

**MUNICIPAL SCORECARD FOR ASSESSING THE POTENTIAL FOR WC/WDM EFFORTS IN MUNICIPALITIES: SWARTLAND**

1. Development of Standard Water Balance	WSA has developed reliable water balance and results indicate UAW/NRW at less than 20%	4
	WSA has developed reliable water balance and results indicate UAW/NRW at 20% to 40%	3
	WSA has developed reliable water balance and results indicate UAW/NRW at more than 40%	2
	WSA has no water balance. Is currently developing one	1
	WSA has no water balance	0
2. Pressurised Supply to all consumers 100% of time	WSA maintains a pressurised supply to all areas within the water distribution network all of the time at a minimum of 20m pressure	4
	WSA maintains a pressurised supply to all areas within the water distribution network however pressure drops below 10m in certain areas	3
	Small isolated sections of the network experience intermittent supply	2
	Many sections of the network experience intermittent supply	1
	The entire network experiences intermittent supply	0
3. Residential Metering System	More than 98% of all connections are metered and billed.	4
	75% to 98% of all connections are metered and billed	3
	50 - 75% of connections are metered and billed	2
	Less than 50% of connections are metered and billed	1
	No metering takes place	0
4. Non Residential Metering System (Commercial, Industrial and Institutional)	More than 98% of all non-residential connections, including fire supply connections, are metered and billed based on metered use	4
	75% to 98% of all non-residential connections, including fire supply connections, are metered and billed based on metered use	3
	50 - 75% of non-residential connections, including fire supply connections, are metered and billed based on metered	2
	Less than 50% of non-residential connections, including fire supply connections, are metered and billed based on metered use	1
	No non-residential metering takes place	0
5. Effective Billing System including Informative Billing	WSA produces informative billing to all customers based on meter readings	4
	WSA produces informative billing to most customers based on meter readings	3
	WSA produces informative billing to only some customers based on meter readings	2
	WSA has an uninformative billing system in place	1
	WSA has no billing	0
6. Network (Leakage) Complaints System	Efficient reporting system in place (90% of reported leaks are repaired within 24 hours)	4
	Efficient reporting system in place (90% of reported leaks are repaired within 48 hours)	3
	Leakage reporting system in place response times need to be improved	2
	Leakage reporting system in place but few if any field response teams to undertake repairs	1
	No leakage reporting system in place and no plans to create one	0
7. Billing and Metering Complaints System	Efficient reporting system for metering and billing problems in place (90% dealt with within 14 days)	4
	Efficient reporting system for metering and billing problems in place (90% dealt with within one month)	3
	Metering and billing problem reporting system in place response times need to be improved	2
	Metering and billing problem reporting system in place but very poor response time with many problems never resolved	1
	No Metering and billing problem reporting system in place	0
8. Asset Register for Water Reticulation System	WSA has a comprehensive and accurate asset register in place which is available digitally	4
	WSA has a partially completed accurate asset register in place	3
	WSA has a poor asset register in place	2
	SA is in the process of developing an asset register	1
	WSA has no asset register in place and no immediate intention of generating an asset register	0
9. Asset Management - Capital Works	2% or more of the value of the water network is invested annually into new capital works related to the existing	4
	1% - 2% of the value of the water network is invested annually into new capital works related to the existing infrastructure	3
	Less than 1% of the value of the water network is invested annually into new capital works related to the existing infrastructure	2
	No estimate of asset value of water supply system is available but WSA feels that sufficient budget is spent on new	1
	No estimate of asset value of water supply system is available and WSA feels that insufficient budget is spent on new Capital Works	0
10. Asset Management - Operations and Maintenance	2% or more of the value of the water network is invested annually into the maintenance of the existing infrastructure	4
	1% - 2% of the value of the water network is invested annually into the maintenance of the existing infrastructure	3
	Less than 1% of the value of the water network is invested annually into the maintenance of the existing infrastructure	2
	No estimate of asset value of water supply system is available but WSA feels that sufficient budget is spent on operations and maintenance	1
	No estimate of asset value of water supply system is available and WSA feels that insufficient budget is spent on operations and maintenance	0
11. Dedicated WDM support	Efficient WDM Section in place with sufficient resources	4
	WDM section in place requires some resources and capacity building	3
	WDM section in place. Major resources and capacity building required	2
	No WDM section currently in place, intention to create WDM section	1
	No WDM Section and no intention to create WDM section	0
12. Active Leakage Control	Active leakage detection and repair undertaken continuously with average sweep time of 12 months or less	4
	Active leakage detection and repair undertaken continuously with average sweep time of 48 months	3
	Active leakage detection and repair is undertaken on an add-hoc basis	2
	No active leakage detection is currently undertaken however the WSA intends to initiate such measures	1
	No active leakage detection is undertaken and the WSA has no intention to conduct such measures	0
13. Effective Sectorisation	Reticulation network has been sectorised and is checked regularly to maintain discrete zones	4
	Reticulation network has been sectorised but is not checked regularly to ensure discrete zones	3
	Only portions of the reticulation network have been sectorised	2
	Few if any zones have been created but plans are in place to sectorise the system	1
	No sectorisation has been undertaken and no plans are in place to implement such measures	0
14. Effective Bulk Meter Management	All bulk water sources to the WSA are metered by the WSA using some form of check metering (either permanent or temporary)	4
	All bulk water sources to the WSA are metered by the Bulk water supplier or by the WSA	3
	Few bulk meters are operational	2
	No Bulk metering in place, however, WSA has plans to install bulk meters	1
	No Bulk metering in place and no plans for such meters have been made	0
15. Effective Zone Meter Management and Assessment of Minimum Night Flows	All inlet points to discrete zones are metered and accurate with Minimum Night Flows logged and analysed on a regular basis	4
	All inlet points to discrete zones are metered and accurate but no Minimum Night Flow analyses are undertaken	3
	All inlet points to discrete zones are metered but many are broken or considered to be inaccurate	2
	Zone inputs are currently not metered although the WSA has planned to install meters on all zone inlets	1
	No accurate zone metering is in place and there are no plans to introduce such measures	0
16. Pressure Management and Maintenance of Pressure Reducing Valves	Reticulation is comprehensively sectorised into pressure zones which are all discrete. All PRVs are maintained under maintenance schedule	4
	Reticulation is comprehensively sectorised into pressure zones which are all discrete. PRVs are only maintained when problems become apparent.	3
	Reticulation is sectorised in pressure zones but the zones are not verified and little or no maintenance is undertaken on the PRVs	2
	WSA intends to introduce pressure zones and the use of PRVs to manage system pressures.	1
	No Discrete pressure zones and no PRV maintenance	0

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17. As-Built Drawings of Bulk and Reticulation Infrastructure	Accurate as-built drawings for all reticulation are available digitally	4
	As-built drawings available digitally for the majority of the network and available in hardcopy for the remainder of the network	3
	A mixture of digital and hard copy as-built drawings available for the majority of the network but many problems are known to exist with the quality of the data.	2
	Only some hard copy as-built drawings are available for portions of the network	1
	No as-built drawings available	0
18. Schematic Layout of Water Infrastructure	An up-to date and detailed schematic of the whole bulk reticulation network is available showing all bulk mains, pumps, reservoirs, meters and control valves.	4
	A detailed schematic of the bulk reticulation network is available but is known to be outdated and/or inaccurate.	3
	Only a rough schematic of the bulk reticulation network is available which is known to be inaccurate and/or outdated	2
	No schematic of the bulk reticulation is available although the WSA is planning to develop such a schematic.	1
	No schematic of the bulk reticulation is available and the WSA has no plans to develop such a schematic.	0
19. Regulations and Bylaws	Regulations and Bylaws are in place which address WDM issues and some form of enforcement is undertaken	4
	Regulations and Bylaws are in place which address WDM issues but are not enforced	3
	Regulations and Bylaws are in place but do not address WDM issues	2
	There are no Bylaws in place but WSA is intending to introduce such measures	1
	There are no Bylaws in place and WSA has no plans to introduce them.	0
20. Tariffs	WSA has rising block tariffs in place that encourage water use efficiency	4
	WSA has rising block tariffs in place but they do not encourage water use efficiency sufficiently	3
	WSA has single water tariff in place	2
	WSA has a declining block tariff in place	1
	WSA does not know what tariff structure is in place	0
21. Technical Support to Customers	The WSA actively engages with customers and offers technical support on WDM to both domestic as well as commercial/industrial customers	4
	The WSA offers technical support on WDM to large consumers on a pro-active basis	3
	The WSA only offers technical support on WDM on a reactive basis	2
	The WSA currently offers no technical support but plans to introduce a support mechanism	1
	The WSA has no plans to offer technical support on WDM measures to any customers	0
22. Removal of Unlawful Connections	The WSA actively monitors and removes all unlawful connections	4
	The WSA selectively monitors and removes unlawful connections	3
	The WSA monitors unlawful connections but has no policy for removal	2
	The WSA plans to introduce measures to tackle unlawful connections	1
	The WSA has no plans to deal with illegal connections	0
23. Community Awareness and Education Programmes	WSA is actively involved in conducting workshops on water conservation within the communities with a dedicated team	4
	WSA is involved in conducting workshops on water conservation within the communities however no dedicated team exists	3
	WSA has very little involvement with workshops on water conservation within the communities	2
	WSA currently does not conduct workshops on water conservation within the communities, however these interventions are proposed	1
	WSA currently does not conduct workshops on water conservation within the communities	0
24. Schools Awareness and Education Programmes	WSA is actively involved in conducting workshops on water conservation within the schools with a dedicated team	4
	WSA is involved in conducting workshops on water conservation within the schools however no dedicated team exists	3
	WSA has very little involvement with workshops on water conservation within the schools	2
	WSA currently does not conduct workshops on water conservation within the schools, however these interventions are proposed	1
	WSA currently does not conduct workshops on water conservation within the schools	0
25. Newspaper radio articles plus posters and leaflets for distribution	WSA runs regular adds in newspapers and/or radio and has library of posters and leaflets for public distribution	4
	WSA runs occasional adds in newspapers and/or radio and has library of posters and leaflets for public distribution	3
	WSA has library of posters and leaflets for public distribution but does not advertise in newspapers or radio	2
	WSA has some leaflets and/or posters and intends to strengthen its capacity to promote WC/WDM in the community	1
	WSA does not advertise in newspapers or radio and has no posters or leaflets on WC/WDM	0
TOTAL		80