



FLOWMETER

UMGENI WATER NEWSLETTER | CHRISTMAS EDITION

**UMGENI WATER SITES
INAUGURATED AS
NATIONAL KEY POINTS**

**INTRODUCING UMGENI WATER'S
"WATER RESOURCES BLOG"**

**CHRISTMAS MESSAGE
FROM - THE CHAIRPERSON
OF THE BOARD**



**Long
Service
Awards**



THANK YOU FOR WEARING A MASK



STOP CORONAVIRUS

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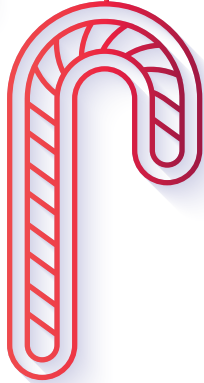
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CHRISTMAS MESSAGE FROM - THE CHAIRPERSON OF THE BOARD

The past two years have been the most difficult years in the history of this country. Our resilience as an organisation have been tested in many ways than one. First it was the surfacing of COVID-19, that presented itself in two, different waves that strongly affected the economy of the country, and took many people's lives, and also resulted in many companies closing down, leaving thousands of people jobless without a source of income.

Secondly we were affected by the worst destruction caused by the looting that caused a major setback on the economy of the province

and the country as whole. This contributed to further job losses and business continuity as thousands of factories, shops, malls, Infrastructure was vandalised. As we draw closer to Christmas let us not forget to pray for those people that were affected by both COVID-19 and looting, may we lend a helping hand where we possibly can.

Our resilience as an organisation have also been tested in a number of ways over the last couple of months, however this is not the time to look back but a time to draw strength from our challenges and turn them to opportunities. We recently had major challenge at Durban Heights

that disrupted water supply to our customers in Durban who is our biggest customer, due to a Pump Shaft breakdown. This saw some areas of Durban go on for a couple of days without water. I would be failing as the Chairperson of the Board if I do not acknowledge all Umgeni Water Executives, Senior Managers, Engineers ,Projects Managers, Durban Heights and Board Crisis Management teams, Durban Heights Operations team that held the fort during the crisis, and all Staff of Umgeni Water that worked behind the scenes 24/7 to try and restore functionality at Durban Heights. I am Truly honoured and humbled to be part of a caring team that puts the needs of customers first.

My plea to you as staff, let us stand tall and rebuild Umgeni Water to be a better home for all of us. Stand up and reclaim your position, fight for Umgeni Water to remain the leader in the water industry, by making sure that we always deliver on our mandate.

As we approach the Festive Season, I encourage you to take time off to unwind, spend festive cheers with your loved ones and come back refreshed. We have a lot of work ahead of us to ensure that we close the gap of water scarcity to needy communities within our area of supply and beyond.

Last but not least, I would like to thank all Umgeni Water Staff that have vaccinated. To those that have not, I would like to encourage you to do so even although you are not forced to. With every decision you make always think of those that care for you. Therefore, Vaccinate and Stay safe.

For those that will be travelling to various destinations for holidays, to see family and friends, travel safe, stay alert and don't forget to take necessary COVID-19 precautions. Enjoy the festive season and may you and your families have a Merry Christmas and a Happy New Year.

Gabsie Mathenjwa





CHRISTMAS MESSAGE FROM - ACTING CHIEF EXECUTIVE

**Festive Season is a time to take a break,
but let's do it with the full realisation that
Coronavirus is still with us**

Greetings to all Colleagues,
Sanibonani, Molweni,
Dumelang

The end of 2021 is almost upon us. It was indeed a period of many challenges and some opportunities. In the kind of times that was like 2021, our resilience was put to the test and, as like-minded compatriots, we emerged stronger and determined to contribute to a better future.

It was our collective tenacity that allowed us to manage some onerous episodes in our country's history so that the customers and

communities we serve were able to receive an uninterrupted supply of safe drinking water. This in the face of continuing proliferation of the Coronavirus and, in its midst, civil upheaval that caused some setbacks to economic recovery. I salute you for protecting yourself against the virus and for navigating the storms of unrest allowing our organisation to continue fulfilling its commitments to stakeholders in these trying times.

Let us not forget that we have earned this much-needed break, to be in the company of those who are dear to us and who have been at our side through trials and tribulations we may have encountered in the year. This is the time

to savor the wonderful moment of Christmas, enjoy the spiritual meaning it brings and spread the message of goodwill to all.

For me, this is a special occasion, one in which I am sharing seasonal greetings for the first time in my capacity as Acting Chief Executive. The transition from the previous leadership to the present has been flawless – thank you, all Executive colleagues, Managers, and other staff for embracing the change. This is a reflection of one common trait: to place service and product delivery above everything else.

It is important that we continue to face our challenges in unison and relish in our accomplishments in togetherness, which are, after all, the foundation on which Umgeni Water's respect and success are built. Importantly, this remains one of the characteristics of what is commonly known as the Umgeni Water Family.

I wish you and your loved ones all of the very best for the festive season, a Merry Christmas and both a prosperous and peaceful 2022. May all of your prayers, wishes, aspirations, and ambitions be fulfilled as we march collectively into the New Year and enter a future that holds much promise and is likely to produce some difficult moments as well.

As we unwind and begin relaxing, recollections of past holidays and happy times are likely to return. I remember the feeling of peace and camaraderie that the festive season and Christmas brought. It was then – and still is now – a time of togetherness and rekindling of the spiritual flame that allows us to maintain the correct balance in our lives. The universal message of Christmas - caring, sharing, good neighbourliness, and tolerance – could not have found more resonance than the present as the world lurches from one crisis to another. At this time of the year, the temptation to party in groups is great. Please remember that the Coronavirus pandemic is still wreaking havoc in many parts of the world, including South Africa. If you will be attending or hosting any event (party, traditional or religious ceremonies), please ensure that there is adherence to all COVID-19 hygiene protocols.

A year-end message is not complete without reflecting on where we come from, where we are now and where we are headed. This will help us focus on what has been achieved and what still needs to be done in order to successfully meet our commitments in the year ahead.

In the financial year 2020/21, some strong results were produced, among them a surplus that allows the organisation to remain financially sustainable, meet its commitments, continue the rollout of the five-year infrastructure development programme and keep tariffs at affordable levels. Potable water quality was again largely excellent in terms of standards prescribed by the South African National Standards 241: 2015 for drinking water quality. Water services provision was in line with targets that were set and requirements of the Bulk Supply Agreements. This meant our customers did not have to endure the inconvenience of prolonged water supply failures. Our customers and other stakeholders were satisfied with the frequency of engagements and the transparent manner in which information continues to be shared with them.

These accomplishments were the fruits of your hard work and commitment: thank you. The results achieved became more laudable, given that they were produced against the backdrop of a public health emergency. In the face of the continued onslaught of Coronavirus, we had to ensure that business operations were not affected. This was achieved through the implementation of various virus-deflection measures that were necessary to protect the health of employees and keep COVID-19 away from our plants and offices. We have been fortunate that the rate of infection within our organisation has been minimal and recovery from it excellent.

An unfortunate, but unavoidable consequence of Coronavirus has been time lost on construction and planning of some infrastructure due to lockdown restrictions. The decision of at least two construction companies that were implementing Umgeni Water projects to apply to be placed in business

rescue exacerbated the situation. We hope to catch up on lost time, but it does not seem likely at this stage.

Unquestionably, change anchored on digital communication technology – or the “new” way of doing business – gained impetus in 2021 and continues to increase its firm grip. Remote has now become the norm in which much of daily business activity is done away from the office. On a light note, some of these changes create amusement during meetings. Let’s ponder on some of these utterances, with which you are probably familiar:

- o “We can’t see you, please switch on your video.”
- o “Please unmute yourself.”
- o “Somebody is eating, please switch off your mic.”
- o “Nothing from my side, I’m covered.”

In response to changes in the political, economic, social and operating environments, strategies of Umgeni Water are also being fine-tuned to prepare for the future, in which the organisation’s 30-year strategy and vision will be implemented in segments. The development of a 30-year strategy and vision is a reflection of the fact that the leadership of Umgeni Water is poised to take the organisation into the future with confidence and with a road map.

It is my greatest wish that in the New Year all of us will collectively continue to remain focused on serving the best interest of our

customers and other stakeholders so that the expectations of their constituencies become easier to fulfill. In the aftermath of the local government elections pressure is mounting for Umgeni Water to accelerate completion of some projects and assist with resolving delivery challenges that are being experienced by some municipalities.

We will be entering the New Year against the backdrop of potential to further expand our footprint. There will also be a carry-over of two significant developments from 2021. These developments are increasing the debt of some municipalities that are struggling to pay for potable water and allied services provided, and means of accelerating infrastructure implementation, especially schemes that are being constructed to extend water services provision to un-served communities and enhance the security of future water supply.

As we prepare to take a break from our daily commitments and spend time among family and friends, please remember that if you are going to be driving to far-off destinations, drive carefully and be safe on the roads. I know that when you return to work, we will collectively put our shoulders to the wheel to continue to move forward. We look forward to greater achievements in 2022.

Let the magic of Christmas and the festive season bring love and peace to you, to your loved ones and to the world.

Mboniseni Dlamini



KCDM COMMUNITY ENGAGEMENT AND OFFICIAL SIGNING CEREMONY

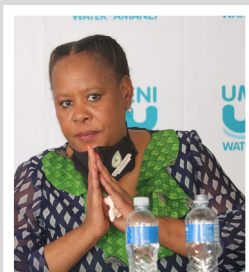


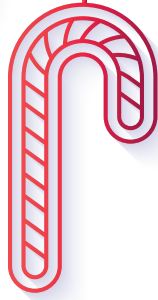
The 13th October 2021 was marked as the highlight of Umgeni Water and King Cetshwayo District Municipality as they hosted a community and stakeholder engagement to celebrate a partnership agreement, at a function that was held at Mvutshini Sports ground. The leaders addressed the community and stakeholders on the plans to implement relief through water provision to the community.

Umgeni Water is determined to create value for its customers through the provision of sustainable water and related services.

On the 20th October 2021, Umgeni Water under the leadership of the former Chairperson of the Board, Mr. Magasela Mzobe led the Executives of Umgeni Water to officially sign the 15-year bulk Water Supply agreement between Umgeni Water and King Cetshwayo District Municipality at a function held at Aloe Lifestyle Hotel, Eshowe.

Speaking at the event, the former Chairperson said, "Umgeni Water aims to bring water relief within the municipality, while enhancing the economic development of the community through business growth opportunities."





CHRISTMAS MESSAGE FROM THE EXECUTIVE - OPERATIONS

We all thought 2020 was an extraordinary year but 2021 has taught us that we should not expect things to get better soon. We are now drawing close to the end of 2021, a year to remember. We have experienced two waves of Covid-19 and before the end of this year another wave of the pandemic is imminent. Our resilience was further tested by destruction and looting at the scale never seen in the Democratic era of our country. For the first time, threats of destroying our water infrastructure was looking a lot more plausible than ever before. This was indeed a year to remember!!!

I have been reflecting on the things I am most grateful for having joined the organization in February 2021. Primarily among those is the dedicated group of employees. I am very proud to be associated with the best performing division in the financial year ending in June 2021. Thank you for the hard work you have done for the organization this year under trying conditions.

Notwithstanding the major breakdown at Durban Heights and challenges at Indwedwe system, as a team, you have worked tirelessly to provide the essential service through and beyond the peaks of the pandemic this year. We have unfortunately lost lives, with at

least three of our experienced and valuable members of the team in the Operations division having passed away. They will always be in our memories for the contribution they made to our success. I would like to express my gratitude to our plants operators and maintenance teams for ensuring that our customers and indeed our communities at large have the best quality water possible. I want to take this opportunity to thank everyone for all their efforts throughout the year including all our support divisions. The success of our company is built on the efforts of our employees. Thank you for the dedication that each one of you has shown us.

It was satisfying to learn that we achieved a Zero disabling injury frequency rate this year. This is a great milestone and thank you to you all for working safely at all times especially the SHEQ team for helping us to stay vigilant. May we transfer this spirit and be always on the guard against Covid-19 virus.

I encourage all of you, as you enjoy the holidays not to drop your guard as the Covid-19 virus is still very much with us. Some of you have

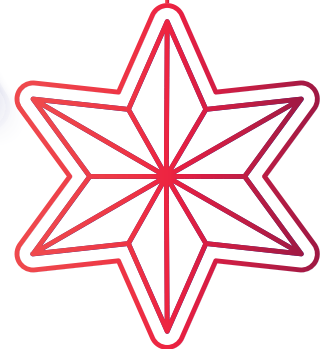
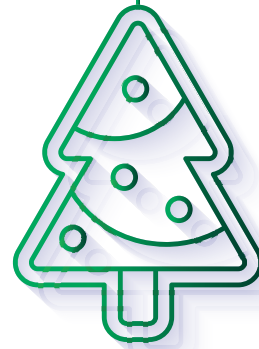
vaccinated and it has proved to be a protective initiative as we have seen less number of deaths with a rapidly increasing number of infections.

We've come through a year that was filled with both many challenges. How reassuring it's been to know that we can count on all of you regardless of what faces us. On behalf of the Operations Division, please allow me to extend my personal and genuine appreciation to each and every one of you for your valuable contributions to this Division. Working with you this past year has been encouraging and we're proud to have you all with us.

There is no doubt 2022 will again be a tough test for us on many fronts. The economic situation in the country has been ravaged by the pandemic and the looting. Climate change is always posing a threat to our infrastructure both of drought and flooding. I therefore urge you to take every opportunity to rest so that you can be ready to face the challenges of 2022. May you enjoy your holidays and remember to keep social distance, sanitize and wash your hands with water and soap. I wish you all good health and a Prosperous New Year!!

Sandile Dube





CHRISTMAS MESSAGE FROM THE EXECUTIVE - CORPORATE SERVICES

As the Covid-19 pandemic continues, it is rather difficult to spread holiday cheers while acknowledging that the past two years have been difficult for all of us.

We have lost some of our colleagues, friends and family members through this virus. The pandemic has emphasized our need to emotionally connect with the people in our lives, especially when we can't physically be together.

South Africa's economy suffered a significant contraction last year when the country operated under widespread lockdown restrictions in response to COVID-19. Many people lost their jobs during this time.

I would like to thank all Corporate Services employees who work tirelessly during lockdown to ensure that business continues without any disruptions.

Be safe on the road for those that will be travelling and use your time to connect with your loved ones.

Remember to practice social distancing, wash and sanitize your hands regularly and avoid crowded places. Coronavirus is still very much alive.

Dr. Siphon Manana

UMGENI WATER SITES INAUGURATED AS NATIONAL KEY POINTS



On the 25th-27th October 2021 Umgeni Water celebrated its achievement when three of our sites were Inaugurated as National Key Points. Durban Heights Water Works, Wiggins Water Works, and Midmar Water Works were regulated under the National Key Point Act, 1980 (Act 102 of 1980) and declared as National Key Points (NKPs).

The celebrations were held at all three sites on three consecutive days and were attended by key stakeholders from the South African Police Services (SAPS), the Department of Water and Sanitation, Board members and Executives of Umgeni Water. Proceedings for each day included:

- The Presentation on the Organisational Profile of Umgeni Water
- The Presentation on NKP by SAPS
- Handing over of the NKP Certificate to Umgeni Water
- The Tour of the three sites declared as NKPs.

Speaking to the audience, Dr. Siphon Manana,

Executive of Corporate Services opened his statement by saying “Water is important to us as an organisation and as a community, and the National Key Points will assist us in ensuring that our water and infrastructure is secured.

The NKP is about the protection of the water utility as well as creating conscientization, and ensuring sustainability in the process.”

Mr. Bheki Mbambo, Project Leader at Umgeni Water who was standing in for the Chief Executive took the podium and said “We urge you to guard against infrastructure vandalism and servitude encroachment, the very water we purify in these sites is the very same water we lose due to issues like servitude encroachment.”

Let us be responsible and be water-wise by protecting water infrastructure and paying for our water services.

The Executives and Board thanked the SAPS for seeing this through.





UMGENI WATER HONOURS EMPLOYEES WITH LONG SERVICE



When it comes to caring for employees, Umgeni Water is one of those companies that will pull all stops in making sure that its employees are well cared for and has provided many opportunities of growth to ensure that its employees are fit for purpose, when you compare them with market trends.

There are many programmes that Umgeni water has implemented for its employee wellbeing such as WellnessDay, HIV/AIDS awareness initiatives, Management Development Programmes, Brown Bag Lunch Sessions, staff training programmes etc, the list is just endless.

Friday the 3rd December 2021 was one of those days, where Umgeni Water decided to honour those staff members that had qualified for 20 and 30 year service awards. The event was held at Southern Sun Maharani in Durban, which was attended by a maximum of 50 people due to COVID-19 restrictions. Recipients were accompanied by their immediate managers/supervisors.

Speaking to a few of the recipients that received Long Service Awards on the day, this is what they had to say:



Zanele Nzuza - Celebrating 20 Years, from Middledrift WTW,
“I started working at King Cetshwayo in the year 2000, and I must say since Umgeni Water took over there has been a huge difference in my life. Their service is much better, compared

to where I have been before and I am better off financially, all the work is worth it since employees are valued. My message to the youth is that, it is important to consider studying to enter the field of water management and water treatment because we cannot live without water.”



Ashwin Ramessur - Superintended at Umzinto Water Works, “I started working for Umgeni Water in 1995, it has been a challenging experience for the past 30 years but I have enjoyed every minute of it. I have been in contact with many managers and learnt a lot from them. Basically, Umgeni Water is a company, everyone will enjoy working for, it’s a place called home. There is a lot of prospects for the young people coming into Umgeni Water, and lots of opportunities to grow and achieve their goals in life.”



Khanyisile Pam Ngwenya - Company Secretary I Stated working at Umgeni Water Umgeni 21 years ago as a Division Secretary at the Laboratory Services. I was there for two months and Umgeni Water really identified

talent in me, because in three months' time I was promoted to a PA for General Manager of Scientific Services at the time (before they were called Executives). Fast forward, six years later, I was appointed as a Board Secretary and I have been in this position for the past 15 years now.

My highlights, I came in as a young, shy person with no confidence. Over the years, my confidence grew because Umgeni Water gave me an opportunity to study as well.

This year I am finalising my Masters in Management and I am grateful to Umgeni Water who funded this opportunity.

The words of wisdom to the young ones: "Love what you do first, it gives you hope to wake up in the morning if you love what you do. Take me for an instant, I would work 24/7, Monday to Sunday, my work comes first before anything else, but I blame Umgeni for not being married."



Patrice Mqondisi Ngcobo - Superintendent at Ixopo Water Works, "I started working for Umgeni Water on 7th February 1991, working as an Operator, then a Process Controller, now I work as a Superintendent at Ixopo WWT and WTW. I worked in various sites of Umgeni Water and I have spent 20 years at Ixopo.

My highlights are from back in the days when things were less hectic- it was more relaxed, now there is a lot of pressure and more paperwork to deal with, but I guess it comes with the position change.

My advice to young people

trying to pursue their careers is to be patient and to remember that education is key, the rest comes later."





SPONSORSHIPS FOR 2021

DID YOU KNOW THAT

Umgeni Water was a proud sponsor of the following in 2021?

SAICE NATIONAL AWARDS 2021

The awards took place on 28th of October 2021. The SAICE National Awards honoured well-engineered civil and construction engineering projects and those companies and individuals who have rendered outstanding service to the profession or has made a contribution of distinction to civil engineering and the built environment. As a Gold Sponsor, Umgeni Water also received the benefit of being featured in the December Awards Edition of SAICE's magazine, Civil Engineering, online and newsletter.

IMIESA CONFERENCE 2021

Umgeni Water was a proud Gold Sponsor of IMIESA Conference, which took place on the 22nd – 24th of November 2021. As part of being a sponsor Umgeni Water was also featured on the IMIESA and Water & Sanitation Africa Magazines for August and September issues. The highlights on impacts of Covid-19, project plans, issues like Illegal Connections, costs of water, water loss and our achievements and highlights were unpacked in an advert and editorial format.

THE FUTURE OF HR

Umgeni Water sponsored the plenary of the Future of HR Summit, which was pre-recorded and presented virtually on 23rd and 24th of November 2021. As a sponsor, Dr. Siphon Manana formed part of the panel discussion on "Creating Sustainable Cultures of Change", with a representatives from the Department of Water and Sanitation as well as a representative from Water Research Commission were part of the panel.

The Acting Chief Executive, Mr. Mboniseni Dlamini will be featured in an interview with the CEO of Topco Magazine in January 2022.

Umgeni Water was also profiled in the digital programme in a form of a video and we received four pages in the associated HR Leaders Digimag to position Umgeni Water as a leading organisation in the provision of water.

UMGENI WATER PARTNERS WITH TWO FOOTBALL CLUBS IN KWAZULU-NATAL

Umgeni Water renewed its partnership with Maritzburg United Football Club (MUFC) and formed a new partnership with AmaZulu Football Club (AFC) for the 2021/2022 season. The partnership with both teams aims to reach more supporters, customers and the general public within our area of operation in order to create consciousness on the importance of water conservation and the preservation of our precious resource, water. Some benefits of collaborating with the teams are:

- To Improve brand visibility through field perimeter boards advertising on home grounds of both teams so that when the games are televised, UW is prominently featured on the pitch.
- Umgeni Water product advertising through teams' social media platforms and website
- Rights to utilise players when Umgeni Water is doing community activations by using players as draw cards and conveyors of important messages.
- Promotional rights: Clubs will issue tickets, when Covid-19 regulations have eased down and stadiums open for spectators to attend. Player will also do meet and greet with Umgeni Water staff.
- Staff has been receiving replica jerseys from MUFC as part of promotional giveaway.

On the 5th of August 2021, AmaZulu FC hosted a sponsors official launch at Moses Mabhida Stadium, where they announced all official sponsors of the team and Umgeni Water was one of them. The event was attended by the former Chairperson of the Board, Mr. Magasela Mzobe, former Acting Chief Executive, Mrs Nomalungelo Mkhize and HR Manager, Mr. Thulasizwe Shangase. Umgeni Water is a proud sponsor of the two teams.



WALTER SISULU UNIVERSITY VISITS UMGENI WATER

Umgeni Water’s Human Resources Department hosted 60 Walter Sisulu University Students, who visited Umgeni Water to get exposure in HR functions.

The students were hosted at Pineside canteen on the 29th of October 2021. Umgeni Water has hosted a number of organisations that visited for Benchmarking purposes, following the SABPP HR Audits Award in 2016 where Umgeni Water achieved more than 75% in the 13 Human

Resources Standards, and we were the first organisation in South Africa to achieve such results.

Walter Sisulu University identified Umgeni Water as an organisation with the ability to provide the industry with much needed information to empower students with knowledge on HR matters. This exposure will assist these students understand and apply theory in a practical situation.





UMGENI WATER YP'S LEAD PMB CLEAN-UP CAMPAIGN

Following the looting, that took place in most prominent towns around the country during the month of July 2021, where malls, warehouses, supermarkets & shops were burnt down, Pietermaritzburg also suffered a loss as Brookside and Edendale Mall, Makro and other shops were looted and vandalised and many factories burnt down.

The Mayor of Pietermaritzburg, Cllr Mzimkhulu Thebolla made a call to all citizens to embark on a PMB Clean-up campaign to rebuild our city after the unfortunate events of looting and damages to infrastructure and buildings. The Campaign started on the 15th of July 2021 and was completed on Mandela Day, the 18th of July 2021.

Umgeni Water employees contributed 67 minutes of their time in the clean-up campaign on Saturday, the 17th of July 2021, by participating in the clean-up initiative in their respective communities and in the city of PMB, especially around the Camps Drift where Makro is situated.

Thank you to Umgeni Water staff and all citizens who took their brooms, rakes, gloves, and refuse bags to respond to the PMB Mayor's call to Clean-up and rebuild our beloved City of Choice, this act couldn't have come at a better time.

Thank you for a purposeful Mandela Day.





CHRISTMAS MESSAGE FROM THE ACTING EXECUTIVE - FINANCE

Another year is coming to a close and it has not been without its numerous challenges. The year has definitely tested our resilience but there has been some achievements and when we look back on all of our highlights, I want you to think back on your contributions to the successes.

Working during the pandemic increased our technology skills and highlighted the need for efficient data management. We were audited remotely and on site by the AG(SA) for most of the year and we came up with solutions to ensure that the requested information was provided as requested. Going into 2022, I hope that we continue to invest our time for creating greater efficiencies for each of our work focus areas, through the utilisation of the technology that Umgeni Water made available for each of us.

Despite the rising liquidity risk due to slow payment by some of our customers, we retained our credit ratings as an investment grade rated entity, which is a feat for Umgeni Water who is

able to raise funding in the capital market and operate on sound business principles.

We had a successful redemption of the UG21 bond in March 2021. This was a 10-year bond raised in 2010 for the co-funding of flagship infrastructure projects such as the Lower Thukela BWSS, Maphumulo BWSS, Umshwathi BWSS Phases 1-3 as well as upgrades to the Midmar Water Treatment plant and other plants that we rely on for water supply to our customers.

It is easy just to remember the successes and not all the innovation, application, and sheer hard work that the teams have put in to make them possible. You should all stand tall and appreciate how excellent you are. I cannot thank you enough. May 2022 be a prosperous year for you and your loved ones. Take the time out to rest and return rejuvenated for another successful year at Umgeni Water. Please have a safe and peaceful Christmas and New Year.

Kajal Singh



CHRISTMAS MESSAGE FROM THE EXECUTIVE - INFRASTRUCTURE DEVELOPMENT

2021 has been a year with so many lessons. We have learnt to live with the Covid-19 pandemic. The economy in most parts of the world has been affected badly with so many people losing employment over and above having lost their loved ones.

In the construction industry, we have seen the rise of work stoppages where local communities and businesses have been fighting to get the piece of the pie. The July 2021 looting also added on to the already suffering economy. This has continued to put the lives of innocent people and those responsible to deliver services at risk.

I would like to commend all of you “Umgeni Water Family” for soldiering on and trying to

find solutions under circumstances to ensure continuous delivery of bulk water and sanitation service. It will be wrong of me not to thank the families who supported all of us during this challenging year.

With those few words, I would like to take this opportunity and wish you all a peaceful festive season and a wonderful year ahead.

“Domo Arigato Gozaimasu! Osu!”

Sibusiso Mjwara



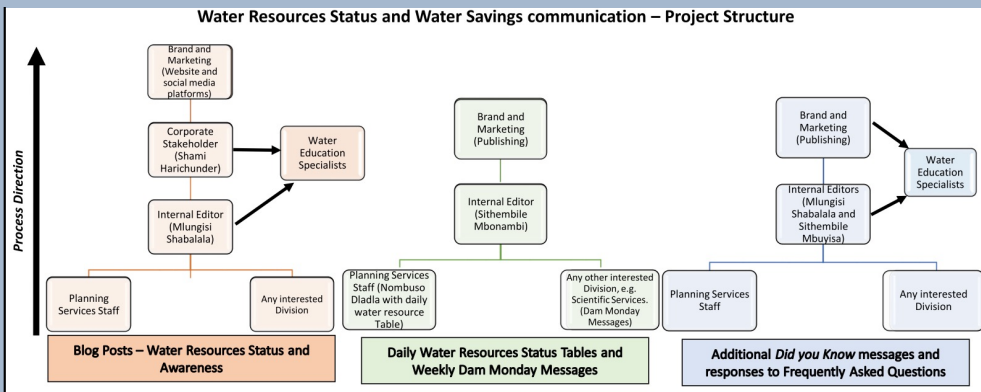
INTRODUCING UMGENI WATER'S "WATER RESOURCES BLOG"

For various reasons such as natural population growth, increasing economic activity, and changing living standards, the demand for water resources in Umgeni Water's supply area continues to grow. However, water is a finite resource! That means, at some point there may not be enough water supply to meet the demand, which poses a physical water security threat. The effects of climate change exacerbates the risk of water resources unavailability as the climate is becoming increasingly harsh and unpredictable.

South Africa is fast approaching a point where supply-side solutions to water resources management will be

exhausted. In other words, building new dams and drilling more boreholes may not be an option in the future.

Our only solution would be to efficiently use and manage the limited resource available to us. Demand-side water resources management requires participation from the consumers and this can only be achieved if they understand where their water comes from and the associated security risks. To ensure that consumers in our supply area understand the importance of conserving this precious resource, UW has developed a project to intensify the communication of information on our water resources and water savings tips (see Figure 1).



This initiative, led by the Infrastructure Development and Planning Services division, with endorsement and participation from Corporate Services, is threefold:

- (i) The state of water resources (dam levels) is shared with the public via UW's social media platforms, with a detailed description;
- (ii) Water resources conservation messages are regularly shared with the public via UW's social media platforms, and
- (iii) A blog series has been established, where blog posts reflecting on the

current state of our water resources and encouraging water resources conservation are published on a monthly basis.

For these messages to have an impact, UW staff members are encouraged to share this information with their networks. One of the long-term goals of this initiative is to have contributions from the various divisions within the organisation. Therefore, staff members who are interested in sharing particular messages that they would like to share with the public to help achieve sustainable water resources management are encouraged to make contributions.

For more information, you can contact Mlungisi Shabalala (Mlungisi.Shabalala@umgeni.co.za)

Contributed By
Mlungisi Shabalala

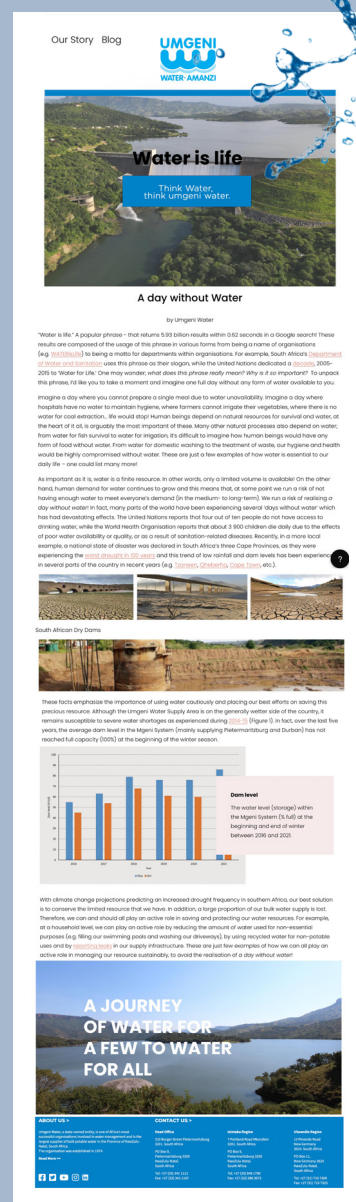


Figure 1: Water Resources Status and Savings Communication simplified project structure.

UMGENI WATER SPONSORS KWATHINTWA SCHOOL FOR THE DEAF



“The power of education extends beyond the development of skills we need for economic success. It can contribute to nation-building and reconciliation.” These are the words of the honourable, former president Nelson Mandela, which inspired Umgeni Water to undertake the KwaThintwa School of the Deaf project.

In 2018, the executive committee (EXCO) of Umgeni Water endeavoured to undertake a series of social upliftment projects to commemorate the centenary of the birth of Nelson Mandela. For one such project, the Engineering Services Department was approached by the Brand and Marketing Department to design and construct a sports pavilion at the KwaThintwa School of the Deaf. In the middle of the worldwide COVID-19 pandemic, which crippled the country, and after delays of approximately two years, construction finally commenced on 17 September 2020.

Design Challenges

During the design process, the team had to remember that this project is on school grounds, and that the children are deaf. This was particularly demanding on the health and safety management on the site. To help mitigate the risk, the contract stipulated that; truck deliveries of any kind would only be allowed outside of tea and lunch times, the construction site would be barricaded, and several signposts would be erected.

During construction, we encountered the following challenges:

An inexperienced emerging contractor, lacking

experience in the execution of civil works. For example, the contractor struggled with the interpretation of construction drawings, leading to uneconomical construction methods.

Stringent statutory requirements had to be met, high quality work had to be delivered, time frames didn't budge and a fixed budget of R 285 257.50 as stipulated in the supply and delivery contract.

Ground conditions: During excavation and compaction of the engineered foundation, we were met by an engineer's worst nightmare. A combination of collapsible clays with high plasticity (which soaked up water like a sponge), ranging from intermediate to soft, and ground water seepage whose root cause was ambiguous. These ground conditions gave the construction team nightmares as it made the pavilion seating foundation unstable, posing risks of excessive differential settlement and/or landslides (see Figure 1 showing Ground Conditions).

This could easily lead to injuries and, God forbid, fatalities. A subsurface drainage system was designed to collect, channel, and discharge any groundwater seepage infiltrating the foundation through discussions and analysis with a geotechnical specialist, civil engineers, contractor, community and school groundsmen. The clay was sampled for investigations by a soil-testing laboratory who recommended that the pavilion seating platform bed be stabilised and compacted to ensure that safety requirements were met.

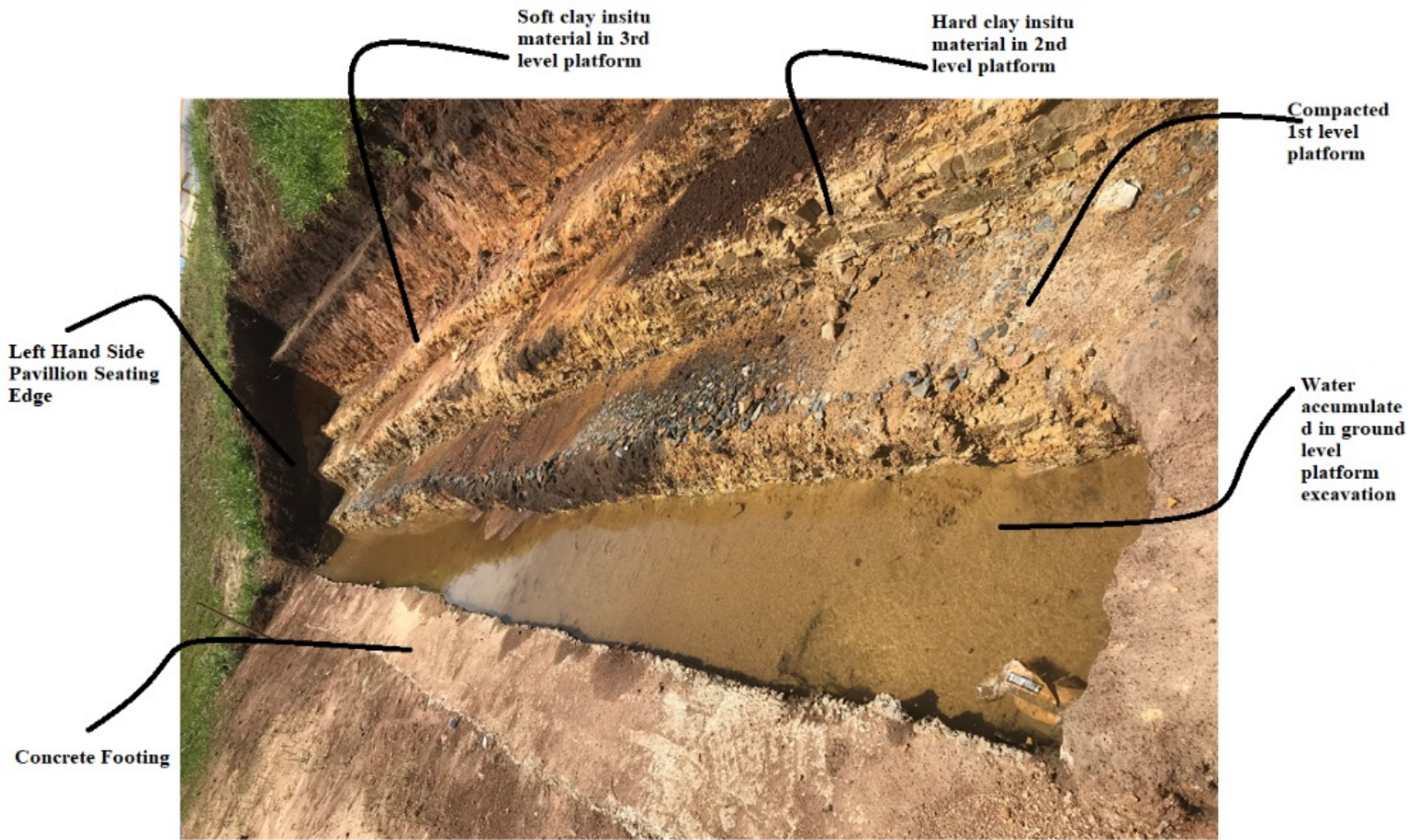


Figure 1 Ground Conditions (November 2020)

Other than the aforementioned, the project reached completion within the stipulated project duration and budget (see Figure 2 below). The cooperation between the school’s representative, the emerging contractor (with 100% BBEEE), the KwaThintwa Community, Umgeni Water Engineering Services, Institutional Support Development, Enterprise

and Supplier Development and Supply Chain Management Departments was commendable. The school accepted the pavilion with gratitude, which was embodied in a letter of appreciation stating, “How the lives of their pupils have been touched.”



Shows KwaThintwa School of the Deaf; Precast Sports Pavilion seating (handed over in 2021)

“Treat people as if they were what they ought to be and you help them to become what they are capable of being.” - Johann Wolfgang von Goethe

**Contributed by
Gcwali Kunene**



CHRISTMAS MESSAGE FROM THE EXECUTIVE - ENGINEERING & SCIENTIFIC SERVICES

Last year this time, I believed that we had been through unprecedented times, but this situation continued over the past 12-months and we are not yet out of the woods. We have been plagued with the COVID-19 pandemic that continues to rear its head, now with OMICRON, barely giving us a breather, in-between waves. Coupled with this, Umgeni Water is trying hard to mitigate water treatment challenges at our major system, in an environment that sees municipalities struggling with service delivery.

Notwithstanding this, staff have stayed resilient and continued to rally to the occasion when called upon, often out of normal working hours, Saturdays and Sundays. In this regard, I want to thank all of you and especially salute the

employees that have come to the fore and provided critical inputs when it counted the most. Indeed, we still have a way to go before things improve, which requires us to work in a collaborative manner and make meaningful contributions. Use this period to reflect on how we can improve our inputs and stay abreast in a world that is forever changing.

Best wishes over this period. Do remember to appreciate others and create pockets of joy whichever way we choose to do so. The New Year will be upon us soon and will bring new hope and optimism. Take some time out to recharge when possible, such that when the New Year arrives we are geared up to forge ahead to face new challenges/opportunities that continue to add value to Umgeni Water.

Manu Pillay



MOBILE DOSING EMERGENCY TRAILER

The mobile emergency dosing trailer is one of a kind within the Process Services Department and the first in Umgeni Water. It was designed and project managed from start to completion by Radhika Soobramoney, under the supervision of Peter Thompson, Manager Process Services. A multi-disciplinary team assisted during the tender, fabrication and with the commissioning of the trailer.

Umgeni Water is continuously growing and taking over water works. Since most small to medium size water works (2 – 10 ML/day) do not have dosing equipment for all chemicals, the mobile emergency dosing trailer will be used to bridge this gap. This will allow for efficient plant optimisation and the supply of potable water in terms of SANS 241: 2015 to the consumer as per service level agreements. The dosing trailer has an ultimate capacity of 2ML/day however since it is designed as a batch process, the system can be used for plants >2ML/ day.

The dosing system has been designed to accommodate the following treatment processes: pre-chlorination, pH adjustment, oxidation, enhanced coagulation, odour control and disinfection. Sodium Hypochlorite will be used for pre-chlorination and disinfection. Lime will be dosed for pH correction and potassium permanganate for iron and manganese removal. Bentonite is dosed as a coagulant aid, Powdered

Activated Carbon (PAC) for taste and odour-causing compounds removal and polymeric coagulant/ alum for coagulation. The maximum dosage of chemicals to prevent any health effects, as per Process Services Research and Development, was used as a basis for this design. This is however, significantly dependant on the raw water quality.

The dosing system is fitted onto a trailer for ease of movement and for set up at different plants as required. The dosing system is designed as a batch process and will allow for two chemicals to be dosed simultaneously. All pre-treatment chemicals are dosed at the head of works according to their recommended sequence of dosing (Kawamura, 2000 and Pointius, 1999). Dosing will be achieved via a flexible pipe to allow for this sequence. All chemicals will be sourced, stored and supplied by Operations division. Process water to be supplied by main plant using a hosepipe.

Quality Assurance

Quality Assurance (QA) Inspectors assigned to the project was L Sukhram and N Rajaswar. This being the first mobile trailer fabricated at UW, experience was lacking, however, the QA inspectors ensured that the fabrication of the trailer was executed as per design specifications. They provided an audit function that assisted the technical team with decision-making, prevented a few disasters, improvements on the

layout etc. During the fabrication process, the regular site visits and feedback at the technical progress meetings, prevented excessive snags during the commissioning process. Their technical input also assisted with the excessive additional costing of the project – the project was completed with no variation orders and the additional costing within the contingency amount thus preventing wasteful expenditure.

Process Technology Evaluation

The Process Evaluation Facility (PEF) is a section within Process Services that focuses on evaluating innovative technology to aid towards improved water treatment performance. The PEF is now the custodian of the Mobile

Emergency Dosing Trailer. The trailer has the potential for use at small to medium water treatment plants that require additional chemical dosing. In addition, this trailer will allow for research evaluation of new/ emerging treatment chemicals on a pilot scale.

Operation

The trailer is user friendly and since it is mobile, it is able to move between plants during an emergency.

**“In vain, have you acquired knowledge if you have not imparted it to others?
-Deuteronomy Rabbah”**

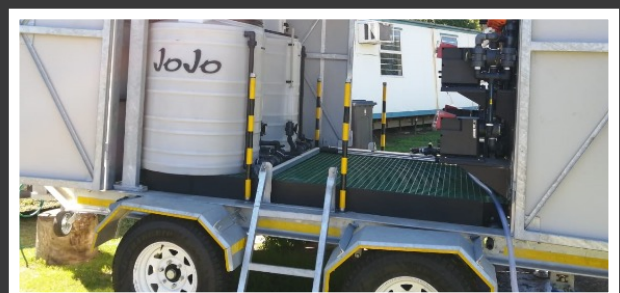
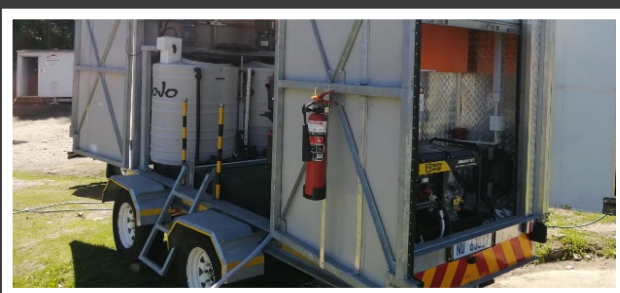
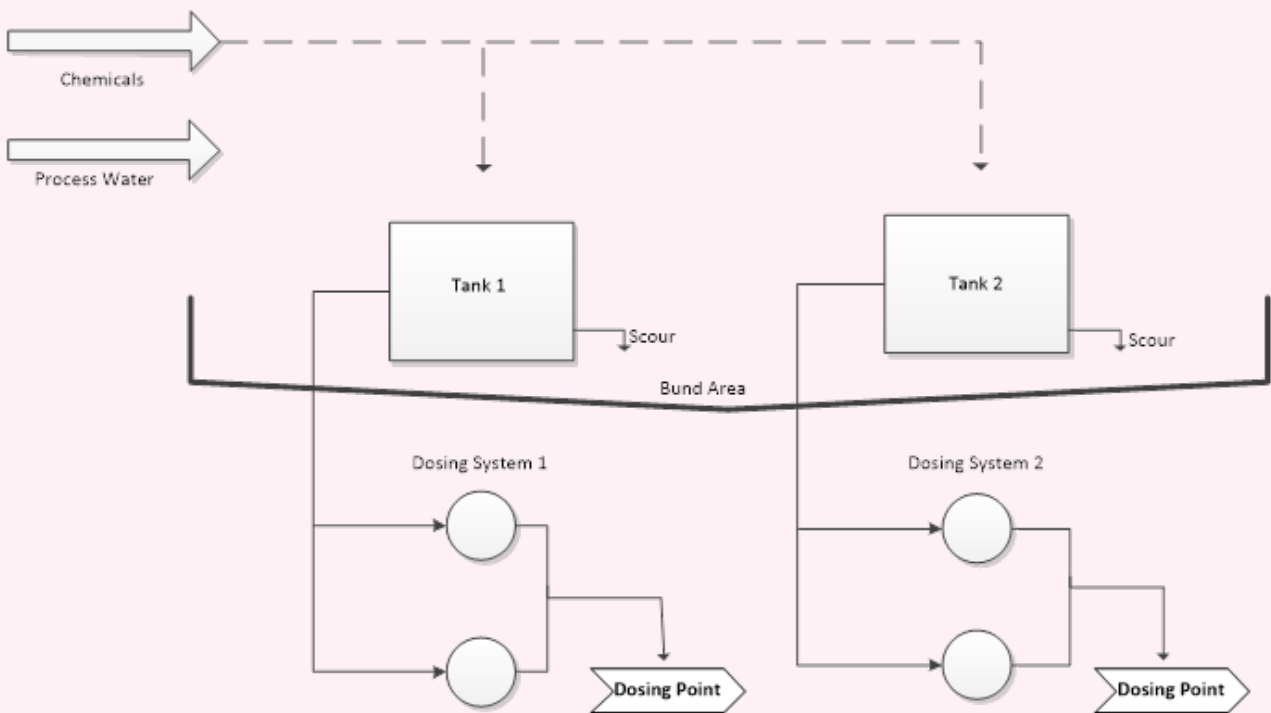


Figure 2: Mobile Emergency Dosing Trailer in Operation at Mpofana WWW

**Contributed By
R Boobramoney, L Biyela & L Sukhram**



CHRISTMAS MESSAGE FROM THE EXECUTIVE - CHIEF AUDIT

As the year comes to a close, many of us will be taking different directions to go and relax, following a very stressful year. I am proud to be part of the Umgeni Water Family, a family at work, that always puts service delivery first.

In the last two years we have had to adapt to new ways of doing things and that has not been easy for many people. We have seen many companies closing, closing shops, people losing their source of income, while at Umgeni Water we have been fortunate enough that we are still afloat even under these trying conditions.

Let us be grateful for what we have, and I would encourage staff to share with those that are less privileged especially during this time. May this season bring love and hope to all of us, our families and friends.

Wishing you all a Merry Christmas and a Happy New Year.

HAPPY HOLIDAYS

Nontoko Makhubu

Seasons Greetings



The Board and the Executive Management
of Umgeni Water,

wishes you a joyous festive season, a Merry Christmas
and a prosperous New Year.



CLASSIFIED

NEW ENGAGEMENTS

To all new staff that joined Umgeni Water between June to November 2021, a very warm welcome to you, hope you will love being part of the Umgeni Water family.

NAME	SURNAME	DIVISION	DESIGNATION	START DATE
Qiniso	Xulu	Corporate Services	Industrial Relations Officer	01/10/2021
Obakilwe	Sekoane	Corporate Services	Change Manager	01/11/2021
Terry	Taylor	Corporate Services	Remunerations Specialist	09/09/2021
Tashmira	Ramjin	Corporate Services	Graduate Trainee	01/10/2021
Thamsanqa	Shangase	Corporate Services	Graduate Trainee	01/10/2021
Thandeka	Makhanya	Corporate Services	Graduate Trainee	01/10/2021
Vusi	Mdluli	Corporate Services	Senior Security Manager	01/06/2021
Muziwoxolo	Zuma	Corporate Services	Security Co-ordinator	01/10/2021
Mashudu	Nesamari	Corporate Services	Security Co-ordinators	01/10/2021
Mandisa	Sikude	Corporate Services	Graduate Trainee-Laboratory Chemist	01/11/2021
Nkosinathi	Mthembu	Corporate Services	CSG Monitoring Officer	01/10/2/21
Lungile	Mchunu	Executive	Treasurer Accountant	01/07/2021
Njengabantu	Shabane	Finance	Process Controller - Contract	01/08/2021
Lindani	Cele	Operations	Process Controller - Contract	01/10/2021
Sibongiseni	Cele	Operations	Process Controller - Contract	01/10/2021
Mnelisi	Ngubo	Operations	Assistant Maintenance- Fitter	01/09/2021
Phiwayinkosi	Shangase	Operations	Process Controller - Contract	01/06/2021
Mhlonipheni	Mtshali	Operations	Process Controller - Contract	01/10/2021
Tshediso	Morakile	Operations	Instrument Technician	01/10/2021
Zabele	Mkwanazi	Operations	Process Controller- Contract	01/08/2021
Pakama	Buthelezi	Operations	Artisan Instrument	01/10/2021
Zacharia	Khoza	Operations	Process Controller - Contract	01/06/2021
Nokuthula	Mabaso	Operations	Process Controller - Contract	01/10/2021

Thabani	Ntuli	Operations	Process Controller - Contract	01/10/2021
Anga	Mbekeni	Operations	General Worker	2021/09/01
Mabuza	Dlangalala	Operations	Process Controller - Contract	01/10/2021
Bheki	Ntuli	Operations	Process Controller - Contract	01/10/2021
Nkosinathi	Malevu	Operations	Process Controller - Contract	01/10/2021
Mbekezeli	Sangweni	Operations	Process Controller - Contract	01/10/2021
Ntandoyenkosi	Bhengu	Operations	Process Controller - Contract	01/10/2021
Nombulelo	Ntuli	Operations	Process Controller - Contract	01/10/2021
Phakamani	Mtshali	Operations	Process Controller - Contract	01/10/2021
Brian	Madime	Operations	Technician - Electrical	01/08/2021
Mlungisi	Mthembu	Operations	Technician - Instrument	01/08/2021
Mfuneni	Nyalongwe	Operations	Process Controller - Contract	01/10/2021
Nontobeko	Zulu	Operations	Process Controller - Contract	01/10/2021
Bhekizenzo	Ntombela	Operations	Process Controller - Contract	01/10/2021
Sibusiso	Mncube	Operations	Process Controller - Contract	01/10/2021
Emmanuel	Gumede	Operations	Process Controller - Contract	01/10/2021
Sheshile	Biyela	Operations	Process Controller - Contract	01/10/2021
Sthembiso	Sibiya	Operations	Process Controller - Contract	01/10/2021
Nkosinathi	Nxumalo	Operations	Process Controller - Contract	01/10/2021
Phakamile	Khanyile	Operations	Process Controller - Contract	01/10/2021

TERMINATIONS

To all staff that left Umgeni Water between June and November 2021, we wish them well in their future endeavours.

NAME	SURNAME	DIVISION	DESIGNATION	TERM DATE
Howard	Richardson	Corporate Services	National Treasury Graduate	01/07/2021
Lindiwe	Gamede	Corporate Services	Darvill Wastewater Works	01/08/2021
Lindiwe	Shandu	Corporate Services	Howick Wastewater Works	01/08/2021
Nontobeko	Dube	Corporate Services	Lynfiled Park Wastewater	01/08/2021
Phindile	Zungu	Corporate Services	MHL National Treasury Grad	01/10/2021
Wendy	Lushozi	Corporate Services	MHL National Treasury Grad	01/10/2021
Thulisa	Ndlebe	Corporate Services	MHL National Treasury Grad	01/08/2021
Vuyolwethu	Zulu	Corporate Services	Talent & OD	20/07/2021
Gareth	Van Der Merwe	Corporate Services	Talent & OD	20/07/2021
Skhumbuzo	Sithole	Corporate Services	Talent & OD	01/06/2021
Kerisha	Nayager	Corporate Services	Talent & OD	01/06/2021
Nobuhle	Malunga	Corporate Services	Brand & Marketing Manager	01/07/2021
Siwelisiwe	Njoko	Corporate Services	Legal Services	14/08/2021
Alia	Latib	Corporate Services	Talent & OD	16/10/2021
Sphumelele	Khumalo	Corporate Services	Legal Services	28/08/2021
Blessing	Mayeza	Corporate Services	MHL Treasury Graduate	01/08/2021

Nomvula	Mnyameni	Executive	National Treasury Graduate	01/06/2021
Thulisile	Phungula	Finance	Key Accounts	08/10/2021
Bathabile	Mshengu	Finance	Contracts Management	29/06/2021
Rani	Padayachee	Finance	Debtors	29/06/2021
Stephen	Burke	Infrastructure Dev	Design Office	01/06/2021
Mzukisi	Mokhele	Operations	Operations Izintaba	2021/10/21
Sanele	Ndaba	Operations	Bangindoda Packages Plant	01/10/2021
Samkelisiwe	Duma	Operations	Civil Primary	01/07/2021
Xolani	Sokhela	Operations	Civil Secondary	01/07/2021
Lindokuhle	Maphumulo	Operations	Durban Heights Water Work	01/09/2021
Lungile	Pieters	Operations	Durban Heights Water Work	01/08/2021
Busani	Zuma	Operations	Durban Heights Water Work	01/08/2021
Nhlakanipho	Mcwabe	Operations	Durban Heights Water Work	01/08/2021
Thembelani	Kuzwayo	Operations	Durban Heights Water Work	01/08/2021
Nickel	Lubisi	Operations	Durban Heights Water Work	01/08/2021
Sibongiseni	Ngubo	Operations	Durban Heights Water Work	01/08/2021
Doreen	Linda	Operations	Durban Heights Water Work	01/08/2021
Nomanesi	Cele	Operations	Durban Heights Water Work	01/08/2021
Nduduzo	Luthuli	Operations	Durban Heights Water Work	01/08/2021
Siboniso	Madonsela	Operations	Durban Heights Water Work	01/08/2021
Nhlanhla	Thabede	Operations	Durban Heights Water Work	01/08/2021
Getrude	Sondezi	Operations	Bangindoda Packages Plant	01/08/2021
Xolile	Nsele	Operations	Eshowe Water Treatment PI	01/10/2021
Lerato	Moahlodi	Operations	Eshowe Water Treatment PI	01/10/2021
Melusi	Danisa	Operations	Eshowe Water Treatment PI	01/10/2021
Bonisiwe	Mhlongo	Operations	Eshowe Water Treatment PI	01/10/2021

Sinethemba	Sikhakhane	Operations	Gingindlovu Water Treatme	01/10/2021
Thembinkosi	Ndlovu	Operations	Gingindlovu Water Treatme	01/10/2021
Sibani	Masoka	Operations	Gingindlovu Water Treatme	01/10/2021
Malibongwe	Mkhize	Operations	Kwabadala Package Plant	01/10/2021
Ntombifuthi	Dlamini	Operations	Melmoth Package Plant	01/10/2021
Sanelisiwe	Bohlela	Operations	Melmoth Package Plant	01/10/2021
Nokukhanya	Ngomane	Operations	Melmoth Package Plant	01/10/2021
Simphiwe	Mthembu	Operations	Melmoth Package Plant	01/10/2021
Ntombikhona	Mthethwa	Operations	Middledrift Water Treatment	01/10/2021
Siboniso	Gumede	Operations	Midmar System	01/07/2021
Nosipho	Mazibuko	Operations	Mthunzini Water Treatment	01/10/2021
Nompumelelo	Khuzwayo	Operations	Mthunzini Water Treatment	01/10/2021
Siboniso	Thabethe	Operations	Mthunzini Water Treatment	01/10/2021
Melusi	Dlamini	Operations	Mthunzini Water Treatment	01/10/2021
Siphesihle	Mthembu	Operations	Nomponjwana Water Treatment	01/10/2021
Vumile	Biyela	Operations	Nomponjwana Water Treatment	01/10/2021
Ntuthuko	Gumbi	Operations	Nomponjwana Water Treatment	01/10/2021
Sibukayena	Mbamali	Operations	oFasimba Package Plant	01/10/2021
Sithembiso	Mhlongo	Operations	oFasimba Package Plant	01/10/2021
Bongumusa	Nzimande	Operations	Mechanical Engineering	2021/07/01
Nkosinathi	Mhlongo	Operations	Civil Primary	01/08/2021
Kurt	Adams	Operations	Durban Heights Water Work	01/08/2021
Lucas	Dube	Operations	Nagle Dam	01/10/2021
Jeevaruthanum	Pillay	Operations	Central Electrical Workshop	01/08/2021
Romilla	Reddy	Operations	Central Electrical Workshop	01/08/2021
Patrick	Wetherston	Operations	Civil Engineering	01/10/2021
Bhekinkosi	Zulu	Operations	Inanda Wiggins Workshop	01/07/2021
Julian	Wickham	Operations	Midmar System	2021/06/01

Robert	Burgess	Operations	Reliability	2021/08/01
Mzokhona	Zungu	Operations	Small Works Systems	01/06/2021
Gemu	Sithole	Operation	Ulwandle Regional Manag	01/07/2021
Phindile	Shozi	Pensioners & Diss	Dissability	16/10/2021
Sundrabalan	Thaver	Pensioners & Diss	Pensioners	18/08/2021
Bernard	Chamberlin	Pensioners & Diss	Pensioners	01/08/2021
Xolani	Sikosana	Scientific Services	Process Laboratory	01/10/2021
Khayelihle	Buthelezi	Scientific Services	Proc Eng Darvill UMDM	01/09/2021
Alistair	Hunter	Scientific Services	Catchment Management	01/08/2021

DEATHS

To all staff that passed on between June and end of November 2021, May their Souls Rest in Internal Peace

NAME	SURNAME	DIVISION	DESIGNATION	TERM DATE
Nomathemba	Duma	Corporate Services	HR Administration	19 /07/2021
Sakhile	Gatyeni	Corporate Services	ICT Operation	06/06/2021
Margaret	Sibiya	Corporate Services	Knowledge & Information Management	06/08/2021
Nontokoza	Zuma	Corporate Services	Secretary	12/06/2021
Phindile	Shozi	Corporate Services	Persioner/Disability	16/10/2021
Sundar	Thaver	Operations	Persioner/Disability	18/06/2021
Bernard	Chamberlin	Persioner	Persioner/Disability	01/08/2021



Compiled and designed by the Brand and Marketing Department

Improving Quality of Life and Enhancing Sustainable Economic Development

