₂RAP Guideline, Water Research Commission (2011) (Annexure C), and must be reviewed every two years as a minimum. The revised plan must be submitted to the Minister using the national integrated regulatory information system within 30 days of approval by an accounting officer or the person delegated.
- (4) Faecal sludge management infrastructure, and its maintenance as well as safe disposal of human waste must be carried out on a regular basis, as frequent as necessary to maintain hygiene, in a safe and acceptable manner by the Water Service Authority.
- (a) WSA must schedule emptying of full containments (including pits / tanks) for on-site sanitation.
 - (b) All identified or reported full containments (including pits / tanks) for on-site sanitation outside the schedule must be emptied within 10 days to the appropriate treatment facility.
 - (c) Where containments (including pits / tanks) are treated chemically or biological to prolong use and proper functioning, such chemical or biological measures must not be harmful to the health of the users, the water resource or the environment and must adhere to its label applications.

- (d) All emptied faecal sludge must be transported to an appropriate and authorised faecal sludge treatment plant or any other treatment facility for treatment, beneficiation or disposal (subject to a water use authorisation). WSA shall keep record of volumes faecal sludge transported and coordinates of treatment facilities used and/or disposal sites.
 - (e) ensure that faecal sludge emptying services are conducted in compliance with the Hazardous Biological Agents Regulations (2001) (Annexure C) under the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993); and
 - (f) ensure that the transportation of faecal sludge complies with the National Road Traffic Act, 1996 (Act No. 93 of 1996) and its regulations.
- (5) Faecal sludge must be treated and analysed for beneficiation suitability in accordance with WRC Guidelines for Utilisation and Disposal of Wastewater Sludge, 2009 (Volume 1-5) (See Annexure C). Should the sludge not be viable for beneficiation, it must be disposed in accordance with the National Environmental Management: Waste Act and the National Water Act.
- (6) Annual sewer and faecal sludge collection inspections and treatment process audits are required as part of the wastewater asset management process.

Quantity and quality of industrial wastewater collected into a sewerage system

- 14.(1) A Water Services Institution must only accept the quantity and quality of industrial wastewater or any other substance into a sewerage system that the sewage treatment works linked to that system is capable of purifying or treating to ensure that any discharge to a water resource complies with the required authorisation and standard prescribed under the National Water Act.
- (2) A WSA shall prescribe pre-treatment of any effluent to the required standard its wastewater treatment systems can process prior to it being disposed into municipal infrastructure.

Control of objectionable substances

- 15.(1) A Water Services Institution must take reasonable measures to prevent any substance other than uncontaminated storm water to enter—
 - (a) a storm water drain; or
 - (b) a watercourse, except in accordance with the provisions of the National Water Act.
- (2) The water Services Institution must ensure that inlets of stormwater drains are able to transport water whilst preventing litter or other objectionable substances from entering

the stormwater. Such inlets must be regularly cleared and maintained to ensure proper drainage and removal of objectionable substances.

- (3) A Water Services Institution must take measures to prevent storm water from entering its sewerage system.
- (4) WSA must take measures including consumer awareness to prevent foreign objects being disposed in municipal sanitation infrastructure

PART C: THE EFFICIENT AND SUSTAINABLE USE OF WATER

Water conservation and water demand management (WCWDM)

- 16.(1) Where spillages or leaks in its water supply network are detected or reported, a Water Services Institution must record such cases and ensure that they repair all leaks within 48 hours of becoming aware thereof.
- (2) A Water Services Institution must isolate 95% of detected or reported water pipe bursts in its water supply system within a maximum of four (4) hours of becoming aware thereof.
- (3) Where spillages or sewer blockages in its wastewater collection network are detected or reported, a Water Services Institution must record such cases and ensure that they are contained and must be repaired within 24 hours of becoming aware thereof. The affected surface area must be cleaned and or disinfected.
- (4) A Water Services Institution must have a 24-hour consumer care facility supported by the system to which leaks, spillages or water services related enquiries and complaints can be reported, and feedback be given to the consumer.
- (5) Whenever emergency or alternative water supply is provided in terms of Regulation 4(1), the Water Services Institution must ensure that taking of water from bulk line if applicable is appropriately metered and recorded (i.e. if alternative water is provided through tankering the number of tankers and their volume must be recorded when taking from a bulk metered pipeline.
- (6) A Water Services Institution must implement a Pressure Management Programme allowing water reticulation systems to be operated at a minimum pressure of 20m and maximum pressure of 90m.
- (7) Where water pressure in a water reticulation system could rise above 90m, a Water Service Institution must install a pressure control device to prevent the pressure at any domestic consumer connection from rising above 90m.
- (8) A Water Services Institution must take steps to measure and progressively reduce losses, maintain the water use efficiency Key Performance Indicators including the

quantity of water losses, the quantity of Non-Revenue Water, Infrastructure Leakage Index and per capita Usage to within international accepted norms as follows:

- (a) Non-Revenue Water, 20-30%.
 - (b) Water Losses, 10-20%.
 - (c) Infrastructure Leakage Index, 2-4; and
 - (d) *Per Capita* Usage, 120-180 l/c/d.
- (9) Water Services Institutions must develop and implement a 10-year Council approved WCWDM Strategy and an Annual Plan consisting of at least the following:
- (a) Situation Assessment.
 - (b) Key issues and Challenges.
 - (c) Focus Areas of Interventions.
 - (d) List of proposed interventions.
 - (e) Set targets for demand, Non-Revenue Water, water losses (commercial and real losses), infrastructure leakage index, and per capita usage in line with subsection 8 above; and
 - (f) Budgets and Multi –year Implementation timelines.
- (10) WSAs must require greenfield developments or major brownfield redevelopments, prior to planning approval, to indicate the manner and extent in which water conservation and water demand management (WCWDM) and water efficient sanitation solutions (WESS) has been accommodated and accounted for in their selected technology options, in terms of efficient water use and off-grid sanitation.

PART D: CONSTRUCTION AND FUNCTIONING OF WATER SERVICES WORKS AND CONSUMER INSTALLATIONS

Water and wastewater balance analysis and determination of water losses

- 17.(1) A Water Services Institution must install and monitor appropriate water measuring devices or volume controlling devices to measure, detect and account for the volume of water abstracted (surface or groundwater), treated, and consumed, as applicable to the technical configuration of infrastructure and the water use authorisation conditions.
- (2) A Water Services Institution must install and monitor appropriate water measuring devices or volume controlling devices to measure, detect and account for the volume of water consumed at all user connections as applicable to the technical configuration of infrastructure.

- (3) A Water Services Institution must install and monitor appropriate measuring devices or volume controlling devices to measure, detect and account for the volume of wastewater received at pump stations and the inlet of the wastewater treatment works. A WSA shall record minimum night flows, peak wet weather flow and average dry weather flow received at the inlet of a wastewater treatment work received from all user connections conveyed, as applicable to the technical configuration of infrastructure and the water use authorisation conditions.
- (4) A Water Services Institution must install and monitor appropriate measuring devices or volume controlling devices to measure, detect and account for the volume of wastewater discharged into the water resource as applicable to the technical configuration of infrastructure and the water use authorisation conditions.
- (5) A Water Services Institution must ensure that all measuring devices or meters are properly maintained and in good working order, implementing a programme for meter – In-situ-verification and/or calibration.
- (6) A Water Services Institution must account for its water balance on a monthly basis as follows:
 - (a) measure the daily volume abstracted and treated; and
 - (b) measure the quantity of water provided to each supply zone within its supply area.
- (7) A Water Services Institution must account for its wastewater balance on a monthly basis as follows:
 - (a) daily inflows in Ml/d; and
 - (b) daily outflows in Ml/d.
- (8) A Water Services Institution must determine the quantity of water losses and non-revenue water in accordance with the Guideline for the Preparation of an IWA Water Balance to Determine Non-revenue Water and Water Losses (Annexure C).
- (9) The results of the water balance analysis and the records of the quantities of water measured as set out in sub-regulation (5) must be reported to the Department's National Regulatory Information Management System on a quarterly basis.

Groundwater Development as a water resource community water supply

- 18. A Water Services Institution must ensure that during the development of groundwater as a community water supply source, all water use requirements and standards are adhered to under the National Water Act and as prescribed in the DWS "Standard Operating Procedures for Groundwater Source Development for Community Water Supply Projects" 2023 (Annexure C).

**PART E: THE NATURE, OPERATION, SUSTAINABILITY, OPERATIONAL EFFICIENCY
AND ECONOMIC VIABILITY OF WATER SERVICES**

Human resource planning

19. A Water Services Institution must determine the staff establishment necessary to perform the water services functions in compliance to these standards and the Process Controller Regulations (GN 3630, June 2023) (Annexure C), read together with GN 890 Local Government Municipal Staff Regulations and GN R 493 Municipal Regulations on Minimum Competency Levels, 2007 with reference to:
- (a) The number of staff members required.
 - (b) The minimum competencies required; and
 - (c) Plan for the recruitment, retention and development of staff members according to these regulatory requirements and the Engineering Council of South Africa (ECSA) and South African Council of Natural Scientific Professions (SACNASP) guidelines.

Competency requirements for the Head of a Water Services Authority, and Managers reporting to this Head responsible for water and sanitation planning, infrastructure provision, operations and maintenance of water services

- 20.(1) A person appointed to manage the Water Services Authority function, the Water Services Planning Unit, the Infrastructure Provision Unit, the Operations and Maintenance Unit in a Water Services Institution must –
- (a) Have the necessary competencies; and
 - (b) Comply with the minimum requirements for education qualifications, work experience and knowledge as set out in Annexure B.
- (2) Should a staff member who was appointed before these Standards came into effect have the necessary qualification but not have the necessary competencies or registrations, the Water Services Institution must place the staff member on a programme to acquire the competency requirements as prescribed, if successful completion of such programme will yield achievement of the minimum requirements set within a reasonable time of 5 years of publication of these Standards.
- (3) Where the staff member does not have the minimum qualifications, the Water Services Institution must, based on a competency assessment, determine an alternative placement for the affected staff member to enable the recruitment of staff members with the necessary competencies within 2 years of publication of these Standards.

Management of electricity supply for water services

- 21.(1) To ensure sustainable provision of electricity supply for water service provision, a Water Service Institutions must -
- (a) make provision for the installation and operation of diesel generators or similar within their critical water and wastewater system infrastructure to ensure continuation of operations when there is power supply disruption.
 - (b) alternative sources of electricity must be developed, which may include but are not limited to faecal and wastewater sludge conversion to biogas, off-take agreements with independent power producers or embedded generators or through direct ownership; and
 - (c) such infrastructure as well as the power supply must be safeguarded against vandalism and theft.
- (2) Where electricity is supplied from municipality, Water Boards and Water Services Authorities must, where practically possible and through municipal electricity departments, isolate water and sanitation infrastructure.
- (3) Should a water service institution be exempted from loadshedding and the exemptions from loadshedding attracts penalties or extra charges, Water Boards and Water Service Authorities must request exemptions from such penalties or extra charges.
- (4) Water Service Authorities must develop integrated response plans to maintain drinking water and wastewater service standards during power disruptions addressing the measure listed in the sub -regulation above.
- (5) The integrated response plans referred to in sub-regulation 4 must be across the water and sanitation, electricity, and other divisions of the Water Service Authority.

Maintenance, operations and repairs of water treatment works and water supply network

- 22.(1) The water system must be serviced by a competent maintenance team, executing the maintenance work according to an acceptable maintenance plan and schedule.
- (2) A Water Services Institution must keep a logbook with maintenance entries as per the maintenance plan per system.
- (3) Where a water treatment works is being upgraded or constructed the Water Services Institution must ensure the development of an operation and maintenance manual and standard operating procedure for the infrastructure before such infrastructure is handed over to the Water Services Institution.
- (4) A Water Services Institution must document the design capacity of the water treatment works and the works must be operated within the authorised abstraction volume or as per the application submitted to the Department for authorisation under the National

Water Act. Read together with standard operating procedure for ground water where applicable.

- (5) A water treatment works must be subjected to:
 - (a) an annual process condition assessment.
 - (b) Process Audit (which will address that year's process condition assessment) in a three-year cycle to inform functionality of the water supply system infrastructure. Risk findings must be incorporated into the Water Safety Plan.
- (6) The Department's maintenance management standard for immovable assets (2017) (Annexure C) must be used as a benchmark for water supply services operations.

Maintenance, operation, and repairs of wastewater treatment system

- 23.(1) The wastewater treatment system (both mechanical and electrical) must be serviced by a competent maintenance team, executing the maintenance work according to an acceptable maintenance plan and schedule.
- (2) A Water Services Institution must keep a logbook with maintenance entries as per the maintenance plan per system.
- (3) Where a wastewater treatment works is being upgraded or constructed the Water Services Institution must ensure the development of an operation and maintenance manual and standard operating procedure for the infrastructure before such infrastructure is handed over to the Water Services Authority.
- (4) Operation and maintenance services are linked to the level of services selected to a settlement or part of a settlement. The following operations and maintenance guidelines developed must be utilised and used as a benchmark for sanitation services operations:
 - (a) Water borne sanitation operations and maintenance guide, Water Research Commission (2011) (Annexure C); and
 - (b) Maintenance management standard for immovable assets (2017) (Annexure C).
- (5) A Water Services Institution must document the design capacity (hydraulic and organic) of the wastewater treatment works and the facility must be operated within the authorised volume and conditions as required and stipulated under the National Water Act.
- (6) A wastewater treatment works must be subjected to an annual process condition assessment and Process Audit (which will address that year's process condition assessment) in a three-year cycle to inform functionality and performance of the wastewater system infrastructure including the sewer reticulation network and pump

station(s). Risk findings must be incorporated into the wastewater risk abatement plan (W₂RAP) as stipulated in regulation 13(2).

Operation and maintenance budget and costing

- 24.(1) A Water Services Institution must determine the actual operations and maintenance cost of water treatment and supply (reticulation) per water supply system and express this in R/m³. This determination must include –
- (a) energy use for treatment and pumping.
 - (b) compensation of employees.
 - (c) chemical costs; and
 - (d) maintenance cost.
- (2) A Water Services Institution must have a cost reflective Operation and Maintenance budget per water supply system for water treatment and supply (reticulation) and wastewater system (collection and treatment).
- (3) A Water Services Institution may define specific on-site sanitation components of a basic sanitation facility that will remain the responsibility of the household for maintenance and repair.

Water and sanitation services infrastructure management

- 25.(1) A Water Services Authority must ensure that all water and sanitation infrastructure are planned for the full life cycle, and that all life-cycle elements and costs are considered and must be in accordance with the Water Services Infrastructure Asset Management Strategy (2011) (Annexure C).
- (2) Asset management must be proactive, on-going, and entrenched in the responsibilities of the water service providers.
- (3) Asset Management Plans and registers must be developed by water services authorities and water services providers and be included in the Water Services Development Plans.
- (4) A Water Services Authority must—
- (a) establish a Water and Sanitation Asset Management Team.
 - (b) establish levels of service and key performance indicators in line with these norms and standards.

- (c) create a detailed inventory to component level of water and sanitation assets.
- (d) design a risk assessment programme, considering water and sanitation assets to be managed and how they might fail.
- (e) establish the remaining useful life of water and sanitation assets.
- (f) record all breaks and failures, including leaks.
- (g) for underground water and sewer pipelines, conduct a pipe replacement analysis or study to determine a multi-year replacement budget.
- (h) gauge the current condition of water and sanitation assets through condition assessments as set out in Regulations 22(5) & 23(6).
- (i) plan and budget for refurbishment and upgrading.

Water services audit as a component in the Water Services Development Plan

- 26.(1) A Water Services Institution must include a water services audit in its annual report on the implementation of its water services development plan required in terms of section 18(1) and (2)(a) of the Act, which must also be submitted to the department on an annual basis, within 4 months after the end of each municipal financial year.
- (2) A water services audit must assess compliance to these Norms and Standards and must as a minimum, contain the following details:
 - (a) The quantity of water services provided which must include at least—
 - (i) the quantity of water used by each user sector.
 - (ii) the quantity of water provided to the Water Services Institution by another Water Services Institution.
 - (iii) the quantity of wastewater received at sewage treatment works.
 - (iv) the quantity of wastewater not discharged to wastewater treatment works and approved for use by the Water Services Institution.
 - (v) the quantity of faecal sludge received at faecal sludge treatment works and beneficiated.
 - (vi) the quantity of faecal sludge disposed and the coordinates on the disposal site.
 - (b) The levels of services rendered which must include at least—
 - (i) the number of user connections in each user sector.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

- (ii) the number of households provided with water through communal water services works.
- (iii) the number of consumers connected to a water reticulation system where pressures rise above 90m at the consumer connection.
- (iv) the number of households provided with sanitation services through consumer installations connected to the sewerage system.
- (v) the number of households with access to basic sanitation services.
- (vi) the number of new water supply connections.
- (vii) the number of new sanitation connections.
- (viii) the number of on-site sanitation systems in each user sector.
- (ix) the number of households provided with onsite sanitation through communal facilities.
- (x) the type of onsite sanitation systems.
- (xi) the number of new onsite sanitation systems provided.
- (xii) the number of sanitation systems with full containments (tanks or pits).
- (c) The numbers provided in compliance with sub-regulation (2)(b) must be expressed as a percentage of the total number of connections or households.
- (d) A record of all water measuring devices installed (including Bulk, Zonal, District, and Consumer meters) and water measuring devices tested must include at least—
 - (i) the number of new measuring devices installed.
 - (ii) the number of measuring devices tested (in-situ-verification).
 - (iii) the number of measuring devices replaced expressed as a percentage of the total number of meters installed on an annual basis.
- (e) The water quality sampling programme required under regulation 5(4), the results of the comparison set out in regulation 5(5) and any non-compliance reported as required under regulation 5(6).
- (f) Water conservation and water demand management must include at least—
 - (i) the results of the water balance as set out in regulation 17.

- (ii) the total quantity of water losses and non-revenue water.
 - (iii) the demand management activities undertaken.
 - (iv) measures implemented to reduce water losses and non-revenue water.
 - (v) the progress made in the installation of water efficient devices; and
 - (vi) performance measured against key performance indicators.
- (a) A Water Services Institution's compliance status to regulation 20(2) and 20(3) and progress of implementation toward achieving compliance.
 - (b) The integrated response plan to mitigate the adverse impact of electricity supply on critical water services infrastructure.
 - (c) Evaluation of efficacy of measures implemented to address risk findings from the annual condition assessment and three-yearly process audits as required for water treatment works and the water supply network (sub-regulation 22) and the wastewater system (sub-regulation 23).
 - (d) A Water Services Institution must provide evidence of the operations and maintenance expenditure per annum which must be measured in relation to the original budget contemplated in regulation 24(2).

Compliance

- 27. Water Services Authority may identify provisions where immediate compliance cannot be achieved and develop a plan detailing how compliance will be achieved progressively for consideration and approval by the Department.

Offences

- 28. The following provisions are considered offences under the Water Services Act and its provisions on penalties:
 - (a) any prohibitions provided under section 11
 - (b) failure to issue advisory notices on failures on drinking water (section 5)
 - (c) Failure to dispose faecal sludge at an authorised treatment facility (Section 13 (4)(d)).

Repeal of regulations

- 29. The Regulations relating to compulsory national standards and measures to conserve water published by General Notice Regulation 509 of 8 June 2001 are hereby repealed.

Short title

30. These Regulations are called the Compulsory National Water and Sanitation Services Norms and Standards, 2024.

ANNEXURE A

INCIDENT MANAGEMENT PROTOCOL FOR DRINKING WATER QUALITY FAILURES

In the Department's Drinking Water Quality Framework (Annexure C), a Failure Response Model (including an Incident Management Protocol) is provided for dealing with drinking water quality failures

DRINKING WATER QUALITY INCIDENT AND EMERGENCY PLANNING

Emergency protocols and communication plans are essential during a drinking water failure to ensure that key stakeholders are kept fully informed, and the roles and responsibilities of individuals and organisations are clearly outlined to avoid miscommunication and duplication of effort. Proper emergency planning also allows timeous interventions to be taken to rectify the situation and ensures that affected communities are properly informed and have alternative safe drinking water during the problem.

Incident and emergency response protocols should be regarded as a priority with necessary resources committed to developing emergency response plans. The development of an appropriate plan involves a review of the hazards and events that can lead to emergency situations, including:

- accidents which increase levels of contaminants (for example, spills in catchment, incorrect dosing of chemicals).
- leaks in the distribution system where negative pressures are experienced during low flow periods.
- equipment breakdown and mechanical failure.
- prolonged power failures.
- extreme weather events (for example flooding), and
- human actions (for example strikes resulting in lack of control of the treatment plant).

Key areas to be addressed in incident and emergency response plans include clearly specified:

- response actions including increased monitoring.
- responsibilities and authorities internal and external to the organization.
- plans for emergency water supplies.
- communication protocols and strategies including notification procedures (internal, regulatory body, media and public); and
- mechanisms for increased health surveillance.

Training in emergency response is important to ensure that employees have the skills and knowledge to effectively manage any potential incidents and/or emergencies. Incident and emergency response plans, particularly communication protocols should be regularly reviewed and practiced improving preparedness. Change control should be diligently exercised when personnel join or leave each organization.

Following any incident/emergency situation, an investigation of the incident and/or emergency should be undertaken and a debriefing with all involved staff should be conducted to discuss performance and address any issues or concerns.

Appropriate documentation and reporting of the incident/emergency should also be established. The organization should learn as much as possible from the incident to improve preparedness

and planning for future incidents. Review of the incident may indicate necessary amendments to existing protocols.

Communication with the community is essential for restoring consumer confidence and Water Services Institution credibility after an incident and/or emergency situation. Notifications advising the end of an incident/emergency and information regarding the cause of the incident and the actions taken to minimise future occurrences are necessary activities for allaying community concerns.

DWS DRINKING WATER QUALITY FAILURE RESPONSE MODEL

In this protocol, drinking water quality failures are defined and classified into Alert Levels based on the magnitude and extent of the failure, as well as the risks to public health posed by the failure. Relevant actions, in compliance with the *SANS 241*, are detailed to rectify the failure and communicate the health risks to the community and relevant authorities.

Definition of a Drinking Water Quality failure

In regulation 5 WSI must compare drinking water quality results with the prescribed National Drinking Water Standards (SANS 241). The ideal situation is where drinking water quality satisfies the SANS 241 limits, suitable for lifetime consumptions. Where water fails SANS 241 limits, efforts are required to ensure that water quality is improved. Importantly, when a health-related water quality determinand does not comply with SANS 241 limits, this is regarded as a failure and would pose a threat to consumers.

Clear Maximum Allowable limits are provided in Table 2 of SANS 241 (Part 1) for microbiological, physical, aesthetic and chemical determinands.

Microbiological determinands can cause the water to fail the Drinking Water specification if they exceed the allowable compliance contribution specified in Table 1 of SANS 241. Furthermore, where a single microbiological test result exceeds the value given in SANS 241 column 4 of Table 1 (for example, *E. coli* > 1 count per 100 mL, or total coliform > 10 counts per 100 mL), and is confirmed as such by a further test, this is regarded as a drinking water quality failure and the required remedial actions and drinking water quality failure response shall follow.

Drinking Water Quality Failure Response

Drinking water quality failures can be considered acute or chronic, depending on associated risks and/or concentrations of the determinands, and therefore require different management approaches. Acute water quality failures are of a short duration, can do harm even with short exposure, and usually result from treatment process inefficiency, water works breakdown or outbreak of bacteriological and protozoan parasite contamination. Acute failures require immediate intervention and if properly managed, can avoid a significant threat to consumers. Examples of acute failures are outbreaks of *Cryptosporidium* and *Giardia*, and equipment breakdown resulting in overdosing treatment chemicals.

DWS have designated three Alert Levels (See figure 1a and b) to respond to acute drinking water quality failures:

- **Alert Level I (Drinking Water Incident - no significant risk to health):** Routine problems including minor disruptions to the water system and single sample non-compliances.
- **Alert Level II (Drinking Water Failure - potential minor risk to health):** Minor emergencies, requiring additional sampling, process optimisation and reporting/communication of the problem.
- **Alert Level III (Drinking Water Emergency - potential major risk to health):** Major emergencies requiring significant interventions to minimise public health risk (Engagement of a designated Emergency Management Team).

Chronic drinking water quality failures have cumulative effects, and usually cause harm due to prolonged low-level exposure to a certain Determinand. Chronic failures are a result of poor source water quality, inadequate treatment processes and poor distribution system infrastructure. Examples of chronic failures are continuous low-level failure of microbiological determinands, or combined trihalomethane concentrations exceeding limits related to high organic loadings in the raw water source. Chronic water quality failure responses require a more co-operative governance approach, with a range of key stakeholders required for interventions.

Incident Management Protocol for Drinking Water Quality

The Incident Management Protocol for Drinking Water Quality is detailed in Table 1 and focuses primarily on the protection of public health and acute drinking water failures (Table 1a), but also includes incidents with aesthetic impacts (Table 1b).

Boil Water Advisories

If the drinking water emergency relates to an *E. coli* failure, a Boil Water Advisory may be required to be issued. Boil water advisories are most frequently based on unacceptable bacteriological quality. This may be as a result of a significant deterioration in source water quality, equipment malfunction during treatment or distribution or inadequate disinfection or disinfectant residuals. A boil water advisory may also follow the occurrence of an outbreak of illness in the community that has been linked to consumption of the water.

During a boil water advisory, it is essential that all water destined for drinking, preparing infant formulas, juices and ice cubes, washing fruits and vegetables, cooking or dental hygiene be boiled. Consumers need to be informed to hold water at a rolling boil for one minute to inactivate all waterborne pathogenic micro-organisms.

Figure 1a: Acute Drinking Water Quality Failure Model - Response actions

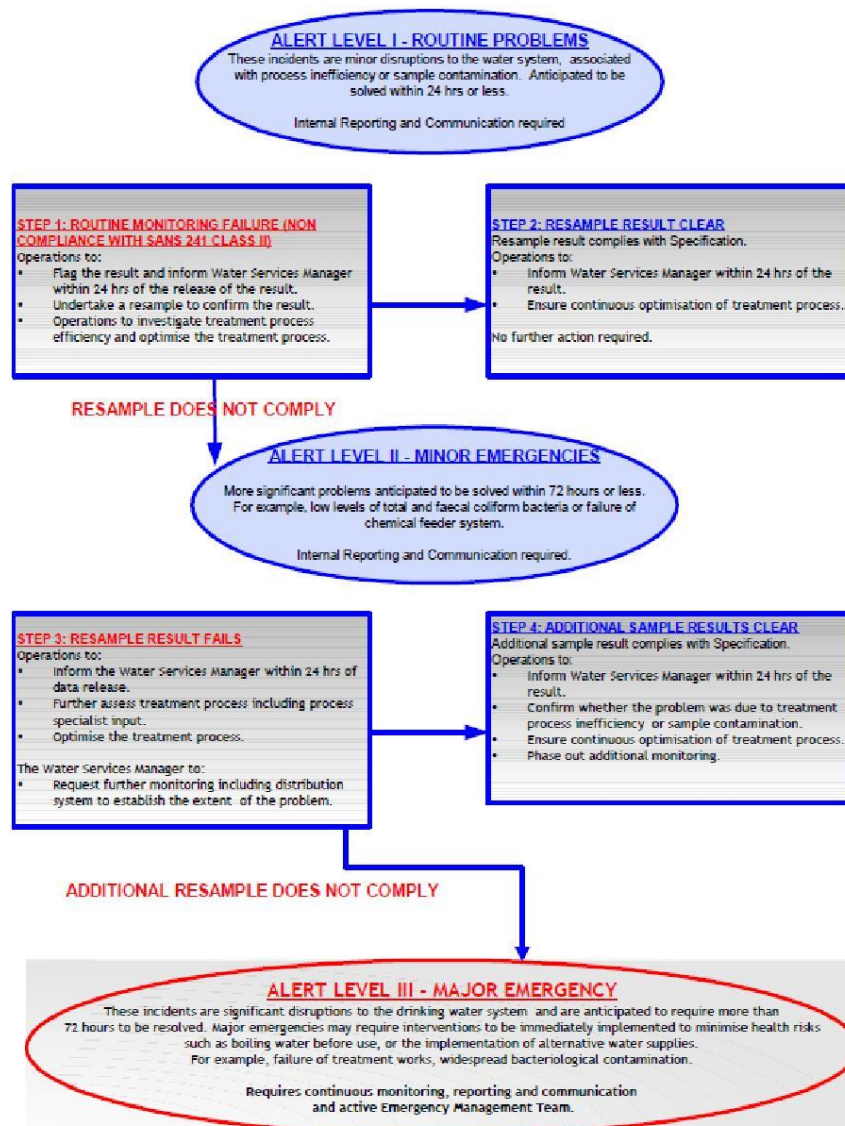
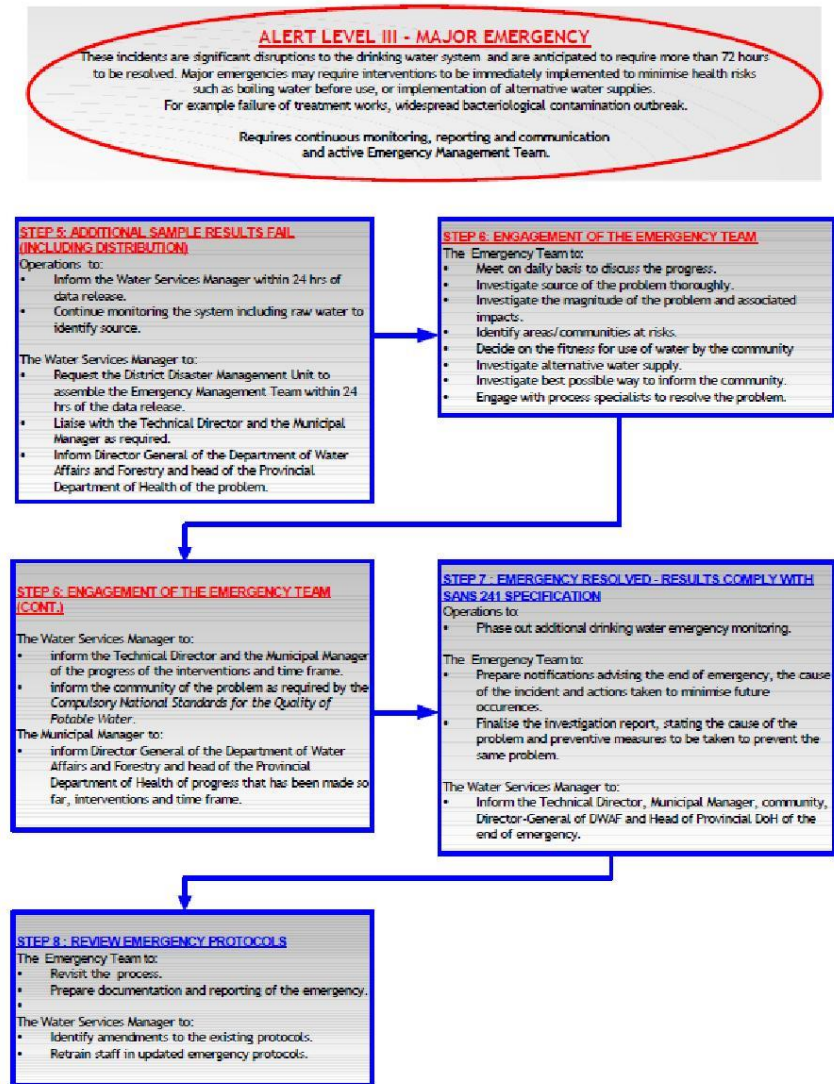


Figure 1b: Acute Drinking Water Quality Failure Model - Response actions (continued)



The Boil Water Advisory may be rescinded when:

- the treatment, distribution or operational failure has been corrected and the contaminated water has been flushed from the distribution system.
- the microbiological quality and disinfectant residual of the treated water in at least two consecutive sets of samples has returned to an acceptable level (zero *E. coli* per 100 mL and adequate disinfectant in the distribution system).

Emergency Management Team

As part of emergency preparedness planning, key role-players in the water sector should be identified and form an Emergency Management team. The Emergency Management team will ensure better management of the emergency situation by involving a number of role players with different expertise to manage the situation. The team plans for coordination of activities, specific roles for stakeholders and reporting protocol, it also manages internal and external communications and information. Depending on the scale of the drinking water quality failure, the District or Provincial Disaster Management Unit may be required to coordinate and manage the compilation of the Emergency Management Team.

The Emergency Management Team should include a range of key stakeholders involved in a drinking water failure crisis, including:

- District or Provincial Disaster Management Unit.
- WSA Water Services Manager.
- WSA Water Works Operations.
- WSA Consumer Services Unit.
- Provincial Department of Local Government.
- DWS Regional Office.
- Department of Health and the District Municipality Environmental Health Practitioners.
- Relevant Non-Governmental Organisations and Community-Based Organisations.
- Community leaders, and
- Other experts in public health or water treatment, as required.

The Emergency Management team members' database with the names and contact details of the members should be readily available and the relevant Water Services Institution must ensure that the database is updated regularly (for example 6-monthly) to ensure that it is accurate.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Table 1a: Incident Management Protocol for Health-related Drinking Water Quality Incidents

Water quality Determinand Determinant and concentration	Health Implication / Risk	Incident Management Reporting	Required response time	Action
Alert Level I (Drinking Water Quality Incident)				
1 <i>E. coli</i> per 100mL 1 Somatic coliphage per 10mL Any health-related Physical or Chemical result that exceeds the upper limit of SANS 241 Drinking Water limit	- Insignificant chance of infection. - Very slight risk of viral infection with continuous exposure. Insignificant risk to health – suitable for lifetime consumption.	Internal reporting and communication needed to WSA Manager	Within 24 hrs. of result release	- Communicate out-of-range result to relevant Municipal staff. - Assess associated information and implement corrective action to rectify the incident or resample to confirm result if required. - If resample result confirms the initial result, implement corrective action to rectify the incident. If resample result exceeds the concentrations specified in Alert Level I, proceed to Alert Level II.
Alert Level II (Drinking Water Quality Failure)				
2-10 <i>E. coli</i> per 100mL 2-10 Somatic coliphages per 10 mL 1 <i>Cryptosporidium</i> / <i>Giardia</i> 1 0L - Turbidity result > 5 NT U - Fluoride results 0.9–1.7 mg/L	- Clinical infections unlikely in healthy adults but may occur in sensitive groups. - Low risk of viral infection with continuous exposure. - Low risk of protozoan parasite infection. - Indirect associated impacts on health through the shielding of bacteria from disinfection.	Internal and External	Same day as result release	- Request additional monitoring as required (both spatially and increased frequency) to establish the source of the contamination and the risk to public health. - Assess treatment process efficiency and implement corrective action to optimise the treatment process. - Communicate the drinking water failure and health risk to the relevant Municipal staff, DWS and Provincial Department of Health. If any additional sample results exceed concentrations specified in Alert Level II, proceed to Alert Level III.

1

Water quality Determinand Determinant and concentration	Health Implication / Risk	Incident Management Reporting	Required response time	Action
	Slight mottling of dental enamel.			
Alert Level III (Drinking Water Quality Emergency)				
>10 <i>E. coli</i> per 100mL >10 Somatic coliphages per 10 mL >1 <i>Cryptosporidium</i> / <i>Giardia</i> 1 0L - Fluoride result > 1.7 mg/L Any health-related Physical or Chemical result that exceeds the upper limit of SANS 241: Drinking Water limit (within exception of turbidity)	- Clinical infections common, even with once-off consumption. - Significant and increasing risk of infectious disease transmission. - Significant risk of protozoan parasite infection. - Significant risk to human health – exceedance of maximum allowable limits. Severe tooth damage and skeletal fluorosis with long-term exposure	Internal and External	Immediate	- Engage Emergency Management Team. - Communicate drinking water emergency and health risk to relevant Municipal staff, DG of DWS, Head of Provincial Department of Health. - Continue additional monitoring and extend to the distribution system and point-of-use to establish the source and extent of the incident and the risk to public health. - Assess the communities at risk and the need for an alternate water supply. - Communicate drinking water emergency to community. - Implement specialist process assessment and optimisation of the Drinking Water Supply System from catchment to consumer. - Phase out additional monitoring once the source of the incident has been identified and rectified and two consecutive results have been within specification. - Prepare notifications advising of the end of the emergency. - Assess required preventative action to reduce the likelihood of the incident recurring. - Prepare a report to document and close the incident. - Review and update Incident Management Protocol. - Retrain staff on revised Incident Management Protocol.

2

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Table 1b: Incident Management Protocol for Aesthetic Drinking Water Quality Incidents

Water quality Determinand Determinant and concentration	Health Implication / Risk	Incident Management Reporting	Required response time	Action
Alert Level I (Drinking Water Quality Incident)				
- Geosmin or 2-MIB 5-10 ng/L - Iron 0.4 - 1.0 mg/L - Manganese 0.1-0.2 mg/L	- Moderate unpleasant tastes/odors. - Slight taste and color, slight staining of white clothes - Slight taste and color, moderate staining of clothes and fixtures	Internal	Within 24 hrs. of result release	- Communicate out-of-range result to relevant Municipal staff. - Assess associated information and implement corrective action to rectify the incident or resample to confirm result if required. - If resample result confirms the initial result, implement corrective action to rectify the incident. If resample result exceeds the concentrations specified in Alert Level I, proceed to Alert Level II.
Alert Level II (Drinking Water Quality Failure)				
- Geosmin or 2-MIB 11 - 20 ng/L - Iron 1.1-2.0 mg/L - Manganese 0.2-0.4 mg/L	- Moderate unpleasant tastes/odors - Moderate taste and color, moderate staining of white clothes - Moderate taste and color, increasing staining of clothes and fixtures	Internal and External	Same day as result release	- Request additional monitoring as required (both spatially and increased frequency) to establish the source of the contamination and the aesthetic impact. - Assess treatment process efficiency and implement corrective action to optimise the treatment process. - Communicate the drinking water failure and aesthetic impact to the relevant Municipal staff. If any additional sample results exceed concentrations specified in Alert Level II, proceed to Alert Level III.

3

Water quality Determinand Determinant and concentration	Health Implication / Risk	Incident Management Reporting	Required response time	Action
Alert Level III (Drinking Water Quality Emergency)				
- Geosmin or 2-MIB >20 ng/L - Iron >2 mg/L - Manganese >0.5 mg/L	- Objectionable and increasing unpleasant tastes/odors - Objectionable taste and appearance, staining of clothes - Off-putting taste and appearance, severe staining of clothes and fixtures	Internal and External	Immediate	- Continue additional monitoring and extend to the distribution system and point-of-use to establish the source and extent of the incident and the aesthetic impact. - Communicate aesthetic drinking water emergency to community. - Implement specialist process assessment and optimisation of the Drinking Water Supply System from catchment to consumer. - Phase out additional monitoring once the source of the incident has been identified and rectified and two consecutive results have been within specification. - Prepare notifications advising of the end of the aesthetic drinking water emergency. - Assess required preventative action to reduce the likelihood of the incident recurring. - Prepare a report to document and close the incident. - Review and update Incident Management Protocol. - Retrain staff on revised Incident Management Protocol.

4

ANNEXURE B:

Competency requirements for the Head of a Water Services Authority, and Managers reporting to this Head responsible for Planning, Infrastructure Provision, Operations and Maintenance of Water Services

The minimum requirements for education qualifications, work experience and competencies for the Head of a Water Services Authority (see Table 1 and 2) and Managers reporting to this Head responsible for Water and Sanitation Planning (Table 1 and 3), Infrastructure Provision (Table 1 and 4), and Operations and Maintenance (Table 1 and 5) of Water Services are as outlined in the tables below. As skills provide meaning to the competencies, a list of skills are included in this Regulation for information purposes only. The skills list is not comprehensive but substantially developed read together with the WRC report (2015) on water sector skills (Annexure C).

Table 1: Qualification, years' experience and Statutory registration requirements for all

Qualification, years' experience and Statutory registration requirements for all	
Engineering degree (BEng/BSc Eng/B-Tech) in any other appropriate engineering degree.	
For a category B municipality: 10 years post qualification experience and registration as a professional / Technologist engineer required	
For category A and C municipalities: 15 years post qualification experience and registration as a professional engineer required	

Table 2: Experiential Competency: Head of Water Services Authority

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
Function 1.1 Functional Management		
Business Management	Strategic Thinking	Manage the technical and/or W&S department. Control, evaluate and adjust a continuous-improvement strategy for W&S services. Implement a continuous-improvement strategy. Manage and report on the performance of a technical and/or W&S department. Determine and manage a financial budget. Oversee and/or manage performance assessments of staff. Contribute to identifying the training needs of staff. Knowledge of moving towards "SMART" water i.e., knowledge of IT and communications technology as related to W&S services especially monitoring or controlling devices and meters. Manage external consumers viz. strategic consumers or users of the municipal services and other provincial and national sector departments. Manage internal consumers viz. fellow municipal Directors, the Municipal Manager, and the Municipal Council.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Knowledge of &S services by-law enforcement. Knowledge of relevant supply chain management regulations and rules. Knowledge of relevant South African labour legislation. Knowledge of health and safety legislation.
Function: 1.2 W&S Planning		
W&S Services Hydraulics	Surface Water Assessments	Assess assurance of supply. Interpret hydrological modelling and analysis.
	Groundwater/ Geohydro-logical Assessments	Interpret geological reports and groundwater and borehole studies.
	Water Demand Calculations	Outline various levels of service options with capital and O&M financial implications. Determine trends in water demand. Set unit water demands (UWD) for domestic, office, commercial and industrial use based on billing data analysis or other means. Set unit sewer outflow rates. Set feasible non-revenue water targets with a concomitant budget.
	Hydraulic Modelling	Interpret results from hydraulic models to verify the modelling process. Layout networks using computer software. Determine most appropriate locations for future reservoirs. Determine appropriate sizes of future reservoirs. Calculate required pump capacity (water and sewer). Determine required pipes sizes (water and sewer). Determine required capacity of WTWs and VVWTWs. Conduct cost of supply studies (water and sanitation). Conduct pipe replacement studies (water and sanitation)
W&S Information Management Systems	W&S Spatial Data Management	Create a GIS architecture. Create other management information systems e.g., for wayleaves, as-built drawings, standard drawings. Oversee the development of procedures to maintain information management systems. Enforce use of all systems by staff.
Water Services Strategies Studies and Plans	W&S Policy Development	Develop W&S policy statements and policy options. Advocate W&S policy statements and policy options. Manage a structured process to obtain consensus on the preferred W&S policy position using technical, financial, social and other criteria.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Write and obtain Council approval for a W&S policy.
	W&S Strategy Development	Develop a W&S strategy based on W&S policies. Advocate a W&S strategy. Manage a structured process to obtain consensus on a W&S strategy. Write Council memos and obtain Council approval on a W&S strategy. Implement a W&S Strategy.
	W&S Service Level Management	Set criteria/select appropriate W&S services levels per supply area. Determine design criteria for service levels and/or write a design guideline. Oversee development of standard drawings for all infrastructure. Determine O&M management options for each level of service. Calculate unit capital, O&M and lifetime costs for various service levels.
	W&S Asset Management	Oversee the development or updating of asset management policy and procedures with the finance department. Oversee the development or updating of asset management plan. Produce a technical asset register for the finance department.
	W&S Master Planning	Manage the development or updating of a master plan (water and sewer). Write specifications to advertise for master planning services. Interpret information on future areas for town-wide development. Compare different bulk water supply options. Calculate unit capital development contributions for developer contributions. Create procedures to ensure the master plans are implemented by infrastructure provision staff.
	W&S Development Planning	Knowledge of legal requirements for a WSDP. Interrogate information from the national DWS geodatabase. Integrate municipal information into the national DWS Geodatabase. Manage consultation on- and approval of the WSDP. Publish the WSDP.
	W&S Appropriate Technology Assessments	Research and identify appropriate sanitation technologies. Research and identify appropriate water services technologies.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
Function: 1.3 W&S Infrastructure		
W&S Services Design	Design of Bulk Infrastructure (general)	Knowledge of the design process for bulk infrastructure. Knowledge of developing and customising design criteria for bulk infrastructure. Knowledge of developing and customising standard drawings. Knowledge of O&M requirements for bulk infrastructure. Knowledge of monitoring/control systems for bulk infrastructure e.g., telemetry. Knowledge of equipment and material standards and rule on acceptable equipment and materials.
	Design of Treatment Works	Knowledge of the design process for WTW and WWTW infrastructure.
	Design of Reservoirs	Calculate storage requirements for required capacity, balancing and fire suppression. Knowledge of static pressures in reservoirs. Knowledge of detailed design process including contents of tender documents for the construction of reservoirs. Knowledge of the operational aspects and cleaning of reservoirs. Knowledge of condition assessments of reservoirs.
	Design of W&S Networks and Pump Stations	Knowledge of the detailed design process for distribution (water) and collection networks (sewer). Knowledge of pipe materials, pressure classes, unit rates and construction standards. Knowledge of detailed pump selection processes.
Water Services Construction	Tender Management, Bid Adjudication and Placing of Contracts	Define project scope, project schedule and deliverables. Knowledge of tender document contents for construction. Knowledge of bill of quantities using SANS references for pipeline construction. Knowledge of bill of quantities using SANS references for pump stations. Edit draft tender documents from consultants to ensure completeness. Compile contract and/or service level agreements. Adhere to government supply chain management. Evaluate bids and negotiate where allowed. Oversee the appointment of contractors with all required legal documentation.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority			
Competency Cluster		Competency	Skills
		Contract Administration	Knowledge of the South African GCC and the entire construction process. Act as employer's representative and make all rulings on the employer's behalf. Calculate contract price adjustment. Identify, record, and mitigate construction risks. Approve contractor payment certificates. Maintain a summary expenditure record for the project. Manage subcontractor agreements. Facilitate small subcontractor development. Compile and manage a defects list. Compile a practical completion certificate. Manage a defects liability period. Compile a project closure report. Ensure compliance with standard construction drawings.
		Health, Safety, Environmental and Quality Management (SHEQ)	Ensure compliance with the safety legislation and construction regulations. Write safety specifications. Develop a SHEQ plan. Conduct a SHEQ risk assessment. Appoint and train a SHEQ officer. Train a health and safety team. Purchase and maintain required first aid equipment. Implement health and safety requirements. Maintain a safety file. Conduct health and safety audits. Report accidents and injuries to relevant authorities.
		Technical Work on Construction Sites	Knowledge of surveying. Knowledge of borehole drilling and testing. Knowledge of bricklaying. Knowledge of carpentry. Knowledge of welding. Knowledge of pipelaying. Knowledge of electrical work related to water and sanitation services. Knowledge of mechanical work related to water and sanitation services. Knowledge of operations of small plant.
Function: 1.4 W&S Operation and Maintenance			
W&S O&M	Bulk O&M of Bulk Infrastructure		Calculate annual operating, maintenance and repair budgets. Interpret raw water licence conditions. Control raw water take-off within licence conditions.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Operate all aspects of water and sanitation infrastructure and networks. Develop operating rules. Source appropriate equipment for flow and pressure logging. Conduct Positive Displacement Test (PDT) of reservoirs. Interpret hydraulic modelling results and compare to actual system operational performance. Implement preventative maintenance servicing of pumps and motors. Implement corrective maintenance activities (breakdowns). Maintain, check the operation of, and test bulk meters. Maintain and check the operation of air valves and scour valves. Maintain and check the operation of a telemetry system. Maintain and check the operation of electrical switchgear. Maintain sites e.g., paint buildings, grass, fences, walkways and roads. Repair pipelines and auxiliary works. Repair mechanical equipment. Repair electrical equipment. Commission new and modified bulk equipment.
	O&M of Treatment Works	Calculate annual operating, maintenance and repair budgets. Manage the overall treatment work(s) function (to comply with legislation). Maintain plant performance and maintenance process records. Undertake process(es) to optimise works. Manage corrective maintenance activities (breakdowns) as required. Troubleshoot process failures on WTW. Undertake investigations related to non-conformance of WTWs. Order and control use of chemicals and maintain stores inventory. Set dosages and chemical feed rates in line with inflow rates and water quality. Interpret water quality results to identify adjustments to chemical additives and plant operations. Maintain site(s). Check operation of all valves and valve stem packing. Backwash filters. Remove silt, clarifier, sedimentation and filter sludge. Treat clarifier and filter sludge. Implement preventative maintenance servicing of pumps and motors. Clean grit channels. Operate a sludge treatment plant. Remove accumulated sludge from sludge plant. Maintain electrical switchgear.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Knowledge of relevant legislation and regulations. Knowledge of the implications of chemical pollution on the environment.
	Scientific Services in O&M	Take samples of water and wastewater. Test raw water supplied to WTW. Analyse raw water quality to determine treatment requirements. Test treated water to ensure compliance with drinking water quality standards. Recommend adjustments to treatment processes. Develop statistical process control charts. Interpret statistical process control charts. Knowledge of ISO 9000 Quality Management System.
W&S Networks O&M	O&M of Networks including small pumps	Calculate annual operating, maintenance and repair budgets. Inspect water mains. Inspect water mains pipe connections. Inspect pipe bridges. Inspect equipment. Inspect manholes. Install, calibrate and operate flow meters and telemetry system. Calibrate flow meters. Refurbish and replace infrastructure. Construct and repair manholes. Construct and repair inspection chambers. Provide consumer connections, valves and meters. Repair pipe breaks in reticulation network. Flush and disinfection of repaired sections Manage fluctuating water levels and pressures. Write start up procedures for all pumps. Implement start up procedures for all pumps. Write shut down procedures for all pumps. Implement shut down procedures for all pumps. Read and record flow measuring equipment. Test and replace flow measuring equipment. Repair electrical cables. Replace electrical gauges. Maintain electrical motors. Maintain diesel generators and motors. Maintain pumps and valves. Maintain pump station buildings including fencing. Supervise assets. Undertake audits of tools and equipment. Verify and sign off subcontractors completed work. Verify that meters are correctly installed. Advise on when meters must be calibrated.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Identify where additional meters are required. Identify when meters need to be repaired and notify relevant parties. Capture meter readings using applicable software. Produce meter readings reports using applicable software.
	Electrical works in O&M	Join electrical cables. Terminate electrical cables. Lay cables below ground. Lay cables on racks. Install overhead cabling. Install small transformers ensuring correct phasing. Install large transformers ensuring correct phasing. Assemble oil coolers on transformers. Assemble bushings on large transformers. Install low voltage switchgear less than 3.3kV. Install high voltage switchgear greater than 3.3kV. Install electric motors ensuring correct phasing. Install electric motor controls and instrumentation. Install small single-phase submersible pumps and control box. Select appropriate distribution boards and installation of circuit breakers. Select, test and install earthing equipment. Knowledge of installation rules as per SANS 10142.
	Safety, Health, Environmental and Quality Management (SHEQ) in O&M	Write safety specifications. Develop a SHEQ plan. Conduct a SHEQ risk assessment. Appoint and train a SHEQ officer. Train a health and safety team. Purchase and maintain required first aid equipment. Implement all safety procedures according to prescribed systems (OHSAS 18001 or ISO 9001). Maintain a safety file. Conduct health and safety audits. Report accidents and injuries to relevant authorities. Analyse trends in accidents and causes of specific accidents. Conduct advocacy and awareness sessions with staff. Manage the security of people and buildings. Knowledge of environmental stresses e.g., dust, noise, heat, ergonomics. Knowledge of legislative requirements. General knowledge of Environmental Impact Assessment legislation as per NEMA. Knowledge of SHEQ systems i.e., policy, procedures, work instructions etc.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
		Scope the work, compile tender documents, adjudicate bids and appoint service providers. Carry out WTW/WWTWs plant housekeeping to the required standards.
	Water loss Management	Write a NRW strategy and plan. Calculate NRW programme expenses and cost savings (planned and actual) Interpret water loss management reports and technical information. Examine sector flow meter records to identify high usage or sudden changes. Examine and conduct data analysis on consumer billing records. Determine water balances as per IWA. Conduct site-specific inspections to identify leakage points. Appoint contractors to repair or adjust infrastructure. Monitor contractors work and approve payments. Write consumer-focused water loss awareness material. Advertise and promote water loss management material. Encourage public to report water losses from municipal systems.
W&S Incident Management	W&S Management in Floods and Droughts	Identify risk to infrastructure and water supply during floods and droughts. Plan for emergency water source provision to disaster-affected communities. Identify local service providers with short-notice equipment availability. Negotiate assistance from fire and emergency services and other organisations. Manage implementation of emergency water provision to affected communities. Design and implement transition from emergency water supply to at least the previous service level.
	W&S Infectious Disease Outbreak Response	Plan for emergency water supply provision to disaster-affected communities. Assess immediate emergency water supply requirements. Implement emergency water supply provision to disaster affected communities. Identify pathogen(s) with health department and source of outbreak. Identify transmission route with health department. Conduct awareness training on disease transmission route(s). Design transition from emergency water supply provision to at least previous service level.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Authority		
Competency Cluster	Competency	Skills
	W&S Pollution Response	Identify the chemical, physical, microbiological and ecological impact of different pollutants on the human and aquatic environment. Recommend environmental management plans for activities with a water pollution risk. Decide when, and issue warnings to affected water users to refrain from using polluted water. Manage illegal contraventions. Manage emergency control measures in the case of accidental spillage.
Fleet Management for O&M		Identify correct fleet requirements and kitting out of vehicles/trucks. Write specifications for purchase or lease of vehicles. Follow supply chain management rules to secure fleet and fleet maintenance. Manage and oversee a fleet management system. Manage and oversee a vehicle tracking software system. Knowledge of vehicles and maintenance requirements. Carry out minor service on petrol vehicles. Carry out minor service on diesel vehicles. Troubleshoot on engine compartment using diagnostic machines. Maintain vehicle diesel engines. Maintain vehicle petrol engines. Fix and overhaul vehicle clutch. Fix and overhaul gearbox and differential. Fix and overhaul a vehicle engine cylinder head. Replace cam belt and adjust timing. Overhaul the entire vehicle engine. Maintain and repair pneumatic brake systems. Maintain and repair tractor brakes. Knowledge of auto-electrical wiring systems. Fix and replace general parts such as shocks, brakes, axle and lights. Balance wheels using a wheel balancing machine. Align wheels using a wheel alignment machine. Grease relevant parts on TLBs and excavators. Replace skidders and blades on slashers. Tension and grease chains on sludge trailers.

Table 3: Experiential Competency: Head of Water Services Planning

Experiential Competency: Head of Water Services Planning		
Competency Cluster	Competency	Skills
Function 1.1 Functional Management		
Business Management	Strategic Thinking	Manage the technical and/or W&S planning sub-directorate/section. Manage and report on the performance of long-term planning. Determine and manage a financial budget for planning. Knowledge of raising funds, including private funds, for infrastructure development. Knowledge of "SMART" water in relation to long-term planning options i.e., knowledge of IT and communications technology as related to W&S services especially monitoring or controlling devices and meters. Establish/fill an organogram with required staff and expertise for planning. Oversee and/or manage performance assessments of planning staff. Contribute to identifying the training needs of planning staff. Manage external consumers regarding planning coordination. Manage internal consumers regarding planning coordination. Knowledge of relevant supply chain management regulations and rules.
Function:1.2 Water Services Planning		
W&S Services Hydraulics	Surface Water Assessment	Assess assurance of supply. Interpret hydrological modelling and analysis.
	Groundwater / Geohydrological Assessments	Interpret geological reports and groundwater and borehole studies.
	Water Demand Calculations	Outline various levels of service options with capital and O&M financial implications. Determine trends in water demand. Set unit water demands (UWD) for domestic, office, commercial and industrial use based on billing data analysis or other means. Set unit sewer outflow rates. Set feasible non-revenue water targets with a concomitant budget.
	Hydraulic Modelling	Interpret results from hydraulic models to verify the modelling process. Layout networks using computer software. Determine most appropriate locations for future reservoirs. Determine appropriate sizes of future reservoirs. Calculate required pump capacity (water and sewer).

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Planning		
Competency Cluster	Competency	Skills
		Determine required pipes sizes (water and sewer). Determine required capacity of WTWs and WWTWs. Conduct cost of supply studies (water and sanitation). Conduct pipe replacement studies (water and sanitation)
W&S Information Management	Water Services Spatial Data Management	Create a GIS architecture. Create other management information systems e.g., for wayleaves, as-built drawings, standard drawings. Oversee the development of procedures to maintain information management systems. Enforce use of all systems by staff.
Water Services Strategies Studies and Plans	W&S Policy Development	Develop W&S policy statements and policy options. Advocate W&S policy statements and policy options. Manage a structured process to obtain consensus on the preferred W&S policy position using technical, financial, social and other criteria. Write and obtain Council approval for a W&S policy.
	W&S Strategy Development	Develop a W&S strategy based on W&S policies. Advocate a W&S strategy. Manage a structured process to obtain consensus on a W&S strategy. Write Council memos and obtain Council approval on a W&S strategy. Implement a W&S Strategy.
	W&S Service Level Management	Set criteria/select appropriate W&S services levels per supply area. Determine design criteria for service levels and/or write a design guideline. Oversee development of standard drawings for all infrastructure. Determine O&M management options for each level of service. Calculate unit capital, O&M and lifetime costs for various service levels.
	W&S Asset Management	Oversee the development or updating of asset management policy and procedures with the finance department. Oversee the development or updating of asset management plan. Produce a technical asset register for the finance department.
	W&S Master Planning	Manage the development or updating of a master plan (water and sewer). Write specifications to advertise for master planning services. Interpret information on future areas for town-wide development. Compare different bulk water supply options.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Planning		
Competency Cluster	Competency	Skills
		Calculate unit capital development contributions for developer contributions. Create procedures to ensure the master plans are implemented by infrastructure provision staff.
	W&S Development Planning (WSDP)	Knowledge of legal requirements for a WSDP. Interrogate information from the national DWS geodatabase. Integrate municipal information into the national DWS Geodatabase. Manage consultation on- and approval of the WSDP. Publish the WSDP.
	W&S Appropriate Technology Assessments	Research and identify appropriate sanitation technologies. Research and identify appropriate water services technologies.

Table 4: Experiential Competency: Head of Water Services Infrastructure Provisioning

Experiential Competency: Head of Water Services Infrastructure Provisioning		
Competency Cluster	Competency	Skills
Function 1.1 Functional Management		
Business Management	Strategic Thinking	Manage the technical and/or W&S infrastructure provision sub-directorate/section. Manage and report on the performance of infrastructure development. Determine and manage a financial budget for infrastructure development. Knowledge of "SMART" water in relation to long-term planning options i.e., knowledge of IT and communications technology as related to W&S services especially monitoring or controlling devices and meters. Establish/fill an organogram with required staff and expertise for infrastructure development. Oversee and/or manage performance assessments of infrastructure development staff. Contribute to identifying the training needs of infrastructure development staff. Manage external consumers regarding infrastructure development coordination. Manage internal consumers regarding infrastructure development coordination. Knowledge of relevant supply chain management regulations and rules. Knowledge of safety legislation.
Function: 1.2 Water Services Infrastructure		
W&S Services Design	Design of Bulk Infrastructure (general)	Knowledge of the design process for bulk infrastructure. Knowledge of developing and customising design criteria for bulk infrastructure. Knowledge of developing and customising standard drawings. Knowledge of O&M requirements for bulk infrastructure. Knowledge of monitoring and control systems for bulk infrastructure e.g., telemetry. Knowledge of equipment and material standards and rule on acceptable equipment and materials.
	Design of Treatment Works	Knowledge of the design process for WTW and WWTW infrastructure.
	Design of Reservoirs	Calculate storage requirements for required capacity, balancing and fire suppression. Knowledge of static pressures in reservoirs. Knowledge of detailed design process including contents of tender documents for the construction of reservoirs.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Infrastructure Provisioning		
Competency Cluster	Competency	Skills
		Knowledge of the operational aspects and cleaning of reservoirs. Knowledge of condition assessments of reservoirs.
	Design of W&S Networks and Pump Stations	Knowledge of the detailed design process for distribution (water) and collection networks (sewer). Knowledge of pipe materials, pressure classes, unit rates and construction standards. Knowledge of detailed pump selection processes.
Water Services Construction	Tender Management, Bid Adjudication and Placing of Contracts	Define project scope, project schedule and deliverables. Knowledge of tender document contents for construction. Knowledge of bill of quantities using SANS references for pipeline construction. Knowledge of bill of quantities using SANS references for pump stations. Edit draft tender documents from consultants to ensure completeness. Compile contract and/or service level agreements. Adhere to government supply chain management. Evaluate bids and negotiate where allowed. Oversee the appointment of contractors with all required legal documentation.
	Contract Administration	Knowledge of the South African GCC and the entire construction process. Act as employer's representative and make all rulings on the employer's behalf. Calculate contract price adjustment. Identify, record, and mitigate construction risks. Approve contractor payment certificates. Maintain a summary expenditure record for the project. Manage subcontractor agreements. Facilitate small subcontractor development. Compile and manage a defects list. Compile a practical completion certificate. Manage a defects liability period. Compile a project closure report. Ensure compliance with standard construction drawings.
	Health, Safety, Environmental and Quality Management (SHEQ)	Ensure compliance with the safety legislation and construction regulations. Write safety specifications. Develop a SHEQ plan. Conduct a SHEQ risk assessment. Appoint and train a SHEQ officer. Train a health and safety team. Purchase and maintain required first aid equipment.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Infrastructure Provisioning		
Competency Cluster	Competency	Skills
		Implement health and safety requirements. Maintain a safety file. Conduct health and safety audits. Report accidents and injuries to relevant authorities.
	Technical Work on Construction Sites	Knowledge of surveying. Knowledge of borehole drilling and testing. Knowledge of bricklaying. Knowledge of carpentry. Knowledge of welding. Knowledge of pipelaying. Knowledge of electrical work related to water and sanitation services. Knowledge of mechanical work related to water and sanitation services. Knowledge of operations of small plant.

Table 5: Experiential Competency: Head of Water Services Operation and Maintenance

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)			
Competency Cluster		Competency	Skills
Function: 1.1 Functional Management			
Business Management	Strategic Thinking	Manage the technical and/or W&S O&M sub-directorate/section. Manage and report on the performance of water supply, sewer collection and infrastructure. Determine and manage a financial budget for O&M. Knowledge of "SMART" water in relation to long-term planning options i.e., knowledge of IT and communications technology as related to W&S services especially monitoring or controlling devices and meters. Establish/fill an organogram with required staff and expertise for O&M. Oversee and/or manage performance assessments of O&M staff. Contribute to identifying the training needs of O&M staff. Manage external consumers regarding O&M coordination. Manage internal consumers regarding O&M coordination. Knowledge of relevant supply chain management regulations and rules. Knowledge of safety legislation. Knowledge of various software applications used to track O&M complaints, call outs, stock levels, work efficiency and more.	
Function: 1.2 Water Services Operations and Maintenance			
W&S O&M	Bulk O&M of Bulk Infrastructure	Calculate annual operating, maintenance and repair budgets. Interpret raw water licence conditions. Control raw water take-off within licence conditions. Operate all aspects of water and sanitation infrastructure and networks. Develop operating rules. Source appropriate equipment for flow and pressure logging. Conduct Positive Displacement Test (PDT) of reservoirs. Interpret hydraulic modelling results and compare to actual system operational performance. Implement preventative maintenance servicing of pumps and motors. Implement corrective maintenance activities (breakdowns). Maintain, check the operation of, and test bulk meters. Maintain and check the operation of air valves and scour valves. Maintain and check the operation of a telemetry system. Maintain and check the operation of electrical switchgear. Maintain sites e.g., paint buildings, grass, fences, walkways and roads.	

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)		
Competency Cluster	Competency	Skills
		Repair pipelines and auxiliary works. Repair mechanical equipment. Repair electrical equipment. Commission new and modified bulk equipment.
	O&M of Treatment Works	Calculate annual operating, maintenance and repair budgets. Manage the overall treatment work(s) function (to comply with legislation). Maintain plant performance and maintenance process records. Undertake process(es) to optimise works. Manage corrective maintenance activities (breakdowns) as required. Troubleshoot process failures on WTW. Undertake investigations related to non-conformance of WTWs. Order and control use of chemicals and maintain stores inventory. Set dosages and chemical feed rates in line with inflow rates and water quality. Interpret water quality results to identify adjustments to chemical additives and plant operations. Maintain site(s). Check operation of all valves and valve stem packing. Backwash filters. Remove silt, clarifier, sedimentation and filter sludge. Treat clarifier and filter sludge. Implement preventative maintenance servicing of pumps and motors. Clean grit channels. Operate a sludge treatment plant. Remove accumulated sludge from sludge plant. Maintain electrical switchgear. Knowledge of relevant legislation and regulations. Knowledge of the implications of chemical pollution on the environment.
	Scientific Services	Take samples of water and wastewater. Test raw water supplied to WTW. Analyse raw water quality to determine treatment requirements. Test treated water to ensure compliance with drinking water quality standards. Recommend adjustments to treatment processes. Develop statistical process control charts. Interpret statistical process control charts. Knowledge of ISO 9000 Quality Management System.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)		
Competency Cluster	Competency	Skills
W&S Networks O&M	O&M of Networks including Small Pumps	Calculate annual operating, maintenance and repair budgets. Inspect water mains. Inspect water mains pipe connections. Inspect pipe bridges. Inspect equipment. Inspect manholes. Install, calibrate and operate flow meters and telemetry system. Calibrate flow meters. Refurbish and replace infrastructure. Construct and repair manholes. Construct and repair inspection chambers. Provide consumer connections, valves and meters. Repair pipe breaks in reticulation network. Flush and disinfection of repaired sections Manage fluctuating water levels and pressures. Write start up procedures for all pumps. Implement start up procedures for all pumps. Write shut down procedures for all pumps. Implement shut down procedures for all pumps. Read and record flow measuring equipment. Test and replace flow measuring equipment. Repair electrical cables. Replace electrical gauges. Maintain electrical motors. Maintain diesel generators and motors. Maintain pumps and valves. Maintain pump station buildings including fencing. Supervise assets. Undertake audits of tools and equipment. Verify and sign off subcontractors completed work. Verify that meters are correctly installed. Advise on when meters must be calibrated. Identify where additional meters are required. Identify when meters need to be repaired and notify relevant parties. Capture meter readings using applicable software. Produce meter readings reports using applicable software.
	Electrical Works in O&M	Join electrical cables. Terminate electrical cables. Lay cables below ground. Lay cables on racks. Install overhead cabling. Install small transformers ensuring correct phasing. Install large transformers ensuring correct phasing. Assemble oil coolers on transformers.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)		
Competency Cluster	Competency	Skills
		Assemble bushings on large transformers. Install low voltage switchgear less than 3.3kV. Install high voltage switchgear greater than 3.3kV. Install electric motors ensuring correct phasing. Install electric motor controls and instrumentation. Install small single phase submersible pumps and control box. Select appropriate distribution boards and installation of circuit breakers. Select, test and install earthing equipment. Knowledge of installation rules as per SANS 10142.
	Safety, Health, Environmental and Quality Management (SHEQ) in O&M	Write safety specifications. Develop a SHEQ plan. Conduct a SHEQ risk assessment. Appoint and train a SHEQ officer. Train a health and safety team. Purchase and maintain required first aid equipment. Implement all safety procedures according to prescribed systems (OHSAS 18001 or ISO 9001). Maintain a safety file. Conduct health and safety audits. Report accidents and injuries to relevant authorities. Analyse trends in accidents and causes of specific accidents. Conduct advocacy and awareness sessions with staff. Manage the security of people and buildings. Knowledge of environmental stresses e.g., dust, noise, heat, ergonomics. Knowledge of legislative requirements. General knowledge of Environmental Impact Assessment legislation as per NEMA. Knowledge of SHEQ systems i.e., policy, procedures, work instructions etc. Scope the work, compile tender documents, adjudicate bids and appoint service providers. Carry out WTW/WWTWs plant housekeeping to the required standards.
	Water loss Management	Write a NRW strategy and plan. Calculate NRW programme expenses and cost savings (planned and actual) Interpret water loss management reports and technical information. Examine sector flow meter records to identify high usage or sudden changes. Examine and conduct data analysis on consumer billing records. Determine water balances as per IWA.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)		
Competency Cluster	Competency	Skills
		Conduct site-specific inspections to identify leakage points. Appoint contractors to repair or adjust infrastructure. Monitor contractors work and approve payments. Write consumer-focused water loss awareness material. Advertise and promote water loss management material. Encourage public to report water losses from municipal systems.
W&S Incident Management	W&S Management in Floods and Droughts	Identify risk to infrastructure and water supply during floods and droughts. Plan for emergency water source provision to disaster-affected communities. Identify local service providers with short-notice equipment availability. Negotiate assistance from fire and emergency services and other organisations. Manage implementation of emergency water provision to affected communities. Design and implement transition from emergency water service to at least the previous service level.
	W&S Infectious Disease Outbreak Response	Plan for emergency water service provision to disaster-affected communities. Assess immediate emergency water service requirements. Implement emergency water service provision to disaster affected communities. Identify pathogen(s) with health department and source of outbreak. Identify transmission route with health department. Conduct awareness training on disease transmission route(s). Design transition from emergency water service provision to at least previous service level.
	W&S Pollution Response	Identify the chemical, physical, microbiological and ecological impact of different pollutants on the human and aquatic environment. Recommend environmental management plans for activities with a water pollution risk. Decide when, and issue warnings to affected water users to refrain from using polluted water. Manage illegal contraventions. Manage emergency control measures in the case of accidental spillage.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Experiential Competency: Head of Water Services Operation and Maintenance (Water and/or Sanitation Reticulation) Manager O&M (Area Manager, Water)		
Competency Cluster	Competency	Skills
Fleet Management for O&M		Identify correct fleet requirements and kitting out of vehicles/trucks. Write specifications for purchase or lease of vehicles. Follow supply chain management rules to secure fleet and fleet maintenance. Manage and oversee a fleet management system. Manage and oversee a vehicle tracking software system. Knowledge of vehicles and maintenance requirements. Carry out minor service on petrol vehicles. Carry out minor service on diesel vehicles. Troubleshoot on engine compartment using diagnostic machines. Maintain vehicle diesel engines. Maintain vehicle petrol engines. Fix and overhaul vehicle clutch. Fix and overhaul gearbox and differential. Fix and overhaul a vehicle engine cylinder head. Replace cam belt and adjust timing. Overhaul the entire vehicle engine. Maintain and repair pneumatic brake systems. Maintain and repair tractor brakes. Knowledge of auto-electrical wiring systems. Fix and replace general parts such as shocks, brakes, axle and lights. Balance wheels using a wheel balancing machine. Align wheels using a wheel alignment machine. Grease relevant parts on TLBs and excavators. Replace skidders and blades on slashers. Tension and grease chains on sludge trailers.

Annexure C: Referenced Documents

Electronic copies of the following referenced documents can be found and downloaded from <https://ws.dws.gov.za/iris/documents.aspx> or on links where provided below:

A Drinking Water Quality Framework for South Africa, Department of Water and Sanitation, December 2005.

A Protocol to manage the potential of groundwater contamination from on-site sanitation Practices, March 2003.

Guidance on drinking water treatment process audits and plant optimisation, WRC Report No TT755/18, August 2018.

Guidelines for Greywater use and management in South Africa, Water Research commission Report no TT746/17, March 2018.

Guideline for human settlement planning and design (the Red Book), Department of Housing and CSIR, BOUTEK Report no BOU/E2001.

Guidelines for the Utilisation and Disposal of Wastewater Sludge:

Volume 1 of 5 Impact assessment, Water Research Commission Report TT 39/09, 2009.

Volume 2 of 5 Requirements for the agricultural use of wastewater sludge, Water Research Commission Report no TT 262,06

Volume 3 of 5 Requirements for the on-site and off-site disposal of sludge Water Research Commission Report TT 39/09, 2009.

Volume 4 of 5 Requirements for the beneficial use of sludge at high loading rates, Water Research Commission Report TT 350/09, 2009.

Volume 5 of 5 Requirements for thermal sludge management practices and for commercial products containing sludge, Water Research Commission Report TT 351/09, 2009.

Guideline for the preparation of an IWA water balance to determine Non-Revenue water and water losses (Department of Water and Sanitation, 2014).

Guidelines on Sanitation and Health (2018) World Health Organization.

Integrated Water Sector Skills Intervention Map Based on a Sector Skills Gap Analysis, Water Research Commission Report 2113/1/14, March 2015.

Maintenance management standard for immovable assets www.publicworks.gov.za May 2017.

Part 3 (Emergency Housing Programme) of the National Housing Code, Volume 4 (Department of Human settlement (2009).

Regulations for Hazardous Biological Agents, 2022 Government Notice R1887 of 2022.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Regulations relating to compulsory national standards for process controller and water services works, Government Notice Regulation 3630, June 2023.

Sanitation Safety Planning Manual (2022) World Health Organization.

Standard Operating Procedures for Groundwater Source Development for Community Water Supply Projects" 2023.

The Framework for determination of Professional Fees (Scope of Services and Tariff of Fees for Persons Registered in terms of the Engineering Profession Act, 46 of 2000) can be accessed from <https://www.ecsa.co.za/regulation/SitePages/Guideline%20Fees.aspx>

Wastewater Risk Abatement Plan, A W₂RAP guideline, Water Research Commission Report TT 489/11, June 2011.

Water And Sanitation Services on Privately Owned Land Policy 2023.

Water borne sanitation operations and maintenance guide, Water Research Commission Report TT 482/11, March 2011.

Water Services Infrastructure Asset Management Strategy (Department of Water and Sanitation 2011).

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



KNYSNA WATER AND SANITATION COMMUNITY FORUM MEETING

DRAFT AGENDA

Date	18 February 2026	
Time	09:00 – 13:00	
Venue	To be confirmed	
Chairperson: Mr Nay		
NO	ITEM	RESPONSIBLE PERSON
1.	Opening, Welcome	Chairperson
2.	Confirmation of Agenda	All
3.	Introduction and apologies	All
4.	Minutes and Actions of the previous meeting	Secretariat
5.	Status of Water Supply and Sanitation Services	Mr. Parry
6.	Presentation on work done by the JOC	Mr. Douglas Knysna Water Crisis JOC
7.	Signed MoU between Asivikelane & Knysna LM	Ms. West
8.	Capacity Building and Support	Mr. Simawo
9.	Faecal Sludge Management Sanitation Value Chain	Mr. Hlazo
10.	Water Services Regulation	Ms. Hene
11.	National Water Month	Mr. Rayi
12.	Election of the Chairperson & Deputy	Mr. Jones
13.	AOB	All
14.	Closure	Chairperson

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



Collab. Ref.: 285755|
File Ref.: 16/1/R
R Parry

2026/02/20

Deputy Director Capacity Building and Support
DEPARTMENT OF WATER & SANITATION
Private Bag X16
SANLAMHOF
7532

Tel.: 021 941 6251 / 083 717 6464

ATTENTION: Mr. Zolile Simawo

Dear Sir

DRAFT WATER AND SANITATION SERVICES POLICY

Herewith attached is the draft Norms and Standard policy from Knysna Municipality.

A comment noted by our CFO states that the content of the policy is noted, the issue of augmentation/ development charges is not contained in the policy.

Should you have any further enquiries, please contact Rhoymon Parry on telephone number: 044 302 6332 or via e-mail address: knysna@knysna.gov.za or rparry@knysna.gov.za

Yours faithfully

Dr R MARTIN
ACTING MUNICIPAL MANAGER

*ca

Please address all correspondence to the Municipal Manager and quote the above reference
P O Box 21 • Knysna • 6570 • Tel: 044 302 6300 • Fax: 044 302 6333 • E-mail: knysna@knysna.gov.za

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Dear Mr Parry,

Sincere apology for the delayed response. As per my confirmation during our telephonic conversation, yes the policy document is ready for presentation to Council for approval.

Regards

Miss Boniswa Debbie (Debhi) Hene
Director: Water Services Regulation
National Department of Water and Sanitation
Western Cape Provincial Operations
52 Voortrekker Road
BELLVILLE
7352

Tel: +27 21 9416303 / 6266 | Cell: +27 82 874 9381 | Email: heneB@dws.gov.za

From: Rhoydon Parry <rparry@knysna.gov.za>
Sent: 03 June 2026 17:32
To: Hene Boniswa (BVL) <HeneB@dws.gov.za>
Cc: Boy Manqoba Ngubo <bngubo@knysna.gov.za>; Director Technical <directortechncial@knysna.gov.za>; Busiswa Kova <bkova@knysna.gov.za>
Subject: RE: Water and Sanitation by-law for Knysna

Dear Ms. Hene,

I tried to call today to get clarity if we can we submit the draft Norms and Standards Policy that was send to DWS to Council?

If yes, I will draft the item soonest for Council.

I will make contact tomorrow to discuss, if possible, the bylaws that we need to update after the approval of the policy.

Once again, I want to thank you for all the support you have rendered so far to the municipality.

Regards

Rhoydon Parry
Manager: Water & Waste Water Services
P O Box 21. Knysna. 6570. Western Cape. South Africa
Tel +27 (0)44 302 6300 (switchboard) or +27 (0)44 302 6332 (direct)

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

From: Hene Boniswa (BVL) <HeneB@dws.gov.za>
Sent: Tuesday, 26 May 2026 10:48
To: Boy Manqoba Ngubo <bngubo@knysna.gov.za>; Rhydon Parry <rparry@knysna.gov.za>
Subject: Fw: Water and Sanitation by-law for Knysna

?

Colleagues,

This is a reminder of email below, We will appreciate a response.

Regards

Miss Boniswa Debbie (Debhi) Hene
Director: Water Services Regulation
National Department of Water and Sanitation
Western Cape Provincial Operations
52 Voortrekker Road
BELLVILLE
7352

Tel: +27 21 9416303 / 6266 | **Cell:** +27 82 874 9381 | **Email:** heneB@dws.gov.za

From: Hene Boniswa (BVL) <HeneB@dws.gov.za>
Sent: 18 May 2026 12:13
To: Rhydon Parry <rparry@knysna.gov.za>
Cc: Simon Malepeng <mm@knysna.gov.za>; Lulamile Mapholoba <lmapholoba@knysna.gov.za>; bngubo@knysna.gov.za <bngubo@knysna.gov.za>; Kobe Priscar <KobeP@dws.gov.za>
Subject: Water and Sanitation by-law for Knysna

Dear Mr Parry,

I am following up on the above i.e. Council approval of the policy so that we can facilitate the process of the by-law. Remember the by-law process is very involved as it will need public participation and gazetting.

I will appreciate the consideration of the above.

Regards

Miss Boniswa Debbie (Debhi) Hene

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Director: Water Services Regulation
National Department of Water and Sanitation
Western Cape Provincial Operations
52 Voortrekker Road
BELLVILLE
7352

Tel: +27 21 9416303 / 6266 | **Cell:** +27 82 874 9381 | **Email:** heneB@dws.gov.za

KNYSNA LOCAL MUNICIPALITY



WATER AND SANITATION SERVICES POLICY

DOCUMENT NAME:	Water and Sanitation Services Policy
SECTION:	Infrastructure Services Department
APPROVED BY:	COUNCIL RESOLUTION NO. SLC RES: LC DATE:
Signature: _____ Name: Municipal Manager Date:	

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Contents

I. PREFACE	5
II. FOREWORD	7
III. ACRONYMS AND ABBREVIATIONS	9
IV. DEFINITIONS.....	9
1. INTRODUCTION	14
2. PROBLEM STATEMENT.....	15
3. POLICY AND LEGISLATIVE FRAMEWORK.....	17
4. POLICY PURPOSE.....	22
5. POLICY SCOPE.....	24
6. POLICY POSITIONS.....	24
6.1. PROVISION OF WATER SUPPLY SERVICES	25
6.1.1. BASIC LEVEL OF WATER SUPPLY SERVICES	25
Problem Statement	25
Policy Position	25
6.1.2. FREE BASIC WATER SUPPLY SERVICES	26
Problem Statement	26
Policy Position	26
6.1.4. INTERIM WATER SUPPLY.....	27
Problem Statement	27
Policy Position	27
6.1.5. WATER SUPPLY DURING EMERGENCY AND DISASTER SITUATION.....	28
Problem Statement.....	28
Policy Position	28
6.1.6. DRINKING WATER QUALITY MANAGEMENT.....	29
Problem Statement.....	29
Policy Position	29
6.1.7. WATER CONSERVATION AND WATER DEMAND MANAGEMENT	29
Problem Statement.....	29
Policy Position	30
6.2. PROVISION OF SANITATION SERVICES.....	31
6.2.1. BASIC LEVEL OF SANITATION SERVICE	31
Problem Statement	31

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Policy Position	31
6.2.2. FREE BASIC SANITATION	31
Problem Statement	31
Policy Position	32
6.2.3. INTERIM SANITATION SERVICES	34
Problem Statement	34
Policy Position	34
6.2.4. SANITATION DURING EMERGENCY AND DISASTER SITUATIONS.....	35
Problem Statement	35
Policy Position	35
6.2.5. GREYWATER MANAGEMENT	36
Problem Statement	36
Policy Position	36
6.2.6. FAECAL SLUDGE MANAGEMENT.....	37
Problem Statement	37
Policy Position	38
6.2.7. WASTEWATER SLUDGE MANAGEMENT	39
Problem Statement	39
Policy Position	39
7. WATER SUPPLY AND SANITATION SERVICES ON PRIVATELY OWNED LAND	40
Problem Statement	40
Policy Position	40
8. OPERATION AND MAINTENANCE OF WATER SUPPLY AND SANITATION SERVICES INFRASTRUCTURE	42
Problem Statement	42
Policy Position	43
9. FINANCIAL MANAGEMENT	43
Problem Statement	43
Policy Position	44
10. TERMINATION, LIMITATION, AND DISCONTINUATION OF WATER SUPPLY AND SANITATION SERVICES	44
Problem Statement	44
Policy Position	44
11. CUSTOMER RELATIONS.....	45

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

Problem Statement.....	45
Policy Position	45
12. RESEARCH AND INNOVATION	46
Problem Statement.....	46
Policy Position	46
13. IMPLEMENTATION PLAN.....	47
14. MONITORING, EVALUATION AND REVIEW	47
15. APPROVAL.....	47

I. PREFACE

By the Executive Mayor of Knysna Local Municipality

Water is the source of life; sanitation is the foundation of dignity. These are not mere commodities, but fundamental human rights enshrined in our Constitution and the very bedrock upon which a healthy, productive, and equitable society is built.

The Knysna Local Municipality is unwavering in its commitment to fulfilling its constitutional mandate: to provide every resident within our jurisdiction with access to sustainable, efficient, and affordable basic water and sanitation services. This policy is a definitive statement of that commitment. It is a blueprint for action, a social contract between the people of Knysna and their government, and a crucial instrument in our ongoing struggle to redress the injustices of the past.

We operate in a challenging environment. Our infrastructure is ageing and under threat from vandalism. The demands of a growing population are compounded by the devastating impacts of climate change, which threaten both the availability and quality of our precious water resources. Furthermore, the persistent inequities in access to services, particularly for our most vulnerable communities in rural areas, on farms, and in informal settlements, remain a stark reminder of the work that still lies ahead.

This Water and Sanitation Services Policy is our direct response to these challenges. It moves beyond aspiration to deliver a clear, actionable, and politically conscious framework for change. It aligns our municipal operations with national legislation and progressive ideals, ensuring that our efforts are not just about building pipes and toilets, but about building a better, more just Knysna for all.

This policy champions the provision of Free Basic Services for our indigent households, ensuring that poverty is never a barrier to accessing these essential rights. It takes a firm stance against those who would sabotage our collective well-being through illegal connections and vandalism, while promoting a culture of payment for services by those who can afford it, to ensure the sustainability of our systems for generations to come.

Most importantly, this document sends a clear message: whether you live in a suburban home, a forestry village, a farm, or on privately owned land, your right to water and sanitation will be recognised and pursued. We will explore every mechanism and use every tool at our disposal to ensure that no one is left behind.

The successful implementation of this policy requires a united effort—from Councillors and municipal staff to community leaders and every resident. I call upon all stakeholders to embrace this policy, to work with us in its execution, and to hold us accountable to its promises.

Together, we will secure Knysna's water future, protect our environment, and guarantee the dignity and well-being of every citizen.

Let us move forward, together.

Councillor Thando C. Matika
Executive Mayor
Knysna Local Municipality
Date:

II. FOREWORD

By the Municipal Manager & Accounting Officer, Knysna Local Municipality

As the Accounting Officer of the Knysna Local Municipality, I am entrusted with the critical responsibility of transforming policy into tangible, sustainable service delivery. This Water and Sanitation Services Policy is more than just a document; it serves as our operational compass and a foundational pillar of our commitment to good governance, financial prudence, and constitutional accountability.

The challenges we face are significant and multifaceted: ageing infrastructure, unsustainable non-revenue water levels, the financial strain of vandalism, and the complex task of extending services to informal and rural settlements. These are not just service delivery issues; they are direct threats to our financial viability, public health, and environmental integrity.

This policy provides the clear, structured framework necessary to confront these challenges head-on. It moves us from reactive crisis management to proactive, strategic asset management. It mandates the development of robust Water Conservation and Demand Management strategies, a comprehensive Asset Management Plan, and cost-reflective tariffs—all essential for ensuring the long-term financial sustainability of our most critical services.

A core function of this administration is to ensure that every rand spent delivers maximum value to our residents. This policy empowers us to do just that. It provides the guidance needed to prioritise budgets effectively, ringfence funding for critical maintenance, and make evidence-based decisions that optimise our existing infrastructure whilst planning for future development. It also establishes a firm and equitable approach to credit control and the termination of services for non-payment, thereby protecting the interests of paying customers and ensuring the municipality's financial health.

Furthermore, this policy provides much-needed clarity and procedure for complex scenarios, from managing emergencies under the Disaster Management Act to regulating

the discharge of faecal sludge and the provision of services on privately owned land. It strengthens our hand in enforcing bylaws and ensures our operations are consistently aligned with national standards and legislation.

The successful implementation of this policy is a non-negotiable imperative. As the Accounting Officer, I commit the administration to this task. We will integrate these principles into our Integrated Development Plan (IDP), Water Services Development Plan (WSDP), and annual budgets. We will hold ourselves accountable through rigorous monitoring and evaluation against the key performance indicators outlined in this document.

The provision of water and sanitation is a fundamental right, but it is not without cost. This policy provides the balanced, practical, and legally sound approach required to fulfil our duty; to deliver these services efficiently, affordably, and sustainably for all the people of Knysna, both now and in the future.

Mr. Lulamile Mapholoba

Municipal Manager & Accounting Officer

Knysna Local Municipality

Date:

III. ACRONYMS AND ABBREVIATIONS

CPA	Community Property Association
FBS	Free Basic Services
FBW	Free Basic Water
IDP	Integrated Development Plan
NDMA	National Disaster Management Act
NFSMS	National Faecal Sludge Management Strategy
NRW	Non-Revenue Water
NSP	National Sanitation Policy
NWA	National Water Act
NWPR	National Water Policy Review
SANS	The South African National Standard
SFWS	Strategic Framework for Water Services
WHO	World Health Organization
WSA	Water Services Authority
WSDP	Water Services Development Plan
WSP	Water Services Provider

IV. DEFINITIONS

“Basic Sanitation Facility”	SFWS (2003)	The infrastructure necessary to provide a sanitation service which is safe, reliable, private, protected from the weather, ventilated, keeps smells to the minimum, is easy to keep clean, minimises the risk of the spread
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SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

		of sanitation-related diseases by facilitating the appropriate control of disease carrying flies and pests, and enables safe and appropriate treatment and/or removal of human waste and wastewater in an environmentally sound manner.
“Basic Sanitation Service”	SFWS (2003)	The provision of a basic sanitation facility which is easily accessible to a household, the sustainable operation of the facility, including the safe removal of human waste and wastewater from the premises where this is appropriate and necessary, and the communication of good sanitation, hygiene, and related practices.
“Basic Water Services”	SFWS (2003)	A basic water supply service and/or a basic sanitation service.
“Basic Water Supply Facility”	NWPR (2013)	A basic water supply facility is defined as the infrastructure necessary to supply portable water to a formal connection at the boundary of a stand or site of a public institution (school, clinic, hospital etc.)
“Basic Water Supply Service”	SFWS (2003)	The provision of a basic water supply facility, the sustainable operation of the facility (available for at least 350 days per year and not interrupted for more than 48 consecutive hours per incident) and the communication of good water-use, hygiene, and related practices.
“End-user education”	NSP (2016)	Ongoing consumer education on sanitation services right, responsibilities, facility operation and maintenances; and water conservation and demand management including reduce, reuse, recycle and recover principles.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

“Faecal Sludge”	NFSMS (2023)	The contents emptied from onsite sanitation system, and not transported by sewerage. It includes liquid and solid contents of onsite systems such as container-based vaults, pit latrines, septic tanks, community toilets or mobile toilets.
“Faecal Sludge Management”	NFSMS (2023).	The management of human excreta from onsite sanitation systems, excluding package plants along sanitation value chain which includes containment, collection, transportation, treatment, safe disposal, or reuse.
“Greywater”	Compulsory Norms and Standards (2024)	“wastewater resulting from the use of water for domestic purposes but does not include human excreta.”
“Hygiene Education”	NSP (2023)	Relates to activities that aim to increase an individual's knowledge about issues relating to personal habits and practices that affect one's health, particularly in relation to water and sanitation services. Hygiene education includes personal hygiene, water hygiene, food hygiene, human waste hygiene and environmental hygiene education to ensure appropriate sanitation practices.
“Indigent”	NSP (2016)	Indigent means —lacking the necessities of life. The definition of indigent from the National Framework for a Municipal Indigent Policy outlines sanitation as one of the necessities of life. The National Treasury definition of a ‘poverty line’ is also acknowledged to determine indigence.
“Industrial Wastewater”	SWFS (2003)	“Wastewater arising from mining, manufacturing, electricity generation, land-based transport, construction or any related activities.” <i>(Consistent with</i>

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

		<i>definition of disposal of industrial effluent in the Water Services Act.)</i>
"Informal Settlement"	Compulsory Norms and Standards (2024)	"human settlement areas that do not comply with municipal town planning scheme requirements."
"Interim Water and Sanitation Services"	SFWS (2003)	An interim level of water and sanitation service is "a temporary water and sanitation service [which] is an interim measure and should provide, within reasonable walking distance, water of an adequate quality from a health point of view and provide sanitation measures that ensures privacy to the user, be readily accessible and in close walking distance, and provide for the safe disposal of human waste, including hygiene and end-user education while repairs and/or reconstruction of a water services failure/interruption/breakdown are in effect".
"Non-Revenue Water"	DWS IWA Guideline (2014)	Non-revenue water (NRW) is the volume of water supplied by the water utility but for which it receives no income. NRW incorporates unbilled (metered or unmetered) authorised consumption, apparent / commercial losses, and real / physical losses.
"On-site sanitation"	Compulsory Norms and Standards (2024)	"a sanitation system in which excreta or wastewater is stored, collected and / or treated where they are generated in accordance with (e.g., on the property, community or in the household) this may include gravity sewers, settled sewers or simplified sewer systems."
"Privately Owned Land"	Water and Sanitation Services	Privately Owned land is any land that is not public land or land owned, controlled, or leased by the state but is owned or under the control of a single private

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

	Policy on Privately Owned Land (2023)	individual or entity or group of individuals collectively. In most cases, these properties are far away from the municipality and its services systems. The range of contexts of privately owned land for the purpose of this policy includes, amongst others: • Commercial farms. • Mine owned land; • Church-owned land; • Industrial-owned land, including privately owned enterprises. • Game parks • Agricultural holdings • Communal Property Association (CPA) • Trust properties
"Wastewater treatment works"	Compulsory Norms and Standards (2024)	"a process, or combination of unit processes, undertaken to render effluent acceptable to return to the environment or for re-use. A wastewater treatment works includes but are not limited to conventional wastewater treatment works, oxidation ponds, package plants and reclamation plants."
"Water Services Authority"	SFWS (2003)	Any municipality that has the executive authority to provide water services within its area of jurisdiction in terms of the Municipal Structures Act 118 of 1998 or the Ministerial authorisations made in terms of this Act.
"Water Services Intermediary"	SFWS (2003) / Water Services Act (1997)	Any person who is obliged to provide water services to another in terms of a contract where the obligation to provide water services is incidental to the main object of that contract.

“Water Services Provider”	Water Services Act (1997)	Water services provider” means any person who provides water services to consumers or to another water services institution but does not include a water services intermediary. A Water Services Provider (WSP) is:
	SFWS (2003)	• Any person who has a contract with a WATER SERVICES AUTHORITY or another WSP to sell water to, and / or accept wastewater for the purposes of treatment from, that authority or provider; and / or • Any person who has a contract with a WATER SERVICES AUTHORITY to assume operational responsibility for providing water services to one or more consumers or end users within a specific geographic area; or • A WATER SERVICES AUTHORITY that provides either or both of the above services itself.

1. INTRODUCTION

Knysna Local Municipality is one of 144 Water Service Authorities' (WSAs) that are responsible for water supply and sanitation services provision. Water Services Authorities have a legal mandate to ensure that all South Africans, and in this case for Knysna Local Municipality residents are provided with basic water supply and sanitation services that comply with set standards (SANS 241) and prescribed regulations.

Ensuring provision of basic water supply and sanitation services to residents involves more than the provision of infrastructure. It is therefore the primary responsibility of for Knysna Local Municipality to provide sustainable water supply and sanitation services in an effective and efficient manner.

In recent years, there has been a growing recognition of the need to expand the traditional approach to basic water supply and sanitation services. This shift is driven by emerging

concepts such as water-sensitive urban design, green infrastructure, climate resilience (with a focus on environmental sustainability), and long-term sustainable development principles.

While the national policy and legislative frameworks are in place there is still a gap in customisation and alignment of these national policies with local government policies for Knysna Local Municipality also grapples with its developmental role and is faced with critical basic water supply and sanitation services challenges.

This policy, therefore, aims to provide policy direction to Knysna Local Municipality and its stakeholders in the provision of basic water supply and sanitation services.

2. PROBLEM STATEMENT

Water and sanitation services are foundational human rights, crucial for ensuring the well-being and dignity of the residents within the jurisdiction of the Knysna Local Municipality. It is imperative that these services are delivered continuously and equitably. However, the Municipality faces a multitude of challenges in its endeavour to provide these essential services, including but not limited to:

Ageing Infrastructure: The Municipality grapples with ageing water and sanitation infrastructure, which poses a significant obstacle to efficient service delivery and sustainability.

Vandalism: Frequent acts of vandalism against water and sanitation facilities exacerbate operational difficulties and financial strain on the Municipality.

Insufficient Bulk Water Supply: Inadequate bulk water supply infrastructure fails to meet the burgeoning demands of the local population, resulting in erratic service provision.

Non-Revenue Water: Is determined according to a standard calculation which takes various categories of water use into account including losses, leaks, accounted for and unaccounted for water.

Operation and Maintenance: Challenges associated with the operation and maintenance of water and sanitation services infrastructure require immediate attention to ensure service reliability and longevity.

Water Supply and Sanitation Services Quality: There is a pressing need to improve the overall quality of water and sanitation services to meet acceptable standards, safeguarding public health and well-being.

Basic Sanitation: Many rural and to a certain extent residents living in informal settlements still lack access to basic sanitation facilities, a deficiency that undermines the dignity and health of the community.

Wastewater and Environmental Safety: Environmental concerns related to wastewater management and lack of regulatory compliance must be addressed to protect the environment and water resources.

Faecal Sludge Management: There is a lack of effective management of faecal sludge management within the WSA. For instance, there is no proper pit emptying programme and beneficial use of a faecal sludge.

Regulatory Compliance: Ensuring compliance with water and sanitation services regulations is a complex challenge that demands attention to avoid potential legal ramifications.

Insufficient Capacity: The Water Services Authority and Water Services Provider does not have the necessary capacity needed to fulfil its mandates..

Lack of Sufficient Law Enforcement: Insufficient trained officials as peace officers and green scorpions to legally enforce the bylaws.

Moreover, a significant portion of the population remains without access to basic water supply and sanitation services, highlighting the urgency for comprehensive interventions.

Considering these multifaceted challenges, it is paramount to develop and implement effective strategies and initiatives that address the identified issues comprehensively. This problem statement underscores the need for coordinated efforts, resource allocation, and policy implementation to ensure that water and sanitation services in the Municipality

are accessible, reliable, and of high quality, thereby upholding the fundamental rights and well-being of its residents. Most of WSAs are still facing challenges relating to implementation and enforcement of Water and Sanitation Services Policies.

3. POLICY AND LEGISLATIVE FRAMEWORK

South African Constitution (1996)

Section 156 of the Constitution vests the executive authority for water services in local government. One of the objectives of local government is to ensure the provision of services to communities in a sustainable manner within their areas of jurisdiction.

Section 27(1)(b) of the Constitution 108 of 1996 states that "Everyone has the right to have access to sufficient food and water.

The Constitution gives national and provincial government the authority to regulate the effective performance of local government in terms of water services.

In terms of Section 154, national and provincial government also has an obligation to support and strengthen the capacity of local to provide services.

Section 24 of the Constitution states that "everyone has the right to environment that is not harmful to their health and wellbeing and to have the environment protected, for the benefit of present and future generations through reasonable legislative and other measures that prevent pollution and ecological degradation". Section 10 of the Constitution states that "everyone has inherent dignity and the right to have their dignity respected and protected".

Water Services Act, 1997 (Act No. 108 of 1997)

In terms of Section 11 (1) of the Water Services Act, every WSA has a duty to all consumers and potential consumers to progressively ensure efficient, affordable, economical, and sustainable access to water services.

Sections 3 (1) and (2) of the Water Services Act, states that everyone has a right to access a basic water supply and basic sanitation – this section is related to section 27 of the Constitution.

Section 22 provides for the approval to operate as a Water Services Provider and emphasise that Water Services Providers must get an approval of the Water Services Authority.

Section 24 provides for the registration of Water Services Intermediaries and that a Water Services Authority may, in its bylaws require the registration of Water Services Intermediaries or classes of such intermediaries within its area of jurisdiction.

Section 25 expands on the duties of the Water Services Intermediaries, which includes but not limited to, providing quality, quantity and sustainable water services that meet the minimum standards proscribed by the Minister and any additional minimum standards prescribed by the relevant Water Services Authority.

The Water Services Intermediary in executing its duties may not charge for water at a tariff which does not comply with any norms and standards prescribed under the Water Services Act, and any additional norms and standards set by the relevant water services authority.

National Water Act, 1998 (Act No. 36 of 1998)

The Act considers, amongst other factors, the following aspects, which directly support the provision of water for multiple uses:

- a. Promoting equitable access to water;
- b. Redressing the results of past racial and gender discrimination;
- c. Promoting the efficient, sustainable, and beneficial use of water in the public interest;
- d. Facilitating social and economic development; and
- e. Providing for growing demand for water use.

Municipal Systems Act, 2000 (Act No. 32 of 2000)

The Municipal Systems Act is the enabling legislation which delineates the Municipalities' duties. It was enacted to: "To provide for the core principles, mechanisms and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of local communities and ensure universal access to essential services that are affordable to all;". The following sections are of vital importance:

- a) Section 4 speaks directly to Section 27 of the Constitution, explicitly binding municipal councils to the progressive realisation of access to water within its jurisdiction.
- b) Section 5(1), the Municipal Systems Act expressly guarantees communities the correlative right to meaningful engagement, involvement, and communication. It also guarantees "access to municipal services which the municipality provides, provided the duties set out in subsection (2)(b) are complied with."
- c) Section 26 provides that, in order to give effect to these duties and the progressive realisation of socio-economic rights, municipalities are also obligated to draft and produce integrated development plans (IDPs). These plans are supposed to map out how a municipality is to manage its resources in a way that develops its constituent communities and addresses those communities' needs.
- d) Section 73 obliges municipalities to ensure "ensure that all members of the local community have access to at least the minimum level of basic municipal services."
- e) Section 76 -81 talks about different mechanism that can be used for provision of services. Municipalities are therefore required to focus on the provision of these basic services and may not prioritise other services at the expense of basic services.

Municipal Finance Management Act 2003, (Act No. 56 of 2003)

Municipal Finance Management Act provides a legislative framework that guides financial management practices in municipalities, including the allocation and management of resources for water provision and infrastructure development. It sets out requirements for budgeting, revenue management, expenditure control, reporting, and oversight to ensure the effective and efficient delivery of water services. Furthermore, the act does make

provisions for the use of public funds on private land exclusively for the “benefit of the poor”.

National Water Policy Review 2013

Key changes in water supply norms are outlined within this policy which showcase a progressive increase in service level standards which include having a water supply facility now being located within the boundary of the stand, moving away from the communal standpipe located 200m away. Furthermore, this policy seeks to promote equitable use of water by address the gaps in planning through policy positions such as “Use it or lose it” - which advocates for the reallocation of water resources to address social and economic needs.

“Multiple Water Use Approach in Planning Infrastructure” – which advocates for better planning to incorporate several water use for different sectoral needs with both the current and future needs of the WSA in mind.

National Sanitation Policy 2016

This National Sanitation Policy Review provides policy positions to address the identified policy gaps and challenges, as well as to address the country’s new national and international development imperatives.

This policy review adopts many of the strategic policy positions outlined by the Strategic Framework for Water Services (SFWS) of 2003. It is envisaged that the SFWS will in future be replaced by a water and sanitation strategy. This policy review thus includes the SFWS policy positions which must be sustained to ensure a sustainable sanitation sector in the country.

The sanitation sector is a diverse sector made up of a number of stakeholders and institutions. The key institutions which are affected by this policy review include the local government sector, public sector, research and innovation sector, non-governmental and private sector.

The policy also endorses the national sanitation targets, as outlined in the National Development Plan (NDP) and Medium-Term Strategic Framework (MTSF).

In addition, it gives effect to the International Sustainable Development Goals, 2015 (SDG).

National Faecal Sludge Management Strategy, 2023

The Strategy guides the sector on the safe management of faecal sludge from all on-site sanitation systems to enhance operation and maintenance of on-site sanitation systems; prevent groundwater contamination; safeguard public health; and protect the environment throughout the sanitation service value chain.

The Strategy states actions to be taken to improve sanitation along the service chain taking into consideration the policy positions of National Sanitation Policy (2016).

Water and Sanitation Services Policy on Privately Owned Land 2024

This policy seeks to articulate governments policy intent for the provision of water services to residents living on privately owned land and to provide a framework for the development of strategies to improve water services provision on privately owned land. The policy address key issues that have previously been a hindrance for local government in its efforts to provide these basic services such as access to such lands. This policy now gives legal authority to local government to access these privately owned lands to provide water services.

Compulsory National Water and Sanitation Services Standards: 2025

Regulations relating to compulsory national standards and measures to conserve water Section 9 of the Water Services Act, 1997, give the Minister of Water and Sanitation the power to prescribe compulsory standards. a) Regulation 2 of the Regulations provides that the minimum standard for basic sanitation services is a toilet which is safe, reliable for 24 hours a day, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents entry and exit of flies and other disease-carrying pests, providing for an effective and acceptable sanitation technology. b) Regulation 2(a) determines the minimum standard for basic water supply services as a delivery point which must be at the end of the boundary of the yard (b) a minimum quantity of drinking water of 6 kilolitres per household

per month – i. at a minimum flow rate of not less than 10 litres per minute; ii. with an effectiveness such that no consumer is without a supply for more than seven full days in any year. iii. Not interrupted for longer than 48 consecutive hours. iv. At no cost to indigent households, upon depletion of the initial 6kl per month allocation, qualifying indigent household will be subjected to restrictions and will be responsible for payment based on adopted tariff. (c) water provided which complies with SANS 241.

Norms and Standards for Water and Sanitation Services Tariffs Setting (2024)

The revised norms and standards make a provision for the multi-year tariff determination for bulk water services, retail water services and sanitation services to ensure predictability of tariffs. The norms and standards are a regulatory mechanism to support Water Services Authority and bulk water services providers to set tariffs in transparent and consistent manner. The effective date for implementation of these norms and standards by Water Services Institutions is 01 April 2026.

WSA/WSP must structure tariffs for providing water supply and sanitation services to consumers who use water primarily for domestic purposes in a way that it takes into account (a) the viability and sustainability of water and sanitation services (b) the affordability of basic water and sanitation services to poor households (indigent households)

In summary then:

The setting of tariffs is a local government responsibility, but these tariffs are to be determined within a clear framework of tariffs as provided for in the Department of Water and Sanitation Revised Norms and Standards for Water and Sanitation Tariffs Setting. It means on the one hand that tariffs must cater for poor households by means of affordable tariffs or a zero tariff but on the other hand, financial sustainability of the service must be ensured. This is the challenge that municipal councils will face, taking into consideration its unique local circumstances.

4. POLICY PURPOSE

The provision of basic water supply and sanitation services within the Knysna Local Municipality necessitates a comprehensive approach that engages all relevant

stakeholders in a sustainable and improved delivery of these essential services. To collectively strive toward the overarching goal of enhanced water supply and sanitation services provision, it is imperative to understand and harmonise the policies and practices of pertinent stakeholders and service providers. This collaborative approach seeks to prevent unintended discrepancies and potential conflicts that could impede service delivery.

This Water and Sanitation Services Policy will elevate the delivery of basic water supply and sanitation services to residents by aligning municipal administration with the planning, bylaws, and legislation governing water and sanitation services within the region. The primary purpose of this policy is to achieve the following key objectives:

Provision of Free Basic Water and Sanitation Services: Ensure that indigent citizens have access to free basic water services, promoting social equity and addressing the basic needs of vulnerable populations.

Finance: Through the implementation of this policy, budgets shall prioritize the to effective service delivery in the Greater Knysna Area, including services on farms and rural informal areas.

Decision-making matrix: Influence the development an asset management plan that can feed directly into the budget cycle which shall ensure that the most vulnerable of municipal assets are prioritized and funded for refurbishment or maintenance

Equitable Access to Water Services: Guarantee equitable and fair access to water services, considering financial, technological, socio-economic, and conservation factors, thereby fostering inclusivity and sustainability.

Compliance with Regulatory Framework: Enforce compliance with pertinent legislation and bylaws governing water supply, promoting responsible ownership and adherence to established standards.

Consistent Approach to Alternative Water Sources: Establish a uniform approach to evaluating and implementing alternative water sources to ensure the sustainable

provision of water and related products and services, aligning with evolving industry best practices.

By pursuing these objectives, the Knysna Local Municipality aims to enhance the quality, availability, and fairness of basic water supply and sanitation services for its residents while embracing innovative and sustainable approaches to meet the evolving needs of the community. This policy underscores the commitment to effectively manage and improve essential services, fostering the well-being and development of the region.

5. POLICY SCOPE

The policy applies to Knysna Local Municipality, residents, private and public institutions, those living on privately owned land and all water services users within the Municipality's jurisdiction.

6. POLICY POSITIONS

The policy positions outlined in this document seek to align the municipality with the National Sanitation Policy of 2016, National Water Policy Review of 2013 and all approved relevant national policies. Subsequently, the provision of these services shall be undertaken through various mechanisms as outlined in national legislations.

Furthermore, this policy shall be implemented within the context of the following guiding factors:

- Affordability
- Institutional needs
- Environmental impact
- Social issues
- Water supply service levels
- Reliability
- Upgrading

- Site-specific issues
- Use of local resources
- Settlement patterns
- Compliance with Norms and Standards, Ownership of the infrastructure & Operation and maintenance and capital development.

6.1. PROVISION OF WATER SUPPLY SERVICES

The Municipality, in accordance with Section 27 (2) of the Constitution, seeks for the realisation of the provision of basic water supply to all within its jurisdiction. As guided by national policy and legislation, the municipality seeks to achieve the progressive realisation for provision of water supply services through these Service Level Standards:

Basic; Interim; Emergency and Disaster Situations

6.1.1. BASIC LEVEL OF WATER SUPPLY SERVICES

Problem Statement

Despite the fundamental right to basic water supply, some areas including rural areas in the Knysna Local Municipality lack access to adequate water services, including the forestry villages and farms. The existing infrastructure falls short, with residents resorting to unauthorised connections, compromising the supply for others.

Additionally, the correlation between enhanced water supply and increased sanitation demands presents an added challenge. Unplanned settlements further escalate costs. Addressing these issues is crucial to ensuring equitable, sustainable, and healthy water services for all rural residents.

Policy Position

In accordance with all national policies and standards. The Knysna Local Municipality commits to the provision of basic level of water supply at:

- a) A minimum quantity of potable water of 25 litres per person per day or a minimum of 6 kl/household per month.
- b) The access to water supply or delivery point shall be provided at least at the boundary of the stand in all formalised settlements.
- c) Water provided shall comply with the SANS 241 quality standards.

- d) Implementation of special meters that can detect and regulate the basic consumption of water.
- e) User pay principle shall be applied to all water services end user.
- f) The Municipality shall develop the water safety plan with working with the WSP, to determine water quality standards and management. The water safety plan shall be developed in accordance World Health Organisation (WHO) Guidelines for Drinking Water and reviewed on an annual basis.
- g) The Municipality shall ensure continuous monitoring of drinking water quality in accordance with SANS 241. The monitoring mechanism shall be compliant with the water quality monitoring programme.
- h) A Water Services Development Plan (WSDP) shall be developed and reviewed annually. And shall be incorporated into the Integrated Development Plan (IDP).
- i) The Knysna Local Municipality reserves the right to intervene (including to restrict supplies, terminate or discontinue yard supplies and the likes), if required to restore basic supplies to all.

6.1.2. FREE BASIC WATER SUPPLY SERVICES

Problem Statement

Free Basic Services (FBS) place great strain on the WSAs resources especially where individuals can afford pay for such services. The WSA has a limited amount of resource and needs to effectively manage such resources. It is to the detriment of the municipality to apply a blanket approach in the provision of Free Basic Services.

Furthermore, there has been an increasing challenge where consumers exceed the allocated free basic water supply provided by the municipality.

Policy Position

- a) The provision of free basic water supply shall be extended to indigent customers, with indigence status determined by the guidelines specified in the indigent policy and subsequent registration on the indigent register. It is the responsibility of the indigent household to register with the municipality.

- b) Indigent households meeting the defined criteria shall be eligible to receive the initial allocation of the first 6kl (6,000 litres) of water per month subsidised to the indigent.
- c) Upon depletion of the initial 6kl allocation, qualifying indigent households shall be subject to usage restrictions and shall be responsible for payment based on the adopted tariff for any additional water consumed.
- d) It is incumbent upon the user to actively employ all available water conservation methods to ensure the responsible and sustainable use of this vital resource, thereby preventing wastage and misuse.
- e) The free basic water policy shall not apply to businesses. All water services consumed by businesses would have to be paid for in accordance with the adopted tariff.
- f) The Municipality reserves the right to review the Free Basic Water (FBW) policy with a view to change the targeted level of service and quantity of water under this policy as and when required in the interest of affordability, effectiveness, and sustainability of provision of free basic water.

6.1.4. INTERIM WATER SUPPLY

Problem Statement

The municipality is obliged by the Constitution to provide water supply services to all residents within its jurisdiction. This includes those living in informal settlements, privately owned land, rural areas and other in-formalised settlement types.

The municipality is faced with the challenge of mushrooming informal settlements that demand and need basic water supply services. These unplanned and informal settlements are not established within the specifications of the municipality's reticulation system which then limits the municipality's ability provide water supply services through the conventional methods.

Policy Position

- a) Interim water supply services are a temporary water supply service measure and shall be provided, within reasonable walking distance, water of an adequate quality from a health point of view.

- b) As per SFWS (2003), interim water supply services shall be provided for consumers living in informal settlements that are yet to be formalised. In the case of informal settlements, this service shall be provided until such a time that tenure is established which shall allow the municipality to provide permanent services.
- c) Once interim water supply services have been provided by the municipality, all other illegal connections shall be disconnected, and any reconnection shall be punishable (as stated by the bylaws)
- d) The level of provision of these services shall vary based on factors including but not limited to, location, population density, availability of bulk water and reticulation infrastructure and lastly as per Section 27 (2) of the constitution which states that *the state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right.*

6.1.5. WATER SUPPLY DURING EMERGENCY AND DISASTER SITUATION

Problem Statement

Recently there has been an increase in natural disasters which has left water and sanitation infrastructure extensively damaged, leaving many without access to basic water supply services.

Policy Position

- a) Whenever water shortages are declared, the Municipality shall impose reasonable limitations on its consumers' water consumption in its water supply network to ensure compliance with written notices issued under Schedule 3, section 6 of the National Water Act (NWA).
- b) Disaster situations shall be responded to in compliance with National Disaster Management Act (NDMA).
- c) Emergency and disaster situations shall be dealt with under the prescripts of the Water Services Act (1997) which state that *emergency water supply appropriate to the situation must be provided in the interim while the municipality works on restoring basic water supply services.*
- d) Interim water supply services shall also be in effect during disaster and emergency situations.

6.1.6. DRINKING WATER QUALITY MANAGEMENT

Problem Statement

The quality of drinking water continues to deteriorate. (iron in their water and aluminium)

Policy Position

- a) As per the Water Services Act (1997), the Municipality is the WSA responsible for the provision of quality water to all residents across all service level standards.
- b) The quality of water provided for consumption must be in accordance with the currently accepted minimum standards with respect to health-related chemical and microbial contaminants. As such, a water monitoring program is developed to monitor drinking water quality as per South African National Standards (SANS 241).
- c) Furthermore, the analysis of drinking water quality must be undertaken by an accredited laboratory and all results obtained are uploaded onto IRIS and published annually in suitable media accessible to relevant stakeholders.
- d) Water quality from boreholes, like handpumps where there is no treatment system in place, must be analysed before the borehole is equipped to ensure that water quality is suitable for human consumption.
- e) The municipality shall conduct frequent testing at regular intervals of said boreholes to ensure that they remain compliant with the standards outlined in SANS 241.
- f) The municipality has a Water Safety Plan which is reviewed every three years. This is used to continuously ensure the quality and safety of drinking water using risk assessment and risk management from the point of abstraction up to the point of use.

6.1.7. WATER CONSERVATION AND WATER DEMAND MANAGEMENT

Problem Statement

South Africa has an ever-growing population that is in constant need of water for both consumption and sanitation services which places great stress on the available water resources. Moreover, the increased occurrence of water leaks and pipe bursts, illegal and unmetered connections have put further stress on the municipality's ability to provide water supply services effectively and sustainably.

The Knysna Local Municipality has identified many instances whereby water-meters are reflecting excessive water consumption by customers living in low-cost housing developments. In most instances the excessive water 'consumption' is in fact caused by water leakages from pipes and fittings on the premises of consumers, who appear unwilling or unable to effect the necessary repairs. These leakages are not only financially unsustainable for the Municipality (and ultimately the paying consumer), but also places unnecessary strain on limited water resources. The repairing of these leaks would therefore be in both the interest of the consumers concerned as well as to the Municipality.

Policy Position

- a) The Municipality shall develop a water conservation and demand management strategy to address water losses and leaks within its area of jurisdiction.
- b) A Water Balance Strategy shall be developed to determine water demand according to the different categories this includes domestic, business, bulk, sport and industrial users.
- c) All unmetered connections, including all currently unmetered standpipes, must be metered and registered as connections. Ensure every standpipe is metered in clusters and meters read regularly for billing to relevant government/municipality department.
- d) Appropriate metering, illegal connection and real loss reduction policies need to be developed and implemented.
- e) Zoning of supply systems into discreet zones to ensure proper network management.
- f) Implement a leak detection and repair programs to reduce real losses.
- g) Consumers with high internal leak levels (leaks within the boundary of the stand/property) should be identified and shall be compelled to repair at their own expense.
- h) Implement initiatives to register unregistered connections.
- i) Highest Priority must be given to the high burst frequency and high-water loss areas.
- j) All water connections and new installations should be formalised in the billing system in all local municipality.

- k) The Municipality's billing section shall note a consumer with a high meter reading.

6.2. PROVISION OF SANITATION SERVICES

Water is life – sanitation is dignity". The Constitution states that it is the right of all South Africans to dignity. Sanitation is one of the basic human rights that contribute to the realisation of this right. It is therefore the duty of the municipality to ensure that this right is fulfilled through the provision of sanitation services. As guided by national policy and legislature, the municipality seeks the progressive realisation for provision of sanitation services through these Service Level Standards: Basic; Interim; Emergency and Disaster Situations.

6.2.1. BASIC LEVEL OF SANITATION SERVICE

Problem Statement

There is still a considerable number of people who do not have access basic sanitation services, thus utilise the bucket system and practice open defecation. In cases where on-site sanitation facilities are provided, most of those facilities are full and there is no clear pit-emptying plan

Policy Position

- a) The standard for basic sanitation services must include the provision of a toilet with functional hand washing facility in the yard, which is safe, reliable for 24 hours a day, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents the entry and exit of flies and other disease-carrying pests, providing for an effective and acceptable on-site sanitation technology.
- b) The municipality shall take responsibility of pit-emptying at the end user's expense.

6.2.2. FREE BASIC SANITATION

Problem Statement

Free Basic Services place great strain on the WSAs resources especially where individuals can pay for such services. The WSA has a limited amount of resource and needs to effectively manage such resources. It is to the detriment of the municipality to apply a blanket approach in the provision of Free Basic Services.

Policy Position

- a) The provision of free basic sanitation shall be extended to indigent household only, with indigence status determined by the guidelines specified in the indigent policy and subsequent registration on the indigent register. It is the responsibility of the indigent household to register with the municipality.
- b) The indigent households need to meet the requirements outlined within the indigent policy and be registered on the indigent register.
- c) The type of sanitation provided shall be determined by the WSA based on criteria such as, geography, population density, affordability, etc.
- d) An additional free 4kl (fixed-charge) of water shall be provided to all indigents who use waterborne sanitation system, after the additional 4kl, the consumer shall be charged for the water consumed.
- e) The municipality shall provide all needed sanitation infrastructure and provide the necessary services linked with the type of sanitation service offered (i.e., emptying of VIPs and septic tanks) at no cost to the indigent customer. The end user is responsible for reasonable maintenance measures.
- f) Knysna Local Municipality shall maintain all municipal built VIP within the municipality to the minimum standard identified in the DWS Technical Guidelines.
- g) The household shall be responsible for all routine maintenance which can be attributed to normal usage.
- h) Should the VIP require maintenance that is a result of poor workmanship or latent defects in the infrastructure, the Knysna Local Municipality shall take responsibility for its rehabilitation.
- i) Knysna Local Municipality shall take responsibility for pit emptying or the relocation of top structures of new pits. (It is recommended that homeowners are not left to relocate their own structures as soil be reinforced through the construction of a suitable collar or lining, and the pit and collar dimensions must be accurate. Inappropriate construction may lead to collapsing pits and damaged latrines.)
- j) If the VIP structure is damaged during emptying or relocating, the Knysna Local Municipality shall take responsibility for the damages.

- k) Prior to full scale delivery, the VIP latrine backlog eradication programme shall be reviewed on an ongoing basis and recommendations made to reduce life cycle costs and harmonise the capital expenditure with the maintenance budget.
- l) The scheduling of emptying programmes should take cognisance of observed filling rates associated with actual pit volumes. The frequency shall be subject to the volume of the pit provided but shall typically be no less than 5 years between maintenance tasks performed by Knysna Local Municipality.
- m) The Knysna Local Municipality shall monitor the pit filling rates on an annual basis.
- n) The Knysna Local Municipality shall make allowance for ad-hoc pit emptying for pits that fill up more quickly than expected.
- o) For large households (a large household is where the number of family members are permanently residing at households exceeds 7) where the standard pit size is insufficient for a 5-year emptying cycle, Knysna Local Municipality shall consider the provision of a second latrine or larger pit.
- p) Where the useful pit volume beneath a fixed structure is less than 1.5m, or is insufficient to the size of household, (due to design, shallow groundwater, sanitation provision in a particular community and perform a cost benefit analysis to assess whether one of the following options may be more cost effective than the high frequency of emptying:
 - i. Replace fixed latrine with a moveable structure over a new pit.
 - ii. Pit contents must not be disposed into sewers or Wastewater Treatment Works as this is likely to overload the biological process and lead to plant failure.
- q) Improved solid waste management should be implemented by the municipality, through re-use, recycling, reduction and collection. This shall prevent the accumulation of solid waste in latrine pits and shall therefore slow down the rate of pit filling. (*This practice could extend the pit life by 50% resulting in significant cost savings on the VIP latrine maintenance plan*).
- r) Service providers shall be paid based on the volume of waste emptied from the pit.

- s) The method for pit emptying shall be selected by service provider but shall need to be approved by the Knysna Local Municipality. In selecting a methodology, the service provider must take due attention of the Specification for pit emptying which requires minimum spillage of sludge and appropriate occupational health and safety provision for workers and the public.
- t) An awareness programme or end-user education shall run parallel with emptying of latrines. This programme shall inform households of their obligations to look after their latrine in accordance with this policy.
- u) Households failing to comply with the requirements identified in the awareness programme shall be charged in full for the cost of repairs and shall be charged proportionally for the additional cost of emptying (i.e., if the pit is found to contain 40 % of the cost of solid waste they shall be liable for 40% of the cost of emptying).

6.2.3. INTERIM SANITATION SERVICES

Problem Statement

The municipality is obliged by the constitution to provide sanitation services to all residents within its jurisdiction. This includes those living in informal settlements, privately owned land, rural areas and other in-formalised settlement types.

The municipality is faced with the challenge of mushrooming informal settlements that demand and need sanitation services. These unplanned and informal settlements are not established within the specifications of the municipality's wastewater treatment works system which then limits the municipality's ability provide sanitation services through the conventional methods.

Policy Position

- a) Interim sanitation services shall be provided for residents dwelling on informal settlements and privately owned land until such a time that tenure can be secured for the provision of permanent sanitation services.
- b) The type services shall vary based on factors including but not limited to, location, population density, availability of bulk water infrastructure and reticulation.

6.2.4. SANITATION DURING EMERGENCY AND DISASTER SITUATIONS

Problem Statement

Recently there has been an increase in natural disasters which has left water and sanitation infrastructure extensively damaged, leaving many without access to basic and sanitation services.

Policy Position

- a) Whenever basic sanitation services cannot be provided, the Water Services Act (1997) provides for the procedure to limit or discontinue water services in case of emergency situations. Furthermore, section 21(2) (e) (i) *mandates that every water services authority must make bylaws which may provide for the general limitation or discontinuation of water services where (i) national disasters cause disruptions in the provision of services or (ii) sufficient water is not available for any other reason.*
- b) Disaster situations shall be responded to in compliance with National Disaster Management Act.
- c) For the purpose of this policy, the municipality shall provide sanitation services as outlined within "Interim Sanitation Services."
- d) The municipality shall provide reasonable and appropriate alternative temporary sanitation solutions for its residents until such a time that basic sanitation services can be restored. The municipality shall inform users of any interruption in its network to ensure compliance with written notices issued under Schedule 3, section 6 of the National Water Act.
- e) As per the National Sanitation Policy of 2016, the municipality shall ensure that sanitation during emergency and disaster situations shall be:
 - i. culturally and socially accepted,
 - ii. reflect the vulnerabilities, needs and preferences of the affected population,
- f) The municipality is committed to applying reasonable measures to uphold the dignity of its people and reducing the transmission of faecal oral diseases during such situations through the promotion of:
 - i. Good hygiene practices;
 - ii. The provision of safe drinking water;

- iii. The reduction of environmental health risks
- g) During such times, the municipality's operation and maintenance budget and available grants shall be used to conduct repairs on affected infrastructure.
- h) Knysna Local Municipality shall ringfence the disaster management funds

6.2.5. GREYWATER MANAGEMENT

Problem Statement

Greywater is often perceived as clean compared to blackwater which carries substantial health and environmental risks. It can harbour disease-causing organisms, suspended matter, and chemicals from various household products. The quality of greywater fluctuates based on household factors, including occupants' habits, health, and product usage. High variability arises due to diverse sources such as soaps and cleaning agents. Excessive salts and chemicals in greywater pose threats to soil structure and vegetation, leading to reduced water absorption capacity and potential ecological damage. Effective management strategies, particularly in reducing sodium content, are crucial to mitigating these risks and ensuring safe greywater reuse practices. There is high prevalence of misguided use greywater in households.

Policy Position

- a) Untreated greywater (from a greywater diversion device) must only be used via subsurface irrigation. Subsurface irrigation systems reduce exposure to humans, pets and other animals which may otherwise come into contact with the untreated greywater and potentially transfer disease causing organisms.
- b) Specific setback distances from buildings, boundaries, wells, bores, watercourses, swimming pools and rainwater tanks are required to be met for all irrigation systems. This is to prevent contamination and transmission of disease.
- c) Greywater must not be used in a manner that shall result in direct contact with vegetables or other edible plants eaten uncooked. It may be used to irrigate above-ground food plants such as fruit trees and leaf vegetables where the fruit or edible vegetable part does not make direct contact with the greywater.
- d) Greywater must be contained within the confines of the premises on which it is generated and not be permitted to run off onto neighbouring properties.

- e) Greywater must not run onto driveways or any hard surfaces where it can run into the street and into stormwater drains and eventually into surface waters e.g., rivers and dams.
- f) Only products with no or very low phosphorus content should be used. Phosphorus content can range from a low content of 0.05% up to 10% in various detergents. Low or no phosphorus products shall mean less phosphorus can possibly reach waterways via subsoil flow, runoff or stormwater, which can create serious water quality problems. The use of any phosphate rich washing powder shall poison your soil over the long term. There are phosphate free washing powders on the market, and these must be used.
- g) Greywater tends to be slightly alkaline, with a typical pH range of between 6.5 and 10.5, and the extensive use of greywater for irrigation could cause the soil to become progressively more alkaline. A washing detergents ability to remove stains is linked the pH. Soil and greases are more easily removed at a high pH. Shade loving and acid loving plants do not like the alkalinity of greywater. These include azaleas, camellias, gardenias, begonias and ferns.
- h) Washing powders that contain sodium salts as bulking agents should be used sparingly. High levels of sodium can produce saline (i.e., salty) greywater. Sodium is detrimental to plants, can damage soil structure, reducing the air space, giving it a greasy texture and poor drainage capability. Liquid detergents (instead of powders) or products which use potassium salts should be used as they produce better quality, less saline greywater.
- i) The policy discusses all three greywater reuse options. The greywater system however requires thorough examinations of its installation, operation, maintenance requirements and quality of output before approving its installation.

6.2.6. FAECAL SLUDGE MANAGEMENT

Problem Statement

The ever-growing population and subsequent increase in waste has placed stress on the wastewater collection and treatment. The municipality has seen growth in the number of customers using alternative methods to dispose of wastewater and faecal sludge, many of which are unregulated and add further stress on the wastewater treatment plants.

There is a need for the municipality to regulate such activities. There is currently no adequate faecal sludge management plan.

Policy Position

- a) The municipality or the authorised provider, may, at its discretion, and subject to such conditions as it may specify, accept faecal sludge transported by honey suckers for disposal delivered to the municipality's wastewater treatment plants. Industries are required to comply with the policy prescripts.
- b) No person shall discharge faecal sludge into the municipality's wastewater treatment plants by road haulage except with the written permission of the municipality or the authorised provider, and subject to such period and any conditions that may be imposed terms of the written permission.
- c) The charges for any faecal sludge delivered for disposal to the municipality's wastewater treatment plants shall be assessed by the municipality or the authorised provider, in accordance with the prescribed tariffs of charges.
- d) No disposal of faecal sludge by honey suckers at any point that has not been approved by the Municipality is allowed.
- e) When faecal sludge is delivered by honey suckers-
 - i. The time of delivery shall be arranged with the municipality or the authorised provider, and
 - ii. The nature and composition of the faecal sludge shall be established to the satisfaction of the municipality or the authorised provider, prior to the discharge thereof and no person shall deliver faecal sludge that does not comply with the standards laid down in terms of these municipality by-laws.
- f) The municipality or the authorised provider, may withdraw any permission, after giving at least fourteen days written notice of its intention to a person permitted to discharge faecal sludge by honey suckers if the person -
 - i. fails to ensure that the faecal sludge so delivered conforms to the standards prescribed in the written permission; or
 - ii. fails or refuses to comply with any notice lawfully served on him or her in terms of any permission granted to him or her; and
 - iii. fails to pay the assessed charges in respect of any faecal sludge delivered.

- g) In the reuse of water, the Knysna Local Municipality must strive for the best practicable protection of health and environmental option that shall maximise social and fiscal benefits in an integrated way with water supply and other municipal services.

6.2.7. WASTEWATER SLUDGE MANAGEMENT

Problem Statement

Sludge disposal methods are still dominated by on-site disposal methods such as onsite stockpiling and burying. This limited approach to faecal sludge management has been perpetuated by the limited knowledge on the beneficial use of sludge. It is important that the municipality applies the “reduce, reuse, recycle & reclamation” principles and view faecal sludge as a resource rather than waste material.

Policy Position

- a) Wastewater sludge needs to be classified in accordance to part 6 of the “Guidelines for the utilisation and Disposal of wastewater sludge”.
- b) Guidelines are to be used to establish which management options are suitable for the sludge for the type and quality of sludge generated by the wastewater treatment works.
- c) The result of analysis of samples needs to be utilised to classify the sludge which is determined by the microbiological, stability and pollutant quality of the sludge thereafter the sludge may be used based its classification.
- d) Agricultural use of sludge as soil conditioner or manufacturing compost not destined for use by the public.
- e) Disposal of sludge on or off-site including creation of stockpiles, existing dedicated sludge land disposal site, onsite disposal of sludge in a mono disposal landfill or lagoon or by marine discharge.
- f) Utilising of the sludge in a beneficial manner (other than agricultural use) such as for rehabilitation of mine deposits, aiding in the remediation of contaminated soil, as an adsorbent as a nursery growth medium, once off high-rate land application, capping of landfills, beneficial land application at high loading rates and amelioration of degraded soils.

- g) Using thermal treatment methods including incineration of the sludge in dedicated incinerators or by means of incineration in furnaces, cement kilns etc.
- h) Using sludge to produce saleable products including pellets, compost for sale to the public, manufacturing of bricks, paving, artificial rocks and other products as well as brick making.

7. WATER SUPPLY AND SANITATION SERVICES ON PRIVATELY OWNED LAND

Problem Statement

Many people living on privately owned land lack access to essential water supply and sanitation services, impinging upon their dignity and constitutional rights. Local government initiatives to provide these services face challenges, including limited access to privately owned land by municipal officials and complicated tenure arrangements, leading to service delays. Equitable access to basic services is a fundamental right, enshrined in the Constitution and guiding Acts. The issue is particularly complex in private land settlements, requiring consideration within broader spatial development, housing delivery, poverty alleviation, and skills development goals. This policy recognises the real challenges posed by property owners or local authorities hostile to municipal services in communities settled without authorisation, emphasising the urgent need for basic services for individuals in privately owned land.

Policy Position

- a) The municipality has an obligation to provide water and sanitation services to those people living on privately owned land who are not receiving such services from the landowner.
- b) All available mechanism shall be explored and used to provide permanent services to those dwelling on privately owned land. Until such a time that this can be achieved, the municipality shall provide interim services as outlined in the Water and Sanitation Services Policy on Privately Owned Land
- c) The Municipality shall in its bylaws put prescripts that gives them power to enter any private land for the provision of water and sanitation services.
- d) Landowners are encouraged to be accommodative of the municipal's effort to provide water and sanitation services to people living on privately owned land.

- e) Any landowner, that refuses the municipality to dispatch its duty, shall be subjected to various actions by the municipality, that includes getting a servitude for that land or the municipality shall expropriate the land.
- f) In planning for the provision of water services on privately owned land the particular circumstances prevailing should be taken into account.
- g) Where the landowner is providing or prepared to provide water services to the settlement, a contract between the Knysna Local Municipality as the WSA and the landowner as intermediary or water services provider must be negotiated and established.
- h) The landowner must guarantee the protection of the settlement's existence at that location for at least 20 years.
- i) Residential complexes and estates shall not be regarded, for the purpose of this policy, privately owned land.
- j) The municipality shall provide water and sanitation infrastructure up to Basic Services level to all households in the settlement.
- k) Where water is provided to the property from a source other than a municipal main, water to the settlement from that same source may be negotiated.
- l) Where municipal piped water is provided to the property, the water main to the settlement:
 - i. Shall be connected to the water supply line to the property with a water meter at both connections.
 - ii. The water usage of the property shall be determined by subtracting the settlement's reading from the meter at the entrance of the property.
 - iii. No external draw-off to be connected beyond the meter at the settlement.
- m) Any upgrading required to the property supply line and meter up to Basic Services level shall be to the Municipality's account.
- n) The intermediary or water services provider contract may extend the offer of rebates to include other municipal services on the property provided such rebates are transparent, legal and in proportion to the higher level of service provided to the occupants of the settlement.

- o) Where the Knysna Local Municipality is not able to negotiate the landowner to accept being a party to a contract as an intermediary, or a water services provider, the municipality shall be the one providing the services and other methods of resettling the community onto municipal land shall be explored.
- p) In terms of this Policy, the Knysna Local Municipality commits itself to the following principles:
 - i. To strive to promote job creation, poverty eradication and the development of skills and the creation of employment opportunities in the development and implementation of services.
 - ii. To ensure that sanitation improvement is accompanied by environmental and health and hygiene promotional education and preserving the dignity of all people.
 - iii. To ensure that water services planning strives for the best practicable environmental option that shall maximise health, social, and environmental benefits in an integrated way with water supply and other municipal services, with consideration of the temporary nature of the service.
 - iv. To ensure that the development of water services is linked to municipal policies dealing with indigence through the provision of basic services and the progressive use of the equitable share.
 - v. To establish fair and equitable procedures and processes whereby the owners of the property on which the informal and transient settlements are located could request water services in order to start the process.
 - vi. To ensure that for provision of water services for settlements that are accommodated by private landowners, the circumstances prevailing is taken into account.

8. OPERATION AND MAINTENANCE OF WATER SUPPLY AND SANITATION SERVICES INFRASTRUCTURE

Problem Statement

Management of infrastructure has a great impact in the efficient provision of water supply and sanitation services to the Knysna Local Municipality. This is compounded by insufficient budget allocated for operation and maintenance of infrastructure has been

long-standing problem, vandalism of infrastructure by communities – illegal connections and lastly no asset management plan in place.

Policy Position

- a) Allocation of sufficient budget to ensure operation and maintenance of water supply and sanitation infrastructure.
- b) A business plan shall be drafted to request funds from municipal and national coffers to ensure there is sufficient budget for operation and maintenance of infrastructure resources.
- c) An Asset Management Plan that covers both water and sanitation services shall be developed to ensure cost-reflective management. This plan shall also encompass operation, maintenance and repair costs during emergency and disaster situations.
- d) The municipality shall educate end users on the proper management and use of all water supply and sanitation services infrastructure.
- e) Municipality is responsible for the maintenance of the infrastructure up to the boundary user connection, the maintenance of the infrastructure within the boundary of the yard is the responsibility of the owner.

9. FINANCIAL MANAGEMENT

Problem Statement

Finance is one of the key drivers of service delivery within a municipality, it is therefore essential that the municipality is able manage its finances effectively to be able to continue to provide services to its customers. The municipality is faced with many financial challenges which significantly impact on its ability to finance its programs. These include but are not limited to:

- a) The inability to collect revenue and for services provided,
- b) Inconsistent setting of tariffs,
- c) Lack of communication during tariff setting, and
- d) Tariff setting is not cost reflective.

Through addressing these financial issues, the municipality shall have the needed financial means for providing services.

Policy Position

- a) For the municipality to achieve its financial goals, the municipality shall:
 - i. Develop a cost reflective tariff plan that is in line with the national standards
 - ii. Develop and enforce credit and debt control policies.
 - iii. Develop and implement a budget that shall link the municipal budget with indigent support.
- b) The municipality is looking at ringfencing finances specifically for water and sanitation services to use specifically for water supply and sanitation services related issues.
- c) The municipality shall charge all households within its jurisdiction for all water supply and sanitation services rendered in accordance with the municipalities tariff plan.
- d) Qualifying indigent households who are registered on the indigent register shall be subsidised by the municipality as outlined in the municipality's indigent policy.
- e) A comprehensive financial management policy shall be developed by the municipality.

10. TERMINATION, LIMITATION, AND DISCONTINUATION OF WATER SUPPLY AND
SANITATION SERVICES

Problem Statement

The Municipality is entrusted with safeguarding customers' rights by guaranteeing access to essential services within its jurisdiction. Yet, the disparity between customer rights and corresponding responsibilities has created a precarious situation for both parties. Challenges such as non-payment, unauthorised connections, and vandalism by customers have severely hampered the municipality's service provision. While customers are entitled to these services, they must acknowledge their duty to pay for them and refrain from tampering with water and sanitation infrastructure or unlawfully accessing these vital services. This disconnection between rights and responsibilities has led to a problematic scenario affecting both the municipality and its customers.

Policy Position

- a) Persons found to be illegally connected or reconnected to municipal services, tampering with meters, reticulation network or any other supply equipment or

providing any unauthorised service associated with the supply of municipal services, as well as theft and damage to municipal property, shall be prosecuted and/or liable for penalties as determined from time to time.

- b) The municipality shall immediately terminate the supply of services to a customer should such conduct as outlined above be detected.
- c) The Water Services Act Section 4(3)(c) states that procedures for limitation or discontinuation of water services must not result in a person being denied access to basic water services for non-payment, where that person proves, to the satisfaction of the relevant water services authority, that he or she is unable to pay for basic services.
- d) Customer may terminate an agreement for the provision of water services by giving notice to the municipality in writing not less than 30 days intention to do so.

11. CUSTOMER RELATIONS

Problem Statement

The implementation of Batho Pele principles has redefined the relationship between municipalities and customers, emphasising the crucial need for a positive and efficient interaction. Establishing clear and direct communication channels is vital for maintaining customer relations. The absence of effective communication negatively impacts the municipality's ability to tailor services to specific customer needs. Customer relations management fosters loyalty, trust, and satisfaction, potentially increasing willingness to pay for services, ensuring the continuous sustainability of service provision.

Policy Position

- a) Customer service excellence shall be promoted through the promotion of the Municipality's core values and customer-centric culture among staff.
- b) The current customer management system shall continuously be improved as a means of enhancing a positive mutual relationship between the Municipality and its customers.
- c) The public shall be encouraged to use existing platforms to engage with the Municipality through customer care platforms for complaints, service delivery interruptions or other service requests.

- d) The Municipality commits to resolve complaints and/or service interruptions according to the turnaround times stipulated in its Consumer Charter.
- e) Communication and stakeholder engagement strategies shall be reviewed and improved in order to keep the public informed about all aspects of the services rendered.
- f) Staff training and refresher sessions on customer care or focus and the related code of conduct shall be promoted and extended beyond just front-line staff but shall include all staff.
- g) Customer satisfaction shall be evaluated through annual surveys, the outcome of which shall be shared with relevant stakeholders and made available to the public on the Municipality's website.
- h) The Municipality shall continually build trust and transparency as a means of improving customer satisfaction year on year.

12. RESEARCH AND INNOVATION

Problem Statement

Rampant high-water consumption is depleting the municipality and country's already scarce water resources. Current waterborne sanitation systems, characterised by excessive water usage, urgently require enhancement to promote water conservation.

Policy Position

- a) High-quality, relevant and focused research shall be supported in order to supply solutions to challenges faced by the Municipality and contribute to its vision by providing a platform to explore meaningful technologies, systems and other innovative ideas.
- b) All research work done in the Municipality shall be internally coordinated and a database developed, managed and updated, as required.
- c) Research studies done by or in partnership with institutions of research/learning shall be managed in accordance with related Municipality policies and agreements.
- d) The Municipality shall not undertake research and product testing on behalf of a private person or institution that is seeking acceptance of its product.
- e) All information and proof of performance required by the Municipality to measure the acceptability of a product must be supplied by the applicant at their own cost.

- f) The Municipality may, however, wish to conduct further in-house testing on a product to either clarify or confirm certain data or information supplied by the applicant.
- g) Once evaluated, should the product satisfy the minimum requirements, the Municipality may, in principle, consider the product for future use if so required, through the standard procurement processes and subject to compliance with all applicable policies, by-laws and legislation.
- h) All relevant policies and procedures shall be adhered to at all times.

13. IMPLEMENTATION PLAN

The implementation of this Policy shall be ongoing. The operational components of this Policy shall be contained in other policy-related instruments, including but not limited to, internal policies, strategies, procedures and plans. Where this Policy applies to other stakeholders, internally and externally, the municipality shall facilitate the interface required to give effect to this Policy and report progress to oversight stakeholders, as may be required.

14. MONITORING, EVALUATION AND REVIEW

The monitoring and evaluation of this Policy shall be against a set of key performance indicators that currently exist and, where applicable, those to be established upon adoption of this Policy. This Policy shall be reviewed and updated when operational challenges or legislative changes require this, but at least once during every term of Council.

15. APPROVAL

The municipality will follow its standard policy approval process.

6.3

SC03/07/26 UPPER LIMITS OF TOTAL REMUNERATION PACKAGES OF MUNICIPAL MANAGERS AND MANAGERS DIRECTLY ACCOUNTABLE TO MUNICIPAL MANAGERS – SALARY CREEP
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REPORT FROM THE MUNICIPAL MANAGER

PURPOSE OF THE REPORT

To inform Council of the response from the Minister of Cooperative Governance and Traditional Affairs (COGTA) and to provide a report to Council regarding the requested information per item SC06/04/26 of the Special Council meeting held on 30 April 2026, to address the “salary creep”, in terms of item 14(6) of the Upper Limits of Total Remuneration Packages Payable to Municipal Managers and Managers Directly Accountable to Municipal Managers as promulgated in Government Gazette No. 54505 dated 14 April 2026 (hereinafter “the Notice”).

BACKGROUND

Knysna Municipality submitted an application for the waiver of the upper limits payable to of Total Remuneration Packages Payable to Municipal Managers and Managers Directly Accountable to Municipal Managers as promulgated in Government Gazette No. 4897 in GG No. 50737 of 30 May 2024. The Minister of COGTA provided a response to the Executive Mayor attached hereto as **Annexure A**. The Minister states that he can neither approve or disapprove the application, based on the fact that the application coincided with the publication of Notice No. 54505 in Government Gazette No. 54505 dated 14 April 2026, which should adequately address the creep. This notice is attached, hereto as **Annexure B**.

It is further stated by the Minister that Senior Manager salaries are all in excess of the previously approved upper limits notices and that overpayment should be recovered in accordance with Notice No. 4897 in GG No. 50737 of 30 May 2024, which notice required that an offer of remuneration needed to be made on the minimum salary notch. However, the same notice provided for criteria that could be considered for the appointment of senior managers at higher notches. During a workshop with the Knysna Council last year, the Chief-Director conceded to these views regarding this perceived contradiction. Both the 30 May 2024 gazetted notice and the most recent gazetted notice No. 7368 in GG No. 54505 of 14 April 2026 were applicable from 1 July 2024, which renders the point moot, as the 1 July 2024 entitles senior managers to a minimum salary in excess of what they have been have been paid since the period of applicability of the most recent notice. It is stated by the minister that the salaries relating to Director Planning and CFO prior to 1 July 2024 are in excess of Notice No. 3541 in GG No. 48789 of 14 June 2023. However, the aforementioned contradiction applies.

The application of the current upper limits, as determined by Council per resolution C11/06/26 at the meeting dated, 11 June 2026 does not address the “salary creep” as envisaged in the letter submitted by the Minister of COGTA. Notice No. 54505 in Government Gazette No. 54505 dated 14 April 2026 sets out the remuneration and benefits

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

applicable to senior managers, effective from 1 July 2024, replacing the previous Notice (Government Gazette No. 53882 of 18 December 2025). Item 14(6) provides that *“Despite every effort taken to address scale creep, if such an eventuality occurs where there is still a salary creep , the municipal council must in consultation with the MEC for local government correct it by paying the municipal manager four salary levels or grades, at the minimum notch, above the highest paid third level managers, in case of manager directly accountable to municipal manager two salary levels or grades, at the minimum notch, above the highest paid third level managers in the department or directorate to which the manager directly accountable to the municipal manager is appointed to, subject to the following criteria:*

CRITERIA	DESCRIPTION
Job Evaluation	The positions of the third-level manager, the manager directly accountable to the municipal manager in that department or directorate, and the municipal manager have been evaluated in accordance with the Municipal Staff Regulations, 2021 and council policy, and the job-evaluation results have been audited and approved in terms of the council's delegations.
MTREF	Determine whether the budget is funded or unfunded and affordability.
Senior Manager's costed remuneration	Assess whether the current remuneration of the senior managers complies with Notice on upper limits of the total remuneration packages payable to municipal managers and managers directly accountable to municipal managers.
Remuneration ratio	Assess whether the employee related costs and councillors remuneration expenditure of a municipality is within the prescribed norm of 25% and 40% of the total operating budget with a view to free budget earmarked for service delivery for what it is intended for.
Sustainability ratio	Assess whether the municipality has the ability to overcome economic and external shocks by utilising its reserves.
Liquidity- Current Ratio	Assess whether the municipality is able to pay back its short- term liabilities (debt and payables) with its short-term assets (cash, Inventory and receivables).
Collection rate	Assess whether the municipality has the ability to collect revenue owed to it, including the effectiveness of its credit control and revenue management.
Cash/ Cost coverage ratio	Assess whether the municipality has the ability to meet its monthly fixed operating commitments from cash and short- term investment.

The following table indicates the employees in various directorates earning more than the maximum upper limits threshold for Senior Managers, their task levels, current remuneration package and the latest salary adjustment date:

Directorate	T-Level	Occupation	Salary	Date
Municipal Manager	T17	Chief Audit Executive	R1,414,156.08	May 2026
Finance	T17	Snr. Manager: Financial Management Services	R1,769,876.96	May 2026
Corporate Services	T17	Snr. Manager: ICT	R1,281,702.16	May 2026
Technical Services	T17	Snr Manager: Project Management	R1,661,816.52	May 2026
Community Services	T15	Manager: Library Services	R1,217,197.80	May 2026
Planning and Development	T17	Manager: Land Use Management	R1,579,692.72	May 2026
Integrated Human Settlement	T16	Manager: Human Settlement	R1,264,627.56	May 2026

In terms of the item 14(6) criteria the following is reported:

Job Evaluation:

No job evaluation process has taken place in respect of the Senior Managers for the MTREF 2024/25 and there is no process for the job evaluation of third level managers.

MTREF:

2024/25: Funded

2025/26: Funded

Remuneration Ratio:

2024/25: 29.5%

2025/26: 25%

Sustainability Ratio
Debt to Equity Ratio

2024/25: 0.61

2025/26 May 2026: 0.52

Liquidity – Current Ratio:

2024/25: 1:0.98

2025/26: 1.69:1

Collection Rate:

2024/25: 93.1%

2025/26: 91.83%

Cash / Cost Coverage Ratio:

2024/25:

2025/26:

Should Council, agree that the salary creep can be addressed, the following scenarios will apply:

The table below is an extract of the TASK scales that are applicable to municipal employees. The highlighted portions indicate the cost-to-company at two notches above the total package of the highest paid third-tier manager, which would apply to other senior managers, as well as the cost-to-company at two notches above the total package of the highest paid third-tier manager, which would be applicable to the Municipal Manager.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

PROPOSED Total Cost to Council based on new Task Scales wef 1 July 2025

T Scale	Notch	T-Notch	Annual Salary	Monthly Salary	Pension (18%)	Group Insurance	Medical Aid (60%)	Housing	UIF	Ind Cncl	Travel	Total	Bonus	Annual Equiv	
19	1	88,394.00	1,060,728.00	88,394.00	15,910.92	2,627.95	5,791.15	1,170.23	177.12	11.38	8,959.00	123,041.75	88,394.00	1,564,895	
19	3	92,696.00	1,112,352.00	92,696.00	16,685.28	2,755.85	5,791.15	1,170.23	177.12	11.38	8,959.00	128,246.01	92,696.00	1,631,648	
19	5	97,188.00	1,166,256.00	97,188.00	17,493.84	2,889.40	5,791.15	1,170.23	177.12	11.38	8,959.00	133,680.12	97,188.00	1,701,349	
19	12	114,738.00	1,376,856.00	114,738.00	20,652.84	3,411.16	5,791.15	1,170.23	177.12	11.38	8,959.00	154,910.88	114,738.00	1,973,669	Top Notch
20	1	109,422.00	1,313,064.00	109,422.00	19,695.96	3,253.12	5,791.15	1,170.23	177.12	11.38	8,959.00	148,479.96	109,422.00	1,891,181	
20	3	114,738.00	1,376,856.00	114,738.00	20,652.84	3,411.16	5,791.15	1,170.23	177.12	11.38	8,959.00	154,910.88	114,738.00	1,973,669	
20	5	120,306.00	1,443,672.00	120,306.00	21,655.08	3,576.70	5,791.15	1,170.23	177.12	11.38	8,959.00	161,646.66	120,306.00	2,060,066	
21	1	117,490.00	1,409,880.00	117,490.00	21,148.20	3,492.98	5,791.15	1,170.23	177.12	11.38	8,959.00	158,240.06	117,490.00	2,016,371	
21	3	123,194.00	1,478,328.00	123,194.00	22,174.92	3,662.56	5,791.15	1,170.23	177.12	11.38	8,959.00	165,140.36	123,194.00	2,104,878	
21	5	129,178.00	1,550,136.00	129,178.00	23,252.04	3,840.46	5,791.15	1,170.23	177.12	11.38	8,959.00	172,379.38	129,178.00	2,197,731	Top Notch
22	1	123,194.00	1,478,328.00	123,194.00	22,174.92	3,662.56	5,791.15	1,170.23	177.12	11.38	8,959.00	165,140.36	123,194.00	2,104,878	
22	3	129,178.00	1,550,136.00	129,178.00	23,252.04	3,840.46	5,791.15	1,170.23	177.12	11.38	8,959.00	172,379.38	129,178.00	2,197,731	
22	5	135,458.00	1,625,496.00	135,458.00	24,382.44	4,027.17	5,791.15	1,170.23	177.12	11.38	8,959.00	179,976.49	135,458.00	2,295,176	

Therefore, the implication is as follows:

- Municipal Manager: **four task levels above the highest paid third level manager = T21 top notch (Notch 5) R2,197,731-00**
- Senior Managers directly accountable to the Municipal Manager: **two task levels above the highest paid third level manager = T19 top notch (notch 12) R1,973,669-00**

FINANCIAL IMPLICATIONS

Financial Implication:

	OFFICIAL	AMOUNT
1.	Municipal Manager	R2,197,731-00
2.	Chief Financial Officer	R1,973,669-00
3.	Director Corporate Services	R1,973,669-00
4.	Director Infrastructure Services	R1,973,669-00
5.	Director Planning Services	R1,973,669-00
6.	Director Community Services	R1,973,669-00
7.	Director Integrated Human Settlements	R1,973,669-00

***Provision has been made in the 2025/26 Budget for the salary adjustment as per the tables above.**

RELEVANT LEGISLATION

Municipal Systems Act 32 of 2000, Government Notice on Upper Limits for the Remuneration of Senior Managers; Government Gazette No. 54505 dated 14 April 2026.

APPENDIX / ADDENDUM

ANNEXURE A – COGTA Waiver Response date 2 June 2026

ANNEXURE B – Government Notice 54505 dated 14 April 2026

RECOMMENDATION

- [a] That the content of the report on the Upper Limits of Total Remuneration packages Payable to Municipal Manager and Managers Directly accountable to Municipal Managers addressing the “Salary Creep”, be noted;

- [b] That Council mandates the Acting Municipal Manager to formally consult with Western Cape MEC for Local Government, Environmental Affairs & Development Planning, Mr Anton Bredell, (as required by Item 14(6) of the Notice) to finalise the correction of the salary scale creep, and to ensure that the proposed T21 (minimum notch) for the Municipal Manager and T19 (minimum notch) for Directors are in full compliance with the Notice.
- [c] That the Municipal Manager tables the written outcome of the consultation with the MEC to Council for ratification, before the final implementation of the salary creep correction.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



MINISTRY
COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

Private Bag x 802, PRETORIA, 0001 Tel: (+27 12) 334 0705 Fax: (+27 12) 336 5950
Private Bag x 9123, CAPE TOWN, 8000 Tel: (+27 21) 469 6700/01 Fax: (+27 21) 461 0851

Reference: 20/3/2/1/1/1/1

Cllr Thando Matika
Executive Mayor
Knysna Local Municipality
PO Box 21
Knysna
6570

Dear Cllr Matika

APPLICATION TO WAIVE THE PROVISION OF THE NOTICE ON UPPER LIMITS OF REMUNERATION OF MUNICIPAL MANAGER, DIRECTOR: FINANCIAL SERVICES (CFO), DIRECTOR: COMMUNITY SERVICES, DIRECTOR: INFRASTRUCTURE SERVICES, DIRECTOR: PLANNING AND DEVELOPMENT, DIRECTOR: INTEGRATED HUMAN SETTLEMENTS, AND DIRECTOR: CORPORATE SERVICES AT KNYSNA LOCAL MUNICIPALITY

I refer to your application to waive the remuneration of –

- a. Dr Lulamile Houghton Mapholoba, the Municipal Manager from R 1 497 499.00 (the maximum salary payable to municipal manager of a category 3 municipality) to R1 997 499.00 (an amount equivalent to the maximum salary payable to municipal manager of a category 6 municipality); and
- b. Messrs Clifford Julies, the Director: Financial Services (CFO), Johnny Brown Douglas, the Director: Community Services, Reginald Rechard Wesso, the Director: Infrastructure Services, Richard Martin, the Director: Integrated Human Settlements, and Mesdames Andiswa Dunywa, the Director: Planning and Development, Marlene Boyce, the Director: Corporate Services from R 1 224 083.00 (the maximum salary payable to managers directly accountable to municipal managers of a category 3 municipality) to R1 724 083 .00 (an amount equivalent to the maximum salary payable to managers directly accountable to municipal managers of a category 6 municipality) in terms of Government Notice No. 4897, under Government Gazette No. 50737.

However, your application to waive the remuneration of the above-referred senior manager coincides with the publication of Notice of Upper limits for Total Remuneration Packages Payable to Municipal Managers and Managers directly accountable to Municipal Managers published on 14 April 2026, Government Notice No. 7368, under Government Gazette No. 54505, effective 1 July 2024. I am of the view that this notice has adequately addressed the salary creep between the divisional managers and senior managers at Knysna Local Municipality.

APPLICATION TO WAIVE THE PROVISION OF THE NOTICE ON UPPER LIMITS OF REMUNERATION OF MUNICIPAL MANAGER, DIRECTOR: FINANCIAL SERVICES (CFO), DIRECTOR: COMMUNITY SERVICES, DIRECTOR: INFRASTRUCTURE SERVICES, DIRECTOR: PLANNING AND DEVELOPMENT, DIRECTOR: INTEGRATED HUMAN SETTLEMENTS, AND DIRECTOR: CORPORATE SERVICES AT KNYSNA LOCAL MUNICIPALITY

As contemplated in the above Notice, in instances where there is still salary creep, the municipal council must in consultation with the MEC correct it by paying the municipal manager four salary levels or bands above the highest paid third level managers, in case of manager directly accountable to municipal manager two salary levels or bands above the highest paid third level managers in the department or directorate to which the manager directly accountable to the municipal manager is appointed to.

It is against this backdrop that I am unable to approve or disapprove your application to waive the prescribed provisions of the Notice and refer you to the prescribed steps contemplated in the Notice.

However, it has been noted that Messrs Lulamile Houghton Mapholoba, the Municipal Manager, Clifford Julies, the Director: Financial Services (CFO), Johnny Brown Douglas, the Director: Community Services, Reginald Rechard Wesso, the Director: Infrastructure Services, Richard Martin, the Director: Integrated Human Settlements, and Mesdames Andiswa Dunywa, the Director: Planning and Development, Marlene Boyce, the Director: Corporate Services are remunerated at the maximum salary payable to municipal managers and managers directly accountable to municipal manager of a category 3 municipality without being granted a waiver approval by the Minister.

The offer of remuneration at the appointment of Clifford Julies, the Director: Financial Services, and Ms Andiswa Dunywa, the Director: Planning and Development, was and is not compliant with the provisions of the Notice of Upper limits for Total Remuneration Packages Payable to Municipal Managers and Managers directly accountable to Municipal Managers published on 14 June 2023, Government Notice No. 3541, under Government Gazette No. 48789. In particular, the above-mentioned officials did not meet all the criteria prescribed for the offer of remuneration upon appointment to senior manager positions as contemplated in item 10(2) of the Notice namely, the requirement to have attained the advanced competency achievement level as measured against the prescribed competency framework.

In addition, the offer of remuneration at the appointment of Messrs Lulamile Houghton Mapholoba, the Municipal Manager, Johnny Brown Douglas, the Director: Community Services, Reginald Rechard Wesso, the Director: Infrastructure Services, Richard Martin, the Director: Integrated Human Settlements, and Ms Marlene Boyce, the Director: Corporate Services was and remains not compliant with the provisions of the Notice of Upper limits for Total Remuneration Packages Payable to Municipal Managers and Managers directly accountable to Municipal Managers published on 30 May 2024, Government Notice No. 4897, under Government Gazette No. 50737. Therefore, Item 10(2) of this Government Notice prescribes that "a senior manager shall be offered remuneration at the minimum notch of the applicable salary band and relevant categorisation of municipality on appointment effective from 1 July 2024".

Accordingly, the remuneration paid in excess of the approved upper limits constitutes overpayment. The Municipal Council is therefore required to institute recovery of such overpayments in terms of item 12 of the Notice, read with the applicable provisions governing unauthorised, irregular or fruitless and wasteful expenditure.

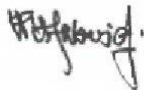
APPLICATION TO WAIVE THE PROVISION OF THE NOTICE ON UPPER LIMITS OF REMUNERATION OF MUNICIPAL MANAGER, DIRECTOR: FINANCIAL SERVICES (CFO), DIRECTOR: COMMUNITY SERVICES, DIRECTOR: INFRASTRUCTURE SERVICES, DIRECTOR: PLANNING AND DEVELOPMENT, DIRECTOR: INTEGRATED HUMAN SETTLEMENTS, AND DIRECTOR: CORPORATE SERVICES AT KNYSNA LOCAL MUNICIPALITY

In terms of section 32(1) of the Municipal Finance Management Act, 2003, a municipality must recover unauthorised, irregular or fruitless and wasteful expenditure from the person liable for that expenditure and it further obliges the accounting officer to take all reasonable steps to recover such expenditure. As a result, the Municipal Council is legally obligated to quantify the extent of the overpayments, institute recovery processes in compliance with item 12 of the Notice, read with section 32 of the MFMA, determine accountability for the approval of the irregular remuneration and report the matter in the annual financial statements and relevant oversight structures.

In this regard, the Municipal Council is required to submit to the MEC, within 30 days, a comprehensive report detailing the quantified overpayments, the recovery measures implemented, the accountability processes followed, and the projected timeframe for achieving full compliance.

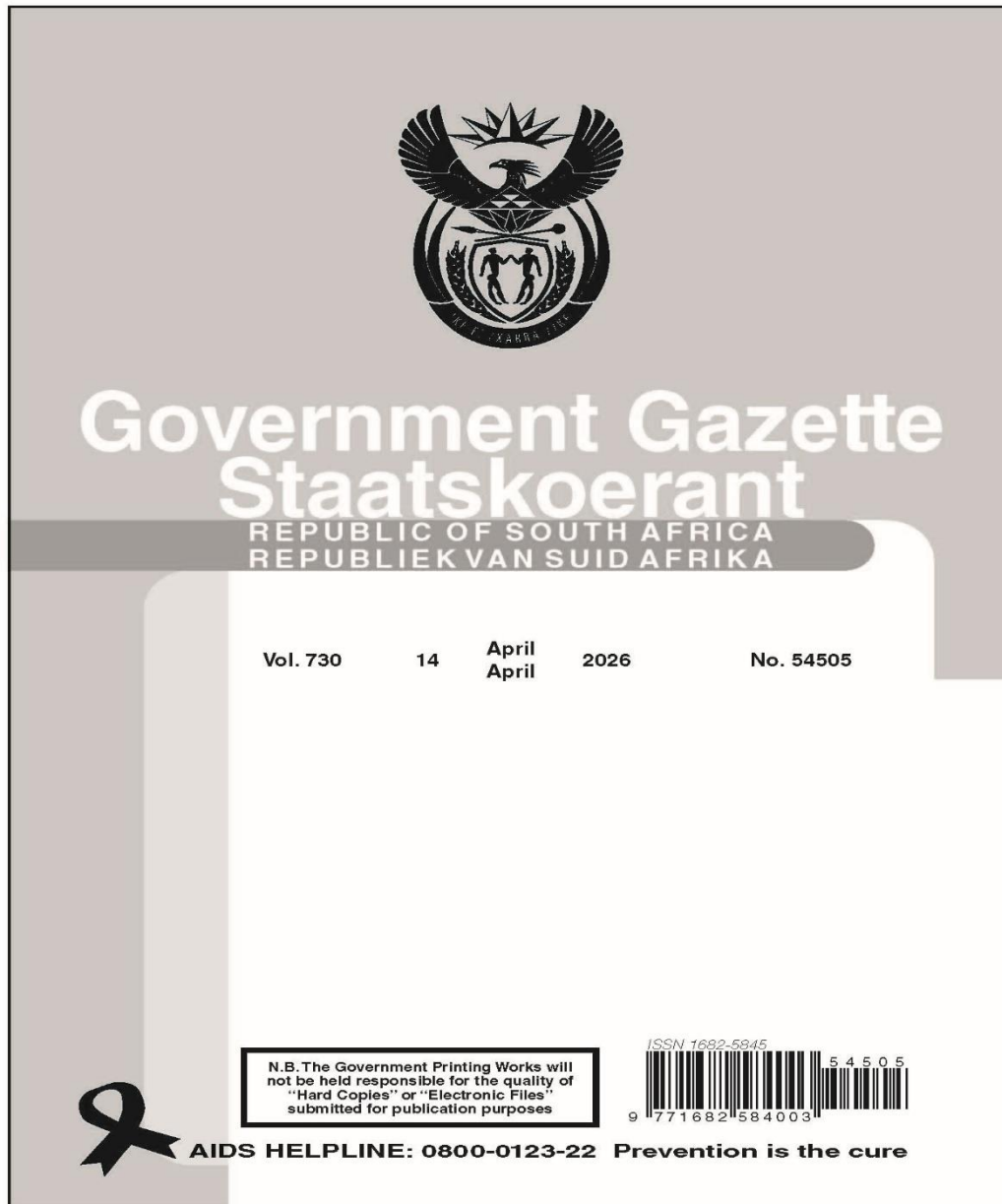
Contact Mr Tebogo Motlashuping: Chief Director: Municipal Administration and Capacity on Tel: (012) 334-4901 or email: tebogomo@cogta.gov.za for more information related to this matter.

Yours faithfully



HONOURABLE V HLABISA
MINISTER
DATE: 02 JUNE 2026

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026



SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

2 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

IMPORTANT NOTICE:

THE GOVERNMENT PRINTING WORKS WILL NOT BE HELD RESPONSIBLE FOR ANY ERRORS THAT MIGHT OCCUR DUE TO THE SUBMISSION OF INCOMPLETE / INCORRECT / ILLEGIBLE COPY.

No FUTURE QUERIES WILL BE HANDLED IN CONNECTION WITH THE ABOVE.

Contents

<i>No.</i>	<i>Gazette No.</i>	<i>Page No.</i>
------------	------------------------	---------------------

GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

7368	Co-operative Governance and Traditional Affairs, Department of / Samewerkende Regering en Tradisionele Sake, Departement van Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000): Upper Limits of Total Remuneration Packages of Municipal Managers and Managers directly accountable to Municipal Managers	54505	3
------	--	-------	---

This gazette is also available free online at www.gpwonline.co.za

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 3

GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

NO. 7368

14 April 2026

LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, 2000
(ACT NO. 32 OF 2000)

UPPER LIMITS OF TOTAL REMUNERATION PACKAGES
OF MUNICIPAL MANAGERS AND
MANAGERS DIRECTLY ACCOUNTABLE TO MUNICIPAL MANAGERS

Under the powers vested in me by section 72(2A) of the *Local Government: Municipal Systems Act, 2000* (Act No. 32 of 2000) read in conjunction with the *Local Government: Regulations on Appointment and Conditions of Employment of Senior Managers*, issued in terms of Government Notice No. 21 as published under *Government Gazette* No. 37245 of 17 January 2014, I, Velenkosini Hlabisa, the Minister for Cooperative Governance and Traditional Affairs, hereby after –

- (a) consultation with the bargaining council established for municipalities, Minister of Finance, Minister for Public Service and Administration, MECs for local government, and organised local government; and
- (b) taking into consideration the matters as set out in regulation 35 of the Regulations,

determine the upper limits of the total remuneration packages payable to municipal managers and managers directly accountable to municipal managers as set out in the Schedule.



MR VELENKOSINI HLABISA, MP

MINISTER FOR COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

DATE: 10/04/2026

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

4 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

SCHEDULE

Preamble

Having regard to the upper limits of salaries of senior managers as set out below, the need to prioritise service delivery to communities and to sustain viable local government and the fiscal capacity of different categories of municipalities, this Notice provides a strategic framework for remuneration of senior managers across all municipalities.

The development of this Notice took into consideration the core reward principles aimed at ensuring an appropriate remuneration mix and sought to ensure that the remuneration of senior managers is cost-effective, consistent, internally equitable, externally competitive and aligned to the achievement of the objectives of municipalities while providing a uniform remuneration framework for local government.

The upper limits constitute an integral part of the human resource value chain in building resilient administrative institutions underpinned by the intent to enable municipalities to attract, appoint and retain suitably qualified and competent senior managers necessary for effective performance of their functions.

To strengthen the capacity of municipalities, this Notice reinforces the statutory obligation binding on municipalities to appoint senior managers who meet the minimum prescribed competencies, higher education qualifications, work experience and knowledge as provided for in *Government Gazette* No. 37245.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 5

Definitions

1. In this Schedule, unless the context indicates otherwise, a word or phrase to which a meaning has been assigned in the *Local Government: Municipal Systems Act*, 2000 (Act No. 32 of 2000) as amended (hereafter referred to as "the Act") and *Government Gazette* No. 37245 has that meaning –

"in-job" means the number of years in-job in the same position in the same municipality;

"job evaluation" means the systematic process of assessing the job content and ranking jobs according to a consistent set of job characteristics to create a job worth hierarchy that determines and illustrates where each job fits in the municipality relative to other jobs in the municipality;

"Immediately" means in this context within a period of six months after lapsing of the employment contract;

"Municipal categorisation" or **"municipal grade"** means the grade assigned to a municipality in terms of this Notice, and both terms shall be interpreted as having the same meaning. For the avoidance of doubt, these terms do not refer to the grading or evaluation of individual posts of employees;

"notch" means an incremental point within a salary scale for a post, reflecting a predetermined remuneration amount within the same salary level or grade, and forming the basis for pay progression subject to the prescribed criteria;

"pay progression" means the structured movement of a senior manager from one salary notch to a higher salary notch within the same salary level or grade, in accordance with this Notice and subject to the senior manager meeting the prescribed performance and eligibility requirements;

"personal-to-incumbent" means the protection of current contractual terms and conditions applicable to an employee, including benefits, who has accepted a specific remuneration package, where that package may not conform to all aspects of the Remuneration Policy or any applicable determinations;

"Regulations" means the Local Government: Regulations on Appointment and Conditions of Employment of Senior Managers issued in terms of Government Notice No. 21 as published under *Government Gazette* No. 37245 of 17 January 2014;

"remote allowance" means a non-pensionable allowance, determined through the remoteness index, payable by a municipality to attract and retain suitably qualified and competent senior managers to a geographically remote area where the approved pay scales are not sufficient to attract such managers;

"remoteness index" means the directory of all municipalities providing a relative weight in terms of the remoteness of each municipality in relation to another as measured in terms of access to a range of public and private services, including livelihood opportunities;

"salary level or grade" means the level determined for a post in terms of an approved job evaluation system, representing the relative value of that post within the municipality and forming the basis upon which the applicable salary scale or total remuneration package is determined;

"salary scale" means the structured range of consisting of a minimum, lower, midpoint, upper maximum and, where applicable, incremental salary notches, within which a senior manager

3

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

6 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

may be remunerated in accordance with the Notice;

“senior manager” means a senior manager as defined in regulation 1 of the Local Government: Regulations on Appointment and Conditions of Employment of Senior Managers issued in terms of Government Notice No. 21 as published under *Government Gazette* No. 37245 of 17 January 2014;

“total remuneration package” means the total annual guaranteed pay of a Senior Manager, including the basic salary, housing, motor vehicle, pension contributions, medical aid contributions but excludes a variable pay;

“total municipal equitable share” means the equitable share of revenue that is provided to a metropolitan, district or local municipality for the 2023/24 financial year in terms of section 227(1) of the Constitution of the Republic of South Africa, 1996, to enable the municipality to provide basic services and perform the functions assigned to it, but excludes the regional services council replacement grant for district municipalities;

“total municipal income” means the gross income in respect of a metropolitan, district or local municipality based on actual income as stated in the audited financial statements of that municipality for the 2023/24 financial year. For the purpose of this meaning—

- (a) The gross income for a municipality includes the following:
 - (i) rates on property;
 - (ii) fees for services rendered by the municipality or on its behalf by a municipal entity;
 - (iii) surcharges;
 - (iv) other authorised taxes;
 - (v) levies and duties;
 - (vi) income from fines for traffic offences and contravention of municipal by-laws or legislation assigned to the local sphere of government;
 - (vii) regional services council replacement grant for district municipalities;
 - (viii) interest earned on invested funds other than national and provincial conditional grants;
 - (ix) rental for the use of municipal movable or immovable property; and
 - (x) amounts received as agent for other spheres of government.
- (b) The gross income excludes:
 - (i) transfers and / or grants from the national fiscus and provincial fiscus, with the exception of the regional services council replacement grant for district municipalities; and
 - (ii) all value added tax (VAT) refunds.

“total population” means the official statistics of the population residing in the area of jurisdiction of a metropolitan, district or local municipality, as determined by the Statistician-General for the 2022 Census, in terms of section 14(7) of the *Statistics Act*, 1999 (Act No. 6 of 1999); and

“upper limits” means the applicable total remuneration package values as contained in the Notice.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 7

Allocation of number of points for total municipal income

2. The number of points allocated for the total municipal income of a municipality is as follows:

TOTAL MUNICIPAL INCOME		
From	To	Number of Points
R-	R16 191 729	1
R16 191 730	R17 340 223	2
R17 340 224	R19 543 694	3
R19 543 695	R20 983 057	4
R20 983 058	R24 186 473	5
R24 186 474	R26 064 462	6
R26 064 463	R27 963 778	7
R27 963 779	R30 407 638	8
R30 407 639	R33 041 897	9
R33 041 898	R35 937 753	10
R35 937 754	R37 600 145	11
R37 600 146	R42 504 132	12
R42 504 133	R46 688 485	13
R46 688 486	R49 395 675	14
R49 395 676	R53 251 596	15
R53 251 597	R57 018 571	16
R57 018 572	R60 784 958	17
R60 784 959	R65 997 867	18
R65 997 868	R73 227 876	19
R73 227 877	R74 776 061	20
R74 776 062	R78 207 438	21
R78 207 439	R88 979 181	22
R88 979 182	R90 022 960	23
R90 022 961	R99 084 223	24
R99 084 224	R109 014 174	25
R109 014 175	R119 125 892	26
R119 125 893	R126 002 993	27
R126 002 994	R131 165 051	28
R131 165 052	R143 054 606	29
R143 054 607	R155 508 336	30
R155 508 337	R162 789 950	31
R162 789 951	R169 023 178	32
R169 023 179	R183 521 758	33
R183 521 759	R191 472 483	34
R191 472 484	R208 127 074	35
R208 127 075	R213 998 719	36
R213 998 720	R219 870 361	37
R219 870 362	R226 230 306	38
R226 230 307	R237 413 157	39
R237 413 158	R255 225 522	40
R255 225 522	R278 569 199	41
R278 569 200	R315 819 987	42
R315 819 988	R343 290 524	43
R343 290 525	R367 775 062	44
R367 775 063	R405 607 737	45
R405 607 737	R440 888 165	46
R440 888 166	R479 237 339	47

5

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SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

8 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

TOTAL MUNICIPAL INCOME		
From	To	Number of Points
R479 237 340	R520 922 187	48
R520 922 188	R566 232 852	49
R566 232 853	R669 020 578	50
R669 020 578	R790 467 270	51
R790 467 271	R859 223 405	52
R859 223 406	R1 417 005 983	53
R1 417 005 984	R1 103 500 974	54
R1 103 500 975	R1303 818 489	55
R1 303 818 490	R1 768 489 347	56
R1 768 489 348	R2 839 049 994	57
R2 839 049 995	R5 379 509 951	58
R5 379 509 952	R10 246 229 202	59
R10 246 229 203	Above	60

Allocation of number of points for total population

3. The number of points allocated for the total population of a municipality is as follows:

TOTAL POPULATION		
From	To	Number of Points
	78269	1
78270	92082	2
92083	103596	3
103597	117593	4
117594	132991	5
132992	145589	6
145590	159587	7
159588	173584	8
173585	188982	9
188983	209977	10
209978	233774	11
233775	261770	12
261771	295363	13
295364	331757	14
331758	382149	15
382150	440939	16
440940	510928	17
510929	593513	18
593514	690097	19
690098	804877	20
804878	937854	21
937855	1093229	22
1093230	1283597	23
1283598	1503361	24
1503362	1787513	25
1787514	2155650	26
2155651	2602176	27
2602177	3127087	28
3127088	4507475	29
4507476	above	30

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 9

Allocation of number of points for total municipal equitable share

4. The number of points allocated for the total municipal equitable share of a municipality is as follows:

TOTAL MUNICIPAL EQUITABLE SHARE		
From	To	Number of Points
R0	R28 674 697	1
R28 674 698	R43 161 779	2
R43 161 780	R56 423 172	3
R56 423 173	R66 219 670	4
R66 219 671	R81 177 329	5
R81 177 330	R114 864 016	6
R114 864 017	R181 669 184	7
R181 669 185	R399 161 028	8
R399 161 029	R2 593 938 739	9
R2 593 938 740	above	10

Determination of grade of municipality

5. The total number of points allocated to a municipality, in terms of items 2, 3, and 4 respectively, determines the grade of such municipality, in accordance with the following table:

GRADE OF MUNICIPALITIES		
Grade	From	To
1	1	26
2	27	47
3	48	60
4	61	70
5	71	78
6	79	85
7	86	91
8	92	96
9	97	98
10	99	100

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

10 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

Annual total remuneration packages of municipal managers

6. The upper limits of the annual total remuneration packages for municipal managers are as follows:

MUNICIPAL GRADE	MINIMUM	LOWER	MIDPOINT	UPPER	MAXIMUM
1	R1,419,659	R1,453,731	R1,488,620	R1,524,347	R1,560,932
2	R1,560,932	R1,598,394	R1,636,755	R1,676,038	R1,716,262
3	R1,716,262	R1,757,453	R1,799,632	R1,842,823	R1,887,050
4	R1,887,050	R1,932,340	R1,978,716	R2,026,205	R2,074,834
5	R2,074,834	R2,124,630	R2,175,621	R2,227,836	R2,281,304
6	R2,281,304	R2,336,055	R2,392,121	R2,449,532	R2,508,320
7	R2,508,320	R2,568,520	R2,630,165	R2,693,288	R2,757,927
8	R2,757,927	R2,824,118	R2,891,896	R2,961,302	R3,032,373
9	R3,032,373	R3,105,150	R3,179,674	R 3,255,986	R3,334,130
10	R3,334,130	R3,414,149	R3,496,088	R 3,579,994	R3,665,914

Annual total remuneration packages of managers directly accountable to municipal managers

7. The upper limits of the annual total remuneration packages for managers directly accountable to municipal managers are as follows:

MUNICIPAL GRADE	MINIMUM	LOWER	MIDPOINT	UPPER	MAXIMUM
1	R1,068,004	R1,093,636	R1,119,883	R1,146,761	R1,174,283
2	R1,174,283	R1,202,466	R1,231,325	R1,260,877	R1,291,138
3	R1,291,138	R1,322,125	R1,353,856	R1,386,348	R1,419,621
4	R1,419,621	R1,453,692	R1,488,580	R1,524,306	R1,560,890
5	R1,560,890	R1,598,351	R1,636,711	R1,675,992	R1,716,216
6	R1,716,216	R1,757,405	R1,799,583	R1,842,773	R1,887,000
7	R1,887,000	R1,932,288	R1,978,663	R2,026,151	R2,074,778
8	R2,074,778	R2,124,573	R2,175,563	R2,227,776	R2,281,243
9	R2,281,243	R2,335,993	R2,392,056	R2,449,466	R2,508,253
10	R2,508,253	R2,568,451	R2,630,094	R2,693,216	R2,757,853

Offer of remuneration on appointment

8. (1) The offer of remuneration on appointment to a senior manager will be determined by the qualifications, experience, knowledge of the candidate considered for appointment and performance track record, where applicable.

8

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 11

(2) A municipal council must apply the criteria as set out below to determine the offer of remuneration on appointment:

TOTAL REMUNERATION PACKAGE	CRITERIA
MINIMUM	- Meets the prescribed minimum qualifications in terms of the Regulations; - Has at least five (5) years' relevant experience as required; and - Has demonstrated exposure to strategic leadership responsibilities at a comparable municipal scale.
LOWER	- Meets the prescribed minimum qualifications; - Has between five (5) and seven (7) years' relevant experience; and - Demonstrates emerging strategic management capability with measurable performance outputs in a similar environment.
MIDPOINT	- Meets the prescribed minimum qualifications; - Has between seven (7) and ten (10) years' relevant experience; - Has demonstrable experience in managing complex institutional programmes, budgets and multidisciplinary teams; and - Has a proven record of achieving performance targets and maintained an effective individual performance at a senior management level.
UPPER	- Meets the prescribed minimum qualifications and possesses additional relevant postgraduate or specialist qualifications; - Has more than ten (10) years' relevant senior management experience; - Has demonstrated sustained institutional performance improvement, governance strengthening, or turnaround capability; - Has a proven record of achieving performance targets and maintained an effective individual performance at a senior management level; and - Has experience operating within highly complex or distressed municipal or institutional environments. The Municipal Council must record written reasons justifying placement at the upper notch.
MAXIMUM	- Meets the prescribed minimum qualifications and possesses additional advanced or specialist qualifications; - Has extensive senior management experience exceeding ten (10) years at comparable or higher institutional complexity; - Has demonstrated exceptional leadership, institutional reform, financial stabilisation, or service delivery turnaround achievements; - Has a proven record of achieving performance targets and maintained an effective individual performance at a senior management level; and - Provides scarce or critical skills that are demonstrably difficult to recruit within the municipal labour market and record is available to indicate such. The Municipal Council must record written reasons justifying placement at the Maximum notch.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

12 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

(3) Where a senior manager, immediately following the expiry or termination of a contract, is appointed to the same position in the same municipality, or to an equivalent position in another municipality of the same municipal grade, the senior manager may be appointed at the salary notch applicable at the time of termination or departure, subject to the applicable upper limits, provided that good cause for such salary placement is demonstrated and formally recorded.

(4) For purposes of sub-item (3) above, good cause shall include demonstrated operational necessity, institutional continuity, retention of skills, recruitment constraints or other objectively justifiable reasons recorded by the municipal council.

Pay Progression

9. The following criteria apply in determining pay progression from one notch to another:

MINIMUM	LOWER	MIDPOINT	UPPER	MAXIMUM
New appointment	1-2 yrs in job	3+ yrs in job	4+ yrs in job	5+ yrs in job
	Achieved performance rating of 3 and above	Achieved performance rating of 3 and above	Achieved performance rating of 3 and above	Achieved performance rating of 3 and above

Upper limits of cell phone allowance and data for municipal managers and managers directly accountable to municipal managers

10. A senior manager may, in addition to the annual total remuneration packages provided for in terms of items 6 and 7 respectively, be paid a cell phone allowance and data not exceeding R2500.00 per month, in accordance with the applicable municipal council policy.

Payment of remote allowance

11. (1) A senior manager may be paid a remote allowance not exceeding the percentage of the total annual remuneration package applicable to the relevant senior manager, as provided in **Annexure A** to this Notice.

(2) A senior manager who receives a market premium allowance, rural or scarce skills allowance in terms of Notice No. 225 as published in *Government Gazette* No. 37500 of 29 March 2014 or Notice No. 578 as published in *Government Gazette* No. 38946 of 1 July 2015 is not eligible for the remote allowance contemplated in sub-item (1).

- (3) A remote allowance referred to in sub-item (1) terminates when –
- (a) the employment contract of a senior manager lapses or is terminated; or
 - (b) the senior manager vacates office for any reason before the date of expiry of the employment contract, including but not limited to transfer,

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 13

promotion, dismissal for misconduct, incapacity, operational requirements and retirement.

Overpayment

12. (1) A municipality must remunerate its senior managers only within the framework of the Act and this Notice, setting out the upper limits of the total remuneration packages payable to senior managers.

(2) Any remuneration paid to a senior manager other than in accordance with sub-item (1) or any benefit, is an irregular expenditure and the municipality must recover that remuneration and benefits from the senior manager concerned.

(3) A municipality that remunerated a senior manager in contravention of the criteria governing the offer of remuneration on appointment, and in the absence of a waiver granted by the Minister, must correct the total remuneration package and recover any resultant overpayment in accordance with section 32 of the Municipal Finance Management Act, 2003 and other applicable legislation and legal principles governing the recovery of debts.

Furnishing of information to Minister

13. (1) A municipal council is required in terms of section 107 of the Act, to compile the following information for senior managers as at 1 July 2024 and submit same to the MEC for local government in the province:

- (a) Total approved posts;
- (b) Total filled posts;
- (c) Total vacant posts;
- (d) Name of incumbent;
- (e) Designation;
- (f) Gender;
- (g) Nature of contract (either permanent or fixed term contract);
- (h) Date of appointment;
- (i) Date of expiry of contract;
- (j) Total remuneration packages and any allowances that are payable to senior managers and divisional managers (third level managers) for the 2024/ 25 municipal financial year, including the T-scale levels where applicable; and
- (k) Municipal grade for the 2024/25 municipal financial year.
- (l) Total municipal income;
- (m) Total population; and
- (n) Total municipal equitable share.

(2) The information contemplated in sub-item (1) must be submitted to the MEC for local government in the province within 60 days from the date of publication of this Notice on an official letterhead of the municipality, signed by the executive mayor or mayor.

(3) The MEC for local government must analyse, verify and submit consolidated information for all municipalities in the province to the Minister within 90 days from the of publication of this Notice.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

14 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

Transitional provisions

14. (1) A municipal council may apply in writing to the Minister for exemption, using an application form which corresponds with **Annexure B**, after consultation with the MEC for local government if the municipality cannot afford to implement item 6 and 7 as set out in this Notice. The Minister will consider each application on merit, based on circumstances and motivation provided by the municipalities.

(2) If the remuneration of a senior manager is higher than the applicable pay scales determined in Items 6 and 7 the personal-to-incumbent will apply. In such cases, the senior manager shall retain his or her current total remuneration package and benefits; however, the senior manager shall not be eligible for pay progression and any adjustments to the remuneration package shall be limited to the cost-of-living adjustments determined by the Minister, until the applicable salary scale is aligned through the normal determination of upper limits.

(3) A senior manager who was remunerated at the midpoint or maximum in terms of the previous Notices, or whose remuneration falls between the notches prescribed in this Notice, must be placed, for purposes of this Notice, at the closest matching notch, being the nearest higher notch. A senior manager who was remunerated at a minimum in terms of the previous Notices, shall be placed at the minimum of this Notice.

(4) For a senior manager to qualify for pay progression he/she must have completed full cycle of performance management system for 2024/25 financial year, signed performance agreement, being assessed for the 2024/25 financial year and complied with all requirements in terms of the Local Government: Municipal Performance Regulations for municipal managers and managers directly accountable to municipal managers, 2006.

(5) Item 10 does not affect the existing cellphone and data contract of a senior manager entered into before the date of this Notice.

(6) Despite every effort taken to address scale creep, if such an eventuality occurs where there is still a salary creep, the municipal council must in consultation with the MEC for local government correct it by paying the municipal manager four salary levels or grades, at the minimum notch, above the highest paid third level managers, in case of manager directly accountable to municipal manager two salary levels or grades, at the minimum notch, above the highest paid third level managers in the department or directorate to which the manager directly accountable to the municipal manager is appointed to, subject to the following criteria:

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 15

CRITERIA	DESCRIPTION
Job Evaluation	The positions of the third-level manager, the manager directly accountable to the municipal manager in that department or directorate, and the municipal manager have been evaluated in accordance with the Municipal Staff Regulations, 2021 and council policy, and the job-evaluation results have been audited and approved in terms of the council's delegations.
MTREF	Determine whether the budget is funded or unfunded and affordability.
Senior Manager's costed remuneration	Assess whether the current remuneration of the senior managers complies with Notice on upper limits of the total remuneration packages payable to municipal managers and managers directly accountable to municipal managers.
Remuneration ratio	Assess whether the employee related costs and councillors remuneration expenditure of a municipality is within the prescribed norm of 25% and 40% of the total operating budget with a view to free budget earmarked for service delivery for what it is intended for.
Sustainability ratio	Assess whether the municipality has the ability to overcome economic and external shocks by utilising its reserves.
Liquidity- Current Ratio	Assess whether the municipality is able to pay back its short- term liabilities (debt and payables) with its short-term assets (cash, inventory and receivables).
Collection rate	Assess whether the municipality has the ability to collect revenue owed to it, including the effectiveness of its credit control and revenue management.
Cash/ Cost coverage ratio	Assess whether the municipality has the ability to meet its monthly fixed operating commitments from cash and short- term investment.

(7) The MEC for local government in the province must, without delay, notify the Minister of any determination, approval, or corrective measure made in terms of item 14(6), including the grounds on which such decision was taken and the municipality's historical compliance with previous determinations on upper limits and waiver approvals;

(8) A senior manager to whom a waiver was granted at the midpoint, or maximum must be placed at the closest matching notch in terms of this Notice. No waiver shall apply where a person commences a new position in the same municipality.

(9) Where a senior manager has been granted a remuneration waiver resulting in placement one or two notches above the highest-paid third-level managers, the municipal council must, in consultation with the MEC for local government in the province, correct such disparity in accordance with the principle and criteria set out in sub-item 14(6).

(10) If the grade of a municipality is lower than the previous categorisation as determined in terms of this Notice, the municipality shall retain the categorisation prescribed in the previous Notice and a senior manager –

- (a) who is appointed as at 30 June 2024, will be remunerated in terms of this Notice as per item 7 and 8 in accordance with the categorisation determined in terms of Government Notice No. 4897, Government Gazette No. 50787 of 30 May 2024. Provided that the data used by the municipality for determination of the grade of a municipal council is correct; and

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

16 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

(b) is entitled to the applicable cost of living adjustment entitled to cost-of-living adjustments aligned to the Minister's determination: Provided that the data used by the municipality for determination of the grade of a municipality is correct.

(11) The criteria as contained in Item 9 shall apply with effect 1 July 2024.

(12) Any council resolution, remuneration adjustment, or other administrative decision lawfully implemented in reliance on Government Gazette No. 53882, as published on 18 December 2025, prior to the publication of this Amendment Notice, and which was lawful and in compliance with the said Notice, shall remain valid.

Short title and commencement

15. (1) This Notice is called the Upper Limits of Total Remuneration Packages of Municipal Managers and Managers Directly Accountable to Municipal Managers.

(2) This Notice takes effect from 1 July 2024 and replaces Government Gazette No. 53882, as published on 18 December 2025.

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 17

ANNEXURE A

PROVINCE	DISTRICT CODE	MUNICIPAL CODE	MUNICIPALITY	%
Eastern Cape	DC10	EC102	Blue Crane Route	4%
Eastern Cape	DC10	EC106	Sundays River Valley	4%
Eastern Cape	DC10	EC109	Kou-Kamma	4%
Eastern Cape	DC12	EC129	Raymond Mhlaba	4%
Eastern Cape	DC13	EC131	Inxuba Yethemba	4%
Eastern Cape	DC13	EC135	Intsika Yethu	4%
Eastern Cape	DC13	EC137	Engcobo	4%
Eastern Cape	DC13	EC138	Sakhisizwe	4%
Eastern Cape	DC13	EC139	Enoch Mgijima	4%
Eastern Cape	DC14	EC141	Elundini	4%
Eastern Cape	DC15	EC153	Ingguzu Hill	4%
Eastern Cape	DC44	EC443	Winnie Madikizela-Mandela	4%
Eastern Cape	DC15	EC154	Port St Johns	4%
Eastern Cape	DC44	EC442	Umzimvubu	4%
Eastern Cape	DC44	EC444	Ntabankulu	4%
Eastern Cape	DC14	DC14	Joe Gqabi	4%
Eastern Cape	DC44	DC44	Alfred Nzo	4%
Free State	DC16	FS161	Letsemeng	4%
Free State	DC16	FS162	Kopanong	4%
Free State	DC18	DC183	Tswelopele	4%
Free State	DC19	FS191	Setsoto	4%
Free State	DC19	FS196	Mantsopa	4%
Free State	DC20	FS205	Mafube	4%
Free State	DC20	FS204	Metsimaholo	4%
Free State	DC16	DC16	Xhariep	4%
Free State	DC20	DC20	Fezile Dabi	4%
KwaZulu Natal	DC21	KZN214	UMuziwabantu	4%
KwaZulu Natal	DC22	KZN224	Impendle	4%
KwaZulu Natal	DC23	KZN235	Okhahlamba	4%
KwaZulu Natal	DC24	KZN245	Umvoti	4%
KwaZulu Natal	DC24	KZN244	Msinga	4%
KwaZulu Natal	DC26	KZN261	eDumbe	4%
KwaZulu Natal	DC26	KZN262	UPhongolo	4%
KwaZulu Natal	DC26	KZN265	Nongoma	4%
KwaZulu Natal	DC26	KZN266	Ulundi	4%
KwaZulu Natal	DC27	KZN276	Big Five Hlabisa	4%
KwaZulu Natal	DC28	KZN285	Mthonjaneni	4%
KwaZulu Natal	DC28	KZN286	Nkandla	4%
KwaZulu Natal	DC43	KZN433	Greater Kokstad	4%
KwaZulu Natal	DC43	KZN434	Ubuhlebezwe	4%
KwaZulu Natal	DC43	KZN435	Umzimkhulu	4%
KwaZulu Natal	DC26	DC26	Zululand	4%
KwaZulu Natal	DC43	DC43	Harry Gwala	4%
Limpopo	DC33	LIM331	Greater Giyani	4%
Limpopo	DC34	LIM341	Musina	4%
Limpopo	DC35	LIM351	Blouberg	4%
Limpopo	DC35	LIM353	Molemole	4%
Limpopo	DC36	LIM361	Thabazimbi	4%
Limpopo	DC47	LIM473	Makhuduthamaga	4%
Limpopo	DC47	LIM476	Greater Tubatse/Fetakgomo	4%
Mpumalanga	DC30	MP301	Albert Luthuli	4%
Mpumalanga	DC30	MP303	Mkhondo	4%

15

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SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

18 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

PROVINCE	DISTRICT CODE	MUNICIPAL CODE	MUNICIPALITY	%
Mpumalanga	DC30	MP304	Dr Pixley Ka Isaka Seme	4%
Mpumalanga	DC32	MP321	Thaba Chweu	4%
Mpumalanga	DC 32	MP324	Nkomazi	4%
North West	DC37	NW375	Moses Kotane	4%
North West	DC38	NW381	Ratlou	4%
North West	DC38	NW382	Tswaing	4%
North West	DC38	NW385	Ramotshere Moiloa	4%
North West	DC39	NW392	Naledi (NW)	4%
North West	DC39	NW393	Mamusa	4%
North West	DC39	NW394	Greater Taung	4%
North West	DC39	NW396	Lekwa-Teemane	4%
North West	DC40	NW404	Maquassi Hills	4%
North West	DC39	DC39	Dr Ruth Segomotsi Mompati	4%
Northern Cape	DC8	NC084	IKheis	4%
Northern Cape	DC7	NC078	Siyancuma	4%
Northern Cape	DC7	NC076	Thembelihle	4%
Northern Cape	DC9	NC093	Magareng	4%
Northern Cape	DC9	NC094	Phokwane	4%
Western Cape	DC1	WC013	Bergrivier	4%
Western Cape	DC1	WC015	Swartland	4%
Western Cape	DC3	WC032	Overstrand	4%
Western Cape	DC3	WC034	Swellendam	4%
Western Cape	DC3	WC031	Theewaterskloof	4%
Western Cape	DC4	WC042	Hessequa	4%
Western Cape	DC4	WC041	Kannaland	4%
Western Cape	DC5	WC051	Laingsburg	4%
Western Cape	DC5	WC052	Prince Albert	4%
Western Cape	DC1	DC1	West Coast	4%
Eastern Cape	DC10	EC101	Dr Bayers Naude	7%
Eastern Cape	DC14	EC142	Senqu	7%
Eastern Cape	DC14	EC145	Walter Sisulu	7%
Eastern Cape	DC44	EC441	Matatiele	7%
Free State	DC16	FS163	Mohokare	7%
KwaZulu Natal	DC27	KZN272	Jozini	7%
KwaZulu-Natal	DC27	DC27	Umkhanyakude	7%
KwaZulu-Natal	DC43	KZN436	Dr Nkosazana Dlamini Zuma	7%
Limpopo	DC36	LIM362	Lephalale	7%
Northern Cape	DC6	NC067	Khai-Ma	7%
Northern Cape	DC7	NC072	Umsobomvu	7%
Northern Cape	DC7	NC075	Renosterberg	7%
Northern Cape	DC8	NC085	Tsantsabane	7%
Northern Cape	DC8	NC086	Kgatelopele	7%
Northern Cape	DC45	NC453	Gamagara	7%
Northern Cape	DC45	NC452	Ga-Segonyana	7%
Northern Cape	DC45	DC45	John Taolo Gaetsewe	7%
Western Cape	DC1	WC012	Cederberg	7%
Western Cape	DC3	WC033	Cape Agulhas	7%
Western Cape	DC5	WC053	Beaufort West	7%
Western Cape	DC3	DC3	Overberg	7%
Western Cape	DC5	DC5	Central Karoo	7%
KwaZulu Natal	DC27	KZN271	Umhlabuyalingana	10%
North West	DC39	NW397	Kagisano/Molopo	10%
Northern Cape	DC6	DC6	Namakwa	10%
Northern Cape	DC6	NC061	Richtersveld	10%

16

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SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 19

PROVINCE	DISTRICT CODE	MUNICIPAL CODE	MUNICIPALITY	%
Northern Cape	DC6	NC062	Nama Khoi	10%
Northern Cape	DC6	NC064	Kamiesberg	10%
Northern Cape	DC6	NC065	Hantam	10%
Northern Cape	DC6	NC066	Karoo Hoogland	10%
Northern Cape	DC7	DC7	Pixley Ka Seme	10%
Northern Cape	DC7	NC073	Emthanjeni	10%
Northern Cape	DC7	NC071	Ubuntu	10%
Northern Cape	DC7	NC074	Kareeberg	10%
Northern Cape	DC7	NC077	Siyathemba	10%
Northern Cape	DC45	NC451	Joe Morolong	10%
Western Cape	DC1	WC011	Matzikama	10%

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

20 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

ANNEXURE B

APPLICATION FOR EXEMPTION FROM THE NOTICE ON UPPER LIMITS OF TOTAL REMUNERATION PACKAGES OF MUNICIPAL MANAGERS AND MANAGERS DIRECTLY ACCOUNTABLE TO MUNICIPAL MANAGERS

This form must be completed by a municipality applying to the Minister for exemption from the implementation of the Notice on Upper Limits of Total Remuneration Packages of Municipal Managers and Managers Directly Accountable to Municipal Managers. The application must be approved by the Municipal Council and submitted by the Mayor or Executive Mayor.

PART A: SUBMISSION CHECKLIST

- ☐ Council Resolution approving the exemption application
- ☐ Municipal Budget and MTREF showing affordability constraints
- ☐ Latest Audited Annual Financial Statements
- ☐ Organisational Structure indicating senior management posts
- ☐ Current remuneration packages of affected senior managers
- ☐ Motivation report explaining financial constraints
- ☐ Any other relevant supporting documentation

PART B: MUNICIPALITY DETAILS

Name of Municipality	
Municipal Code	
Province	
District Municipality (if applicable)	
Physical Address	
Postal Address	
Telephone	
Email Address	

PART C: AUTHORISED APPLICANT (ON BEHALF OF COUNCIL)

Name	
Designation (Mayor / Executive Mayor)	
Contact Number	
Email Address	

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 21

PART D: DETAILS OF THE EXEMPTION REQUEST

Positions for which exemption is sought:

Position	Number of Posts	Current Remuneration	Proposed Remuneration
Municipal Manager			
Manager directly accountable to Municipal Manager			

Provision(s) of the Notice for which exemption is sought:

- ☐ Upper limit of remuneration package
☐ Pay progression requirement
☐ Placement within salary notch framework
☐ Other (specify)

Relevant clause(s) of the Notice: _____

PART E: MUNICIPALITY CLASSIFICATION

Provide the following information used to determine the municipal grade:

Indicator	Value	Source
Total Municipal Income		
Total Population		
Municipal Equitable Share		
Total Points		
Municipal Grade		

PART F: REASONS FOR REQUESTING EXEMPTION

Explain why the municipality cannot implement the Notice:

- ☐ Financial constraints / affordability
☐ Unfunded budget
☐ Service delivery impact
☐ Other (specify)

Detailed motivation:

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

22 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

PART G: PERIOD OF EXEMPTION REQUESTED

- ☐ One financial year
☐ Two financial years
☐ Other (specify) _____

Proposed start date: _____

Proposed end date: _____

PART H: FINANCIAL INFORMATION

Provide summary financial indicators:

Indicator	Value
Total Operating Budget	
Employee Related Costs	
Cash Coverage Ratio	
Liquidity Ratio	
Collection Rate	
Whether Budget is Funded/Unfunded	

Attach supporting documentation where applicable.

PART I: DECLARATION

I hereby certify that:

- The information provided in this application is true and correct.
- The Municipal Council has approved the submission of this application.
- All supporting documentation has been attached.

Name: _____

Designation: _____

Signature: _____

Date: _____

PART J: MUNICIPAL COUNCIL CONFIRMATION

Council Resolution Number: _____

Date of Council Resolution: _____

Certified by:

Municipal Manager/Delegated Authority: _____

Signature: _____

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

STAATSKOERANT, 14 APRIL 2026

No. 54505 23

This gazette is also available free online at www.gpwonline.co.za

SPECIAL COUNCIL MEETING
AGENDA
14 JULY 2026

24 No. 54505

GOVERNMENT GAZETTE, 14 APRIL 2026

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7 **IN COMMITTEE** (*See separate agenda*)

8. **ADJOURNMENT**

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