



## Siza Water Furnishes Needy School For Mandela Day



One of the classrooms before receiving furniture.



Back (L-R): Thebane Mthethwa, Mzosi Mthembu, Promise Dube, Sduduzu Gumede, Mthembani Zuma, Shyam Misra and Mrs. D. Pillay.  
Front (L-R): Asandla Mbuyazi, Elakhe Mavimbela, Sandria Moodley and Ntando Thuza.

Through the generosity of Sembcorp Siza Water, Radha Roopsingh Primary School in Etete has come a long way since teaching lessons under trees to being a fully-fledged school today.

However, being a growing no-fees school in an impoverished community, the school's resources are limited. Sembcorp Siza Water identified a need for new classroom furniture which was selected as our project for Nelson Mandela Day, celebrated on July 18, 2018. This is the seventh year that the company participated in Nelson Mandela Day, uplifting the community.

"Some of the children were sharing broken chairs over which they had put pieces of wood to sit on and the desks were just awful," said Sembcorp Siza Water public relations officer, Khosi Mathenjwa.

Sembcorp Siza Water officially handed over 100 chairs and 50 double desks to the school on the day that Tata Madiba would have turned 100. The centenary Nelson Mandela Day Ceremony was also attended by all the school's pupils, teachers and high ranking officials from the iLembe Municipality, including Mayor Sduduzu Gumede.

In his speech, Gumede praised Sembcorp Siza Water for their ongoing support of education in the iLembe district.

"I know you take education very seriously, providing assistance to learners, even in higher education," Gumede said.

*"Shyam Misra encouraged pupils to take care of the furniture so that others would also benefit from it, as well as stay motivated and disciplined during their years at school."*

He encouraged pupils to follow the teachings of Mandela and do well to others. He predicted that one day, the school would produce new Mandelas, doctors, lawyers and leaders, thanks to generous contributors like Sembcorp Siza Water.

In handing over the brand new classroom furniture, still wrapped in plastic, Sembcorp Siza Water Managing Director, Shyam Misra encouraged pupils to take care of the furniture so that others would also benefit from it, as well as stay motivated and disciplined during their years at school. He challenged the students to work at making South Africa a vibrant and powerful country as per Madiba's vision.

Zuma motivated pupils to cooperate with teachers and work hard every day so that they would be successful and be able to contribute to their communities, as Nelson Mandela did.

"Use the ingredients of Mandela's life in every aspect of your lives; at home, in school, in your community and in your country," he said.

The celebrations culminated in the pupils being fed a hot meal, sponsored by Food for Life, before returning to lessons.

# Siza Water Wins Esteemed Water Award

The hard work Sembcorp Siza Water, and their process and quality department, have put in over the years paid dividends when the company was bestowed the prestigious WISA Wilson Award for the best run wastewater treatment plant in South Africa during the recent Water Institute of South Africa (WISA) conference held at the Cape Town International Convention Centre from June 24 to 27.

“I think what set us apart were the changes to improve waste water treatment, as well as our Water Recycling Plant,” said Duvenhage.

The WISA Wilson Award was initiated in 1976 to commemorate the late Dr. Wilson’s dedicated approach to his work and his efforts in developing the Southern African branch of the Institute of Sewage Purification. Sembcorp Siza Water was awarded third place in 2014 and certificates of excellence in 2010 and 2012.

The Institute of Sewage Purification in 1967 changed its name to the Institute of Water Pollution Control and when the latter was

disbanded in 1987, WISA was formed and it was decided to carry on with the Wilson Award tradition.



Koos Duvenhage (SSW Process and Quality Supervisor), Cllr. S. Gumede (IDM Mayor) and Shyam Misra (SSW Managing Director).

The award acknowledges the combined competence and initiative of the owner and works manager of a wastewater treatment plant with a total design capacity of 25Ml/day.

Before a treatment plant can be considered for evaluation, based on an extensive list of criteria, the facility must first prove that

the final effluent results for the preceding year is at least 90% compliant with all the determinants against authorisation standards.

Further decision is then based on the following strict criteria and may include a site visit:

- Efforts by owner and works manager;
- Operating efficiency;
- Plant maintenance and servicing;
- Laboratory control, not necessarily in house;
- Development and improvement;
- General administration;
- House-keeping;
- Safety;
- Professionalism and public relations;
- Knowledge, initiative and enthusiasm of process controller in charge; and
- General appearance and impressions.

Sembcorp’s Managing Director, Shyam Misra, stated that he was extremely proud of WISA, acknowledging the excellent work of Siza and commended the Process & Quality Department, especially Mr. Duvenhage, for their dedication and commitment.

## Projects That Improve Lives

Sembcorp Siza Water is hard at work upgrading infrastructure like water mains, sewer pump stations and reservoirs to not only improve the quality of service to the greater Ballito area but also alleviate inconvenience to consumers.

Exciting new developments in technology, in particular, directional drilling has enabled Sembcorp Siza Water to reduce inconvenience to consumers by drilling under the road without digging up the road. One such example is the very busy and newly re-done Leonora Road where Sembcorp Siza Water installed new infrastructure without digging up the road. Directional drilling used to be expensive but with technological development, the cost has come down, enabling Sembcorp Siza Water to use the technique in Ballito.

It should be noted that directional drilling can only be applied to new projects and reparation of burst pipes will still require roads to be dug up and repaired afterwards.

With the rapid growth of the Ballito area, there has been a massive uptake this year on



Shakaskraal New Booster Pump Station.

development. A total of 5 000 new units have been put down on service level agreements and a significant portion of the work is awarded to local sub-contractors.

The following are just some of the upgrading projects undertaken this year by Sembcorp Siza Water to improve the lives of the community:

- Ten new standpipes installed in Shayamoya, Nkobongo, Shaka’s Head and Etete.

- New sewer pump stations for the Zululami and Ballito Hills developments.
- Expansion of reservoirs for new developments.
- New Water Pump Station for Barbets Crest development.
- Expansion & upgrade of the Water Recycling Plant.

# Increase in Water & Sewer Tariffs 2018/2019

Dear Customer,

Kindly note that Water and Sanitation charges are regulated by the iLembe District Municipality for Sembcorp Siza Water (RF) (Pty) Ltd. This tariff is effective from July 2018 billing.

For your convenience, we have provided a table below showing the changes. You can also visit [www.sembcorp-sizawater.co.za](http://www.sembcorp-sizawater.co.za) for a full breakdown of the new tariffs.

Proposed Tariff	Residential	Non Residential/Commercial
Water Basic Per Meter	R133.30	R133.30
Special Residential Water Basic	R82.09	N/A
Water Basic Per Meter – Indigent	R0.00	N/A
Water 0 - 10 Kl/M	R0.00	R0.00
Water > 10 - 30 Kl/M	R16.17	R16.17
Water > 30 - 40 Kl/M	R21.04	R21.04
Water > 40 - 50 Kl/M	R33.74	R33.74
Water > 50 Kl/M	R42.17	R42.17
Water Availability Per Lot	R153.83	R153.83
Sewer Basic Per Meter	R323.04	R323.04
Sewer Basic Per Meter (Special Residential & Registered Indigent Only)	R161.48	N/A
Sewer Basic – Caravan Park	R3 606.09	-
Sewer Consumption – Per Kl	R11.48	R11.48
Sewer Consumption – Per Kl (Special Residential & Registered Indigent Only)	R5.83	N/A
Sewer Availability Per Lot	R601.65	R601.65
Water Loss – Residential	R11.27	N/A

All prices exclude vat

## Siza Water Gives Girls “More Than A Day”

Sembcorp Siza Water (SSW) celebrated Cell C “take a girl child to work” day on May 31 by hosting a group of career-focused girls from secondary schools in the SSW Concession Area and exposing them to different career options within SSW. The girls were taken to the Frazers wastewater treatment plant,

where they were given a tour of the water purification facility with process controller, Sandile Shandu. The girls were then taken to the Hughdent plant in Salt Rock where fitter, Silungile Madlala answered all the girls’ questions.

SSW’s Herman Botha stated that to overcome the male-dominated world, more women need to join the economy through education. Sembcorp Siza Water offers bursaries to girls, in-house training to women, and three-year student learnerships to gain practical experience.



Sandile Shandu with Sphesihle Mzobe and Kiara Govender testing a water sample in the Siza Water laboratory.



Back (L-R): Kiasha Govender, Temvelo Gadlela, Front (L-R): Zoliswa Njoko, Silungile Madlala, Nomflandazo Shandu and Khanyisa Ntshangase.

# Did you know?

As part of our commitment to you, we at Sembcorp Siza Water are working hard to provide safe, clean water to your site. With this commitment in mind, we would like to remind our customers of the responsibilities that both parties carry in ensuring a reliable and efficient water supply system into the future.

## HOW CAN YOU HELP?

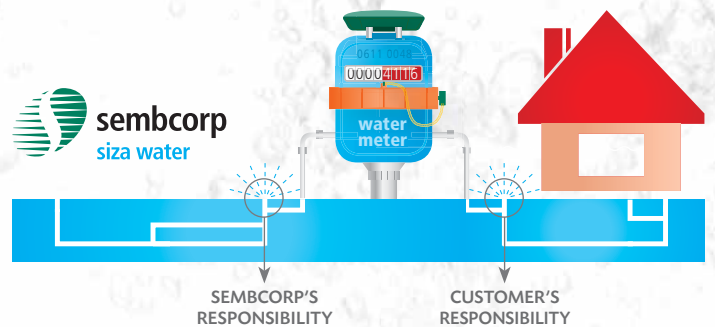
While our staff are consistently looking out for burst or leaking pipes, we do need the ongoing vigilance of our customers to report any possible leaks or bursts on the bulk network. The sooner we can intervene and repair the leak or burst pipe, the less of an impact it will have on your supply. When you report a leak or burst pipe, we ask that you report the exact location and nature of the leak (water dripping from a valve, flowing slowly down the road or out of a pipe under pressure). This information will assist our staff in prioritising their operations and reduce their response time. To report a leak during office hours, contact 032 946 7200 and to contact afterhours (including weekends and public holidays) our Control Room is to be used on 032 946 3188, Cell: 071 298 5206.

## HOW CAN YOU REDUCE YOUR WATER ACCOUNT?

- Constantly be on the lookout for water being wasted or leaking pipes.
- Periodically inspect your water meter to see if there is any unexplained water consumption.
- Be water wise, wash your car with a bucket, clear your driveway with a broom.
- Get advice from your nursery on what plants require less watering.
- Be aware of your own monthly water usage. If this changes, investigate why.

## WHO IS RESPONSIBLE FOR WHAT?

Sembcorp Siza Water is responsible for the maintenance of all reservoirs, booster pump stations and bulk and link pipe's that deliver water to your water meter. After the installed meter or meter box, the responsibility for all maintenance and water loss prevention is transferred to you, the customer.



## WATER LOSS NOTICE

As a valued added service to our consumers, Sembcorp Siza Water has purchased its own insurance for protection against possible bad debt owing to underground leaks within domestic consumers' properties. Such financial assistance is applicable if your water account is debited with a Water Loss charge to recover the cost of this service.

Please visit our website ([www.sembcorp-sizawater.co.za](http://www.sembcorp-sizawater.co.za)), for the details of waterloss cover. It is important to note that this does not form part of, nor intended to, replace any form of insurance which may be available to you as the consumer. The rebate provided is to assist the consumer for the cost of water lost as per the terms and conditions. It is important to note that no rebate may exceed R10 000.

You may also contact our customer services consultants during office hours (032 946 7200) should you require any clarity regarding the above and they will provide more insight on this.



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](http://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](mailto: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](mailto:sembcorp-sizawater@thecallcentre.co.za)