



CHRIS HANI
DISTRICT MUNICIPALITY
SUSTAINING GROWTH
THROUGH OUR PEOPLE

UPHUHLISO

CHRIS HANI DISTRICT MUNICIPALITY EXTERNAL NEWSLETTER

VOLUME 40



IN THIS ISSUE

- **NEW WATER SCHEME TO BENEFIT OVER 227 LUTHUTHU HOUSEHOLDS**
- **CHDM ALLOCATES MORE FUNDING FOR IMPROVED SANITATION SERVICES**
- **KOMANI FLOOD VICTIMS RECEIVE SUPPORT**
- **CHDM COMMENCES SMART METER PROJECT**
- **REVENUE COLLECTION IMPROVES IN THE DR A B XUMA MUNICIPALITY**
- **CHDM ENCOURAGES PAYMENT OF ACCOUNTS TO RECOVER 2.3 BILLION DEBT OWED**
- **CHRIS HANI DISTRICT MUNICIPALITY OUT AND ABOUT FOR MADIBA**



@ChrisHaniDM



Chris District Municipality



Customer Care Line: 0800 100 100



www.chrishanidm.gov.za



customercare@chrishanidm.gov.za

NEW WATER SCHEME TO BENEFIT OVER 227 LUTHUTHU HOUSEHOLDS

Chris Hani District Municipality Executive Mayor, Cllr Wongama Gela, officially handed over a newly constructed water scheme to Luthuthu villagers in Cacadu, Emalahleni Local Municipality. The handing over of the R8.3 million water scheme was held in July 2023 after full completion. The scheme boosts well-equipped water sources namely, roomhuis spring and borehole pumpstation with mechanical and electrical installations and further improves the standard of living in the area and is serving over 227 households. The pumpstation pumps to 120 kilolitre concrete reservoir and gravitates to new 31 standpipes through 14 kilometre of underground pipe work with associated valve chambers.

The community of Luthuthu welcomed the Executive Mayor and expressed their gratitude on the completion of the water supply project. One of the villagers, Asavela Gasa said "we are happy that the project was completed within set deadlines and without any hiccups. Today we have access to clean drinking water and so far, we have not experienced any interruptions at both high lying and low laying areas of our community. Also, I'm very lucky because I'm one of the young people who benefited in temporary employment through this project since it was introduced in late October 2022."

The Executive Mayor told the community that the district municipality is determined to improve the standard of water services across the district. "To show that we are committed in resolving water challenges in our communities, recently we were in this municipality as Council visiting all water schemes and assessing our water infrastructure whether functional or functional including associated challenges in those schemes. We are now busy implementing our short terms solutions which we identified during these visits. whilst some will be addressed as part of our long-term solutions as outlined in our Water Services Infrastructure Master Plan.

"However, one of the greatest challenges in our water schemes is the issue of infrastructure theft and vandalism which is widespread across the district. The prevalence of theft and vandalism of municipal infrastructure has a direct and significant impact on the performance of the infrastructure, as provision of water services to the community is negatively affected," he said. The Executive Mayor further pleaded with the community to look after municipal infrastructure to enjoy uninterrupted water services provision.



Fenced roomhuis spring



Borehole pumpstation with mechanical electrical installation



120 kilolitre concrete reservoir that serves 31 standpipes

CHDM ALLOCATES MORE FUNDING FOR IMPROVED SANITATION SERVICES

CHDM in collaboration with Chris Hani Development Agency (CHDA) handed over contractors to the local municipalities for sewerage quick wins turnkey projects. The projects are aimed at addressing water and sanitation directives from the Department of Water and Sanitation (DWS). The contractors will mainly focus on maintenance projects, and the district municipality resolved to commence the maintenance work in Tarkastad; Enoch Mgijima Local Municipality, Cofimvaba, Intsika Yethu Local Municipality and Cradock in Inxuba Yethemba Local Municipality respectively.

The district municipality has budgeted approximately R15.8 million for the Cofimvaba project with a duration of four months to be completed. Its scope of work includes rehabilitation of Joe Slovo Pumpstation, rehabilitation of Wastewater Treatment Works, upgrading of 2,1-kilometre sewer mains to Waste Water Treatment Works this also includes an allocation for Community Liaison Persons (CLPs) Project Steering committee (PSCs).

A total of R7.2 million has been budgeted for a project in Tarkastad which is expected to take three a period of months. The scope of work for this project includes eradication of the bucket system; upgrading of the existing pumpstation, increasing sump size; upgrading pumping main as well as cleaning of sewer pipelines and manholes.

Added to these, a further R23.6 million has been invested in Cradock and the scope of work for the project includes site investigation; surveys and other professional requirements; refurbishment of wastewater treatment works components; refurbishment of mechanical and electrical components on the identified pumpstations; relocation of sewer pipeline passes through Lingelihle township cemetery.

During the handover s, the Executive Mayor explained the direction the district municipality plans to take and rationale for the project. “the municipality is implementing the plan focused on addressing DWS directives and further improve sanitation services within the district. Our communities also have a responsibility to look after this infrastructure and guard against vandalism which have negative effects on the services directed to them”.





KOMANI FLOOD VICTIMS RECEIVE SUPPORT

Chris Hani District Municipality (CHDM) partnered with First National Bank (FNB) and Gift of the Givers in supporting Komani relocated flood victims, a much-needed intervention by the families. The support included furniture, food hampers, installation of toilets and water tanks. The partnership was formed after CHDM engaged FNB to support flood victims as the families were negatively affected with most of their valuables lost while some completely damaged. and funding was made available through. Gift of the Givers was appointed to act as implementing agent execute and were responsible for all the procurement and delivery of material.

The district municipality rallied support for the flood victims and established a Joint Operations Committee, coordinating all relevant stakeholders since the floods. The Enoch Mgijima municipality and various government departments including numerous NGOs joined hands opening up facilities and providing quick intervention since the incident.

During the handing over of material to affected families, CHDM Executive Mayor, Cllr Wongama Gela expressed gratitude to FNB for their intervention. "As the district working together with Enoch Mgijima Local Municipality, we compiled a list of household essentials required by the affected families and submitted this to the Gift of the Givers, as per FNB requirements. All the beneficiaries are qualifying families who were affected by the floods in the Komani area. "We remain humbled by the response from all different role players, individuals, institutions, sector departments, NGOs and Business sector who rolled up their sleeves in support the flood victims", he said.

Executive Mayor also said Enoch Mgijima LM has availed land for more temporary structure for people to be relocated but the department of human settlement was trying to procure additional shelter so that those who were left behind could be moved to a safe place as well.

"Both municipalities agreed that the shelters of those who have been allocated temporary structures must be demolished and once we have moved everyone. We will everything in those areas of Thulandivile and Rawitini," He said.

In closing the Executive Mayor pleaded with the people to listen when they are advised not build in certain areas to avoid disasters because climate change is something that will not be changing for better anytime soon.



We were pleased and amazed by the response of different individuals, institutions, NGOs and Businesses as we got assistance all over the country since the beginning of the flood



CLLR WONGAMA GELA





PORTFOLIO HEAD FOR BUDGET AND TREASURY, CLLR LUSANDA SIZANI INTRODUCING SMART METERS DURING STAKEHOLDER ENGAGEMENT WITH BUSINESS AND RATE PAYERS



MMC CLLR THEMBISILE BOBO AND MMC CLLR NOSIPHO PAPIYANE AT STAKEHOLDER ENGAGEMENT DURING THE INTRODUCTION OF SMART METERS

CHDM COMMENCES SMART METER PROJECT

Chris Hani District Municipality is currently installing digital smart water meters into premises within the Enoch Mgijima Local Municipality. This follows the appointment of service providers most recently for installation of smart meters across the district. The installations which are currently under way were preceded by a stakeholder engagement with ratepayers; local municipalities, businesses and sector departments aimed to bring them on-board on the project roll out planned for the entire district as part of replacing the existing meters.

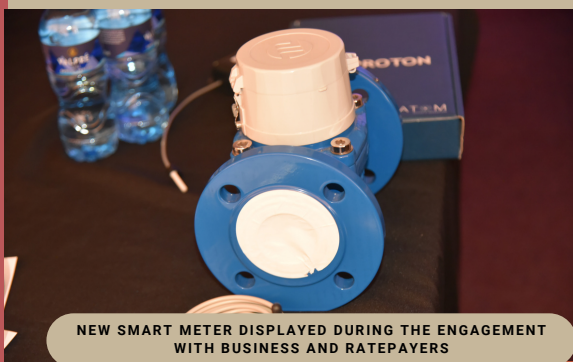
The project will assist mitigate challenges related to billing and accounts payment for improved water services provision. The technology makes it easy to notify customers of high or unusual water patterns, helping them identify leaks sooner, reducing the potential for high bills. and it will further bring about the much-needed intervention to the multimillion debt owed to the municipality on services rendered. There is no cost to customers for the installation of these new prepaid and conventional smart water meters as the district municipality will be incurring the installation costs, the costs of the devices as well as the monitoring management systems of the SMART meters.

The technology, centred around state-of-the-art smart meters, promises to enhance the municipality's capability to manage water resources efficiently and collect revenue more effectively. The digital meters gauges water usage, set daily limits, detects water leaks, prevent tempering, and eliminate human errors.

Meters will be installed inside the house to lessen the risk of theft and vandalism. The programme will also afford qualifying consumers an opportunity to benefit from the free basic services social package that the district offers to households. Pre-paid meters will be installed for households as the primary option while in certain instances a conventional meter will be considered subject to the approval by the municipality. Bulk meters will be installed for high users such as large businesses. Pre-paid smart meters will enable consumers to manage their own consumption and further eliminate the risk of disputing the billing for accuracy and credibility.

Meter installations will be implemented in a phased approach with a particular focus on CBDs and affluent areas and will later include all other areas in different parts of the district. Residents are urged to assist towards the successful implementation of this program by granting access to their properties. The district municipality further urges customers to be more vigilant during this period.

The team deployed for the installations will be carrying an identification tag, a letter on the district municipality's official letterhead with details of the official, an, using branded vehicles with CHDM logo to ensure the safety of customers. To verify the credentials of those on the ground, customers can call CHDM offices on 045 808 4676 or 071 622 7859. To be regarded as an indigent household, customers should register and bring all required documents which include proof of income, proof of residence and copy of Identity document.



NEW SMART METER DISPLAYED DURING THE ENGAGEMENT WITH BUSINESS AND RATEPAYERS





REVENUE COLLECTION IMPROVES IN THE DR A B XUMA MUNICIPALITY

More than R1m was recouped in one week after CHDM embarked on a Revenue Collection drive in the Dr AB Xuma local municipality most recently. The initiative which commenced on 01 June 2023, afforded consumers an opportunity to settle their debt through a debt incentive scheme for qualifying customers.


A team of Officials from the district municipality Budget and Treasury Office stationed at the local municipality offices servicing rate payers - dealing with all billing related enquiries.

Over 30 water meters were disconnected in the area as part of the drive targeting business premises in town. The district municipality immediately effected reconnections for businesses that settled their debt while arrangements were made with a number of establishments.

Chris Hani DM extends a word of appreciation to all customers who hid the call for payment of water services and implore those who have not yet paid to come forward as revenue collected will assist towards infrastructure upgrades for improved provision of services,



PORTFOLIO HEAD FOR BUDGET AND TREASURY, CLLR LUSANDA SIZANI ENGAGING WITH BUSINESSES DURING REVENUE COLLECTION DRIVE



CHRIS HANI DISTRICT MUNICIPALITY
SUSTAINING PROGRESS THROUGH OUR PEOPLE

Smart Metering

WHAT YOU NEED TO KNOW?

1. Why should I switch?

Pre-paid smart meters will:

- Enable consumers to manage their own consumption. Eliminate the risk of disputing the billing for accuracy and credibility.
- Be installed inside the house to minimize the risk of theft and vandalism.
- Afford qualifying consumers an opportunity to benefit from free basic services social packages offered by CHDM to households.

• Pre-paid meter will be installed for households while in certain instances a conventional meter will be considered subject to approval by the district municipality.

• Bulk meters will be installed for high users such as large businesses and sector departments.

2. What options do I have as the consumer?

Pre-paid meters:

Consumers will buy a token from a vendor and punch this into a keypad device.

This will be using a customer interface unit that is used to load the credit for the water.

A basic charge (tariff) to recover the costs of providing the service will be recouped from the first sale on the prepaid mechanism to minimise issuing of billing statements.

3. How does the new Prepaid smart meter work?

Conventional SMART meters:

The readings will be taken remotely by the meter readers without human intervention. A device will be attached to the water meter that will be linked to the reading device when passing such meter, a reading will be taken. An interface between the hand-held reading device and the monitoring system hosted at the municipality will communicate the readings. A dashboard that is available to the municipality and the consumer can be downloaded through any SMART phone to monitor consumption. A billing statement will be issued monthly via email addresses provided by consumers to reflect the consumption and the basic charges.

4. How does the new smart meter work?

There is no cost to customers for the installation of these new prepaid and conventional smart water meters. The municipality will incur all installation costs of devices as well as the monitoring management systems of the SMART meters.


5. Do I have to pay for the new meters?

Credit tokens can be purchased from the following platforms:

CHDM APP; Internet browser; For Android users (vending points).

Banking apps: ABSA, Nedbank, First National Bank, Capitec and Standard Bank

6. Where can I buy vouchers for the pre-paid tokens?



www.chrishanidm.gov.za @ChrisHaniDM 0800 100 100 Chris Hani District Municipality





CHRIS HANI DISTRICT MUNICIPALITY STAKEHOLDER ENGAGEMENTS WITH ENGCOCO RATEPAYERS ASSOCIATION

CHDM ENCOURAGES PAYMENT OF ACCOUNTS TO RECOVER 2.3 BILLION DEBT OWED

Chris Hani District Municipality (CHDM) has amplified its efforts to collect outstanding debt by fully implementing its Credit Control and Debt Collection Policy following a deep-rooted culture of non-payment and a series of engagements with its customers. It has become necessary for the district municipality to embark on this exercise urging consumers to service their accounts mobilizing revenue for sustainable growth and development which in turn will greatly benefit the entire community.

The municipality is currently owed more than R2.3 billion by its consumers combined, these include, businesses, government depts, households, NPO's, Indigents etc.

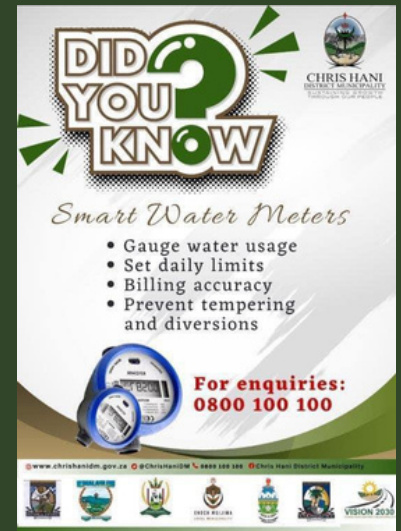
The culture of non-payment has made it difficult for consumers to adapt and pay for municipal services consumed as many consumers neglected their responsibility in this regard leading to huge outstanding debts that are over 90 days overdue. In the past financial years, CHDM implemented its Revenue Enhancement Strategy at slow pace due to high vacancy rate challenges affecting the full implementation of the policy and collection rate as any strategy requires resources and human capital. Although the initiative has been met with mixed reactions, some of the defaulting customers raised different concerns which were mostly resolved, however others continued showing little or no interest in paying for services rendered. Platforms are continuously created with all relevant stakeholders to engage on the implications associated with non-payment of services.

The culture of non-payment of municipal services has a negative impact on service delivery as revenue collected can significantly pave way in rolling out major projects including infrastructure upgrades as well as procurement of equipment for maintenance.

As CHDM is responsible for the provisioning of Water and Sanitation services in the area users of these services equally have a responsibility to pay for services rendered as the district municipality incurs certain costs to execute its mandate and provide uninterrupted services. These include purchasing of chemicals, purification and treatment costs, repairs and maintenance costs, diesel, and electricity costs for water schemes to operate, employee related costs, purchasing of plant and equipment, vehicles and water trucks etc. The current water and sanitation services operating expenditure far exceeds the revenue which the district generates from these services.

During the 2021/22 financial year, the Council resolved to write-off take-on balances for all households and indigent consumers which amounted close to half a million rands (R488, 157 000.00) while abeyance accounts were approximately R454 000.00. The municipality also resolved to write-off all debt owed by indigent consumers to ease the burden of debt for all consumers. However, nonpayment of municipal services continued despite these efforts.

CHDM further introduced a debt incentive scheme for its customers assisting all debtor categories from small businesses, NPO, households, indigents etc. The scheme depending on the qualifying criteria, allows for a certain percentage write off between (10% to 50%) provided the consumer will fully settle the account. The scheme was first initiated in August 2020 and it was further extended to Dec 2022 with another extension which came to an end in June 2023.



EMALAHLENI LM RATEPAYERS DURING THE ENGAGEMENT ON PAYMENT OF MUNICIPAL ACCOUNTS



MAMA NTOMBIZODIDI (ZODI) SIBEKO SPEAKING ON BEHALF OF ELDERLY PEOPLE DURING MANDELA DAY ORGANISED BY CHDM FOR ELDERLY CENTRES

CHDM OUT AND ABOUT FOR MADIBA

The Chris Hani District Municipality marked the Nelson Mandela Day, 18th July, by holding activities in two areas, being Emalahleni and Enoch Mgijima LMs respectively. The activities were organised through the Special Programmes Unit (SPU) and Moral Regeneration Movement (MRM) of the district municipality.

The day mainly focussed on the Elderly and Youth, whilst enhancing partnerships with key stakeholders that have a major role to play in the wellbeing of society.

The district municipality, in collaboration with Emalahleni Local Municipality and a district support partner - TBHIV CARE, spent the day with the elderly people ku-Tsembeyi in Emalahleni LM. The elderly people were drawn from six centres across Emalahleni LM and were provided with blankets and goodie packs that contained – fleece blankets, whistles which may come handy when one is in danger, rubbing stuff and other items.

Addressing the community, Executive Mayor Wongama Gela, spoke emphatically against gender based violence directed at older persons, especially women; the abuse that older people suffer perpetrated by their own families – children and grandchildren. He further encouraged vigilance in protecting the elderly when they need us the most. "It is in our hands to make a difference to change the status quo. As much as we are celebrating the legacy of Tata Mandela who would have turned 105 today, let us remember that our stalwart, Mama Adelaide Tambo, also would have turned 94 today" he added.

Appreciating the gesture from the district municipality, local municipality and the partners, Mama Ntombizodidi (Zodi) Sibeko expressed joy, more so when government comes closer to the people displaying the much-needed care for older persons.

Importantly, the day included Government Services on Wheels, which saw the Departments of Health, Home Affairs, Social Development and the South African Police Services rendering services to the community. The programme was also attended by CHDM Member of the Mayoral Committee, Cllr Bobo who is also responsible for Special Programs, the Mayor of Emalahleni LM and Councillors.

Another activity by CHDM Moral Regeneration Movement took place in Komani and focused at Maria Louw High School, where the MRM members; School Governing Body and learners; after a prayer and motivational talks, spent the entire day planting vegetables in the school garden as a poverty alleviation initiative in line with Pillar 2 of the three government cardinal pillars that are a focus for 2023 - Food Insecurity.

The school was selected responding to incidents that previously took place relating to Gender based violence and substance abuse – which led to the CHDM and Enoch Mgijima MRM adopting the school to consistently facilitate provision of necessary support in the form of dialogues and psycho support services.

More Mandela month activities are planned for the month of July, with Inxuba Yethemba and Enoch Mgijima elderly persons targeted.



PORTFOLIO HEAD FOR STRATEGIC MANAGEMENT SERVICES, CLLR THEMBISILE BOBO DURING MANDELA DAY PROGRAMME WITH ELDERLY PEOPLE



CHDM MORAL REGENERATION MOVEMENT PLANTING VEGETABLES WITH PUPILS



CHDM HANDING OVER BLANKETS TO ELDERLY CENTRES



SCHOOL CHILDREN TAKING PART IN TREE PLANTING DURING MANDELA DAY



Emalahleni Local Municipality Mayor speaking during Mandela Day Programme



0800 100 100 CHDM Customer Care Line



Speak Up, report unethical behaviour
0800 553 559



www.chrishanidm.gov.za



ChrisHaniDistrictMunicipality



Chris Hani District Municipality



@ChrisHaniDM

Local Municipalities within Chris Hani District Municipality



ENOCH MGIJIMA
LOCAL MUNICIPALITY