



Siza Water now a South African Water Works Company



Shyam Misra

Siza Water is pleased to announce that we are now a division of South African Water Works (Pty) Ltd (SAWW), SAWW is a proudly South African-owned company and has purchased the shareholding of Sembcorp. The decision of Sembcorp to divest its shareholding in

South Africa's municipal water was a strategic decision of Sembcorp Industries. Sembcorp will reposition its portfolio across the markets, in Singapore & Southeast Asia; China; India and the United Kingdom.

The change of shareholding has not and will not impact on our ability to deliver services to our consumers and will continue to honour the terms of our contract with the iLembe District Municipality. The purchase of the Sembcorp shareholding was spearheaded by the current minority shareholder of Siza and thereby also ensuring that the knowledge base at a strategic level is maintained. The management team remain unchanged and have extensive experience in running the company.

As many of you will have already read on the change of shareholding in your local newspapers, Siza Water will be rebranding. Please note that our new logo will be updated on all our vehicles, monthly accounts, website, etc. In the forthcoming months, all Siza Water staff will soon be clearly identified with the new uniforms bearing the new logo of the company. We will officially announce our rebrand in the local media as well as advise consumers of same via text messages. **Upon completing our rebranding you are advised not to allow any person wearing a uniform that does not display our new logo and branding onto your property.**

Best Health & Safety Record Award in KZN!

Siza Water was awarded with the Best Health and Safety Record by the Federated Employers Mutual Assurance (FEM). Siza was placed 1st in KwaZulu-Natal in the Category – Low Risk Medium Employer.

The achievement was acknowledged at a prestigious function hosted by FEM on 29 November 2018. The event was attended by industry leaders, representatives from the Department of Labour and various bodies. FEM is an accredited company that manages Compensation for Occupational Injuries and

Diseases for qualifying organisations. Siza had previously celebrated achieving 1 million man hours without injury in 2017.

Siza's MD, Shyam Misra, thanked Mr Thabo Zuma (SHERQ Supervisor) for rigorously enforcing not only health and safety but also the company's Environmental and Quality standards. He added that he was extremely proud of the hard work of Mr Zuma, management, as well as the company's SHERQ & Safety Committees, staff and contractors for achieving this milestone.



Heather Joffe and Thabo Zuma with the Health and Safety Award

Siza Water Continues to Care for the Community



Siza Water Bursary Fund has, since its inception in 2013 sponsored 14 students' full-time tertiary studies. Priority is given to courses related to engineering (civil, water, sanitation, and electricity) and to a lesser extent Financial Management, Town and Regional Planning and Environmental Management.

Siza Water is committed to not only providing skills development opportunities for its employees, but also for the Dolphin Coast community members within its water concession area consisting of Etete, Tinley Manor, Shayamoya, Nkobongo, Salt Rock, Shaka's Head, Ballito and Zimbali. Schools in this area are visited every year by Siza Water's Public Relations Officer who encourages children to pursue a career in Engineering.

Siza Water also continues to support the community in a number of projects within our concession area. One of the highlights of the 2018 Sembcorp Siza Water Community Fund was providing Summerhill House in Etete with new kitchen equipment and Velani Fitness Club

with gym equipment. We also supported Sinothando, Siyanamukela, Sithenjisiwe and Sindy's Crèches with much needed equipment (eg. carpets, blankets, baby cots, microwaves, etc).

In total the Community Fund sponsored community projects in excess of R140 000 in 2018, and approximately R3.4 million since its inception in 1999.



Illegally Connecting Storm Water into the Sewer Network

The connecting of storm water into the sewer system is strictly prohibited in terms of the Water and Sanitation by-laws. This results in immense strain on the sewer network and has a ripple, as well as severe, impact on the treatment of sewer at our sewer treatment plants.

The storm water and sewer systems are two completely separate systems designed to handle two different types of effluent. The sewer system is not designed to drain storm or pool water as it does not have the capacity to handle the high volume of additional water as well as sand that this foreign effluent carries.

When storm water enters the sewer system, it is called infiltration. People often unknowingly cause infiltration, for example when water from an outside shower is directed to the sewer and not the storm water system or when roof gutters are connected to the sewer system and not to the storm water system or alternatively, the overflow and backwash of a pool is connected into the sewer system instead of the storm water system. This overloads and fills the sewer system with sand, causing manholes to block and pump stations to overflow. When additional particles, like sand and chlorine enter the system,

it then negatively impacts on the treatment of sewer to meet the legislated standards.

The storm water and unrelated sewer matter also causes extensive damage to pumps which are extremely expensive to repair or replace. These costs ultimately will have to be recovered via tariff increases in future and will cost the end user more. This can be avoided by ensuring that the storm water system is not connected into the sewer network.

We have commenced with investigations to identify those properties that are not compliant and passing the cost of repairs, damages or penalties to them.

Consumers can assist us by the following:

- Report those that don't comply
- Ensure all rainwater on your property is directed to the storm water
- Ensure your pool overflow and backwash is not connected to the sewer
- Ensure any sewer inspection eyes or rodding eyes on your property are sealed
- In the case of car washes, ensure the wash bay is under a roof

Entrepreneurs Competition 2018 Winners Announced at Exhibition



Andrew Carey (ENGIE Peakers Operations), Shyam Misra (MD: Siza Water), Phumlani Xulu (Winner of the Entrepreneur Comp), Cheryl Peters (Enterprise iLembe), Pieter Naude (North Coast Courier)

The eighth edition of the iLembe Chamber of Commerce’s Entrepreneur competition, co-sponsored by Siza Water, saw 20 finalists proudly exhibiting their businesses before the highly anticipated prize-giving at SMD Ballito. This is the iLembe Chamber’s flagship event and aims at providing entrepreneurs and small business owners with a foundation to achieve growth and sustainability.

Siza Water’s Shyam Misra congratulated the finalists and commended them for their hard work. He was particularly happy to see one of the

local contractors used by Siza Water, Musa’s Plumbing and General Construction, among the finalists. He said the mentorship of the iLembe Chamber of Commerce’s Entrepreneur competition will enable entrepreneurs to grow and develop small business into essential powerhouses of the economy.

The standard of entries were exceptionally high but in the end it was 26-year-old Phumlani Xulu who took home first prize with his business GospArch Project Solutions.

Xulu grew up in a tough, poverty-stricken environment but through hard work and determination, he overcame many high hurdles, ultimately earning the title of The Entrepreneur 2018.

“Growing up in a mud house, raised by an unemployed single parent and having to travel eight kilometres daily from home to school to now being here is unbelievable. I am so grateful that I was able to push through those circumstances and turn my family-given talent into a career,” said the humble Xulu who studied architectural technology.

“The programme taught me that we should not give up and our time of shining will always come, although I did not expect it so soon. One thing I know is that many people are currently going through what I today can call my past, and my story will be a great motivation for them.”

Always Improving Our Service to You

Siza Water continues to upgrade infrastructure ranging from water mains, sewer pump stations, reservoirs, etc as this allows us to render efficient and reliable services to our consumers.

The following are some of the more significant projects undertaken:

- 1MI Avondale Reservoir Link. This project is geared to enhance the storage of water for consumers and will be completed prior to the peak December Holiday season.
- Water Main Replacement. Phase 1 of replacing the water network from Shakaskraal to Tinley Manor Train Station is currently under way. This project is aimed at replacing the current network to alleviate the water interruptions in this zone.

- Shakashead Booster Pump Station. Has been completed and will provide water to Barbet’s Crest development.
- Taffeni Reservoir Upgrade. To cater for water demands of the Zululami, Elaleni, Blue Gum, and other developments. A new 2,5 million litre reservoir will be added to the existing Taffeni Reservoir. This will also include a new water booster pump station to ensure the required water pressure is provided to the development. This project will commence in January 2019.

In Planning – Ballito Hills Water & Sewer projects as well as the Zululami sewer project. These projects require the respective approvals and once received, they will commence.



Shakashead under construction



Shakashead after

Training and Development

Siza Water believes that through training and development, employees are able to enhance their own skills and thereby also ensure high quality services to consumers. Hence, priority is placed on staff and contractor training and development and the continued upgrade of the skills of its employees and contractors throughout 2018.

Sembcorp Siza Water's training develops the knowledge, skills and expertise required to meet the technical, commercial, economic, administrative and social obligations of the organisation. A wide range of training is undertaken and these include Electrical Trade Tests, Wiremen's Licences, Diplomas in Customer Services, Certificates in Health and Safety, Water and Waste Water Quality, Leadership, Computer Literacy and various plumbing qualifications.

A Magical Year End Function

To celebrate the commitment and hard work of its staff, Siza selected Palm Dunes Lodge in Blythedale to host its Year End Function. In keeping with Siza Water's ethos of being a family, spouses were allowed to attend the function and an excess of 110 persons attended. Staff were entertained by Mo Magic who entertained all with his fascinating show

and left the staff in awe. He further interacted with each table giving the attendees a personal touch of his amazing magic.

The night was themed "Denim and Diamonds", and was well embraced with guests dressing up for the occasion. After a sumptuous dinner staff let down their hair and danced the night away.



The Ngidi couple with Mo Magic



Some of the ladies dressed up with bling



Siza water ladies showing off their denim thread



Mo smiles with Mo Magic



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

For 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: sembcorpsizawater@thecallcentre.co.za**