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

- 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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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

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

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
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

- 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