

# Water Leaks Programme

Ethekwini Water and Sanitation



# Aims

- ❖ Aims at creating awareness on the impacts of Non-Revenue Water
- ❖ To educate about the importance of reporting leaks and illegal connections
- ❖ Aims at reducing non-revenue water from 39.4% to 25% by 2018/2019
- ❖ To determine water losses in terms of volume and costs.
- ❖ To change the mindset of the consumer about NRW

# Target Audience

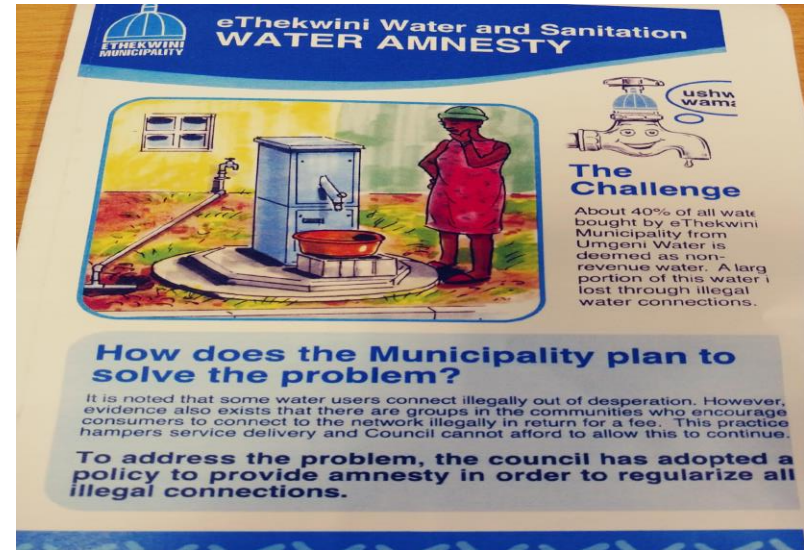
- ❖ **Schools:** priority and selection based on schools with high bills and high consumption
- ❖ **Communities:** targeted due to the fact that they are the main beneficiaries of water thus require information, courtesy, and value for money (Batho Pele)
- ❖ **Industrial, commercial and institutional:** bulk consumers of water

# Communications Strategy

- ❖ Introduced Water Detectives in schools to detect and monitor the consumption.
- ❖ Trained Civil Society organisations, Ward committees and established Focus groups
- ❖ Customer Service Agents as field workers checking for leaks, door to door (War on leaks programme).
- ❖ Embarking on various projects, sweeping by our Complaints Investigators targeting specific areas affected by illegal connections.
- ❖ Adhere to Standard service levels stipulating a 24 hour responding time.

# Communication Materials

\*The following are the communication materials that we use in schools and communities.



# Lessons Learnt - Project Successes

- ❖ Expand the leak detection and repair strategy, focusing in specific areas
- ❖ Metering and registering of all unmetered connections and enforcing penalties for illegal connections and tampering of communal consumption control devices
- ❖ Raising the internal profile of Non-Revenue reduction and Water Conservation/Water Demand Management to demonstrate Corporate and Finance Department support
- ❖ A targeted training and skills transfer program to ensure common understanding of NRW and interventions required to reduce NRW volumes

# Lessons Learnt - Project Failures

- ❖ Non-reporting of leaks in township areas (use of reporting channels, e.g. toll-free number and WhatsApp facility).
- ❖ Tampering with water infrastructure and repeated illegal connections