



water affairs

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2010 BLUE DROP ASSESSMENTS – FEEDBACK REPORT

On the verge of the 2010/2011 Blue Drop Assessments, the Department of Water Affairs (DWA) wishes to use this opportunity to again acknowledge your participation in the past 2009/2010 Blue Drop Assessments. Subsequent to the publication of the 2010 Blue Drop Report (available on the DWA Blue Drop System (BDS) - www.dwa.gov.za/bluedrop), the intent of this communication is to provide more detail regarding the drinking water quality management performance within your area of responsibility. Feedback contained in the attached report could be used in preparation of the upcoming 2010/2011 assessments and covers all aspects evaluated during the sessions.

The table below summarises your 2010 Blue Drop score (indicative of the overall drinking water quality management performance of the system(s) evaluated against important legislative and best practice requirements), while also stating compliance with the microbiological and chemical drinking water quality standard as specified in SANS 241 (the South African National Standard). The Department encourages Water Services Institutions in their endeavours to comply with all the requirements for Blue Drop certification, but while doing so, all efforts should focus to ensure drinking water qualities that comply with the National Standard. Failure to do so could imply drinking water distributed to consumers which poses a health risk.

Microbiological failures constitute potential risks for diarrhoeal outbreaks, while chemical failures pose health-related risks such as cancers that have the potential to develop after extended exposure. Water Services Institutions should continuously evaluate efficacy of monitoring programmes against the risk assessment processes performed as part of Water Safety Planning – credible data from a detailed monitoring programme will always be one of the important aspects of the Drinking Water Quality (DWQ) management business needed to express confidence in the safeness of drinking water supplied to consumers.

Table 1: 2009/2010 Blue Drop performance

Water Supply System	Ficksburg	Marquard
<i>Microbial DWQ Compliance</i>	97.21% (2 months data)	97.21% (2 months data)
<i>Chemical DWQ Compliance</i>	98.65% (12 months data)	98.65% (12 months data)
Blue Drop Score (2010) + Trend	37.38% ↓	24.38% ↓
Blue Drop Score (2009)	48%	48%

	Excellent	Good	Needs attention	Needs urgent attention
Microbial compliance with DWQ standard	≥99%	≥97 - <98%	≥80 - <97%	0 - <80%
Chemical compliance with DWQ standard	≥95%	≥90 - <95%	≥85 - <90%	0 - <85%

Water Supply System	Senekal	Clocolan
<i>Microbial DWQ Compliance</i>	97.21% (2 months data)	97.21% (2 months data)
<i>Chemical DWQ Compliance</i>	98.65% (12 months data)	98.65% (12 months data)
Blue Drop Score (2010) + Trend	35.13% ↑	34.13% ↓
Blue Drop Score (2009)	20%	49.5%

The Department values your commitment to ensure DWQ management practices of exceptional quality. We trust that you will endeavour to continuously improve the management of your DWQ to ensure even more favourable Blue Drop scores in the future.

The 2010/2011 Blue Drop Requirements are available on the Blue Drop System under latest news (www.dwa.gov.za/bluedrop).

Yours sincerely



Ms Pam Yako

DIRECTOR-GENERAL: WATER AFFAIRS

Letter signed by: Mr Leonardo Manus
 Designation: Director: Water Services Regulation
 Date: 17 November 2010

	Excellent	Good	Needs attention	Needs urgent attention
Microbial compliance with DWQ standard	≥99%	≥97 - <98%	≥80 - <97%	0 - <80%
Chemical compliance with DWQ standard	≥95%	≥90 - <95%	≥85 - <90%	0 - <85%

2010 Blue Drop Assessments – Feedback Report

Background

The Constitution of South Africa assigns the responsibility for the provision of water services to Local Government whilst oversight and performance monitoring duties are delegated to Provincial and National Government. The Department of Water Affairs, apart from being the custodian of the country's water resources (National Water Act, Act 36 of 1998), is further responsible for the regulation of water services as dictated by Section 62 of the Water Services Act (Act 108 of 1997).

Blue Drop Certification was introduced as another means of regulation in a sector that previously only understood compliance and punitive regulation. The Incentive-based Regulatory approach evaluates the Drinking Water Quality Management performance of Water Services Institutions against legislative requirements whilst also looking at best practice procedures. Publication of Blue Drop Status and scores is public recognition of good performance and signifies the confidence the Department has that the Water Services Institution provides water of a safe quality on a continued basis.

The Blue Drop Certification Process continuously proves to be a huge success, improvements in DWQ management practices can be seen in all Provinces while public involvement more than doubled the last year. The Department recognises that the improvements are due to the noticeable increased municipal management commitment, preparation and participation during the assessments by technical staff. The DWA therefore commits continuation of the programme, but warns municipalities not to be complacent since requirements for the prestigious Blue Drop Status will intensify to keep up with a changing environment and requirements of excellence.

DWQ management according to the requirements of the Blue Drop Certification process will ensure that all citizens in South Africa have sustained access to safe, clean and affordable drinking water. DWQ management should remain a priority for all since failure to do so remains one of the highest risk factors which could translate into a direct threat to human health and life.

Roles and Responsibilities

Department of Water Affairs:

The DWA is the sector leader and regulator of sufficient / effective water services while ensuring that the nation's water resources are protected, used, managed and controlled. As an endeavour to fulfil its responsibility of ensuring citizens receive DWQ of acceptable quality on a sustained basis, the Department is involved in the following activities:

- Facilitating the submission of DWQ data and other related information
- Assess DWQ compliance against set national standards (SANS 241) and regulations
- Provide credible data reporting
- Public recognition of performance through Blue Drop Status and Excellence Awards
- Investigate non-compliance while taking necessary corrective action

Municipality:

An authorised municipality (Municipal Structures Act), delineated as a Water Services Authority (WSA), the WSA takes accountability for rendering water services. The WSA can contract

another capable entity to assist in the provision of water services; **final accountability however remains with the municipality.** Water services authorities must plan, ensure access to, and manage the provision of appropriate water services within their area of jurisdiction – *this includes the provision of sustainable drinking water of acceptable quality.*

Water Services Provider (WSP):

The WSP will provide water services as per the contract or service level agreement with the municipality (WSA). WSAs cannot delegate water services accountability or governance responsibilities to a water services provider.

Blue Drop Certification Programme Road Map – 2010/2011

Assessments

Up to now, Blue Drop assessments were conducted annually culminating in the certification of municipalities (WSAs) and Water Services Provides with Blue Drop Status for the water supply systems complying at 95% with the set requirements. The programme is administered at National level within the Directorate Water Services Regulation. Officials at the respective Regional offices assist with day-to-day continuation of the Programme.

Awareness and informative provincial workshops were held in August 2010. To maintain credibility of the Blue Drop scores, pre-onsite evaluations will precede the Provincial Verification / Confirmation Assessments. Supporting information must be available on the Blue Drop System per water supply system. National Office trained and approved Assessors to evaluate the performance of the various Water Services Institutions, where after the final reported score are approved by moderators at the National Office. The Department further plans to increase the credibility of the process by applying for ISO accreditation within two years.

Along with finalising the Blue Drop Report, Assessors nominate individuals, teams, and Water Services Institutions for the Blue Drop Excellence Awards. Recognition of award winners finalised at National Office takes place during the Gala Event which also marks the public recognition of systems receiving Blue Drop Status for the respective cycle. The 2010/2011 Blue Drop scores will be made public at the upcoming 3rd Municipal Water Quality Conference, 28 to 30 June 2011 – Cape Town.

2010 Score Card Feedback per Water Supply System

The 2010 Blue Drop Assessment Feedback Report is a consolidation of the information gathered during the 2009/2010 assessment of your municipality's compliance to the drinking water quality management performance requirements for the 2009/2010 cycle. It is the consolidated scores, observations and comments made by the DWA Assessment Team and Moderators leading to the final performance report on your municipality in the Blue Drop Report. **Feedback provided should be used to guide performance improvements within your municipality, but it must be noted that addressing the comments only, and not making sure that you comply with the new assessment cycle requirements, would not automatically lead to attainment of Blue Drop Status.**

The feedback report is made up of the following components:

SECTION	DESCRIPTION	DETAILS
Coversheet Workbook	1.Municipal Institutional Information	Contains the following registered municipal information: <ol style="list-style-type: none"> 1. Province 2. Water Services Authority 3. Water Services Provider Regulatory impressions as noted from the 2010 Blue Drop Report
	2.Registered Water Supply Systems	The names of registered municipal/WSA water supply systems and their corresponding Water Treatment Works. The associated Bulk and/or Reticulation WSP are also included
	3. Key Data Description	This explains the compliance data with regards to: <ul style="list-style-type: none"> • Microbial DWQ Compliance data • Chemical DWQ Compliance data • 2010 Blue Drop Score The percentages for each score reflect the degree of compliance as per the key given below
Feedback Workbooks	These are workbooks that contain the WSA Water Supply Systems 2010 Blue Drop criteria scoring and comments from DWA	Each Workbook provides feedback for a maximum of five water supply systems. When the WSA and WSP are different entities, the final score is a combination of scores for both these entities