

NON-REVENUE WATER DASHBOARD

- **What does this dashboard relate to:**

Water usage can be split into different components by means of a water balance. Most important amongst these components are total potable water consumption, (or system input volume), water losses and non-revenue water, (i.e. water for which no payment is received). Presentation of these components, (as well as a number of other components), allows one to interrogate and compare municipal water service performance, as well as to get provincial and national perspectives.

- **Contacts details of person/s who championed this dashboard:**

Allestair Wensley. Telephone number (012) 336 8767

- What type/s of questions does the information product aim to answer:

A water balance and/or its main components allow one to consider:

- overall water consumption trend against water resources, to determine resource adequacy;
- its per capita consumption, to identify excessive water usage;
- water losses indicates the water system condition; and
- non-revenue water indicates the financial viability of the service.

Geographical presentation of the data is possible.

- **Data / Information discussion:**

- **Data used to generate the information**

- **What data is used?**

Data from the Water Services Knowledge System (WSKS) is used. This is based on information received from municipalities over a number of years. Where information is not available other sources of information such as the All Towns Studies is used and failing this default values are generated per municipal category. At any time about half of municipalities can provide information, but this equates to about 75% of water consumed.

- **How is extracted and from where?**

Data is provided in the form of the water balance components directly from municipalities. The data is extracted via Macro Planning processes and procedures directly from the WSKS database.

- **How often is it extracted?**

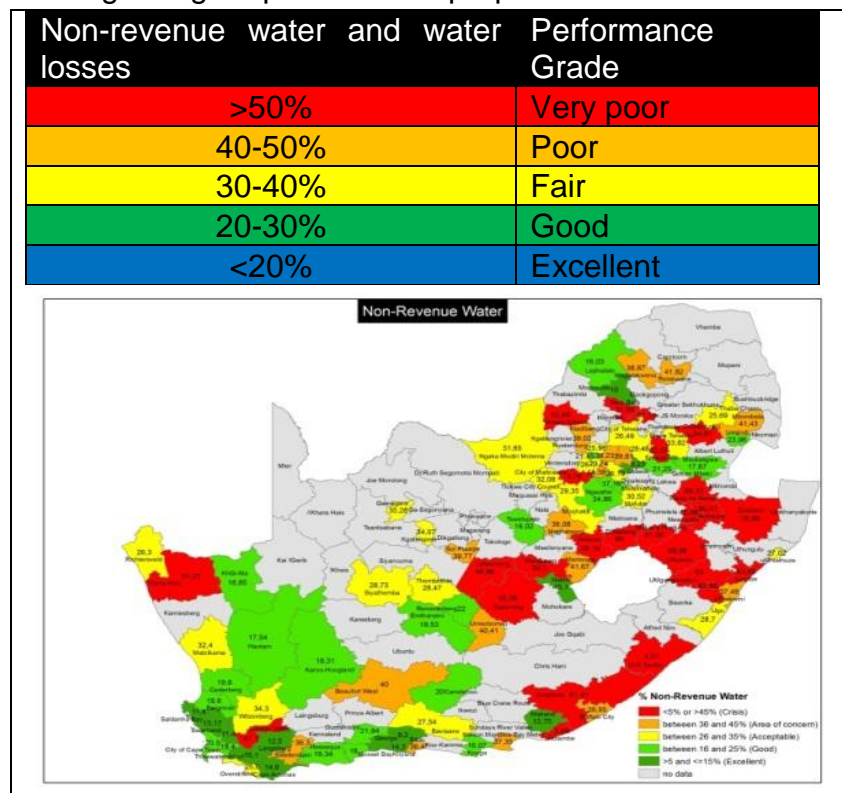
Limited assessments were done in 2002, 2005, 2007, 2010 and 2012. Starting in 2014 these assessments will be done through the “No Drop” process, which will take place every second year. Data can be extracted by NIWIS as and when required through the Macro Planning processes and procedures provided.

- **Business processes related to the data.**

Information obtained needs to be checked and its reliability ascertained, data gaps need to be filled, and strategic information extracted.

- **The algorithms / equations used to convert data into information.**

Excel pivot tables and charts are used to facilitate data interpretation. Performance grading for presentation purposes is based on the following:



- **Key assumptions made. Those municipalities are providing accurate data.**

- **Links to other sources of related information**

www.dwa.gov.za/wsks

- **Are there any limitations / cautions related to using this information?**

Yes please refer to the below.

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