

BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT PERFORMANCE HIGHLIGHTS, CHALLENGES AND REMEDIAL ACTION

WATER SERVICES

(a) Water services delivery strategy and main role-players

The Municipality has a mandate to supply potable water within its area of jurisdiction and to conserve water. This includes water treatment, bulk distribution and the reticulation of water. Key functions in this regard include:

- Planning for water distribution, reticulation, bulk supply and water treatment.
- Upgrading of water distribution, reticulation and bulk infrastructure.
- Integrated delivery of water infrastructure to support integrated human settlements and economic development.
- Maintenance of the water distribution, reticulation and bulk infrastructure.

The Municipality has a Water Master Plan in place, which is a long-term plan (up to 2020) for the provision of water in Nelson Mandela Bay. Furthermore, the Municipality has a Water Services Development Plan in place, which identifies gaps and interventions and is revised on an annual basis.

The Municipality met its December 2008 target for the provision of water within a 200 m radius of the homes of all residents within the urban edge of the Metro, in terms of which standpipes were installed in the informal settlements. Despite the progress made, there is a challenge around the provision of water to peri-urban areas, due to the lack of bulk water infrastructure in these areas. Another complicating factor that has hampered the general development of peri-urban areas is the shortage of land, as most land is privately owned.

With regard to water quality, the Municipality complies with national standards (SANS 241) for the provision of quality water to consumers. Only two of

twenty-five chemical determinants have presented with slightly higher levels, namely aluminum and trihalomethanes. The aluminum problem has been addressed and the Municipality is in the process of procuring equipment to deal with trihalomethanes. These levels still comply with Class 2 water standards.

With the provision of new services, maintenance staff is in place at the dams and water treatment works. Bulk supply pipelines and distribution reticulation support the water delivery service. The target set to minimise water disruptions is to have the water re-established within 24 hours (major disruptions) and 12 hours or less (minor disruptions).

(b) Levels and standards in water services

Two levels of water service standards are provided within Nelson Mandela Bay:

- Individual water connection at full pressure.
- Communal standpipes to RDP standards (minimum 200 m walking distance).

(c) Annual performance as per key performance indicators in water services

Refer to KPE 2.4 in the table on page 34.

In addition to the progress reflected in KPE 2.4, all indigent households, clinics and schools in Nelson Mandela Bay have access to basic potable water.

(d) Water services challenges are reflected below:

- Reduction in unaccounted for water.
- Shortage of water.
- High water leakages in schools.
- Shortage of technical skills.

In the year ahead (2009/10), the Municipality will conclude its investigation into the reasons behind the high levels of unaccounted for water. In addition, Nelson Mandela Bay is faced with a water shortage due to the ongoing dry spell. Educational and awareness programmes have been introduced to create public awareness of the need to conserve water. More stringent measures will be implemented should the need arise. The Municipality has engaged both the Departments of Education and Public Works to find an intergovernmental solution to the challenge of high water leakages at local schools. This engagement will continue until an agreement is reached on the way ahead. Critical technical skills shortages are being addressed, as was reflected in Chapter 1 (under Institutional Transformation and Organisational Development).

SANITATION

(a) Sanitation services delivery strategy and main role-players

The mandate of the Municipality with regard to sanitation services includes the provision of waste water conveyance and treatment. The functions applicable to waste water conveyance include:

- Planning of water conveyance and waste water treatment infrastructure.
- Upgrading of the waste water conveyance and waste water treatment infrastructure.
- Integrated delivery of sanitation infrastructure to support integrated human settlement and economic development.
- Maintenance of waste water conveyance and waste water treatment infrastructure (pipelines, rising mains, pump stations and waste water treatment works).

The Municipality has a Sanitation Master Plan in place to guide all activities and programmes relating to sanitation services.

(b) Levels and standards in sanitation services

Nelson Mandela Bay is predominantly urban and therefore alternative forms of sanitation for formal households are limited to full waterborne sanitation as the only standard. Currently, 22 500 buckets are being rendered, which are being phased out as people move from informal settlements to Metro Houses. All Metro Houses are being served with full waterborne sanitation.

(c) Annual performance as per key performance indicators in sanitation services

Refer to KPE 2.5 in the table on page 38.

In addition to the progress reflected in KPE 2.5, all indigent households, clinics and schools in Nelson Mandela Bay have access to basic sanitation.

(d) Sanitation services challenges are reflected below:

- Use of buckets as a means of sanitation.
- Shortage of technical skills.

In the year ahead (2009/10), the Municipality will ensure that the bucket system will be eliminated by December 2010. The Municipality initiated an investigation into appropriate sanitation methods for use in the informal settlements. Critical technical skills shortages are being addressed, as was reflected in Chapter 1 (under Institutional Transformation and Organisational Development).

ELECTRICITY SERVICES**(a) Electricity services delivery strategy and main role-players**

The Nelson Mandela Bay Municipality receives electricity from Eskom at the Chatty Substation at 132 kV and distributes it through a number of major substations at medium voltages of 22, 11 and 6,6 kV to various distribution substations, where it is transformed down to low voltage (400/230 volts three/single phase).

The Electricity and Energy Directorate is the licensed agent of the Municipality and is the only one registered to sell electricity to customers in its designated area of supply.

It is responsible for the:

- Planning, design and operation of its networks.
- Proper metering and recording of customers.
- Maintenance of an acceptable standard of electricity supply to all customers.

(b) Levels and standards of Electricity Services

The Electricity and Energy Directorate is tasked with the provision of a safe and reliable electricity supply to all of its customers in accordance with its legislated mandate and with the relevant national standards and, as such, there is no high or low standard of supply. Both the underground and the overhead powerline supplies comply with the relevant standards and are employed in urban areas. The rural areas are reticulated with bare conductor medium voltage overhead powerlines and insulated service connections. The high voltage distribution is mainly carried out via bare conductor overhead powerlines.

(c) Annual performance as per key performance indicators in electricity services

Refer to KPE 2.8 in the table on page 40.

(d) Electricity services challenges are reflected below

- The economic climate and the potential shortage of generation capacity in the country.
- Shortage of technical skills.
- Theft of electricity and cables, and vandalism.

In the year ahead (2009/10), the following remedial action will be taken:

- Management of maximum demand through load control.
- Acceleration in the upgrading, replacement and refurbishment of the aging networks.
- Implementation of strategies to curb the theft of electricity and cables, and vandalism.
- Continuation of the investigation into methodologies to produce networks that are more economical without reducing the standards that have been established.
- Continuation of the exploration of the possibilities of establishing renewable energy sources in the Metro.
- Educating and creating community awareness of the need to conserve electricity and cultivating an energy efficiency culture in the society.
- Addressing critical technical skills shortages, as was reflected in Chapter 1 (under Institutional Transformation and Organisational Development).

ROAD MAINTENANCE

(a) Road maintenance services delivery strategy and main role-players

The road network within Nelson Mandela Bay falls under the jurisdiction of various authorities, namely:

- The South African National Roads Agency Limited (SANRAL), which is responsible for National Route 2, which traverses the metropolitan area.
- The Eastern Cape Department of Roads and Transport, which is responsible for provincial trunk, main and district roads within the metropolitan area.

- The Nelson Mandela Bay Municipality (NMBM), which is responsible for all municipal roads. The NMBM also acts as the agent for the Eastern Cape Department of Roads and Transport for certain main roads within the metropolitan area. These provincial roads and other key roads that serve mainly a mobility function are termed Roads of Metropolitan Significance (ROMS). Funding for the maintenance of the ROMS is shared between the Eastern Cape Department of Roads and Transport (responsible for 60% of the costs) and the NMBM (responsible for 40% of the costs).

TABLE 1 : Road network in Nelson Mandela Bay

Road Authority	Length (km)
SANRAL	141
Eastern Cape Department of Roads and Transport	738
NMBM (including ROMs)	3240
Total	4119

The total road network within Nelson Mandela Bay and under the jurisdiction of the NMBM comprises approximately 3 241 km, of which approximately 2 756 km (or approximately 85%) are surfaced black-top roads.

(b) Levels and standards in road maintenance services

The various levels and standards of the road network under the jurisdiction of the Municipality are reflected in the table below.

TABLE 2 : Road network under the jurisdiction of the NMBM

Road Type	Length (km)
Tar	2637
Concrete	115
Block paving	4
Gravel	485
Total	3241

In 2004, the Nelson Mandela Bay Municipality (NMBM) embarked on a programme to develop and implement a Road Management System (RMS), with the view to efficiently and effectively manage the Municipality's road infrastructure, in order to:

- Optimise the use of road infrastructure.
- Reduce the need for road reconstruction.
- Determine Capital and Maintenance Budget requirements.
- Implement cost savings on road maintenance.
- Improve riding quality.
- Improve road safety (skid resistance, better drainage, etc.).
- Create a positive image for investment and tourism.

The RMS is now in the fifth year of operation and a good base has been established that records the current road network and its condition, allowing the NMBM to extract accurate data from the system in order to undertake maintenance and upgrade planning.

(c) Annual performance as per key performance indicators in road maintenance services

Refer to KPE 2.6 in the table on page 38.

Other additional performance information is provided in the table below:

	Indicator name	Total number of households/ customers expected to benefit	Estimated backlogs (actual numbers)	Target set for the financial year under review (actual numbers)	Number of households/ customers reached during the financial year	Percentage of achievement during the year
1	Percentage of households without access to gravel or graded roads	0	0	As and when requested	0	N/A
2	Percentage of road infrastructure requiring upgrade (gravel roads to a surfaced standard)	±60 000 households	485 km	52 km (±7 000 households)	38 km (±5 000 households)	73%
3	Percentage of planned new road infrastructure actually constructed	All households	10,3 km	4,2 km	0	0

	Indicator name	Total number of households/ customers expected to benefit	Estimated backlogs (actual numbers)	Target set for the financial year under review (actual numbers)	Number of households/ customers reached during the financial year	Percentage of achievement during the year
4	Percentage of Capital Budget reserved for road upgrading and maintenance effectively used.	All Households	±R2 300 million	R308,460 m	R309,540 m	100%

(d) Tarring of roads

Backlog

The tarring backlog is approximately 485 km and the cost to eliminate this backlog is approximately R1,8 billion. For the 2009/10 financial year, R233 million has been allocated for the tarring of roads.