

The Water Dialogues-South Africa

Indicators (pre and post WSP) to be used for WD pilots: June 2007

No.	Indicator	Comment
	<i>Effective?</i>	
1.	Percentage of population served with water	
2.	Proportion of household connections (population/ per connection) (i) in-house drinking water (ii) yard tap (iii) communal tap within 200 metres (iv) none of the above (v) water-borne sewage (vi) dry sewage (vii) VIP sewage (viii) bucket sewage	
3.	Hours supply per day/Extent of interruptions of service. Notice given? Other arrangements if extended time?	
4.	Pressure range throughout the day. Flow rate? Restrictors used?	
5.	Water quality at consumer's tap	

	<ul style="list-style-type: none"> • How often is water tested and by whom? • What % of samples have acceptable results? • How long has it taken and/or does it take to bring poor quality water up to standard? • Has performance improved? 	
6.	Proportion of people served with sanitation and/or sewerage and type of toilet	
7.	Proportion of waste water treated	
8.	Extent of water related diseases in the serviced area (ask environmental health practitioner)	
9.	Timeliness/accuracy of billing	
10.	User complaints per 100,000 users– analyse # and kind before/ after WSP	
11.	Billing contacts/complaints not responded to within 'x' days- response time and user satisfaction with this.	
12.	User satisfaction surveys (quantitative questionnaires and qualitative focus groups including women only focus groups)	
13.	Capital expenditure (capital maintenance and quality/service enhancement) per person per year (fm4)	
14.	Monitoring/Enforcement <ul style="list-style-type: none"> • Who does it? • By how many people? • How senior is the most senior person 	

	<ul style="list-style-type: none"> • To whom is the Unit accountable • Budget 	
15.	<p>Notices/fines of environmental/public health/water quality incidents per year</p> <ul style="list-style-type: none"> • Evidence of environmental health hazard • Evidence of enforcement • Evidence of building awareness 	
	<i>Equitable? Affordable?</i>	
1.	Coverage? Extension to unserved areas- business plan and contract of WSP? Achievement?	
2.	Breakdown of target population by income groups	
3.	Level of service by income group and residential pattern	
4.	Proportion purchasing through vendors/accessing through standposts	
5.	<p>Percentage receiving FBW</p> <ul style="list-style-type: none"> • Who gets free basic water? How much? No one/everyone/indigents. • If indigents only, what definition of indigent is used? What mechanism is used to identify indigents and where does the burden of proof lie? How many indigents are there? • If by household, the average size in working class/poor areas or by income groups • According to DWAF's statistics, how many poor people 	

	<p>are there in the municipality?</p> <ul style="list-style-type: none"> • How many are unemployed using both narrow and broad definitions? • Is any extra water provided free to meet special needs – that is, the needs of the very young, the very old and the sick? • Is any free water provided to sustain subsistence household agriculture? 	
6.	<p>Control mechanisms Answer (a) – (d) for prepayment meters and restrictors:</p> <ol style="list-style-type: none"> a. How many are in use? b. Are they located in specific areas? If yes, which ones and why? c. What is the level of poverty and unemployment in the areas in which they have been introduced? d. Is their use entirely voluntary? (researchers to agree on meaning) e. How often, if at all, are households unable to ‘feed’ the meters? f. Do meters automatically provide free basic water? g. Do the meters allow any credit facility? h. Is water flow restricted after free water limit? Or at any point? 	

7.	<p>Affordability of tariffs (Annual cost of 25 litres per person per day/GDP per person OR what people pay as % of income)</p> <ul style="list-style-type: none"> • Details of annual price increases, if any, across the tariff structure • Comparison of tariffs with income levels • % who consider that water and sanitation is affordable • Total monthly amount that is affordable according to the people who say that water is not affordable • Are there different levels of service for different income levels? 	
8.	Affordability of new connections (Average connection costs/GDP per person)	
9.	Cross-subsidy to poorest within 'tariff basket'	
	<i>Sustainability? (tariff= availability charge and asset replacement)</i>	
1.	Percentage of people billed versus paying	
2.	Average tariff per m3 (previous years updated to 'present year' values), What is your tariff structure—now and then?	
3.	How do you determine your tariff? Do your tariffs reflect costs or are they set (politically)? Is asset management covered, eg augmentation for new things? (Breakdown into bulk, op and maintenance, energy, chemicals, staff salaries, etc.)	

4.	Liquidity/Cash ratios (in the red or black), has cash flow increased or decreased significantly? Has it improved or worsened with the new institutional arrangement?	
5.	Return on Capital/Profitability ratios/interest & dividend cover (ask private sector)	
6.	Dividends plus interest payable as percentage of capital value (ask private sector)	
7.	Creditworthiness/Gearing ratio of WSA and WSP	
8.	Average replacement life of fixed assets- % assets/ pipes replaced each year (how affects losses in section below). Do you have an asset management plan? do you budget for it? Is it worked into your tariff?	
9.	How often does your infrastructure fail? (Water mains bursts per 1000 km per year- breakdowns per year)	
10.	Water resources security of supply index (proportion groundwater/surface water). Is there assurance of supply and how often is it compromised?	
11.	<p>demand management (get citizens to use appropriately)</p> <ul style="list-style-type: none"> • logic of tariff structure (including industry) • what is the mechanism and budget for education/ outreach/ awareness • indicator of households taking action to address leaks (municipal response covered under efficiency)—are they reported? Customer care? • are there regulations/ by-laws that restrict water use? If so, how effective are they—do they apply to all/ come users, what is included, and when are they applied (always/never/ during drought) 	

	<i>Efficiency?</i>	
	(number 1 and 2 refer to the scale of the challenge and WSP capacity)	
1.	Size of main service provider (connections/users/daily water production)	
2.	Population density of service area/s	
3.	Connections per employee/Population served per employee (have working conditions been agreed upon? How relate to labour intensivity?)	
4.	Average time to repair leaks and other problems (contextualise by noting technologies and geographical distances/ population density) – do you have a response time policy? Check target and compliance, is there improvement?	
5.	Non revenue water (Leakage (m3/km/day) & percentage unbilled)- unaccounted for water (parks, sports grounds, leakages)	
6.	Percentage of users metered/ percentage working consumption meters	
7.	Revenue collection/Days receivable ratio (note in relation to income groups)	
8.	Capex efficiency (cost in real terms of basket of representative activities)	
	<i>Labour</i>	
1.	Total Number of employees (including category breakdown i.e. management, technical-professional/administrative/manual) and gender breakdown; ratio of managers and employees	

2.	Type of employment (casual via labour brokers; or sub contractors) with relevant breakdown as per (1) above, note levels of responsibility and decision making authority	
3.	Pay and conditions of all categories of employees. Is the WSP compliant with labour law, health and safety? (must ask employees/ unions as well) Is skills development taking place as per law with levies paid and accessed, learnerships in place, etc?	
4.	Are there recognised trade unions? if so, names and percentage trade union members	
	<i>Transparency?</i>	
1.	Contract/license agreements /performance agreements in public domain (test by asking for and obtaining them)	
2.	Financial Statements published on schedule	
3.	Performance indicators published/available	
4.	Transfer pricing – level of trade with associated companies	
5.	User involvement processes/meetings per year/million consumers	
6.	Mechanisms to ensure voice of poor/unserved in user involvement processes	
7.	Budget for public relations	
What is your overall assessment of achievements and shortcomings due to choice of WSP?		

