

Example provided by Mark Shepherd, Joat

iLembe District Municipality, South Africa

Example of incorrect use of %NRW in drought response

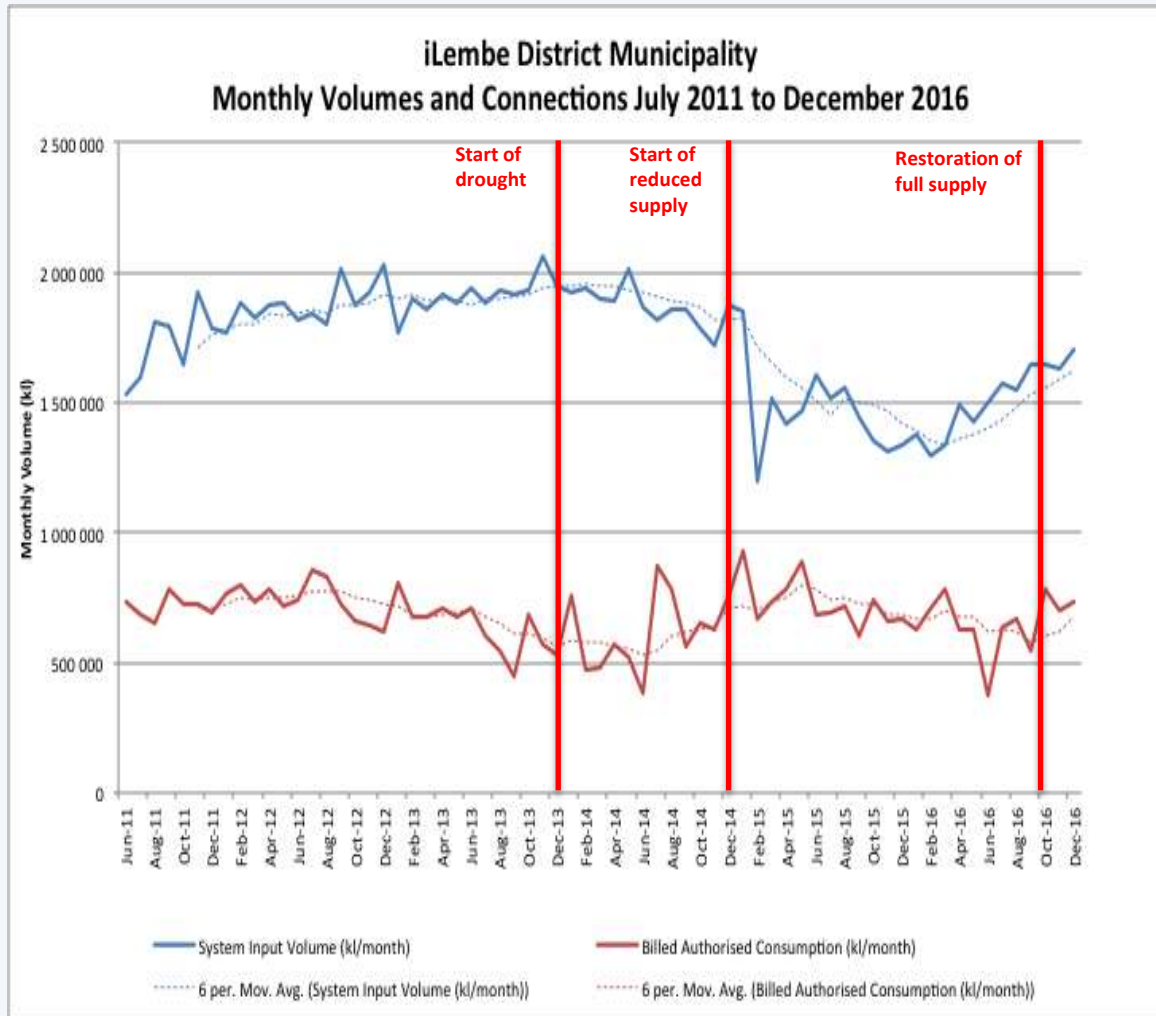
- iLembe District Municipality serves approx. 630,000 people in a predominantly rural / peri-urban service area with holiday influx
- Experienced severe drought which commenced in circa 2013 and led to intermittent / reduced supply from December 2014
- Drastic leakage reduction and water conservation intervention was very quickly rolled out to meet reduced supply

iLembe District Municipality, South Africa

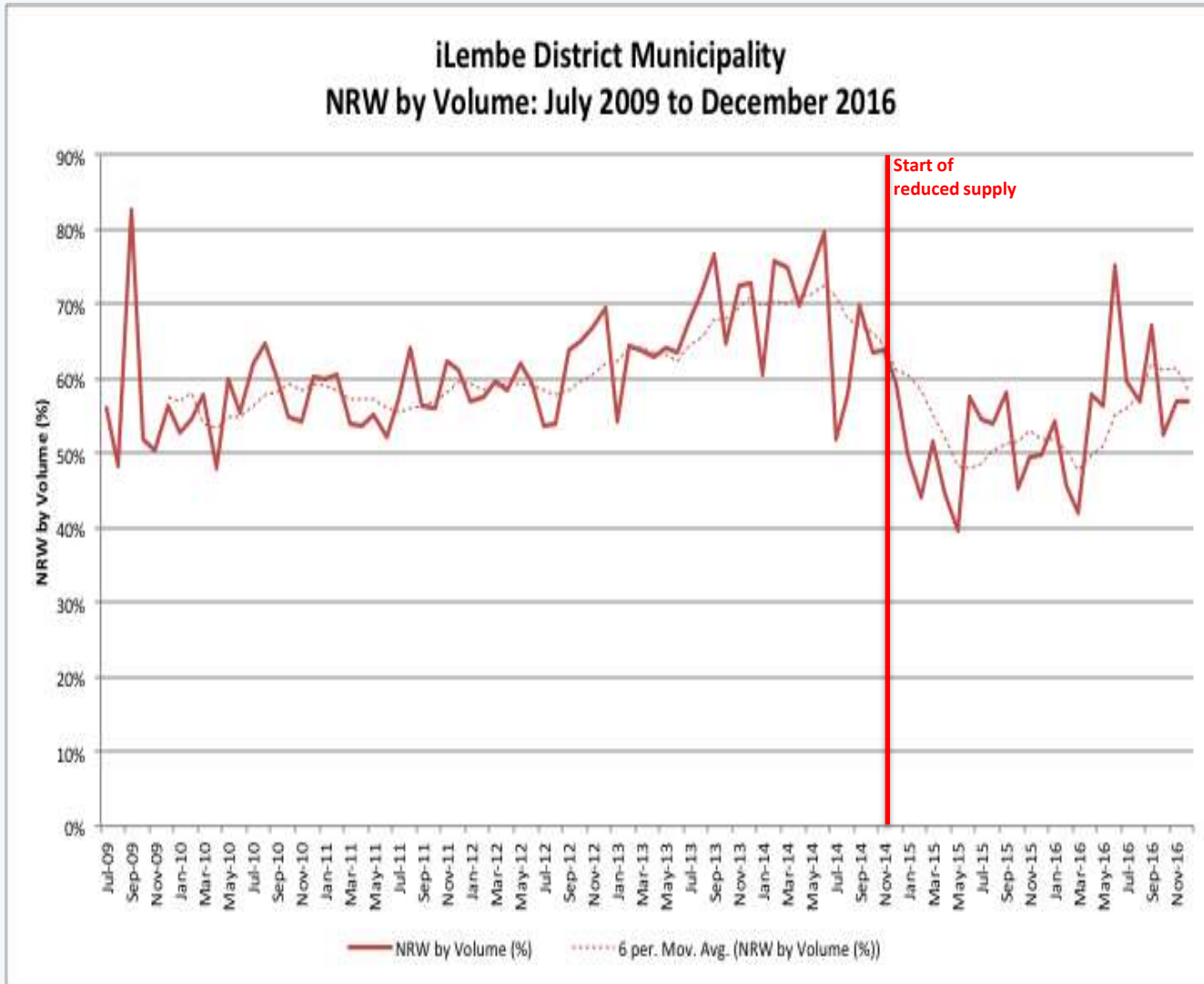
- The SA Government's Department of Water and Sanitation requires quarterly reporting in %NRW and either rewards or penalises on this KPI
- However, during this drought response, %NRW did not reflect the good work undertaken in the field and in fact showed the opposite



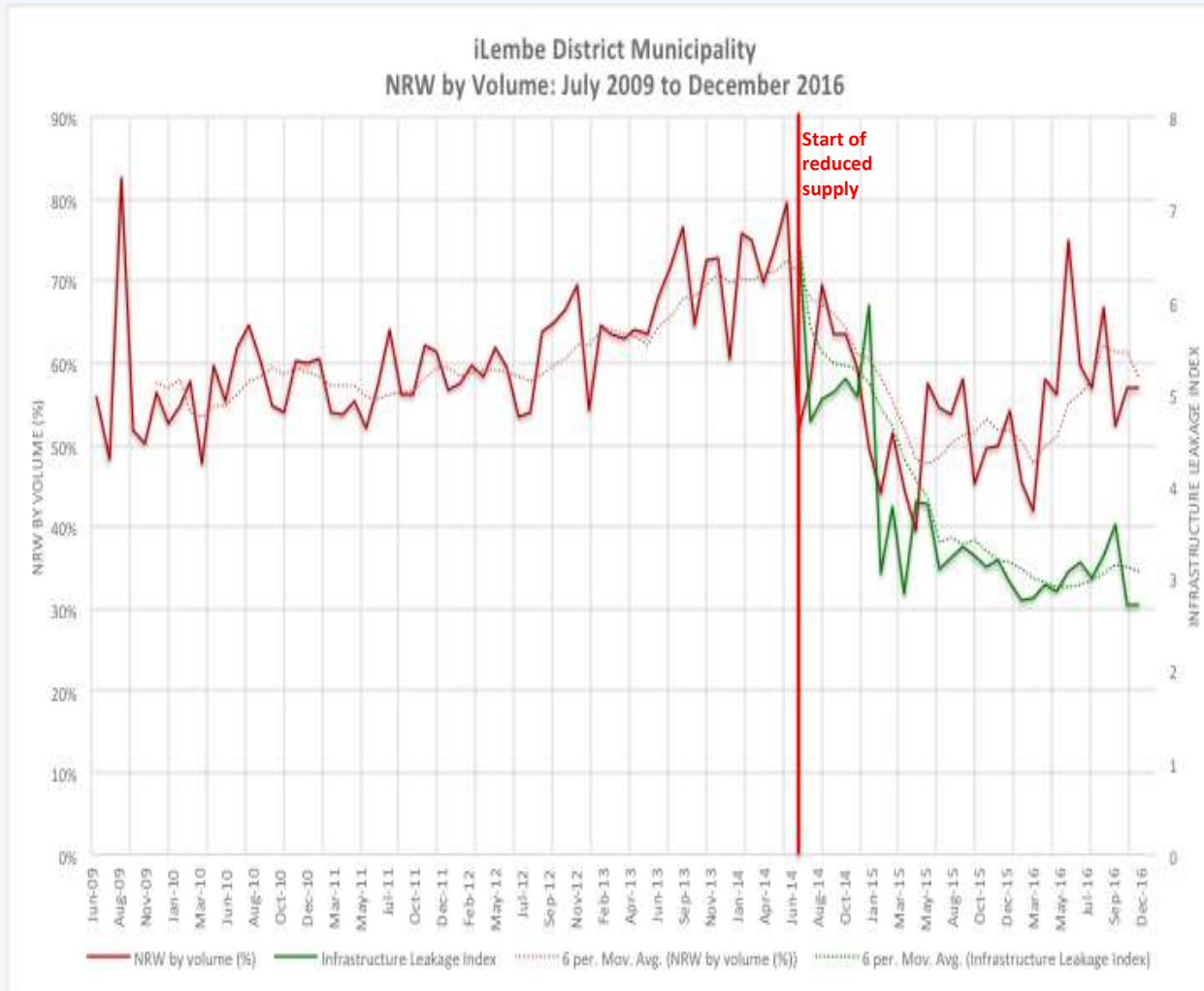
iLembe District Municipality, South Africa



iLembe District Municipality, South Africa



iLembe District Municipality, South Africa



%NRW did not reflect the good work undertaken in the field and in fact ILI showed significant reductions, from 6 to 3