



## **EWS CONSULTATIVE GROUP MEETING AT UMLAZI, AA SECTION.**

**DATE : 17 JANUARY 2007**

**VENUE : UMLAZI LIBRARY, AA SECTION.**

**TIME: 12H00-14H00**

**AGENDA/UHLELO**

- 1. Opening and welcome/Ukuvula nokwamukela**
- 2. Introduction- done by EWS/ Inhloso yomhlangano**
- 3. Study report back/ Ukwethulwa kombiko - UKZN**
- 4. EWS' Response to findings/Ukuphendula koMnyango embikweni**
- 5. Formation of the Consultative Group/Ukubunjwa kwegula lokubonisana**
- 6. Wrap up and Closure/Ukusonga nokuvala**

# Deborah Khuzwayo

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- 0726174745

# Constitution of the Country

- Section 10 of the Bill of Rights-Dignity
- Section 27 of the Bill of Rights- Access of every household to water.
- Section 118-Public participation and IDP of the Municipality-Community having a say (How do we evaluate this participation?)
- Water being the Basic Human Right

# VISION OF ETHEKWINI WATER AND SANITATION DEPARTMENT

- **Open two-way communication with the community to foster active involvement of the citizens and to encourage their honest views to be expressed ( Public interaction)..**
- **People being able to influence our service delivery levels and activities**
- **Improvement of our service**
- **Platform for people to raise concerns**
- **Meeting of equals coming together with the common goal**
- **Increased public satisfaction**
- **Strengthening of the message of hope.**
- **Receiving public feedback with a view to changing behaviour both internally and externally (roles and responsibilities).**
- **Accountability of government to the community**
- **Facilitation of the ongoing dialogue and negotiation with our community.**
- **Ensuring better understanding of our customers.**

# Establishment of the Consultative Group

- Test ideas
- What are people saying about us/ How is the market responding to our initiatives?
- Determine the perceptions that people hold about EWS.
- Influence the decision-making process of the Department.
- Foster good customer relations.



## **Quarterly meetings with the Consultative Group**

# uMlazi Report Back

Wednesday Jan 17  
Public Library 12-2

**Research Team: J. Zoë Wilson, Ph.D.  
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Jason Musyoka, Lulu Ndlamini  
and  
Deborah Khuzwayo and Thanda Mbokazi**



# Introduction

- Ukzn/EWS partnership
- uMlazi first of three pilot case studies (Newlands East/KwaMashu)
- Refined the questionnaire
- 48 questionnaires in total
- People living and working in the area, and with a special interest in the health and well being of the community – especially as it relates to water and sanitation



# Goal of Questionnaire

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- Benchmark diversity of community views
- Two way dialogue with EWS about challenges and goals
- Formation of consultative group

# Types of Reponses

1. Decision-Making
2. Trust and Service Effectiveness
3. Billing and Pricing
4. Infrastructure
5. Environment
6. Conflict
7. Overall satisfaction levels

# Decision-Making 1/2

- Majority of people felt EWS makes most decisions about Water and Sanitation in the area
- 14% - international actors played a significant role in decision-making
- 74% - people have a voice in water and sanitation decisions

# Decision-Making 2/2

- 61% - discrimination still a factor in water and sanitation decisions
  - Some areas have better service (suburbs, wealthier areas, areas with more active social movements and areas where important people live)
  - EWS responds faster to problems in these areas

# Trust and Service Effectiveness

- 51% - trust EWS
- 90% - water was always clean and clear
- 79% - EWS staff are helpful and well trained
- 66% - EWS responds quickly and effectively

# Billing

- 85% - bills come regularly
- 58% - bills were easy to understand
- Only 28% - confident that meters and bills were accurate
- 41% - aware of and understand Free Basic Water and Water Loss Insurance

# Pricing

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- 77% know of someone having difficulty paying their bills
- Only 16% - price of water was fair

# Infrastructure

- 75% - infrastructure in uMlazi was as good as or better than other areas
- 85% - water pressure was good
- 24% - interruptions were generally a problem



# Environment

- 79% - recycle water when possible
- 88% - concerned about environment
- 52% - water is a scarce resource

# Conflicts

- 79% - EWS staff should work with armed guards
  - disconnections
  - crime
- Only 61% - men and women have equal access

# Inter-community relations

- 54% - know of conflicts between family members and/or household over who uses more water
  - Running taps in informal settlement
  - Water wastage in neighboring areas
  - Concern over who pays for wasted water
  - Water theft
- 61% - standing pools of water in the area
- 77% - often see water running from taps
- 54% - people manage to make illegal connections

# Overall Satisfaction

- 74% - water and sanitation services contributed to overall health and well-being
- 51% - water and sanitation services have contributed to transformation
- 70% - water services have improved or stayed the same over the last five years
- 87% - generally satisfied with water and sanitation services

# Key Issues

- Trust
- Billing Accuracy
- Understanding of Free Basic Water/Water Loss Insurance/Debt Relief
- Water pricing
- Water interruptions and call response times
- Environment/water scarcity
- Gender equity
- Transformation