

1. Introduction and Background

The 2014 Winner of the
Stockholm Industry Water
Award.
Visit [www. http://
www.sivi.org/prizes/
stockholmindustry-
wateraward/winners/2014-
2/](http://www.sivi.org/prizes/stockholmindustry-wateraward/winners/2014-2/)

The Course is developed by the eThekweni Water and Sanitation Department (EWS) to provide participants with information and tools on how to manage water and sanitation challenges in rural and urban areas. All experts sharing the knowledge are drawn from the Municipality .

2. Who should attend?

- Technical, operational and administrative personnel in municipalities.
- Water Services Authority and National and Provincial Government professionals involved on the implementation of Water and Sanitation in local government.

3. Course Aims and Objectives

- To provide information on the basic requirements for an effective and sustainable water and sanitation programme.
- To transfer the knowledge, information and lessons learnt from the eThekweni Water and Sanitation department's experiences.
- To impart the necessary tools to assist in improving the quality of life with respect to the supply of water and sanitation.

4. Learning Outcomes

Participants on the Course will obtain an understanding of the following:

- How to meet the challenges of rural and peri-urban water and sanitation supply.
- The aspects that need to be including when developing Water and Sanitation Tariffs.
- The importance of continuous education and awareness programmes and how these are applied by **EWS**.
- How to identify water losses and corrective actions that can be taken.
- The role of a well-trained maintenance and operations team.

5. SUMMARY OF THE COURSE MODULES

MODULE 1: The Supply of Basic Water and Sanitation Services to Rural Settlements:

- This module will focus on the supply of basic services to the rural areas.
- Aspects to be considered when determining the most suitable technologies for quality water supply and sanitation services.
- Insights on how EWS developed the current systems that are used such as ground tanks and flow limiters for water supply, and urine diversion toilets for sanitation.
- Results of EWS initiatives and the learnt over the years.
- A site visit will be arranged.

MODULE 2: The Supply of Basic Water and Sanitation Services to Peri-urban Settlements

- Similar aspects MODULE 1 but with an emphasis on the peri-urban and urban informal settlements.
- The use of water dispensers and ablutions for these settlements will be discussed.
- A site visit to view the facilities will be arranged.

Module 3: Introduction to Blue Drop

- The Module presents the Metro perspective on the Blue and share the lessons learnt with other South African Metros in developing and implementing the system.
- More important is the focus on Challenges and progress update in achieving the Blue Drop Status and meeting the future targets and actions thereof.
- The Module also includes a focus on the Performance Monitoring System.

Module 4: Introduction to Green Drop

- The Module presents the Metro perspective on the Green Drop and share the lessons learnt with other South African Metros in developing and implementing the system.
- More important is the focus on Challenges and progress update in achieving the Blue Drop Status and meeting the future targets and Monitoring System and actions thereof.
- The Module also includes a focus on the Performance Monitoring System.

Module 5: LaDePa Technology

- This Module focus on the Latrine Dehydration and Pasteurization technology eThekweni Water Services has adopted for the fast, efficient and economical for the treatment of sludge.
- The practitioners will share the lessons learnt so far in the implementation of this system.

MODULE 6: Operations and Maintenance

- This module will cover how EWS has developed sustainable operation and maintenance systems.
- The basic requirements for such systems will be explained which will cover aspects such as training, setting of key performance indicators, developing response plans and reporting.
- Case studies on how this department contributes to ensuring sustainable water supply will also be presented.

MODULE 7: Overview and Demonstration of EWS GIS System

GIS is an important tool **for** supporting municipal operations and infrastructure management.

- This section will explain the basic requirements for establishing a GIS system.
- The costs and benefits will be explained.
- A demonstration of the EWS system will be given.
- A DVD on the process will be shown.

MODULE 8: Non-Revenue Water

- Non-revenue water has been identified as the second most important issue in EWS.
- The department has developed new initiatives to carry out water balances to identify the losses and many initiatives have been launched and planned to reduce the non-revenue water.

MODULE 9: Domestic Tariff Development

- The module will cover, in detail, the development of domestic tariffs for water and sanitation.
- Aspects that will be discussed includes how the basic free water supply volume was determined, how the different levels of service were developed and the aspects that need to be taken into account when developing a water or sanitation tariff
- The experience of the EWS in implementing these tariffs will also be discussed.

MODULE 10: Water Policy Development and Application

- The Water Policy guides all actions taken by EWS in terms of providing water and sanitation services.
- This section will cover the main aspects of the policy document such as the water tariff on how to deal with non-payment and the development and results of the EWS debt relief scheme.
- The manner in which the policy are implemented and monitored EWS staff will also be covered.

MODULE 11: Education and Community Involvement

- Education and community involvement are an essential part of the EWS function.
- Many initiatives are in place to ensure two way communication with all consumers such as the establishment of focus groups and the use of the *Raising Citizens Voice* system, both of which will be explained in this section.
- Participants will be provided with guidelines on how to approach communities and the most appropriate methods of interacting with consumers on water and sanitation issues.
- Lessons learnt and results of the various initiatives will be provided.

MODULE 12: Call Centre Development and Operation

- The EWS has developed a successful call Centre that deals with complaints related to water and sanitation aspects throughout the EMA.
- Participants will be provided with information on how the Centre was developed, its operation and the lessons learnt by EWS in establishing and managing the system.
- A visit to the call Centre will be undertaken.
- A description of how these water balances are prepared and the actions taken to date (together with financial and other benefits) will be provided.
- Tips on where to start, how to overcome the problem and sustain the process will be provided.
- A case study of the pressure reduction valve will be presented.

6. Texts and Supporting Material/ Recommended Reading List

Hand-outs to be supplied include:

- DVD on eThekweni Rural Water and Sanitation Programme
- Booklet on the Rural water and sanitation programme
- Toolkit Booklet
- Water Policy document
- Tariff Documents
- Summary information on projects
- CD containing all presentations

7. Fundamental Concepts, Course Organization and Learning Methodologies

- Power Point presentations
- DVDs
- Discussions and expert panel
- Case study discussions
- Field Trips



8. Duration of a Course

The Course will take place over a period of at least 3 days starting at 08h00 and finishing at 16h30.

9. Master Class Funding

In this Pilot phase, MILE will pay for morning and afternoon teas and all lunches during the Master Class, the cost of the venue, the time for all facilitators and contributors and for all the materials produced for the Course.

Participant Municipality to pay for:

All accommodation, travel (air and ground) and subsistence allowances.

10. Programme for the Master Class

The Programme for the Three Day Master Class will be forwarded to interested participants.

11. Contact us:

Call MILE at: Telephone: 031 322 4525 or

Visit www.mile.org.za for more information about learning with the eThekweni Municipality.

Contact Information

For more information about the contents of the Module of this Master Class and other related training on Water and Sanitation at the eThekweni Municipality Water and Sanitation Services, please contact Mr. Teddy Gounden

Telephone Number:

031 311 8667/8784

Email:

- a) Teddy.Gounden@durban.gov.za
- b) Tracey.Naylor@durban.gov.za

Kindly confirm your participation in this Master Class to Marineesa.Majola@durban.gov.za

Or fax RSVP Form to **031 261 3405**

For further information about logistics related to the Master Class, please contact Masingita Khandlhela Masingita.Khandlhela@durban.gov.za or send email at mile@durban.gov.za

You can also call MILE at:

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