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The 2009/2010 financial year presented formidable challenges for Amatola Water due to a severe recession.

However, this was also a period that provided unprecedented growth and numerous opportunities for the utility to reinforce its hard-earned reputation as the leading bulk water services provider in the Eastern Cape.

Although the utility experienced major challenges, particularly in financial performance in the review period, this has not put a dampening effect on the otherwise solid financial position of the organisation. While our annual financial statements reflect a deficit of R17, 6 million, the organisation continued to practice financial prudence.

As I stated in my chairman’s statement in the annual report, “the good news is that this is not a reflection of the beginning of a downward spiral for Amatola Water but rather an indication of the turbulent economic conditions that prevailed in the review period.”

The deficit has been a result of a R12,29 million impairment by one of the local municipalities which has had a significant impact on the utility. Moreover, a directive to cut our annual bulk water tariff increase by 36 percent eroded our primary revenue growth. In spite of these pressures, the organisation remains afloat and every effort is being made to improve the bottom line performance.

However, the intention of my message is to announce the revival of Spillway, Amatola Water’s stakeholder publication. The main purpose of the publication is not to regurgitate what is contained in the annual report, but to provide you, our stakeholder, with a bird’s-eye view of the going-ons inside Amatola Water.

Spillway demonstrates the impact Amatola Water has made in improving the livelihood of our communities through the provision of quality bulk water to our customers who are mainly the municipalities. Whether it is in its primary or secondary business, Amatola Water has demonstrated its prowess and commitment to excellence in water provision and water resources management.

I am confident that as you page through Spillway you will be able to acquaint yourselves with the faces that ensure that we provide quality water services. Spillway is also a tribute to the immense contribution of our employees, without whom we would not be able to provide the excellent service that you have become acquainted to from Amatola Water. After all, our people are our greatest asset!

So I hope whether you are reading about our contribution to enterprise development, our Blue Drop certification or the excellence of our scientific services, that you will continue your valued partnership with Amatola Water in the provision of safe and clean water to our people.

In the end, ours is to act as an active agent of social change, ensuring that communities of the Eastern Cape continue to receive safe and uninterrupted water supply. Where challenges exist, Amatola Water will act as an active and willing partner in finding sustainable solutions to the immense challenges we face as a province.

NOTHEMBA MLONZI
Chairman of the Board
Amatola Water is set to go through a radical overhaul over the next ten years as it expands its operations to cover the entire Eastern Cape.

The expansion plan was adopted in February 2010 and is already in motion. The plan will result in the water utility operating outside its gazetted area as it extends its footprint in the province. Amatola Water’s gazetted service area has since increased from about 43,800 square kilometres to 47,515 square kilometres.

The strategy was officially launched in July 2010 and it has been converted into a five-year business plan. This forms part of a 2020 project aimed at assisting municipalities as water services authorities to provide safe potable bulk water.

The expansion drive has resulted in the utility increasing its operational area to about 125,100 square kilometres of the 170,000 square kilometres that constitute the Eastern Cape. The Ndlambe Local Municipality has also recently been included with the existing areas including most of the Amathole and Chris Hani District Municipalities and smaller portions of the Cacadu and Joe Gqabi District Municipalities.

The expansion was necessitated by the demand to support municipalities with the provision of water and sanitation services. This will ensure that we consolidate the growth of our primary business by investing in infrastructure upgrade throughout our plants.

From March 2010 the water utility merged with the Albany Coast Water Board consolidating its vision of being the leading bulk water service provider in the Eastern Cape.

As part of the plan, four regional offices will be established with additional site offices to bring its service offering closer to communities. The plan also includes a bold move to establish a training academy.

Amatola Water’s services are two-fold. Our primary business is the provision of bulkwater and secondary services which include operations, maintenance, abstraction infrastructure, water purification, water conservation, water demand management and distribution infrastructure.

The expansion will be funded by a mix of income sources from Amatola Water reserves, provisioning of services income, government grants and capital from the market.

Income growth allows for infrastructure investment but this also means we must grow our customer base. The strategy states that we must consolidate bulk water services, expand our built to operate projects including our operations and maintenance services.

The expansion will also result in the growth of the workforce which currently sits at over 300 employees. The employee base is set grow to just over 1 000 by 2020.
Amatola Water services

KEY IMPACT SERVICES
- Project implementation
- Bulkwater purification & distribution
- Sanitation services
- Analytical services
- Community water & sanitation project facilitation
- Emergency operational systems restoration

OTHER CAPABILITIES
- Water sector planning
- Project planning
- Implementing agency & programme management
- Construction management
- Upgrading
- Contracts administration
- Reticulation management service
- Water demand management
- Capacity building & training facilitation
- Technical & operational services
- Infrastructure optimization
- General maintenance & support services
- Laser alignment
- Technical/operational management training

Proposed Regional offices

<table>
<thead>
<tr>
<th>REGION</th>
<th>REGIONAL OFFICES</th>
<th>SITE OFFICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Nahoon Dam</td>
<td></td>
</tr>
<tr>
<td>Northern</td>
<td>Sterkspruit</td>
<td></td>
</tr>
<tr>
<td>Eastern</td>
<td>Mthatha</td>
<td>Butterworth</td>
</tr>
<tr>
<td>Western</td>
<td>Fort Beaufort</td>
<td></td>
</tr>
</tbody>
</table>

Proposed Regional office service area

<table>
<thead>
<tr>
<th>REGION</th>
<th>AREA COVERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Coastal municipalities incl. Koukamma Municipality</td>
</tr>
<tr>
<td>Northern</td>
<td>Joe Gqabi &amp; eastern parts of Chris Hani District Municipalities</td>
</tr>
<tr>
<td>Eastern</td>
<td>Eastern part of Amathole, OR Tambo &amp; parts of Alfred Nzo District Municipalities</td>
</tr>
<tr>
<td>Western</td>
<td>Western parts of Amathole, Cacadu and Chris Hani District Municipalities</td>
</tr>
</tbody>
</table>

Nomonde Mnukwa, CEO
Overall Performance and Achievements for 2009/10

The 2009/10 financial year was a period that provided unprecedented growth and numerous opportunities for the utility to reinforce its hard-earned reputation as the leading bulk water services provider in the Eastern Cape. The recession also presented formidable challenges for Amatola Water. Although the utility experienced major challenges, particularly in financial performance in the review period, this has not put a dampening effect on the otherwise solid financial position of the organisation. While our annual financial statements reflect a deficit of R17.6 million, the organisation continued to practice financial prudence.

This is not a reflection of the beginning of a downward spiral for Amatola Water but rather an indication of the turbulent economic conditions that prevailed in the review period.

The deficit has been a result of a R12.29 million impairment by one of the local municipalities which had a significant impact on the utility. Moreover, a directive to cut our annual bulk water tariff increase by 36 percent eroded our primary revenue growth. In spite of these pressures, the organisation remains afloat and every effort is being made to improve the bottom line performance.

Procurement overview: B-BBEE spend targets

The Supply Chain Management unit’s Broad-Based Black Economic Empowerment B-BBEE target for Preferential Procurement was set slightly higher at 65 percent against the general target contained in the Codes of Good Practice which is 50 percent for the year. The increased target has been met; however overall performance has declined in comparison to prior years mainly due to the non-alignment of the B-BBEE and Preferential Procurement Policy Framework Acts.

Enterprise development

Enterprise Development support continues and has achieved an annual score of 83 percent or 2.48 score based on the 2008/09 financial year for all qualifying contributions made by Amatola Water against its net surplus after tax target of 3 percent. Enterprise Development within Amatola Water has been formalized and resourced during the latter part of this year and was successfully integrated into the Enterprise Resource Programme (ERP) information system. A total of 14 beneficiaries were supported during the 2009/10 year at an approximate spend of R123 000. Due to the financial deficit, the target will be calculated on 3 percent of indicative profit margin multiplied by turnover. The annual B-BBEE verification will confirm results from this year’s effort.
Overall Performance and Achievements for 2009/10

With the commitment and aim to continuously maximise and enhance the efficiency and effectiveness of the organisational infrastructure, a number of Plant Upgrade and Improvement Programmes were implemented during the year under review, including the Energy Efficiency Plan, Asset Maintenance, Water Losses, Standby Power, Pump Efficiency Monitoring and the Regionalisation Programme, among others. In line with this commitment, the water quality compliance in the water treatment works and distribution network has improved.

New Business Generation

Amatola Water’s secondary business grew with several new contracts in the past year. New business has been sought using the mechanisms of direct negotiations with state entities and the submission of public tenders. Significant appointments for the year are reflected in the following table:

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>CLIENT</th>
<th>VALUE</th>
<th>DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural Police Station Water Supply Project Phase 2</td>
<td>Department of Public Works</td>
<td>R 3 000 000</td>
<td>Completed</td>
</tr>
<tr>
<td>DOE Schools Sanitation Project - Extension</td>
<td>Eastern Cape Department of Education</td>
<td>R 19 000 000</td>
<td>Completed</td>
</tr>
<tr>
<td>Coffee Bay Water Supply Scheme</td>
<td>Department of Water Affairs &amp; O.R, Tambo DM</td>
<td>R 105 000 000</td>
<td>24 months</td>
</tr>
<tr>
<td>Sterkspruit Water Treatment Works Upgrade</td>
<td>Joe Gqabi District Municipality</td>
<td>R 48 200 000</td>
<td>24 months</td>
</tr>
<tr>
<td>Patterson Bulk Water Supply Project</td>
<td>Department of Water Affairs &amp; Sundays River Valley Municipality</td>
<td>R 65 000 000</td>
<td>12 months</td>
</tr>
<tr>
<td>Rural School Sanitation Project</td>
<td>Department of Water Affairs</td>
<td>R 25 000 000</td>
<td>Completed</td>
</tr>
<tr>
<td>Regulatory Support Contract – Koukamma LM Intervention</td>
<td>Department of Water Affairs</td>
<td>R 1 281 189</td>
<td>Completed</td>
</tr>
<tr>
<td>Albany Coast Water Board R.O. Plant Upgrade</td>
<td>Department of Water Affairs &amp; Albany Coast Water Board</td>
<td>R 2 400 000</td>
<td>10 months</td>
</tr>
<tr>
<td>Ndlambe Infrastructure Master Plan Works Refurbishment</td>
<td>Ndlambe Municipality</td>
<td>R 999 715</td>
<td>12 months</td>
</tr>
<tr>
<td>Water &amp; Waste Water Treatment</td>
<td>O.R. Tambo District Municipality</td>
<td>R 1 154 729</td>
<td>18 months</td>
</tr>
<tr>
<td>Nxamkwana Sanitation Project – Phase 3</td>
<td>Buffalo City Municipality</td>
<td>R 2 200 000</td>
<td>12 months</td>
</tr>
<tr>
<td>Mthatha Regional Feasibility Study: Preliminary Design</td>
<td>O.R.Tambo District Municipality</td>
<td>R 1 400 000</td>
<td>4 months</td>
</tr>
<tr>
<td>Eastern Cape Regulatory Support Contract</td>
<td>Department of Water Affairs</td>
<td>R 817 000</td>
<td>12 months</td>
</tr>
<tr>
<td>Adopt a River Project</td>
<td>Department of Water Affairs</td>
<td>R 1 702 260</td>
<td>12 months</td>
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Supply points

Water supply connections to Amatola Water infrastructure increased during the year. The number of connections/supply points increased by 8 bulk consumer points and 2 domestic points.

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<thead>
<tr>
<th></th>
<th>2002</th>
<th>2003</th>
<th>03/04</th>
<th>04/05</th>
<th>05/06</th>
<th>06/07</th>
<th>07/08</th>
<th>08/09</th>
<th>09/10</th>
</tr>
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<tbody>
<tr>
<td>Bulk</td>
<td>214</td>
<td>236</td>
<td>293</td>
<td>288</td>
<td>292</td>
<td>292</td>
<td>323</td>
<td>324</td>
<td>332</td>
</tr>
<tr>
<td>Domestic/Industrial</td>
<td>103</td>
<td>107</td>
<td>120</td>
<td>117</td>
<td>121</td>
<td>125</td>
<td>127</td>
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For 20 years, 480 pupils at Mkonjana Junior Secondary School in Cofimvaba have been exposed to health risks such as water borne diseases due to a lack of proper water and sanitation.

Last year hope was restored for the pupils and 19 staff members at Mkonjana JSS, when it became one of 80 rural schools in the Chris Hani District Municipality which benefitted from the Department of Water Affairs R27 million school sanitation programme.

Now the school boasts three new toilet blocks with 17 toilets for girls, boys and staff - a far cry from the five toilet pits they’ve used for 20 years. Disabled pupils have a toilet in each block.

“The toilet pits were built 20 years ago and they proved a constant headache for the school and the community. They posed a serious health hazard to our children because they are unclean and unsafe.

“We have children in Grade R who were exposed to diseases such as cholera, but today our lives have changed. The new toilets are neat and have sinks inside so the children can wash their hands,” beams school headmaster Siphiwo Doni.

Doni says he is pleased that the department was sensitive to the needs of pupils ensuring that toilets for disabled learners are built and “for that we are grateful.”

Not far from Mkonjana Junior Secondary School is Luqolo Combined Primary school in Cofimvaba. Mahlubandile Mayongo, principal at Luqolo Combined Primary tells a similar tale to Mkonjana. The 154 learners and eight staff at this school also received new toilet structures for the first time.

“Our school is in the deep rural areas. For the first time we have toilet facilities that look better than our classrooms. Our children don’t face the same health risks anymore,” says Mayongo.

Amatola Water project manager, Thabo Makaluza says the water utility was appointed by the Department of Water Affairs in July 2008 to implement the project. The project was completed in December 2009.

“The objective was to provide new toilets to those schools that had no facilities at all and to those schools whose toilets were unusable and dangerous to the pupils; and to demolish these dilapidated toilet structures in the rural schools,” explains Makaluza.
The water scarce province has been losing water at a steady rate through reservoir overflows, valve and tap leaks, vandalized and dilapidated infrastructure among other things. This leads to infrastructure management challenges coupled with a lack of technical skills.

“These water demand management programmes help us to reduce water losses. These interventions are crucial because our water resources are under stress,” says Amatola Water senior water resources manager Sieg Rousseau.

Early in 2010 the utility offered to assist Buffalo City Municipality (BCM) in Dimbaza which is experiencing substantial water losses as a result of vandalized industrial sites and poor and old plumbing which results in leakages.

“We face a major challenge in Dimbaza where the day and night water flow is the same. In a normal situation, water consumption should decrease substantially at night. This means there are major water leakages which can be resolved if proper measures are put in place.

“On average, the water demand within Dimbaza is about 10 000 cubic meters a day. In the short term we are hoping to bring that down to 8 000 cubic meters per day through pressure control, which represents a 20 percent saving. This method has been implemented in the Western Cape with great success,” explains Rousseau.

Rousseau says ideally Dimbaza should be using about 7 000 cubic meters a day in the long-term, which is 30 percent less. If this is successful, BCM would save about R14 000 a day or R5 million a year.

He says households should also be metered to ensure that people use water wisely. The municipalities also have a responsibility to launch water conservation awareness programmes to save water. Currently BCM has embarked on a water conservation awareness programme in Dimbaza to reduce the water losses.

“The challenges are not limited to BCM. There are serious water losses within the Eastern Cape and country-wide. We will also be instituting the same measures in the Peddie scheme which is experiencing similar challenges. People also need to realize that water conservation is a continuous process which involves continued maintenance of infrastructure,” Rousseau adds.

He says the utility has done well since its inception in managing water losses in all its 12 schemes and 21 dams. Currently only 5.65 percent of water is lost through Amatola Water’s treatment processes and 3.36 percent of water is lost through its bulk networks which is an achievement that the organisation is proud of.

“Water conservation is not only the responsibility of municipalities. Consumers must take responsibility for infrastructure. Sometime you drive through villages and water is running. People break off the brass fittings and sell it as scrap which leads to severe water losses,” he says.

In the last two years, the Department of Water Affairs (DWA) has provided Chris Hani District Municipality (CHDM) with an estimated R3.5 million to implement water-saving interventions in Whittlesea, Middleburg and Lady Frere. The utility has installed 10 bulk water metres in Whittlesea and Lady Frere to cut water losses in these areas. In Lady Frere repairs were made to the pump station, the new reticulation system was reconnected. Problem areas such as leaks and damaged sections of pipes were also identified and resolved.

The water utility installed bulk water metres in Whittlesea and Middelburg and implemented a retro fitting programme in Whittlesea and Middleburg.

“We did an analysis on the water use of each erf within Middelburg, which assisted us in addressing leaking taps and cisterns, as well as damaged valves in the indigent households,” says Rousseau. In Middelburg 11 bulk water metres were installed or replaced for bulk water consumers like industry. Rettro fitting was done in 324 houses in Midros, 395 in households in Kwanonzame and Lusaka and in 100 unoccupied houses. Ten bulk water metres were installed in Whittlesea.
Amatola Water continued to demonstrate excellence in water quality standards when it was awarded the Blue Drop Award by the Department of Water Affairs for the Peddie Water Treatment Works (WTW) at the WISA Biennial Conference in Durban early this year.

The Blue Drop status is meant to build public confidence in the quality of drinking water and to ensure that proper monitoring measures are taken to ensure safe drinking water.

The Peddie WTW which retained its prestigious Blue Drop award from last year is one of only 38 that received Blue Drop certification in South Africa. The Butterworth Waste Water Works was recognized as the second most improved waste water works in the country and was therefore awarded with WISA Wilsons Award. Last year, Peddie also received the award for the most presentable water works in the country. The Sandile Water Treatment Works also received a Blue Drop last year.

“The Butterworth works improved in operation, maintenance, refurbishment and effluent quality discharge to the rivers.

“This means our systems are intact. There has been a general improvement throughout our works towards achieving Blue Drop status,” says Amatola Water chief executive Nomonde Mnukwa.

When the system was initiated a year ago, Amatola Water was the only water utility in the Eastern Cape to be honoured with the Blue Drop certification.

“For a water supply system to qualify for the Blue Drop award it must receive a total average weighting of 95 percent to 99 percent across five criterion in the scorecard.

“These include proper process controlling, an efficient water quality monitoring programme, credibility of water sample analysis, the regular submission of water quality data to the Department of Water Affairs, drinking water quality compliance and response to failures,” explains Amatola Water operations director Xola Bomela.

Bomela explains that Amatola Water water quality compliance stands at almost 100 percent, which means that when water is tested from all its 11 water schemes almost all the samples taken comply with the South African National Standards (SANS) 241 class 1 water standards. This is above SANS’ set standard of 96 percent for Class 1 water quality compliance. If compliance is less than this figure, the water is not fit for human consumption.
Amatola Water is due to launch the R18 million third phase of the Nxamkwana sanitation project outside East London which will see 2,132 households in seven more villages receive VIP toilets.

The third phase which follows the completion of the R4 million second phase is expected to be completed within 22 weeks. The second phase resulted in at least two more villages receiving access to sanitation services. The two villages are Mabaleni and Mbolompeni. This follows the R4.5 million first phase in which 500 toilets were constructed in Ntlabathi and Nxamkwana villages under the Extended Public Works Programme (EPWP).

“Buffalo City Municipality (BCM) appointed Amatola Water to implement the project on their behalf and the first phase of the project saw 500 households receive toilets for the first time. Previously they had to use nearby bushes to relieve themselves. In 2009 Amatola Water began the second phase which resulted in another 400 households receive access to toilet facilities which were completed in June 2010,” says Amatola Water project manager Ronney Mtitshana.

Amatola Water development facilitator Nomnikelo Botha says they could not build flush toilets in these villages because a lack of infrastructure. Amatola Water is now building compost toilets which are safer than the long drop and bucket system.

Botha explains that the compost toilet has two chambers, and a household will have to use one chamber for six months and when it is full it will be left to dry while they use the other chamber. Each household is given comfrey and yellow tea which they sprinkle on the full chamber to accelerate decomposition. The dry matter can then be used as compost.

“The advantage with this facility is that it does not produce a smell because of vent pipes and as net on top which traps insects. There is no need for the people to dig pits, it does not pollute ground water, does not produce flies together with safe, useful and non odorous compost,” says Botha.

Mtitshana says the plan is to build toilets for 14 villages in the Nxamkwana area outside Berlin. Mtitshana says a skills transfer component is incorporated into the work and 10 learnership programmes have been appointed to do the construction of the toilets.

“There is a need to build more of these toilet facilities for our rural areas because they have to relieve themselves in nearby bushes which can become a health hazard. These toilets will help contain those health risks,” says Mtitshana.
FIRST 140 LEARNERS GRADUATE
in waste water treatment

Accreditation marks a milestone for Amatola Water as training provider.

The Eastern Cape water sector is set to receive a major scarce skills boost following a recent announcement by Amatola Water that it is set to establish the first training academy of its kind in the water sector in the Eastern Cape.

In September, Amatola Water took another step towards establishing the fully-fledged training hub when it received accreditation as a training provider by the Energy Sector Education and Training Authority. The utility also celebrated the graduation of 140 learners from its waste water treatment and practice programme conducted in partnership with Buffalo City FET College.

“The water sector in South Africa faces serious skills shortages and the learnership programme has equipped the learners with key skills in waste water practice, waste water treatment, mathematics and engineering science. These skills will play a central role in the utility’s expansion strategy unveiled earlier this year.

“Of the 140 trainees, 20 were existing Amatola Water employees, while 120 were unemployed youth,” says Amatola Water chief executive Nomonde Mnukwa.

Amatola Water has since employed 93 of the 120 youth who were unemployed while the rest have found jobs in various municipalities and government entities following the completion of the course.

The utility spent R7.5 million in skills development initiatives in 2009/2010 including the graduate placement programme, bursary scheme for rare skills and in-service training. Amatola Water director of corporate services Mzwandile Gogwana says the skills acquired in the programme are in dire shortage and are highly sought after throughout the country.

“Municipalities and water boards are competing to attract the few people who have those skills, that is, learners who have passed matric with mathematics and science,” says Gogwana.

“Amatola Water currently has two female plant supervisors, which is uncommon in the water sector. Youth development and skills training is right on the top of the utility’s priorities and we are fully committed to being one of the institutions contributing towards skills development,” says Gogwana.

Mnukwa adds that Amatola Water is committed to playing a leading role in addressing the skills challenge in the Eastern Cape water sector.

“Until now”, says Mnukwa, “water practice as a discipline has been in short supply in the Eastern Cape, which has led the province sourcing skills from elsewhere in the country.

“Skills development is the cornerstone to improving the productive capacity of the economy. Water is a source of life and we need skilled people to provide clean water and to protect the lives of our consumers,” says Mnukwa.
Awakening the entrepreneurial potential in him, Masixole took a package and registered the company in September 2009. In 2009 Masixole registered on Amatola Water’s supplier database as a service provider while doing jobs as small as R7 000 for the Department of Public Works.

“Amatola Water was willing to assist my company receive BBBEE certification and comply with its SHE Plan in order to take advantage of work from the utility.

“Today my company is busy with its first big job - a R300 000 job to install safety railings at Amatola Water’s Butterworth Waste Water Treatment Works. We plan to finish this job before Christmas,” says Masixole.

Masixole, whose business is based in Summerpride in East London and employs four permanent staff, says the work he is doing with Amatola Water is providing him with an opportunity to prove his company’s competitiveness.

“This will also help Dausons to position itself as a credible service provider able to do big jobs in the future,” says Masixole.

Amatola Water enterprise development facilitator Vuyo Genu says the utility assists small businesses to become competitive through a variety of interventions. These include BBBEE compliance, tendering advice and occupational health workshops.

“Masixole’s story is testimony of the utility’s commitment to growing the entrepreneurial potential of the province. Amatola Water holds regular workshops for small businesses on its database as an advisory service,” explains Genu.

Genu says these services are only meant for previously disadvantaged businesses with a turnover of not more than R35 million. The businesses registered on the Amatola Water database have an average annual turnover of R100 000.

Some of the services offered to small businesses included early payment, business assessment, strategic consulting, management training, technical training and resources financing.
It’s all in a day’s work for Noluvuko Ngalonkulu who has been heading up the Amatola Water science lab in Nahoon Dam for the last five years.

Heading up a team of 14 professionals – eight of which are women – Noluvuko and her team have the task of ensuring that Amatola Water treatment works meet national water quality standards.

Noluvuko and her team have successfully achieved this task if one considers that Amatola Water has consistently achieved an average 99 percent water quality compliance levels for the last five years. The average national average for water quality compliance is 96 percent.

Noluvuko, a Bachelor of Science Honours graduate in Biochemistry, has been managing the lab for five years and has consistently ensured that the lab maintains its ISO 17025 accreditation for general and technical requirements of testing laboratories.

A sign of the labs success is its ability to continuously improve its revenue as a result of external work being done for municipalities. This also means the lab is now handling more work than it usually does.

“The growth in revenues and in the volume of external work we now handle is a sign of the confidence that our customers have in the utility. The team handles samples from the utility’s 10 water treatment plants.

“The scientific services team has the task of analysing water according to national SANS 241 standards from our treatment works and reservoirs. These tests determine whether water quality is being adhered to,” says Noluvuko.

Noluvuko says Amatola Water has two labs in Nahoon Dam – a microbiology lab which tests the effectiveness of water treatment processes and a chemistry lab.
Phumza Mboso, 35 and Buyiswa Badi, 38, who head up the Nahoon Dam and Laing Dam Water Treatment Works respectively are the only two female plant superintendents at Amatola Water.

Their achievement is significant if you consider that female plant superintendents are a rare occurrence in the water sector.

Says Amatola Water corporate services director Mzwandile Gogwana: “The utility currently has two female plant supervisors, which is uncommon in the water sector and testimony that women can rise to the high ranks in the water sector.”

Phumza and Buyiswa’s rise to the top of the water chain has followed a similar path. Both began their careers with the utility on a learnership programme in 2002 and 2005 respectively and were subsequently employed as class 2 operators. Class 2 operators are mainly responsible for water purification.

In 2005 Phumza moved to Binfield water Treatment Works and was promoted to a class 3 operator before being appointed in 2007 as a junior plant superintendent at Tsojoma Water Treatment Works in Cofimvaba in Chris Hani District Municipality. In 2009 she was promoted to plant superintendent at the same works before moving to Nahoon Dam in the same capacity in December the same year. Phumza’s tasks involve taking care of the Chintsa Water Works and the Chintsa Waste Water Treatment Works while leading a 14 member staff team.

“Knowing the contribution you are making in ensuring that communities receive quality water brings a sense of fulfillment,” says Phumza.

Realising that she needed a bigger challenge in a bigger plant, Buyiswa, who heads a 13 member team moved to Laing Dam in 2008 and became a class 3 operator. In April 2010 she acted as a plant superintendent at the works before being appointed full-time in the position in 2010.

“As plant superintendents we perform staff supervision and ensuring the smooth running of the plants as well as administration,” says Buyiswa.

Buyiswa says she draws strength from knowing that she ensures the delivery of a life-sustaining resource to communities.
A drive to connect rural police stations to domestic water sources is underway with at least six police stations in the Amathole District Municipality connected to reliable tap water for the first time.

Amatola Water has spent R6million connecting six police stations in Committees Drift, Tyefu, Punzana, Tsholomnqa, Zele and New Bethesda police stations. Amatola Water has laid 10 km of pipeline and installed five elevated water tanks.

"Previously these stations didn't have water and they had to rely on a company to fill the tanks when water ran out. Some of them had to get water from boreholes which are unreliable and dry up."

"We were then requested by national Public Works to find alternative water sources, and we subsequently sourced water from ADM, Buffalo City Municipality (BCM) and Amatola Water pipelines and we have now completed that process," says Amatola Water project manager Ronney Mitshana.

Mitshana says the lack of reliable water at the stations was problematic particularly because "some stations like Punzana and Zele have holding cells for prisoners."

Amatola Water plant superintendent Maurice Durrheim says some police stations are close to water sources and can be connected to pipelines while others are far.

Durrheim says they are connecting police stations to domestic water sources to rural areas as far as Kinkikos near Colchester close to Port Elizabeth instead of purifying their own water.

Durrheim explains that every effort is made to connect these stations to domestic drinking water sources where possible, however, "some police stations are very far from water sources and cannot be connected to domestic drinking water and instead have to rely on boreholes for water."

"In these cases we service their water systems like their sewerage works on a monthly basis, taking samples for analysis, doing maintenance work and we also supply water softeners to make water usable," says Durrheim.

He says police stations like Bluewaters near Mooiplaas outside East London, Kubus in the east of Stutterheim, Fort Brown between Grahamstown and Fort Beaufort and Slagboom Police College in Kirkwood in the Cacadu District Municipality depend on boreholes for water.

He says they service the sewage works for the Storms River police station in Tulsikama on a monthly basis and they also provide water softeners for the Graaff Reinet Police College and Prison. The New Bethesda police station between Graaff Reinet and Middleburg which is currently using boreholes is also being connected to municipal water sources.
Before you decide to set the authorities to investigate this suspicious activity – hold on – these are women beneficiaries of the Adopt a River Programme!

The result of their activities is a cleaner and healthier Buffalo River and environment, something that we will all benefit from. As they work in and around the various areas in the Buffalo River catchment, they are readily identifiable by their bright red work suits and bandanas, working in teams removing litter, water hyacinth and other physical obstructions from the river.

The overall objective of the project is to clean the Buffalo River and its immediate surroundings, from source to sea, as well as providing life skills training for the participating beneficiaries.

The Adopt a River Programme is an initiative of the Department of Water Affairs and it aims to develop an increased awareness of South Africa’s water resources and increasing community participation in taking care of these resources.

The Buffalo River was chosen as one of four flagship projects identified across the country, with rivers in the provinces of Limpopo, KwaZulu-Natal, Western Cape and the Eastern Cape having been earmarked.

Amatola Water was appointed as the implementing agent for the project and the utility’s Institutional Support & Development supervisor, Nomnikelo Botha has been appointed as the Project Manager.

It is hoped that increased knowledge of water resources will develop into an active participation by stakeholders in contributing to environmental management, and ultimately result in better management and protection of our environment and, specifically, of scarce and precious water resources.

"The project makes use of women beneficiaries, selected through the involvement of ward councillors, from areas closest to the river stretching from Stutterheim, through King William’s Town and Zweilitsha to East London.

"The project beneficiaries have been through basic training, which includes basic safety and health training, snakes and snake bite training and water safety and first aid training,” says Amatola Water chief executive Nomonde Mnukwa.
Amatola Water appoints
12-MEMBER BOARD

Nothemba Mlonzi: chairman
Nothemba is an attorney of the High Court of South Africa. She runs a successful legal practice and occasionally acts as an acting judge of the High Court. Nothemba has a Bachelor of Proc, LLB and an MBA. She also has extensive experience in business and law and holds various board memberships.

Mxolisi Koyo
Mxolisi is a Councillor at the Chris Hani District Municipality where he is also a member of the mayoral committee. He heads the Integrated Planning and Economic Development department. Mxolisi has extensive experience in finance, procurement and human resources.

Dr Lynette Louw
Lynette holds the Raymond Ackerman Chair of Business Administration at Rhodes University. Lynette also heads the Department of Management at Rhodes. She is the former vice-president of Public Relations and Finance for the NEPAD Council and former chairman of the Commission of Socio-Economic Development and Trade.

Mhleli Matika
Mhleli is a board member of the East London Industrial Development Zone (IDZ). He is the former Portfolio Head of Finance at Buffalo City Municipality (BCM) and chairman of the South African Local Government Association (SALGA) in the Eastern Cape. He has experience in union affairs, human resources and management.

Sakhumzi Somyo
Sakhumzi is the executive mayor of the Amathole District Municipality (ADM). Sakhumzi holds a prominent profile in local government and he has served as chairman of the Eastern Cape branch and as national executive committee member of SALGA. Sakhumzi holds a Bachelor of Arts and a Teacher’s Diploma from the University of Fort Hare.

Ntombenhle Rulumeni
Ntombenhle is Technical Advisor to the German Technical Cooperation and has previously worked for the British Council in the United Kingdom as a project manager for British investments in South Africa. Ntombenhle is also experienced in strategic mentorship and coaching. She holds a Bachelor of Social Science and a Postgraduate Diploma in Industrial Relations.
Amatola Water appointed a 12-member Board of Directors in February 2010. Led by chairperson Nothemba Mlonzi, who is also a member of the board of the Eastern Cape Development Corporation (ECDC), the new board is overseeing Amatola Water’s expansion plan.

“The board is working hard to ensure that the growth in efficiencies, quality, quantity of water and of the Amatola Water footprint across the province is maintained and improved on,” says Mlonzi.

Simphiwe Ndzengwa
Simphiwe is the chief executive officer of Hluma Development Agency. Simphiwe has extensive experience in business management and development finance. He holds a Masters in Business and Public Administration.

Zikhona Ramncwana
Zikhona is the Regional Employee Program Manager at the South African Port Operations for East London and Port Elizabeth. Zikhona holds a Bachelor of Social Work, Project Management, Advanced Program in Organisational Development and an Honours in Industrial Relations and Human Resources.

Sizakele Ngwekazi
Chief Sizakele is a teacher by profession and is a member of the Congress of Traditional Leaders of South Africa in the Eastern Cape. Sizakele holds a Bachelor of Arts.

Nombulelo Hackula
Nombulelo has wide-ranging experience in strategy, supply chain management and change management. Nombulelo’s work experience includes a stint as purchasing manager for Daimler Chrysler South Africa and she is a former deputy-director general in the Office of the Premier of the Eastern Cape. She holds a Bachelor of Science from the University of Fort Hare and holds various postgraduate qualifications including a Senior Executive Program from the Harvard Business School.

Khululwa Ncamiso
Khululwa is the speaker of the Ndlambe Local Municipality. Khululwa has a Teacher’s Diploma from the Cape College of Education, an Advanced Certificate in Education from Rhodes University. She has a Certificate in Executive Leadership Municipal Development Programme from the University of Pretoria.

Ms Nomonde Mnuwka – ex-officio
Nomonde was appointed on 01 May 2010 as the current Chief Executive Officer of Amatola Water and ex-officio member of the Board. She holds an MBA degree from the University of KwaZulu-Natal. She has held a number of leadership positions within the water sector furnishing her with the specialised knowledge and expertise to lead the Amatola Water Board.
The strategy will monitor water levels through early warning systems on an ongoing basis and take steps to deal with potential water supply crises between East London and Stutterheim.

A Strategy Steering Committee comprising Amatola Water, Eastern Cape Department of Water Affairs (DWA), Amathole District Municipality (ADM) and Buffalo City Municipality (BCM) was formed to manage the implementation of the AWSS reconciliation strategy to ensure water sustainability for the region over a rolling 25 year planning horizon.

At 54 percent of capacity, AWSS dams are just four percent above the threshold to institute water restrictions in the current Eastern Cape drought.

"In the Amathole system we are at 54 percent of capacity and the decision level to implement water restrictions is 50 percent," says DWA national water resource infrastructure director in the Eastern Cape Dewald Coetzee.

DWA studies indicate that if steps are not taken to avert a potential crisis, the AWSS is just two years away from water restrictions.

"Studies conducted in recent years indicated that water requirements could exceed the water supply available from the AWSS dams by as early as 2012. "If such a situation were allowed to arise, water restrictions would be commonplace with adverse socio-economic impacts for the region," a DWA statement says.

"Active management of water losses is our biggest contribution. We have reached world class levels at 5 percent losses at all treatment works and 3 percent losses in pipe networks. "We recycle as much water as possible at treatment works," says Amatola Water planning and development director Craig Thompson.

The AWSS operated by Amatola Water Board includes the Bridledrift, Laing, Gubu, Wriggleswade, Nahoon, Maden and Rooikrantz dams. Laing, Rooikrantz and Wriggleswade dams are at 100 percent, 86 percent and 78 percent of capacity respectively.

For example, in June 2010 Bridledrift Dam levels stood at around 19, 3 percent pulling the average down to 54 percent. "To address the problem of the water level in the Bridledrift dam water was released from Wriggleswade Dam to Bridledrift Dam via the Yellowwoods River, Laing Dam and Buffalo River," said the department.
Meet the team

Driving our ambitious expansion plan

Ms Nomonde Mnukwa, Amatola Water CEO
Nomonde was appointed on 01 May 2010 as the current Chief Executive Officer of Amatola Water and ex-officio member of the Board. She holds an MBA degree from the University of KwaZulu-Natal. She has held a number of leadership positions within the water sector furnishing her with the specialised knowledge and expertise to lead the Amatola Water Board.

Mr Craig Step, Chief Financial Officer
Craig is the Chief Financial Officer and has gained extensive experience in finance. Craig possesses valuable institutional memory having being part of the organisation for the last 12 years. He has an Honours Degree in Commerce, Honours Bachelor of Accounting Science and is an associate member of the South African Institute of Chartered Accountants.

Xola Bomela, Director: Operations
Xoal is the Director of Operations providing the organisation with support in key business areas: operations, engineering, maintenance and physical asset management. He joined the utility in 2007 with a background and experience in business operations, maintenance, customer retention and growth of market share. His qualifications include a Bachelor’s degree in Electrical Engineering from the University of Cape Town, as well as a Master of Science degree in Electrical Engineering from Stellenbosch University.

Craig Thompson, Director: Planning and Development
Craig is the Director of Planning and Development and has been with Amatola Water for 5 years. He has specialized knowledge of Water Service Planning, Project Management, Civil and Structural design. He is a Professional Engineer with a BSc Civil Engineering from the University of Cape Town and is a member of Engineering Council of South Africa.

Mzwandile Gogwana, Director: Corporate Services
Mzwandile joined Amatola Water in 2010 as the Director of Corporate Services with over 20 years of experience in human resources. His comprehensive experience includes serving both municipalities and private institutions within the Eastern Cape. He holds a Bachelor of Arts degree and Masters in Administration from the University of Fort Hare.
IN BRIEF

Boosting the province’s water research capacity

Amatola Water has signed a Memorandum of Understanding (MOU) with Rhodes University which has led to the two institutions collaborating on water-related research and skills transfer for the next five years.

Water quality, water resources, environmental sciences, training and development of human resources, business management and social sciences were identified as some of the core research areas which will form part of the agreement. Amatola Water has already signed such an agreement with the University of Fort Hare.

“Water research is important because of the acute problems the province has around water quality and supply.

“We entered into this agreement with Rhodes because we recognize the need to establish strategic partnerships that will help the organisation meet the growing challenges in the Eastern Cape water sector,” says Amatola Water planning and development director Craig Thompson.

Amatola Water goes BIG on national government and municipal support

Amatola Water embarked on a number of national government and municipal support projects in 2009/2010 which are geared towards improving the supply and quality of water.

For example in 2009/2010 Amatola Water took over the operation, maintenance, and management of the rest of the Amathole District Municipality’s (ADM) water and waste water treatment works.

The utility had been providing similar services to the then hot spots of the Mqumza, Great Kei, and Nkonkobe municipalities in Butterworth, Komga and Fort Beaufort. In these areas, the local communities have enjoyed a significant stability of uninterrupted water services supply.

Multi-million rand injection to improve water quality and supply Amatola Water already injected millions of rands into infrastructure upgrades designed to meet anticipated future water demand and to improve water quality in the Buffalo City Municipality (BCM) and ADM.

One of these projects was a R29 million upgrade of the Laing water treatment works in King William’s Town (KWT) and the Nahoon water treatment works (WTW) which supply water to BCM. In addition, two reservoirs in Berlin and Qongqotha are currently under construction, as well as related pipelines to the tune of R40 million, all aimed at improving the storage capacity and the security of water supply in these areas.

“We will increase their capacity to meet anticipated water demand so that we extend our supply zone to cater for future residential, industrial or commercial developments in the BCM area,” says Amatola Water operations director Xola Bomela.

AMATOLA WATER RECEIVES SABS STAMP OF APPROVAL

In 2010 Amatola Water received the OHSAS 18001 accreditation. This means Amatola Water is meeting its primary role of providing clean, safe water to the communities within the scope of its operations and to provide a full range of quality, cost effective and sustainable water services to its clients in a manner that Safety, Health, Environment and Quality is not compromised.

As part of the certification process by the SABS for the OHSAS 18001, Amatola Water had to prove that it conforms to its own IMS Policy and provides the following benefits:

• Potential reduction in the number of accidents
• Potential reduction in downtime and associated costs
• Demonstration of legal and regulatory compliance
• Demonstration to stakeholders of our commitment to health and safety
• Demonstration of an innovative and forward thinking approach
• Increased access to new customers and business partners
• Better management of health and safety risks, now and in the future
• Potential reduced public liability insurance costs
Amatola Water regional offices
2009/10
bringing water to life

AMATOLA WATER CAPABILITIES
Water Services Provision • Institutional and Social Development
Scientific Services • Water Resource Management • Infrastructure Development

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