



We Welcome the Rain!!!



After more than two years of below-average rainfall, water restrictions were lifted in September 2016. The uplifting of the water restrictions can be attributed to the recovery of the Hazelmere Dam as well as the augmentation of supply from our Recycling Water Plant.

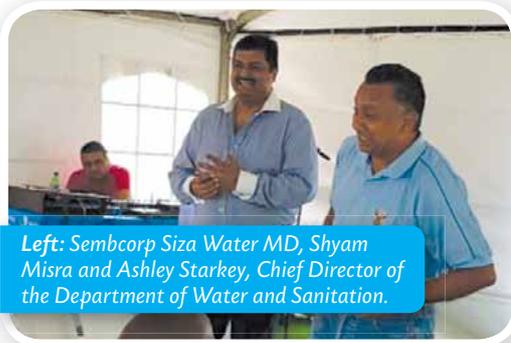
Weather forecasters are predicting better rainfall, possibly above average rainfall for spring and summer. This is welcome news after being under water restrictions for approximately 2 years.

The Hazelmere Dam, which supplies much of the North Coast area, has now risen to approximately 68.68%, as of 1 December 2016

and with Umgeni Water currently testing the Lower Thukela Water Scheme it brings a little more calm to our minds with regards to water security.

We thank all our customers for being proactive and embracing the adherence to the water restrictions and for their trust in us as a service provider. Whilst our service area is no longer under water restrictions, we urge all to continue to embrace being water wise to ensure we all assist in conserving this precious and life sustaining resource.

WISA Delegation Visits Sembcorp Siza Water



On 25 November 2016, Sembcorp Siza Water hosted the Water Institute of South Africa (WISA) for a Peer learning Session on Drought Management at the Frasers Waste Water Treatment Works.

As KwaZulu Natal, especially the Hazelmere system was among the first drought stricken areas, WISA invited colleagues from across the country to attend the workshop as the drought

has now become a crisis in almost every province of South Africa.

Attendees from Limpopo, Mpumalanga, Western Cape, officials from the Department of Water and Sanitation as well as local KwaZulu Natal Municipalities attended the workshop.

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WISA Delegation Visits Sembcorp Siza Water



WISA delegation touring Sembcorp Siza Water's Waste Water Treatment Works

Sembcorp Siza Water's Managing Director, Shyam Misra, presented to the group Sembcorp Siza Water's approach in dealing with the drought and shared the background as to how the company ensured minimal interruption to the water supply of consumers during the drought. He stressed on the importance of the successful communication campaign that the company had embarked on, as well as on the augmentation schemes (boreholes & water recycling systems) that the company commissioned.

Mr Ashley Starkey, the Chief Director of The Department of Water and Sanitation, commended Sembcorp for their outstanding work and in also assisting other municipalities on how to manage the drought. He went on to praise Sembcorp in their innovative approach to drought management and in commissioning KZN's first water recycling plant.

Did you know?

SEMBCORP SIZA WATER

- Responds to at least 5000 water related queries every year.
- Maintains 269 kilometers of water network, 188 kilometers of sewer network, 6348 sewer manholes, approximately 80 sewer pumps, in excess of 700 fire hydrants and approximately 1180 mainline water valves, (to name but a few of the assets).
- Completes almost 2000 different preventative and pro-active maintenance tasks every year. This excludes the routine maintenance undertaken.
- Has an average waterloss of approximately 12%, one of the best in the country and almost three times better than that of the average South African Municipality's water loss of 36%.
- Does 1560 water samples every year to ensure optimal water quality.
- Does 6720 sewer samples every year to ensure our treatment process is perfect.
- Has now worked approximately 900 000 hours without any injuries.

Your Water Quality...

Sembcorp Siza Water RF (Pty) Ltd water supply system has been rated as South Africa's Best Water System by the Department of Water & Sanitation.

Our water quality is in compliance with SANS (South African National Standards) 241:2015. This standard regulates the quality of drinking water for all water service providers in the country and the testing regime is very robust.

Besides Umgeni Water doing regular daily checks, Sembcorp Siza Water also conduct daily and weekly testing of our water quality. In an effort for us to further improve our service to consumers, we request that any quality complaints be reported to us so that we may respond efficiently to these.

System Upgrade – Hewitt Road/Osborne Drive



Hewitt Road/Osborne Drive



Hewitt Road/Osborne Drive

In an effort to improve and maintain water quality, we embarked on upgrading the existing water network in Hewitt Rd and Osborne Dr. After experiencing bursts in these roads it was decided to replace approximately 680m of asbestos cement pipe with a larger Upvc pipe.

The project has been carried out by Sembcorp Siza Water's projects team and provided employment to six members from the local community.

Every effort is being made to have the project completed by mid-December 2016 so as to ensure minimal interruption to the water supply in the Salt Rock area.

We thank our consumers for their patience and understanding during the period of the upgrade.

Social Responsibility



Cell C take a Girl Child to Work Day

The Sembcorp Siza Water Youth and Community Development Fund has continued to generously support local projects and thereby adding value to the local communities. Since its inception the Community Fund has sponsored projects totalling approximately R3 million.

This year the community fund sponsored students for tertiary studies, crèches, schools, sport clubs and environmental projects to the value of approximately R270 000.

We also continue to host annual educational programmes like Cell C Take a Girl Child to Work Day, Mandela Day and Water Week, which are of great value to our youth.

10 things not to flush down a toilet

- **A whole roll of toilet paper** – children love to do this.
- **Disposable wipes** – these wipes, whether for your floor, face or baby's bottoms – are not biodegradable and will definitely clog your toilet.
- **Diapers** – Yes, the contents can go down the toilet but the actual diaper cannot.
- **Feminine products** – Yes, they are advertised as flushable, but more times than not clogs are created due to these products.
- **Cotton Balls** – they clog almost as many toilets and pipes as feminine products do. These, including paper towels don't break down like toilet paper and eventually they will clog up bends and tees in your pipes.
- **Condoms** – they aren't biodegradable. Better to wrap them in toilet paper and place them in the rubbish bin.
- **Prescription medications** – These drugs destroy bacteria, contaminate groundwater supplies and can have terrible effects on wildlife downstream.
- **Cigarettes** – Following closely behind prescription medications in their toxicity are cigarette butts.
- **Dead Pets** – hard to believe, but people do it. They can do serious damage to your pipes and introduce horrible, unthinkable germs into the water.
- **Dental floss** – it's not biodegradable either and loves to wrap around other items in the pipes turning a clog into a spider web of problems.



A whole roll of toilet paper



Disposable wipes



Diapers



Feminine products



Cotton Balls



Condoms



Prescription medications



Cigarettes



Dead Pets



Dental floss

Frequently Asked Questions

DO I NEED TO CONTACT SEMBCORP SIZA WATER IF I LEASE OR BUY PROPERTY?

- Customers are to contact Sembcorp Siza Water for properties (Vacant/Developed) sold and purchased within the concession area.

HOW DO I KNOW IF THERE IS AN EMERGENCY (E.G. WATER INTERRUPTIONS)?

- Update of contact details must be done - cell numbers for alerts via the SMS facility and email addresses - for efficient receipt of monthly statements.

Providing Essential Solutions for the World's Growing Needs

Across five continents, Sembcorp is committed to helping industries and communities flourish.

We are a global provider of essential energy and water solutions. We supply efficient energy and clean, sustainable water to businesses and households every day.

An established brand name in urban development, Sembcorp helps drive economic growth and social change to support industrialisation and urbanisation across Asia. We are also a world leader in the marine and offshore industry.

With over ZAR230billion in assets and over 7,000 employees, Sembcorp delivers the collective expertise, seamless support and commitment you require.

SEMBCORP'S AWARDS & ACCOLADES:

- Sembcorp Siza Water "Best Water Supply System in South Africa" 2014 Blue Drop Certification by the Department of Water & Sanitation
- Sembcorp Siza Water, "3rd Place for Wilson Award of Excellence – Fraser's Waste Water Treatment Works" – Water Institute of South Africa
- Sembcorp - Winner of "Water Company of the Year" Global Water Awards 2011
- Sembcorp – Winner of "Global Water Intelligence Global Water Awards" "Water Company of the Year", 2011
- Sembcorp – Global Water Awards Intelligence Global Water Awards "Desalination Deal of the Year", 2011
- Sembcorp – Global Water Intelligence Global Water Awards "Water Company of the Year" Distinction Award, 2010
- Sembcorp – Global Water Intelligence Global Water Awards "Water Reuse Project of the Year", 2010



Vital Partners. Essential Solutions.

Please help improve our service by updating your mobile and email details to enhance communication.

Please view the water saving tips as well as more details on the restrictions, please visit our website www.sembcorp-sizawater.co.za. Customers can register their mobile numbers and email addresses for alerts from us. These can be sent to info-sizawater@sembcorp.com or contact our Customer Services Department on **032 946 7200** (during office hours only and please state your address). **Control Room Tel: 032-946 3188, Cell: 0712985206 or Email: sembcorp-sizawater@thecallcentre.co.za**