

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 experience 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 all non-residential connections, including fire supply connections, are metered and billed based on metered use	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 produce informative billing to all customers based on meter readings.	4
		WSA produce informative billing to most customers based on meter readings.	3
		WSA produce 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 time 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 meeting and billing problems in place (90% dealt witing 14 days)	4
		Efficient reporting system for meeting and billing problems in place (90% dealt witing 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 solved.	1
		No metering and billing problem reporting system in place.	0
8	Asset Register for Water Reticulation System	WSA has 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
		WSA 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 infrastructure	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 the water supply system is available but WSA feels that sufficient budget is spent on new Capital Works	1
		No estimate of asset value of the 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 ad-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 plans for such meters have been made.	0

15	Effective Zone Meter Management and Assessment of Minimum Night	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 PRV's are maintained under maintenance schedule.	4
		Reticulation is comprehensively sectorised into pressure zones which are all discrete. PRV's 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 PRV's	2
		WSA intends to introduce pressure zones and the use of PRV's to manage system pressure.	1
		No Discrete pressure zones and no PRV maintenance.	0

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 & hard copy as-built drawings available for the majority of the network but many problems are known to exist with the equality 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 & 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 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 all 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	School 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