

## **Reliable Water in Makhanda**

To provide **RELIABLE** water service delivery in Makhanda we need to care for our catchment (the area of land where rain falls to feed our rivers) and make sure that all of the water service delivery processes work well.

This diagram shows the interlinked and complex nature of Makhanda's water service delivery process. Problems in any part of the system can result in unreliable water service delivery. The challenges facing the Makhanda water system are numerous and connected, therefore:

- There is no one solution or a quick fix.
- Processes are slow and expensive to fix.
- It helps to understand where in the system we need to focus for us to move towards clean, reliable and fair water service delivery.

We have two sources of water: the Kariega River (water stored in Settlers Dam), and water from the Orange and Fish Rivers (water stored in Glen Melville Dam). We are close to using our allocation from the Orange Fish System, and the Kariega is dry from drought. At present, there is not enough water to supply everyone's demand.

More people in Makhanda means we need a bigger water supply. Much of our water infrastructure: treatment works for water and sewage, pumps, pipes and valves are old and overused, needing constant maintenance and upgrading. Water lost through leaks and bursts means less water gets to people. The operation, maintenance and upgrades of our water system is an expensive and slow process.

The municipality uses money from rates and government grants to pay for this. However, our municipal revenue collection is inefficient; the Municipality is in large debt to other service providers. Money is spent on legal costs. The Department of Water and Sanitation is also in financial crisis. This all means is less money available to keep our water system running reliably.

The municipality faces challenges of leadership, key staff vacancies and complicated demanding procurement processes also affect reliable water supply. Together these challenges mean people get less water, that is less safe. Poor service delivery.

As a result, people get angry, blame the municipality and in some instances resort to protest, litigation, non-payment of water bills and even vandalism. Although it is important to hold decision-makers and administrators to account, negative actions can also slow down and interfere with running the water system.

### **EVERYONE CAN:**

- **use less water,**
- **report water leaks,**
- **collect rainwater,**
- **join a civil society group and/or the Makana Water Forum.**

## **Fair Water in Makhanda**

How does the government plan to provide **FAIR** water services to people?

The government uses governance institutions like Departments and Municipalities, and the rules for how they should work (water legislation) to manage and provide water services. This diagram shows the institutions involved in the management of water from a national to a local scale.

The National Government, through the Department of Water and Sanitation (DWS), looks after water in the whole country. Water from the environment is supplied to people – in their homes, industries and farms. Water is also used for sanitation. Water supply in homes is the responsibility of Local Government: local and District Municipalities (They report to the Department of Cooperative Government and Traditional Affairs (COGTA).

Water laws require the government to have enough water from the environment to supply people with 6000litres clean, treated water per household per month (25litres per person per day). **People have a democratic right this water and the right to participate in how water is managed.** To enable participation in water resource management – water in the environment, South Africa's river catchments have been divided into 9 water management areas, each governed by a Catchment Management Agency (CMA).

To manage water democratically, fairly and sustainably, CMA's rely on feedback from local Catchment Management Forums which represent local stakeholder interests. In the Eastern Cape, the Mzimvubu to Tsitsikamma CMA is responsible for managing raw water resources (water in rivers, dams and groundwater). Many municipalities have Water Service forums. In Makana these are combined into a WATER FORUM – officially hosted by the Makana Municipality and DWS. The Makana Water Forum (MWF), was established to represent ALL stakeholder interests in water resource management and water and sanitation service delivery. The MWF has an agenda item on each quarterly Municipal Engineering and Infrastructural Portfolio Committee meeting and is invited to other important water-related meetings.

## **YOUR VOICE CAN BE HEARD THROUGH THE MAKANA WATER FORUM**

**The MWF provides an official, recognised platform for all water stakeholder to engage with decision makers from the municipality and government departments in all aspects of the water cycle.**

## **Clean Water for Makhanda**

There are two aspects to clean water: clean water for people to drink and use at home, and water that is cleaned before it goes back into the river. /

Cleaning is done by Water Treatment Works (WTW) and wastewater treatment works (WWTW). In Makhanda water for household use from Glen Melville Dam is cleaned at the James Kleynhans WTW, and from Settlers Dam at the Waainek WTW. Water from Makhanda is cleaned at the Belmont Valley and Mayfield WWTW.

James Kleynhans cannot supply enough clean drinkable water even to Makhana East – and is being enlarged and upgraded to supply East and West more reliably. This will take 2 years. (At the moment Waainek does not get enough water from Settlers Dam to supply Makhanda West.)

ALL the Makhanda works are overloaded and in need of repair and maintenance. We need enough planning, money and technical expertise to keep them working well.

If the inflow to a WTW is naturally clean and not polluted, it costs less to treat. Therefore we care for water quality in our rivers and dams. Effective WWTW means sewage outflow is clean enough for rivers to finish the cleaning (they do that naturally), and river water is not dangerous to swim, walk through or use for vegetable irrigation. River water is NEVER clean enough to drink without treatment.

To have clean and safe water in our houses and workplaces, it is best if we start with relatively clean water from a dam or river. This simplifies the water treatment process, as water that is more polluted may require special treatment processes that will cost more.

In Makhanda, water for drinking comes from the Great Fish River (which itself gets Orange River water) and is cleaned at the James Kleynhans Water Treatment Works, or from the Kariega, Palmiet and Berg Rivers, which is treated at the Waainek Water Treatment Works. Treated sewage is discharged from the Belmont Valley Wastewater Treatment Works to the Kowie River - Our sewage affects Port Alfred! Or via the Mayfield Wastewater Treatment Works which discharges to the Botha's River, which flows into the Great Fish River.

- YOU CAN:**
- **only flush toilet paper NOTHING ELSE,**
  - **make sure nappies do not get into rivers or drains,**
  - **WASH hands after toilet use,**
  - **only use CLEAN storage containers for drinking water**
  - **join a civil society group and/or the Makana Water Forum.**