#20: Water and Sanitation

Thursday, 23 July 2020 | 09.00 AM EST – 09.00 SIN/KUL time

BUILDING RESILIENCE IN CAPE TOWN'S WATER SERVICES

MICHAEL JOHN WEBSTER, EXECUTIVE DIRECTOR: WATER AND WASTE, CITY OF CAPE TOWN

MICHAEL.WEBSTER@CAPETOWN.GOV.ZA

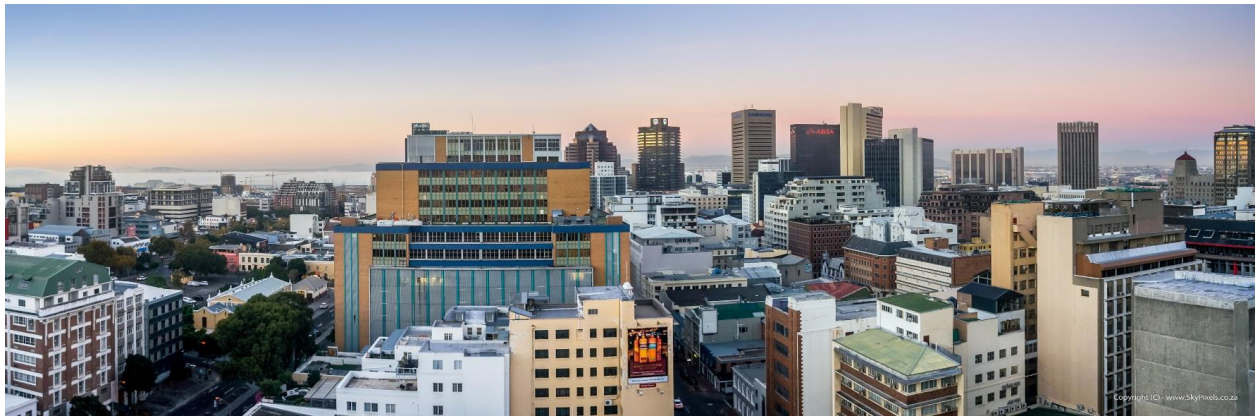
Cape Town's water & sanitation service

Water & Sanitation Department:
12 branches, 63 depots
4 800 staff
$420 million opex
$180 million capex

Formal residential areas
3.5 million people, 620,000 connections

Informal settlements
500,000 people

Businesses, industry, institutions
45,000 connections



A 24/7 supply is maintained

Water Supply

- 6 large dams
- 12 water treatment plants
- 24 reservoirs
- 10,700 km of pipelines
- 1,400 million litres/day peak production

Sanitation

- 9,300 km of sewers
- 23 wastewater treatment works (758 MLD capacity)
- 3 sea outfalls

Storm water drainage

- 1,900 km of rivers

$4.5 billion assets

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

www.capetown.gov.za/water

Building resilience to respond to shocks

a wake up call

2017 & 2018 drought → *2019 water quality* → *2020 COVID-19*

System resilience & climate change

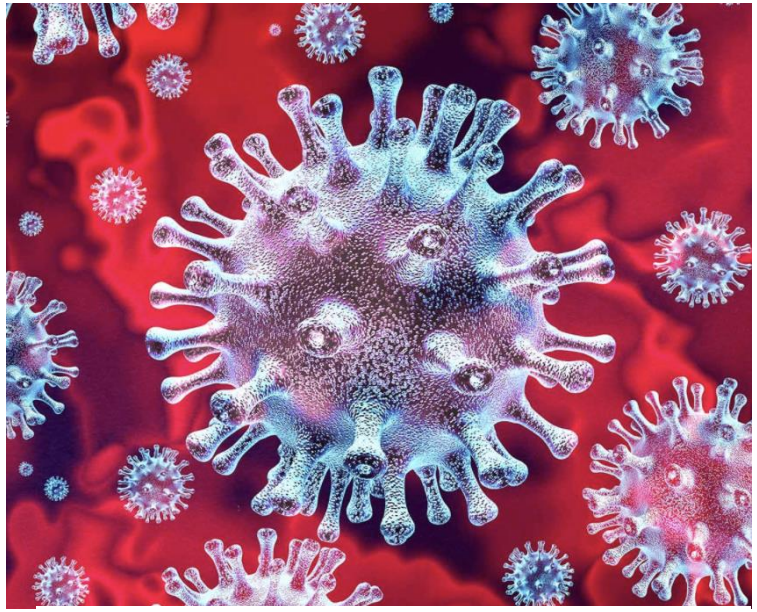
citizen action

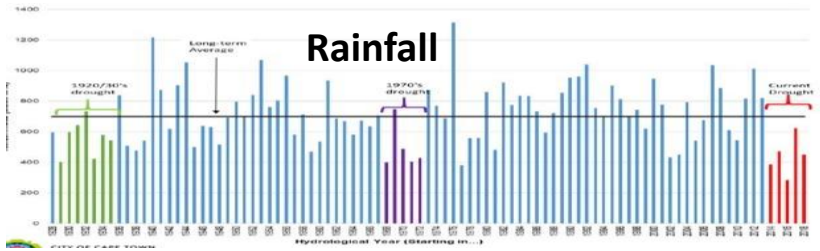
Pollution from the Milnerton Estuary enters the sea – *Pic by Jean Tresfon*

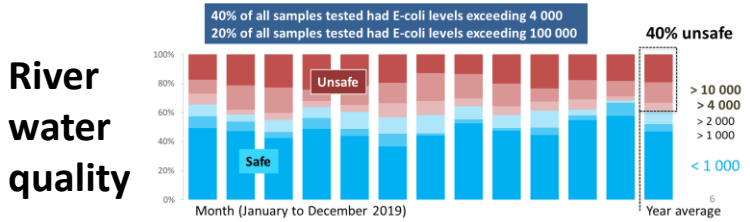
We won't take this sh!t anymore, says Milnerton

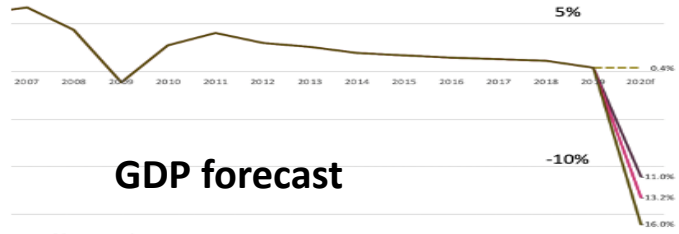
WHEN HE THINKS BACK 25 YEARS Richard Allen, chairman of the Milnerton Canoe Club, data, which they only received after putting up a fight and then, it was on a non-disclosure basis. "I'm convinced water warrior, is in the water "six times a week" either paddling, swimming, surfskiing, surfing or coaching.

health and economy

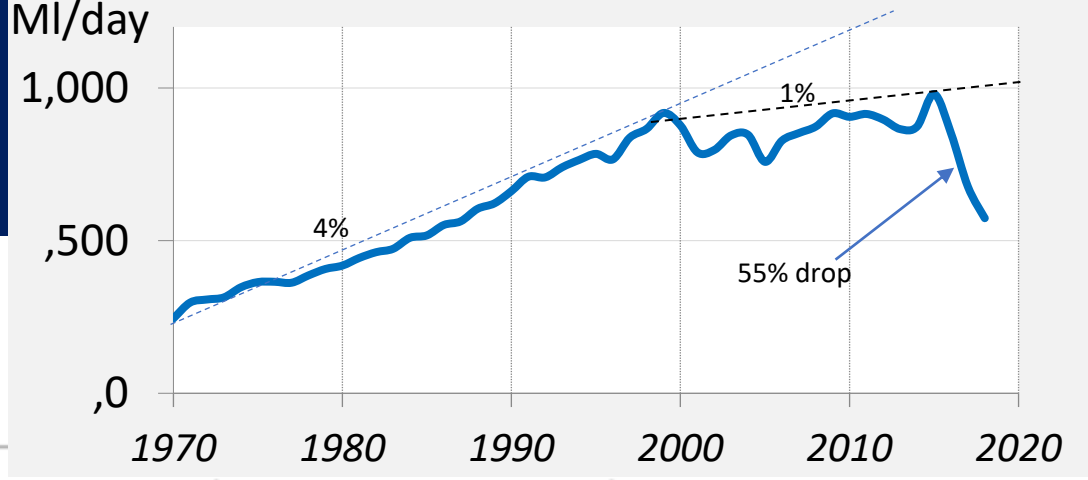








Water use in Cape Town



#1 Water Saving City in the World

1200 Ml/day

600 MLD

Drought

Recovery

COVID

10%

2015
2016
2017
2018
2019
2020

Cape Town's New Water Strategy

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Approved by council May 2019

5 Commitments

1. **Safe access to water and sanitation for all** — ***Inclusion***

2. **Wise water use** through pricing, regulation, active citizenship, network management

3. **Sufficient, reliable water from diverse sources**: surface, ground, desalination, reuse (Water resilient by 2030)

4. **Shared benefits & managed risks** from regional water resources

Resilience *(drought response)*

5. **Transition to a water sensitive city** — ***Sustainability***

Clear priorities (commitments)

\+ **Political will**

\+ **Management capability & resources to implement**

Effective Implementation

www.capetown.gov.za/thinkwater

COVID: Cape Town estimated to be at or near the peak during month of July, but with a long flat peak

85 000 cases (cumulative)
As at 21 July

Peak = 2300 cases per day

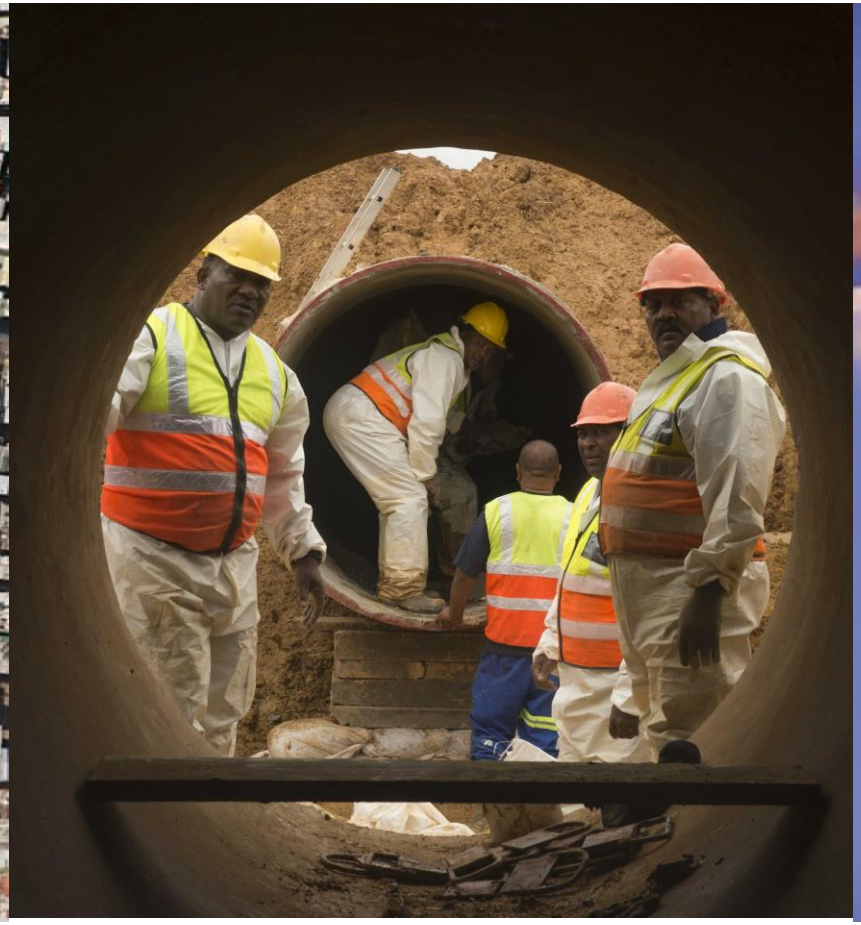
Case Data is for Western Cape
(Cape Town accounts for over 80% of cases)

2 092 deaths (cumulative)
As at 21 July (in Cape Town)

Impacts of COVID on water business

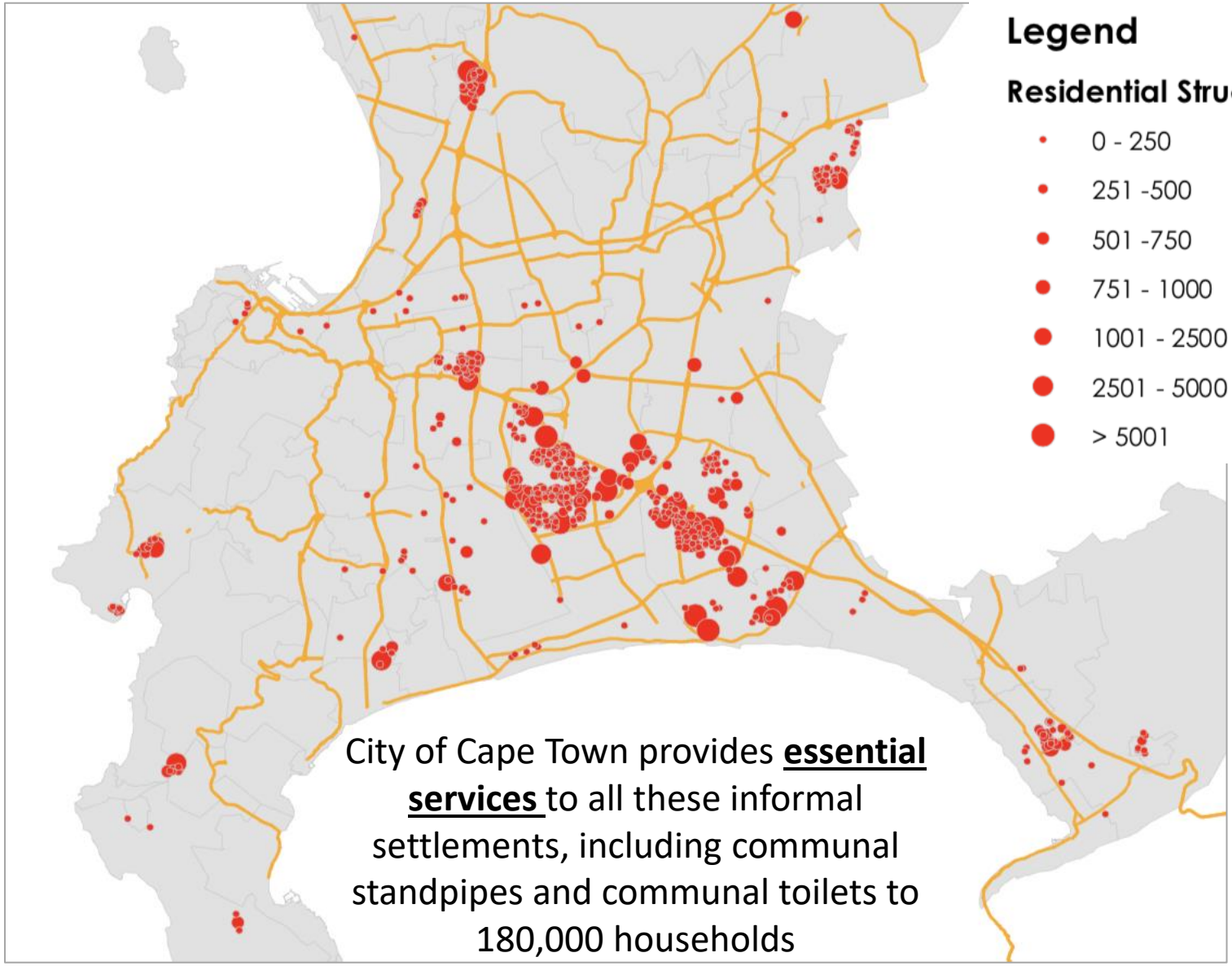
1. Customers

2. Staff



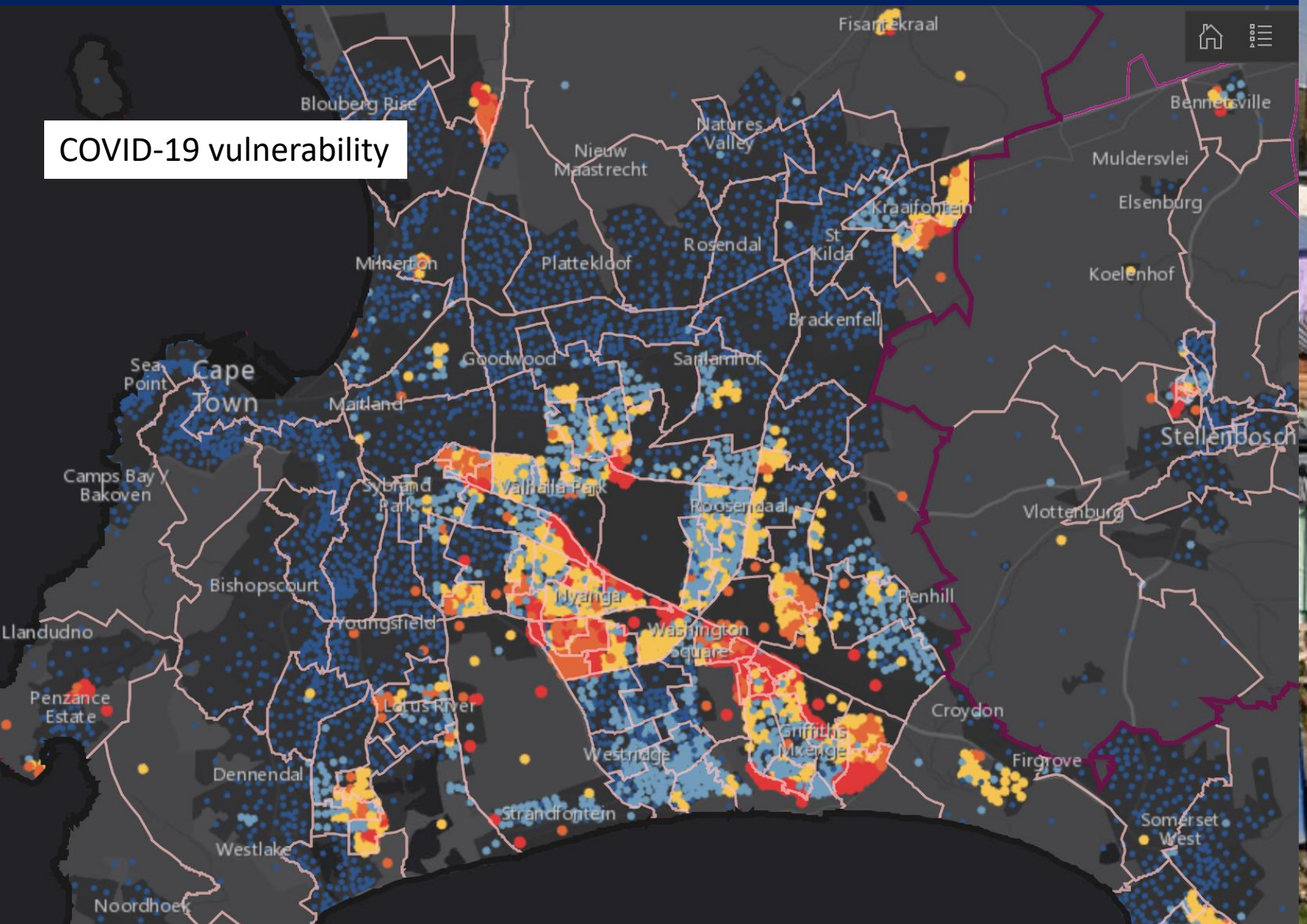
3. Finances

Over 500 informal settlements in Cape Town



City of Cape Town provides **essential services** to all these informal settlements, including communal standpipes and communal toilets to 180,000 households

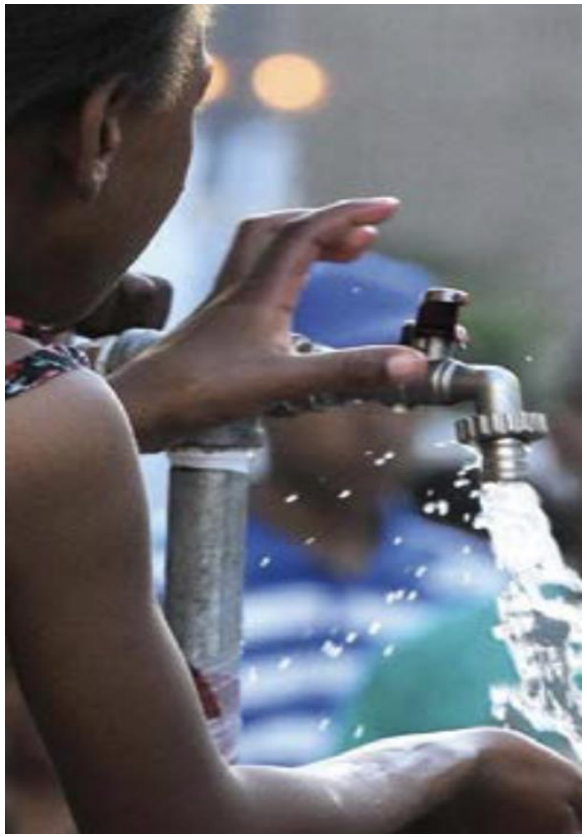
Informal settlements are at high risk



Three priority responses

- **Additional budget**
- **Reallocation of resources**
- **Dedicated project management**

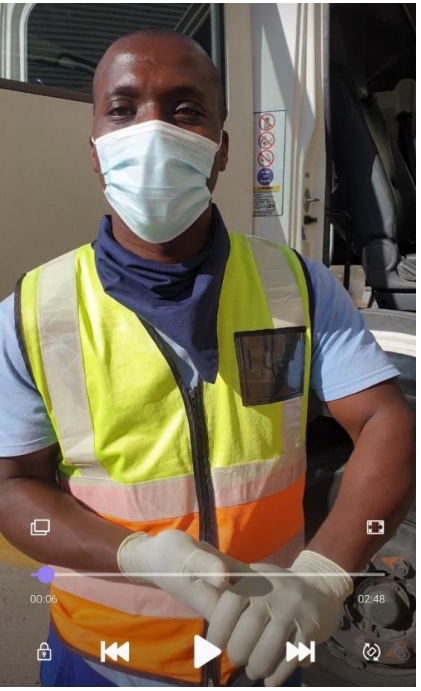
Maintaining & enhancing existing services



Additional emergency services

Health and hygiene promotion

2. Impact on staff

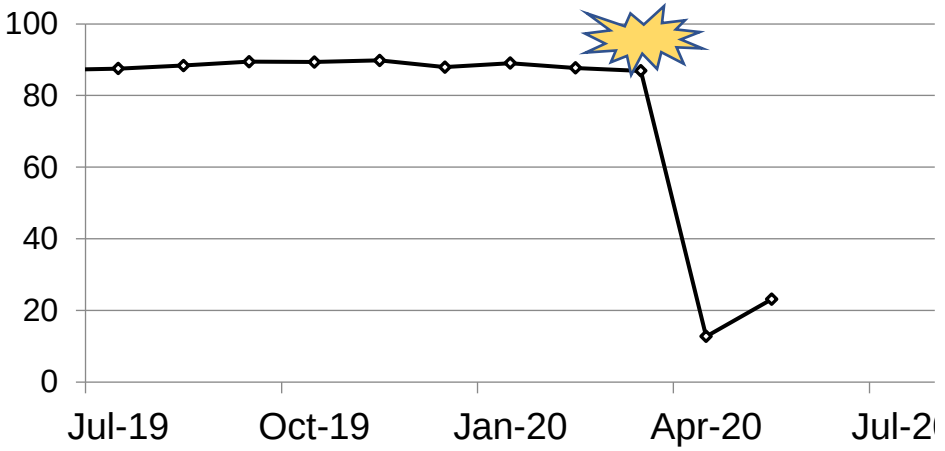


COVID-19 cases

Total staff:	4800	
COVID cases:	119	**2%**
COVID contacts:	274	
Deaths:	2	

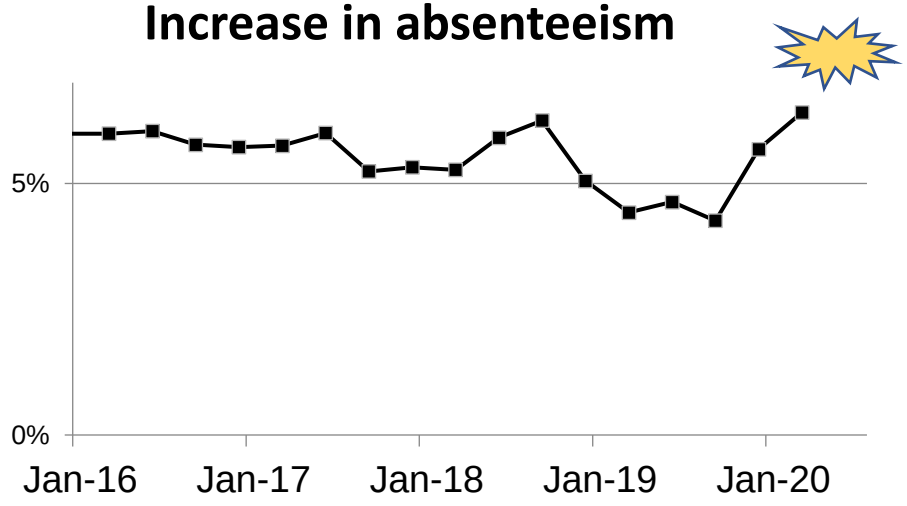
Multiple depots closed

Meter reading during lockdown

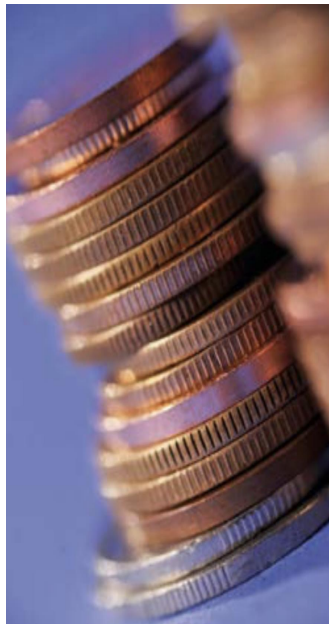


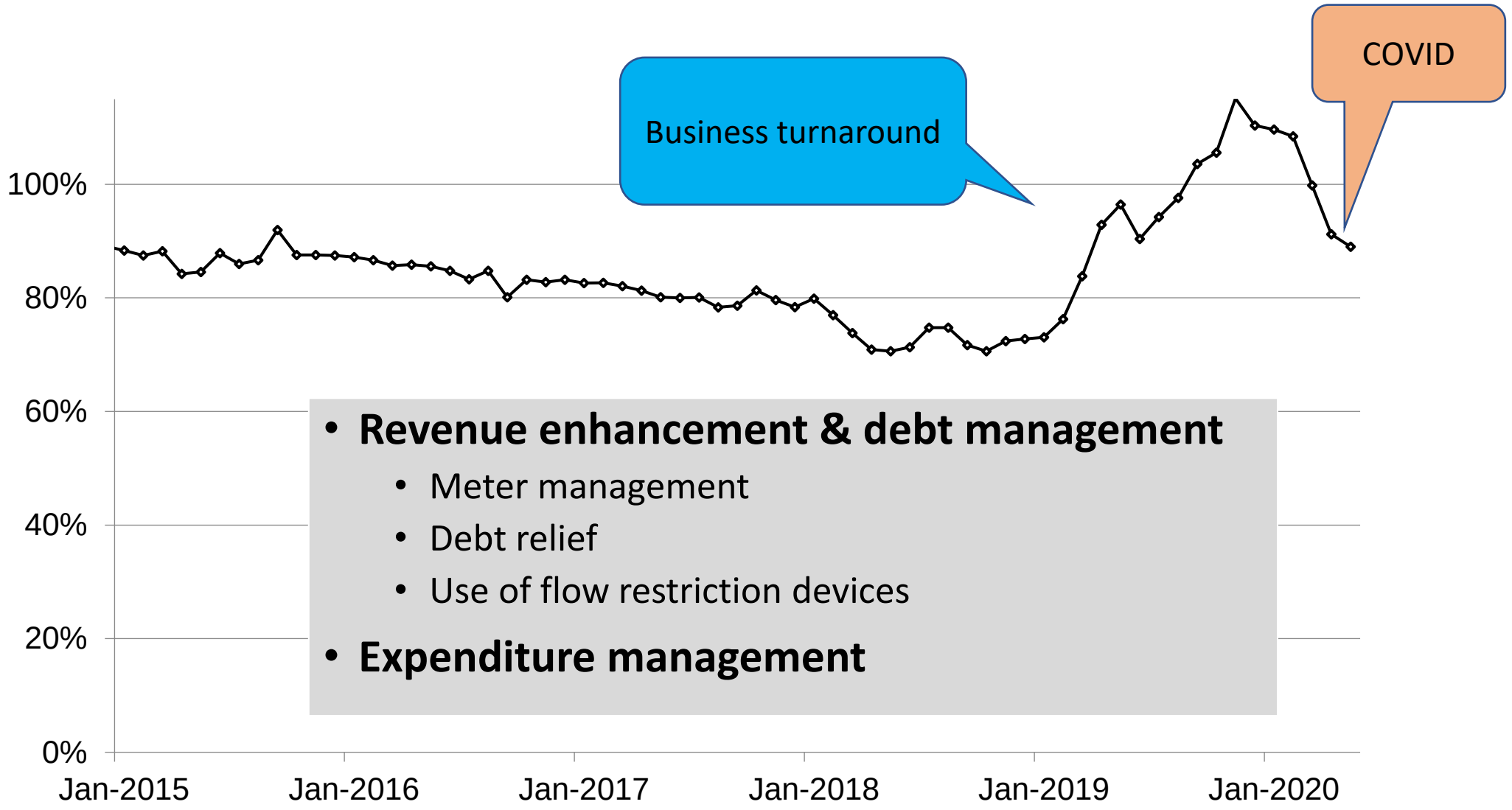
Social unrest impacting staff safety

Increase in absenteeism



3. Significant impact on water cash collection





- **Revenue enhancement & debt management**
  - Meter management
  - Debt relief
  - Use of flow restriction devices
- **Expenditure management**

Building back better:

Using shocks to build resilience

Day zero shock:
- Diversify water sources
- Focus on water quality (sustainability)

COVID shock:
- Inclusive services (informal settlements)
- Financial sustainability
- Staff renewal

Key Lesson

<u>Build trust</u>
- at political level
- and with customers and citizens

through
- Establishing clear priorities
- Building capacity
- Translating commitments into action
- Improving transparency & communications

SPEAKER SERIES

RESILIENT GLOBAL RESILIENT CITIES NETWORK

WORLD BANK GROUP