

FLOWMETER

JUNE 2021



**ORGANISATIONAL
DESIGN & ALIGNMENT
OF MANAGEMENT &
EMPLOYEE CAPABILITIES
PROJECT**

**SUCCESSION PLANNING
– SUCCESS STORY FOR
UMGENI WATER**

**NATIONAL WATER
MONTH- WORLD
WATER DAY**

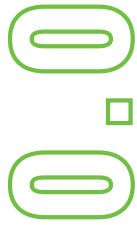
**BROWN BAG
LUNCH
SESSIONS**



YOUTH MONTH

Umgeni Water salutes the youth of South Africa
for the strides they continuously make
in moving the country forward.





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Additional information concerning all aspects of the report and its contents can be obtained from:

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Twitter: @umgeniwater



YouTube: UmgeniWater



Instagram: @UmgeniWater



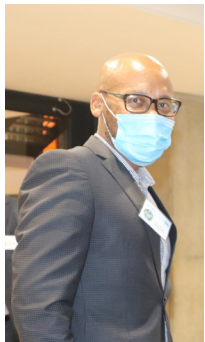
ANNUAL REPORT LAUNCH

0 THE UMGENI WATER MEDIA & STAKEHOLDER ANNUAL REPORT PRESENTATION

On 25 March 2021, the Board and Executives led by the Chairperson of the board, Mr. Magasela Mzobe presented the Umgeni Water 2019/2020 Annual Report Results at the Media and Stakeholders session held at Moses Mabhida stadium conference centre. The presentations were divided into two sessions. The first session being the media briefing held

from 10h00 - 11h30. The second session was held in the afternoon, which started at 15h30 and was attended by various stakeholders, including members from various municipalities, banking sector, auditors and private companies. On 15 and 16 May 2021, further Virtual Presentations were conducted for Asset Management companies i.e (Future Life, Growth, Investec), (insurance companies i.e. Old Mutual, Momentum and Sanlam)

as well as representatives from the banking sector like Standard Bank, just to name a few. Umgeni Water Board members and the Executives are proud to have delivered positive results, which is an indication of the hard work that the employees of Umgeni Water have continuously showcased even as the organisation and country at large had to navigate unprecedented working environments as brought about by COVID-19.



0 APPOINTMENT OF 2 EXECUTIVE OPERATIONS



Mr. Sandile Dube
Executive of Operations

He replaces former Executive Mr. Msizi Cele. The Incumbent assumed the position of Executive Operations on 01 February 2021. Prior to joining Umgeni Water, Mr. Dube worked for MISA (Municipal Infrastructure Support Agency) and he brings with him vast amount of experience to his new position at Umgeni Water.

Mr Dube holds a Masters MSc (Civil Eng.), Project and Construction Management (Research report—Water Conservation and Demand Management) from Wits University, Municipal Finance

Management (NQF 6 Certificate) from Pretoria University, B. Tech Degree – Urban Transport & Planning Management (Civil Eng.) and a National Diploma (Civil Eng.) from Durban University of Technology (DUT).

Mr. Dube has vast experience in all aspects of Civil Engineering. In his 20 years of experience, he has been directly involved in contract supervision, design, maintenance, contract administration and management duties of water and sanitation in areas including rural and urban KwaZulu-Natal, Gauteng, Limpopo, Northwest, Eastern Cape, Free State and Mpumalanga provinces.

We have no doubt that Mr. Dube will be able to steer the Operations Division to even greater heights and as the Umgeni Water family we would like to congratulate and welcome Sandile Dube. The Board, Executives and Staff of Umgeni Water would like to assure Mr. Dube of the organisation's full support as he resumes his new position.

He is heading one of the biggest Divisions within Umgeni Water, which is commonly referred to as a "DIVISION AT WORK". All the best Sandile, wishing you a wonderful stay with us.

APPOINTMENT OF CHIEF AUDIT EXECUTIVE



Ms. Nosipho Nontokozo Makhubu
Executive of Audit

Ms. Nosipho Nontokozo Makhubu, has been appointed as the Chief Audit Executive, which is a new executive position at Umgeni Water. Ms. Makhubu is a qualified Internal Auditor CIA (SA) and an Associate General Accountant AGA (SAICA). She joined the executive team on 1 February 2021.

Prior to joining Umgeni Water, Ms. Makhubu, was the Chief Financial Officer at Okhahlamba Local Municipality. She was responsible for developing, implementing and managing strategic goals, policies and procedures linked

to strategic objectives. Planning and directing financial plans and financial management to effectively manage budget and treasury office (Budget, Revenue, Expenditure, Assets and Supply Chain management).

She established and implemented financial management strategy; revenue enhancement, reporting to all governance structures. She also managed the department effectively and efficiently through advising the accounting officer on exercising of powers and duties assigned in terms of the act and ensuring compliance with relevant legislation as well as strategically engaging with the external auditors.

Ms. Makhubu holds a Bachelor of Commerce Accounting from the University of Zululand, Post Graduate Diploma Accounting Sciences and a Post Graduate Diploma Internal Auditing from the University of South Africa. She also studied Municipal Finance Programme from Local Government Sector Education & Training minimum competency in terms of Circular 60.

As the Umgeni Water family the Board, Executives and staff, we would like to extend a warm welcome and to congratulate Ms. Makhubu on her appointment and we assure her our support, and we wish her a wonderful stay with us.



WHERE LEADERS ARE MADE

The start of the pandemic came with such a shock and halted many of us from our paths in both our personal and professional lives.

The world around us changed almost at the blink of an eye, social media was flooded with fitness and cooking challenges and people seemed to do a lot of introspection and finally figure out what is important to them. In the midst of all the chaos, Toastmasters has been a great escape for normalcy and personal

growth. Like many changes that came with the pandemic, we continued to hold our meetings on Zoom and achieving many goals while braving through this new normalcy.

With the help of Nirasha Sampson as well as the dedicated and determined members and mentors, we managed to keep our Toastmasters club alive and reached quite a few milestones.

From winning club of the month in October 2020, to electing a new committee as well as celebrating

the 5 year anniversary of our Umgeni Water Toastmasters clubs.

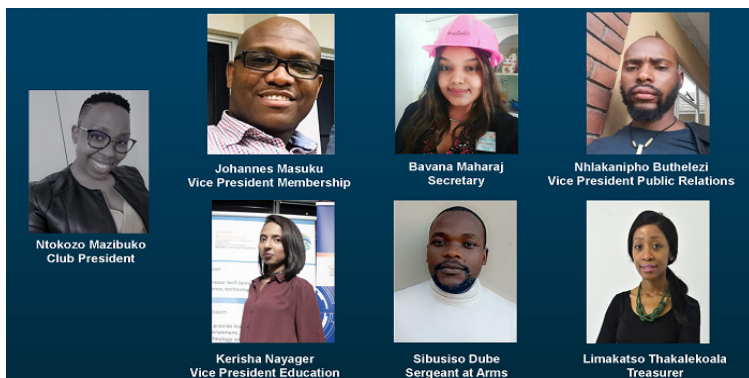
The biggest milestone however, is seeing the growth and personal development of our colleagues. Public speaking can be a daunting experience, but with the guidance and mentoring that Toastmasters provide, anything can be achievable.

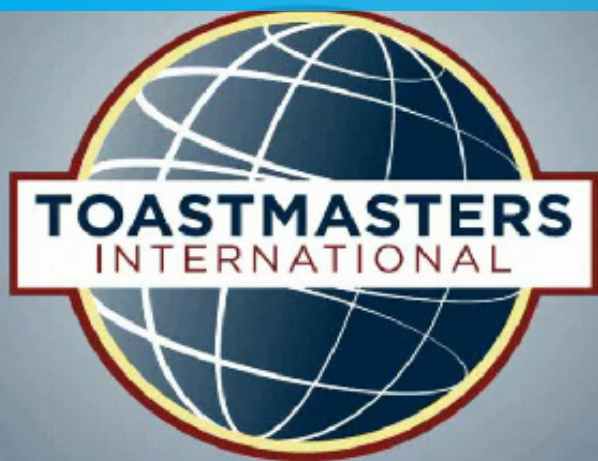
Below are testimonials from our colleagues who have benefitted tremendously in their Toastmasters journey:



UMGENI WATER PIETERMARITZBURG EXCO 2020/2021

UMGENI WATER DURBAN CLUB EXCO 2020/2021





WHERE LEADERS ARE MADE



MY TOASTMASTERS JOURNEY- A PERSONAL REFLECTION:

My Toastmasters journey began in 2017 when I became a member of the Umgeni Water Durban Toastmasters Club.

I joined because I always admired how certain people would speak without trembling or fear, and simply because I hated the knot that would form in my stomach and the lump in my throat whenever I would be asked to speak in public, give a presentation or during an interview.

It is now 2021, and I do not regret the decision I made. Toastmasters provided me with a safe space to grow my confidence, communication and leadership skills. The feedback helped me work on my blind spots and become a better speaker than I was before. I even have a couple of speaking awards from local and international conference presentations that I have done. Yes, the lumps and knots are still there but they are not as crippling

as they were before. It definitely does get better with time and practice.

What I found most interesting was that the club became more of a social group and a breakaway space than a formal setting (as one would imagine). This was mainly because the speeches that members prepared were normally from their own lived experiences, interests and hobbies, which made it easier for us to know each other better and at a personal level. This strengthened our overall working relationships as we started to understand other parts of the Umgeni Water business through social and informal conversations.

Beyond just speaking, Toastmasters also specifically targeted to improve our listening,

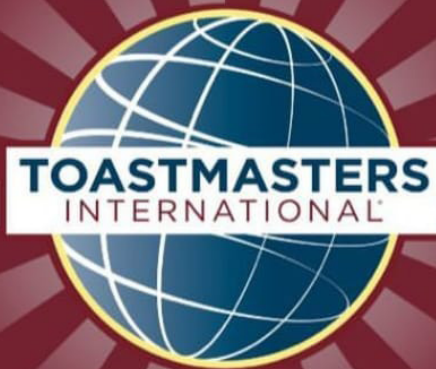
critical thinking, giving feedback, time management, planning, implementation, delegation, facilitation, mentoring, motivation, and team-building.

All these skills are necessary in our working world and I found that the Toastmasters Club was the best and most "fun" platform to learn them.

Side note though... Once you become a Toastmaster you will naturally find yourself counting "umms" and "ahhs" when people give presentations... Yes, It is inevitable.

However, I would urge and encourage everyone reading this reflection to sign up for Toastmasters programme in a club nearest to you.

Thandeka Jwara



“The art of communication is the language of leadership” (James Humes)

Toastmasters International is a non-profit educational organization that teaches public speaking and leadership skills through a worldwide network of clubs.

Joining the Umgeni Water Toastmasters club has been one of the most rewarding personal development interventions I have undertaken. It has really assisted me in my professional capacity as well as in my personal life by improving my public speaking skills, building self-confidence and self-awareness, together with improving my leadership approach. There are over 300 unique competencies to develop,

hence it is an on-going and inspiring journey.

Highlights have been having a committed and supportive leadership team and being surrounded by other Umgeni Water colleagues who have one’s best interests at heart. They provide constructive feedback on opportunities for improvement; in this safe environment, one can experiment and grow.

It has been such a privilege to get to know other colleagues in the organisation and observe how they are mastering so many different skills. We also receive guidance from external mentors,

who have leadership positions in other KZN Toastmasters clubs and give of their personal time to support and encourage our club.

Communication is about engaging with one’s audience and how one achieves this through being aware of the audience, the use of vocal variety, eye contact and gestures, to name a few.

I would really encourage colleagues to take advantage of the opportunity to become a member of Toastmasters as with effort and commitment it will change your life.

Ingrid Cawood

ORGANISATIONAL DESIGN & ALIGNMENT OF MANAGEMENT & EMPLOYEE CAPABILITIES PROJECT

Umgeni Water strives to be a best-in-class employer and wants to ensure that positive changes are generated from within. In February 2021, the Human Resources department informed employees that the organisation will be embarking on an organisational design project and has appointed Talentline Consulting Group (Pty) Ltd to conduct Organisational Design and alignment of management and employee capabilities. The

main purpose of this project is to research, re-design and develop an organisational structure for Umgeni Water in support of the Growth Strategy and develop an organisational design framework for Umgeni Water.

What is Organisational Design?

Organisational Design is ...

- the process of aligning the structure of an organisation with its objectives, in order

to improve efficiency and effectiveness.

- results in an alignment of vision/mission, values, operating principles, strategic objectives, tactics, systems, structure, employees, processes, culture and performance measures.

- driven by business strategy and operating environment and can be triggered by the need to improve service delivery or specific business processes, or as a result of a new mandate.

Project Objectives...

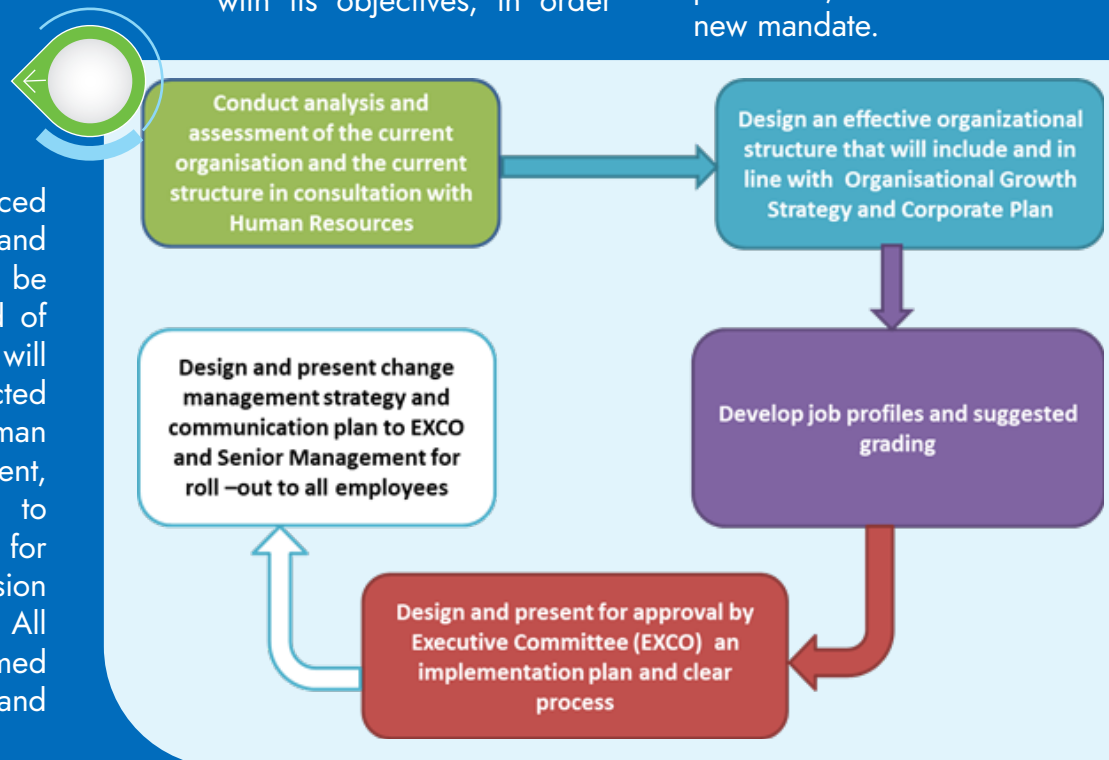
The project commenced on 01 April 2021 and is envisaged to be completed by the end of September 2021; it will involve work conducted internally with the Human Resources department, then cascaded down to relevant employees for participation and provision of vital information. All employees will be informed of their respective role and

assistance required in order for the project to be successful.

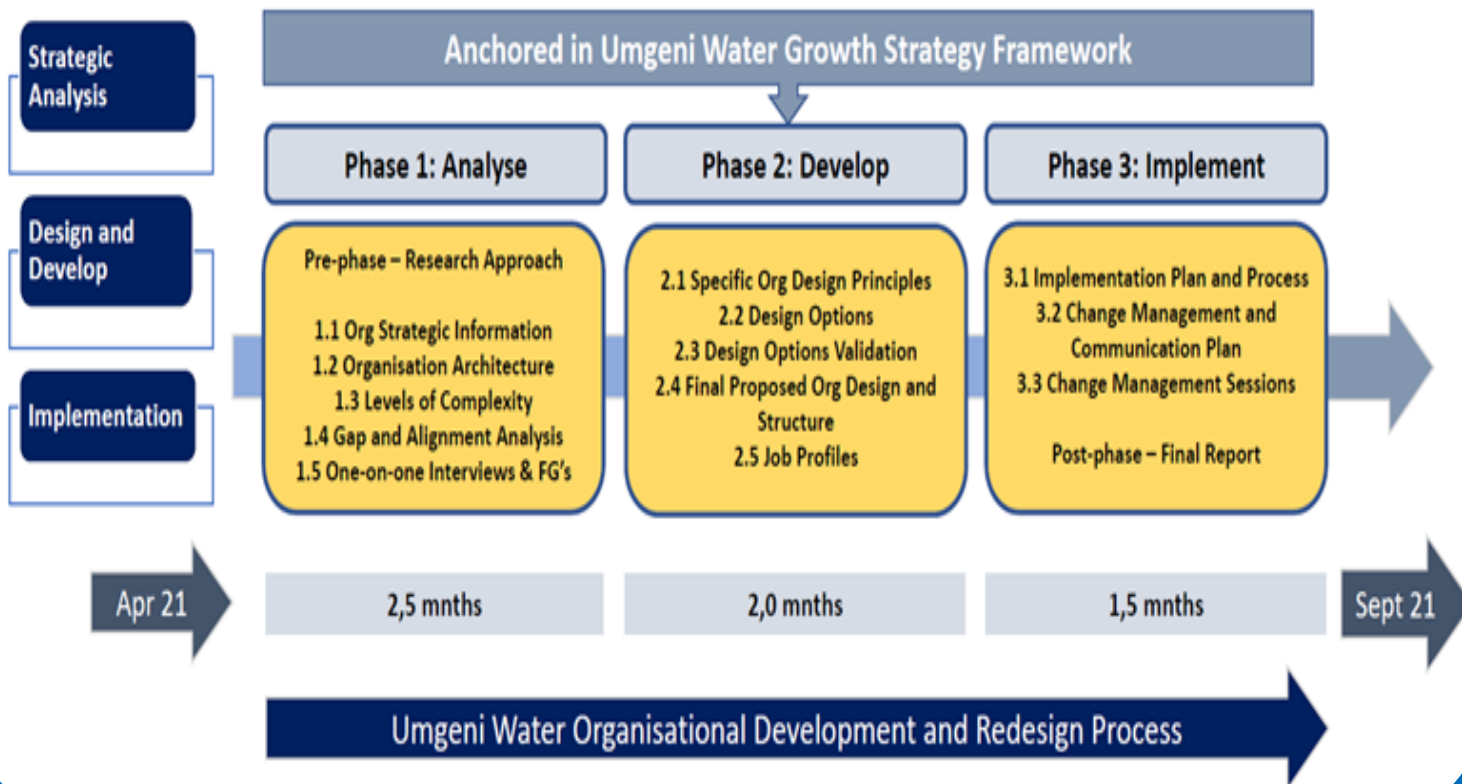
We therefore inspire employees for a 100% participation and request that you please make

the time to avail yourselves when required. Umgeni Water is sincerely interested in getting all employees to provide input to improving the organisation and therefore encourages all

employees to provide necessary assistance when required by the consultants and the Human Resources Department.



HOW WILL IT BE DONE? THE PROJECT PROCESS:



Should you require more information about this project, do not hesitate to contact him on extension 1302 (033 341 1302), or on email: mxolisi.ngcobo@umgeni.co.za

Contributed by
Mxolisi Ngcobo

BROWN BAG LUNCH SESSIONS

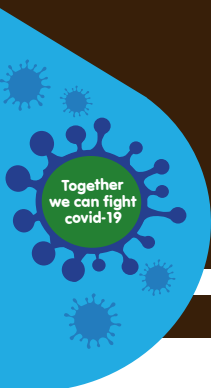


#UWcares

#EmployerOfChoice

#BrownBagLunchSessions

#PeerEducation



The easy way of sharing information at a workplace -

The easy way of sharing information at a workplace - The brown bag lunch sessions are an informal opportunity created for all Umgeni Water employees to be educated on various topics that could affect them directly or indirectly.

The word 'Brown Bag' originates from an old practice where employees used to bring their lunches packed in a brown paper bag from home to an informal learning session at work held during working or non-working hours, hence the name "Brown Bag Lunch Sessions" (BBLs) were introduced.

Brown Bag Lunch Sessions at Umgeni Water:

Since the issue of knowledge sharing continuously remains at the centre of Umgeni Water's initiatives, it is most important that employees share their job-related knowledge and experience with each other, so that they will be able to perform in their jobs better. Employees have to know what is happening within and outside the organization, which is likely to lead to higher organizational performance.

Human Resources department held a workshop early in 2020 and one of the resolutions was to create an environment where

employees gather to share knowledge on work and personal topics that impact on various elements that categorize a holistic employee.

Umgeni Water Young Professionals' (UWYP) and Umgeni Water Peer Educators' Forum (UWPEF) recognized the necessity to introduce the Brown Bag Lunch Sessions (BBLs) for knowledge and information sharing within the organisation. These sessions were introduced and launched in the year 2020 when the government first introduced COVID-19 lockdown.

The pandemic caused a serious shift on employees and the



world including sudden changes that the organisation adopted to ensure business continuity. It cannot be disputed that these changes brought upon anxiety and instabilities to employees. It is for this reason that during the launch of brown bag lunch sessions, the focus was on the COVID-19 lockdown wellness first and thereafter related topics. To date, the past BBLS have managed to discuss topics like Re-boarding of employees into the workplace, Cybersecurity, Financial Literacy, Virtual Men's Round Table, Covid-19

Vaccination and Leadership - The Female Perspective.

In this initiative, UWYP and UWPEF have collaborated with internal stakeholders i.e. departments within the Corporate Services division to roll out these sessions and will look at future collaborations with all departments in other divisions who wish to use this platform for information sharing and awareness. Virtual online platforms like Teams and Zoom are used to host these sessions. The aim is to host these sessions once a week for one

hour, preferably during lunch hour, with a topic host for that week. Emphasis is on topics that have an effect on Umgeni Water's business operations and employee wellbeing.

All employees are encouraged to send their comments and suggest themes or topics for the Brown Bag Lunch Sessions by sending an email to bbbsquestions@umgeni.co.za

Contributed by:
The Brown Bag Lunch Sessions



9 THROUGH THE WAVES 7 OF COVID-19 PANDEMIC

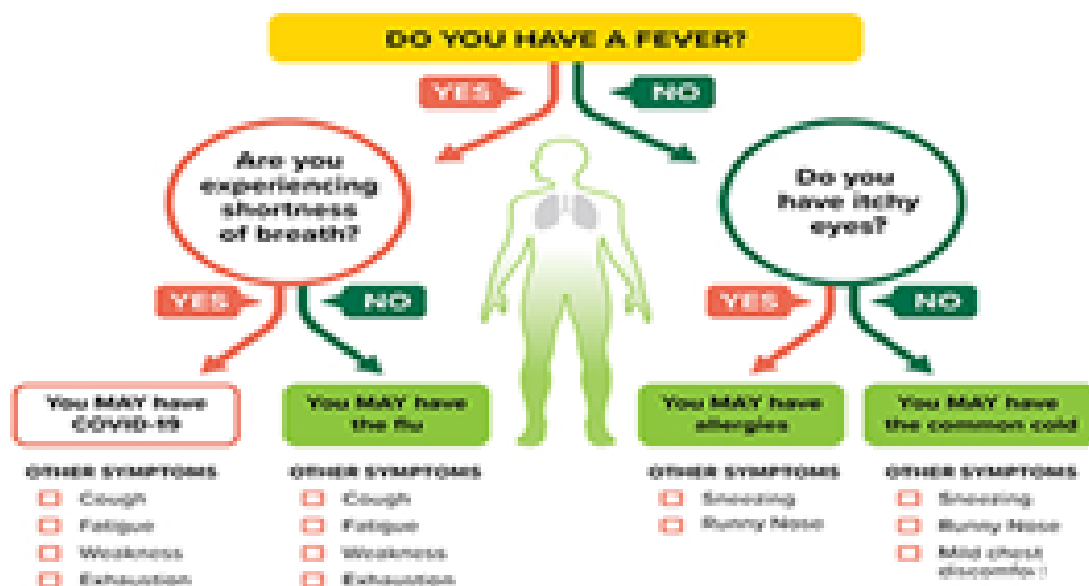
It has been over a year with the whole world navigating through the COVID-19 pandemic. The virus was first discovered in Wuhan, China, in December 2019 and has since spread worldwide. Signs and symptoms of the virus include but are not limited to; headache, fever, difficulty in breathing, rapid heartbeat and sore throat. These are mere flu symptoms one can say!

Umgeni Water peer educators have not been silent, but have continuously embarked on awareness campaigns at Umgeni Water sites in relation to HIV and the COVID-19 pandemic. These campaigns aim at providing employees with information on preventative measures to take, how to care for someone and yourself should they or should you contract the virus as well as information on the organization's response to the virus.

Umgeni Water's response included distribution of masks and hand sanitizers, daily symptoms monitoring and daily screening at all points of entry. Limiting staff on site and to remote working have become the new working order. Initially staff compliment on sites/offices was limited at 33% but has since been updated to 45%. Let us ensure that we adhere to all COVID-19 protocols.

Tabulated below are the topics covered and what we can look forward to in the coming months.

Flu vs. Allergies vs. COVID-19



THESE ARE COMMON SYMPTOMS.
which may vary from person to person.
Only a doctor can give you a diagnosis.

Date	Topic
16/11/2020 - 24/11/2020	Physical Wellness in the times of COVID-19 and HIV/AIDS
01/12/2020	World AIDS Day 2020 Commemoration
16/03 - 25/03/2021	Umgeni Water's Journey Through The Waves of COVID-19 Pandemic
19/04/2021 - 30/04/2021	Building a Fairer and Healthier World with Umgeni Water (Employee Wellness Testing, Health Talks on Management of Lifestyle Disease and Flu Vaccine Administration)
May 2021	Psychologist on Mental Health Awareness and Life Choices
June 2021	HIV Management and COVID-19(HCT & AFA) and Physical Wellness.

on sites/offices was limited at 33% but has since been updated to 45%. Let us ensure that we adhere to all COVID-19 protocols.

Tabulated below are the topics covered and what we can look forward to in the coming months.

There has been a lot of uncertainty about vaccines. The Johnson and Johnson's (J&J) vaccine is currently being administered in the country under the Sisonke trial. Six (6) cases have been reported in the United States of America (USA) where patients experienced blood clots after taking the Johnson & Johnson

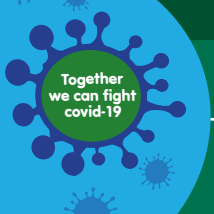
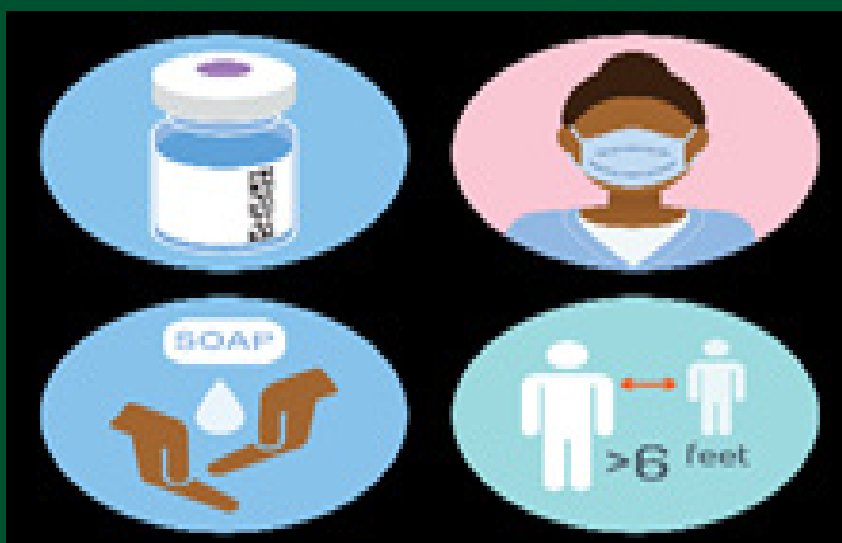
vaccine, but no cases of blood clots have been reported in South Africa (SA) for the same J&J vaccine administered under the Sisonke trial.

Over 1 billion shots of vaccines have been administered worldwide. Umgeni Water has categorically stated that all employees will be afforded the chance to vaccinate through medical aid schemes and for staff not on medical aid, Umgeni Water will cover costs, while contract staff will have to cover their own costs. However, as the State President indicated, Umgeni Water is also of the same stance that being vaccinated will not be compulsory and those

who choose not to, will not be discriminated against, but people are encouraged to vaccinate.

In conclusion, let us ensure that we take our medication, keep up with vaccinations, live and eat healthy, maintain social distancing, wash our hands regularly with soap and water, ensure that masks are worn at all times and lastly take care of our mental and social well-being. Should you require any assistance please contact Sister Xoliswa Makhaye or Miss Thandeka Jwara or any of the peer educators that you are comfortable talking to.

Contributed By
Nomfundo Mhlambi



A GLOBAL PERSPECTIVE – YOUNG WATER PROFESSIONALS IN ACTION



“Online Seminar between eThekweni Water and Sanitation, Umgeni Water, YWP-ZA and Yokohama Waterworks Bureau, Japan”

Protecting and maintaining water distribution systems is crucial to ensuring high-quality drinking water. Population growth, rising per capita water consumption, and increasing environmental protection efforts have increased pressure on the world’s freshwater resources and have contributed to the availability and distribution responsibility of water. Distribution systems consist of pipes, pumps, valves, storage tanks, reservoirs, meters, fittings, and other hydraulic appurtenances which carry drinking water from a centralized treatment plant to the consumers’ taps (National Research Council, 2007). Therefore, distribution is an important part of the value chain and requires adequate monitoring and management in order to ensure sustained access to water and customer relations.

There have been growing conversations around the sustainable development of freshwater resources and scholars have inferred that “the key to the sustainable development of water resources lies in developing

a thorough understanding of variability and availability, taking an integrated approach to development and management, as well as ensuring the participation of stakeholders at all stages of the project” (WSP, 2021). Therefore, deducing that water resource management is more than a hydrological science but has economic, social, and even political dimensions to be considered.

On 9 March 2021 Young Professionals took this discussion to an online seminar through Zoom and Youtube platforms. This was supported by JICA’s technical operation in collaboration with the Department of Water and Sanitation (DWS), the South African Local Government Association (SALGA) and Yachiyo Engineering Co. Ltd, Yokohama Water Company Co, eThekweni Water and Sanitation and Yokohama Waterworks Bureau (YWB). The YWB are running the “Project for Strengthening the Training Capacity of IBTC on Non-Revenue Water” which has been implemented in South Africa. The online seminar covered robust conversations on water distribution

management, water bill collection, customer management, and water supply services. The participants of this online seminar were the eThekweni Water and Sanitation department, Yokohama Waterworks Bureau (Japan), the Young Water Professionals of South Africa (YWP-ZA), and Umgeni Water Young Professionals (UWYPs).

The intention of the seminar was to create a knowledge-sharing platform where the young professionals could actively share their water management challenges, success factors, and proposals for some of the issues faced by the water and sanitation sector. Additionally, to strengthen a partnership between the South African and Japanese water sectors through knowledge sharing among the young water professionals in both countries.

The presentations kicked off by an Umgeni Water and eThekweni Water and Sanitation department representatives who gave an overview of their respective organizations; the water distribution management strategy as well as



their water supply services. These presentations were to probe the panel discussions, done over TWO sessions. The Yokohama WWB representatives who conducted the first session covered the overview of Yokohama WWB and its water bill collection and customer management strategies.

The Second one was the key take away focusing on South Africa, particularly in Kwa-Zulu Natal (KZN) where there are challenges with non-revenue water through illegal connections or unregistered customers. This was discussed as being more of a human behavioural factor. It is commonly noted that customers

in rural areas where the service level is such that they consume six kilolitres of free basic water tend to temper with infrastructure in order to gain full pressure supply whereas other consumers bypass meters in order to avoid billing; others reconnect illegally afterhaving been disconnected for non-payment. Japan representatives, however, claimed

that they do not have such challenges as most of their customers are billed and there is “free water” as there are no areas classified as “rural”. They alluded to their effective system performance to be due to the integration of technology for most if not all their distribution and demand management infrastructure.

This was a key highlight as KZN has an aging infrastructure and has faced an estimated 45% count of non-revenue water in the 2018/19 financial year. The session remains available on YouTube for live streaming and more conversations of similar nature are planned for the future.

Contributed By
Thandeka Jwara

Webinar content is available on: <https://www.youtube.com/watch?v=hecAD3yFyX4>

National Research Council. (2007). Drinking water distribution systems: Assessing and reducing risks. In Drinking Water Distribution Systems: Assessing and Reducing Risks. <https://doi.org/10.17226/11728>

WSP. (2021). Water Supply. Water Supply. <https://www.wsp.com/en-ZA/services/water-supply-and-distribution>

SUCCESSION PLANNING - SUCCESS STORY FOR UMGENI WATER

Succession planning is a process through which Umgeni Water ensures that employees are identified, recruited and developed to fill in key positions within the organisation. This process ensures that the organisation will never have an unfilled key position without a pool of properly trained employees from which to choose a suitable candidate.

Succession planning makes sure someone can take a role when the position is available due to either

promotion or unexpected events. This is a strategy that is important to all employees, but especially with leadership and top management positions.

The succession planning is used to mitigate risk of losing the institutional memory by ensuring that critical positions with leaders who are about to retire are prioritised for selecting successors and that employment equity targets are used in order to ensure equity and transformation.

Umgeni Water Board approved the Succession Planning Policy, which focuses on executing a systematic and multi-dimensional workforce management. Umgeni Water, as it strives to be an employer of choice, supports career growth and the development of talent at all levels of the organization.

This optimizes organizational performance to ensure the continuity and success of Umgeni Water operations and service delivery to communities.



The policy enables gender diversity in leadership positions. This is done by:

- Attracting talent to the organisation
- Graduate Development Programs

Ensuring Leadership is developed to meet existing and Future challenges through:

- Management Development Program
- Leadership Development Programme
- Executive Development Programme

This is a short account of how Umgeni Water's succession plan benefited Mr Themba Mthembu (Superintendent In-Training):

Before he could retire at the age of 65, as Superintendent of Hazelmere Waterworks, the late Jimmy Lomax prepared his succession plan and discussed it with the Human Resources department. He also engaged with Operations management on several occasions seeking and encouraging their support and approval of his succession plan. Had we known better we could have said he had a premonition of his passing through

a message of an angel (may his beautiful soul rest in peace). He sadly passed on without seeing the fruits of the tree he had planted. Due to his passion for development of young professionals, Jimmy took it upon himself to ensure that all policy and procedure requirements were met before he could interview Themba Mthembu as the potential candidate for the succession to the Superintendent position. This is a landmark move of theory to practice

that will assist the organisation realise its potential in implementing succession planning. Ulwandle Operations' senior management is acknowledged and applauded for supporting this success story.

Mr Themba Mthembu has been a Process Controller since 2017 until his promotion to the position of Assistant Superintendent whilst being groomed to take over as the plant Superintendent and this is

what he had to say:

"When Jimmy Lomax, my predecessor informed me in 2013 that the company is in the process of implementing succession planning and that he had considered me as his successor, I could not believe it until I signed the mentoring agreement form. I agreed to enter into a mentoring relationship for a period of 1 year (01 November 2013 to 31 October 2014) which was then extended upon mutual agreement.

"Embarking on the journey was not easy, but was educationally

enlightening as I was expected to strike a balance between following the training schedule whilst working shifts. There are instances where I had to attend customer liaison meetings with my predecessor, while coming from night shift. It all started to sink in, in 2015 when Jimmy was hospitalised and I had to act in his position for a month. Since then, I never looked back. I kept on acting in the Superintendent position until I was promoted. I am privileged to have gone through the succession plan; it makes things much easier for me to execute my duties. Hard Work and Willingness

is what brought me where I am today."

I thank you.

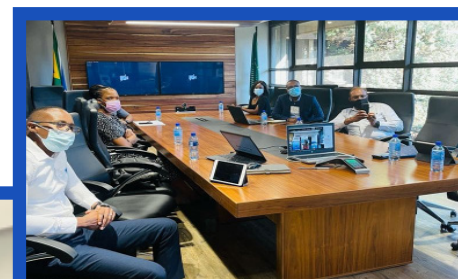
I wish! R.I.P meant Return IF Possible. We will miss you Mr Lomax: R.I.P

Contributed by
Mxolisi Ngcobo & Themba Mthembu

UMGENI WATER WINS AT THE WISA ONLINE 2020 CONFERENCE

10

Water Institute of Southern Africa (WISA) hosted its biennial 2020-conference themed #AllHandsOnDeck in December 2020, where Umgeni Water (UW) was announced as the winner of the 2020 WISA Young Water Professionals Company Recognition. The official ceremony of handing over the award took place on 4 May 2021, which was hosted by WISA's Young Water Professionals (YWP-ZA) KZN committee. UW Acting Chief Executive and Executives, WISA Board Chairman, UW Talent and Organisational Development Manager, WISA KZN Chairperson, UW Young Professionals Committee and YWP-ZA KZN Committee were among the esteemed attendees of the ceremony.



Contributed By
Sbu Khuboni

0 NATIONAL WATER MONTH

11 -WORLD WATER DAY-

“VALUING WATER”

“Valuing Water” was the theme for Water Month commemorated during March.



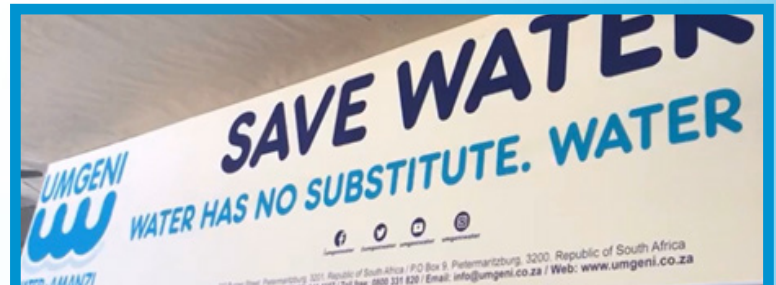
The Brand and Marketing Department conducted and participated in various activations and engagements with schools, communities and staff. Information on wetlands and water awareness as well as the impact of human activities on water quality and quantity, waste management (including causes and effects of pollution on water sources) and servitude encroachment were shared through various platforms. Activations were conducted in conjunction with representatives from the Operations and Scientific Services Divisions, Msinsi, government and municipal departments. The team reached out

to various schools and communities through radio and television advertisements, community and school presentations, workshops and activations at taxi ranks as well as door-to-door campaigns and clean-ups. Sanitizing units were sponsored to the twenty adopted schools.

- Water saving message (incorporating the Water Month Theme: Valuing Water) outside of Umgeni Water Head Offices



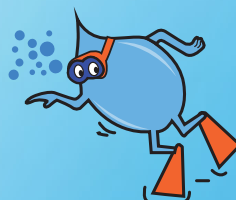
Msinsi Staff at Hazelmere Dam

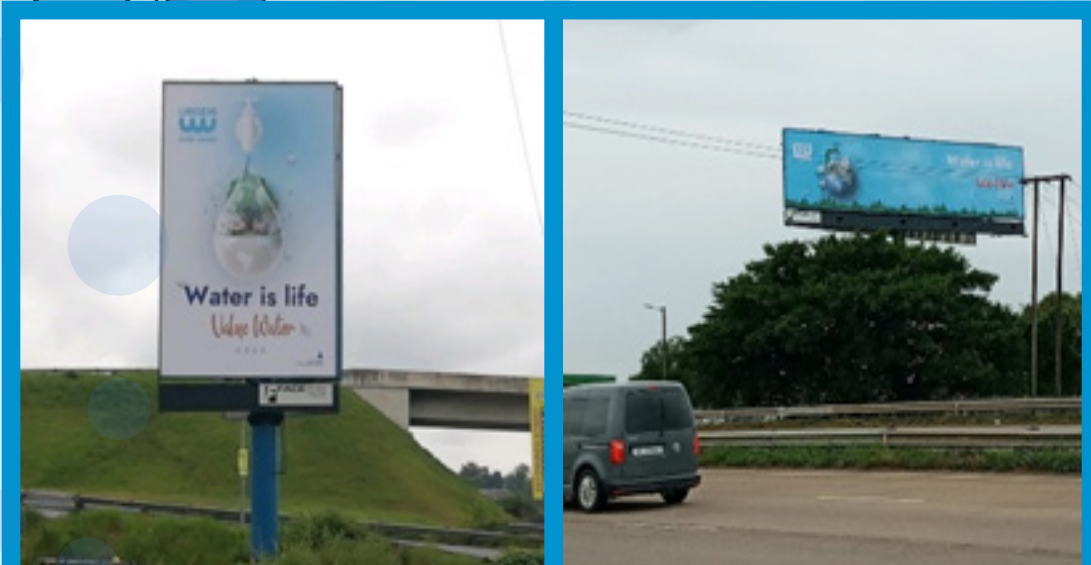


Parameter Board



Umgeni Water is a proud to be Maritzburg United's Hydration partner.





Billboards

Billboards with water awareness messages were installed in Durban, Pietermaritzburg and Ladysmith.



Sanitizing units sponsored to adopted schools





Career exhibition expo at Nzinga ECD Educators Workshop at Umzumbe



Community Environmental Awareness Workshops



Clean-ups

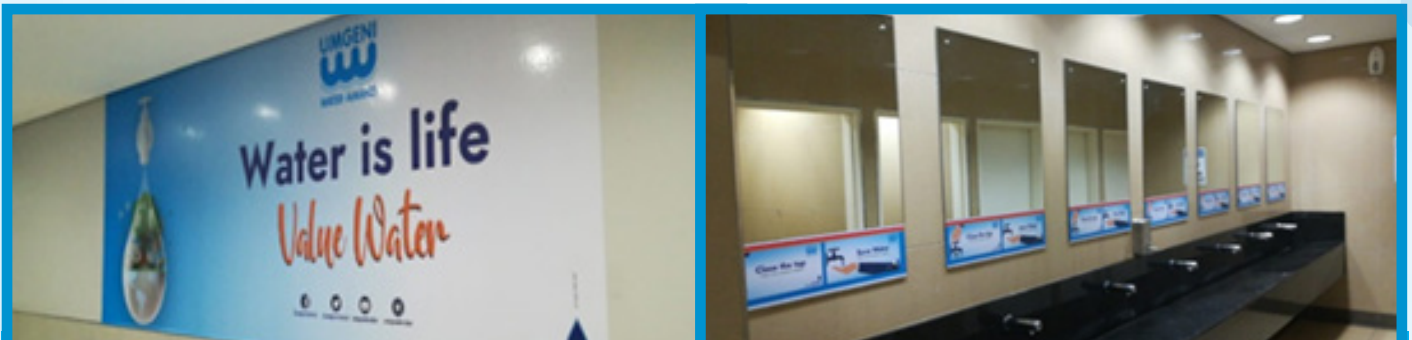


Taxi Rank Activations





Awareness Talks at Schools



Mall Activations



Street Poles

Water conservation, invasives, greening and COVID-19 awareness messages were posted on street poles on arterial roads leading to Head Office, Pineside and Ladysmith offices.



0 NEW OZONE PLANT AT WIGGINS

12. WATERWORKS

Umgeni Water (UW) is a leader in ozone water treatment spanning more than 30 years in terms of implementation and research projects. A new Ozone plant was required at Wiggins Water Works (WW) as the previous Ozone plant equipment had aged, was inoperable and required replacement.

Umgeni Water through its innovation policy promotes the utilisation of new technology within its internal operations. The opportunity was used to install a new energy efficient ozone

system at Wiggins WW as a replacement for the old Ozone plant.

What is Ozone?

Ozone is a gas composed of three atoms of oxygen. Ozone has a pungent odour reminiscent to that of chlorine, and is detectable by many people at concentrations of as little as 0.1 parts per million (ppm). Any reactions with ozone need to be instantaneous before it can degrade back to oxygen.

Ozone is generated onsite as it is unstable and degrades quickly.

Why Ozone?

Ozone has numerous benefits in water treatment and is known for its oxidative qualities with a 50% higher oxidizing strength than chlorine. Due to deteriorating raw water quality, UW has to consider the use of advanced technological solutions to ensure safe and sustainable potable water quality emanating from its waterworks. Wiggins WW uses ozone as a pre-oxidant in the pre-treatment process for the removal of iron, manganese, odour, as well as taste and colour-causing compounds (see Figure 1).

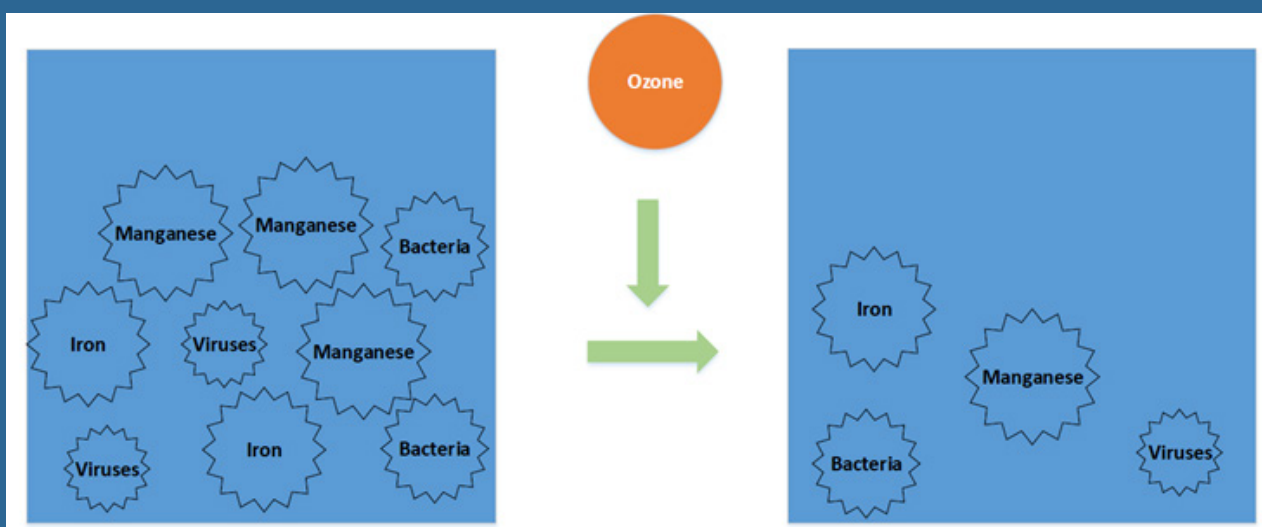


Figure 1: Schematic of ozone treatment efficacy in removing contaminants

Algae and their extracellular organic matter can be the precursors for disinfectant by-product formation such as Trihalomethanes (THMs). Ozone, when used as an oxidant, attacks algal cells causing internal and external damage, which kills algae. This improves the physical removal of algal cells by sedimentation and filtration. Other advantages of using ozone as a

pre-oxidant include enhancement of coagulation, flocculation and the decomposition of synthetic organics substances to mitigate the formation of THMs. Ozone can function as a disinfectant but it does not provide a lasting residual in the water distribution system and chlorine is therefore preferred for use during disinfection in the treatment of drinking water.

Ozone Plant

The new Ozone plant comprises of three ozone generators that can each produce 16 kilograms of Ozone per hour. The estimated energy consumption for the new Ozone plant is approximately 35 kWh per mega litre (ML) of water treated. The new Ozone plant and associated equipment are housed in a dedicated ozone room that has restricted access for safety reasons.

Figures 2 and 3 below show the Ozone generator setup.

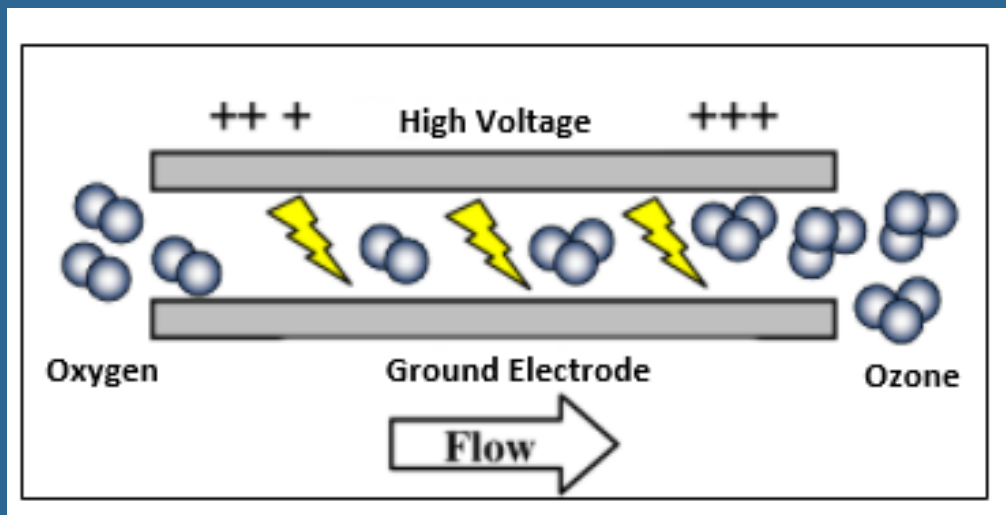


Figure 2: Ozone Generator Vessel containing Electrodes



Figure 3: Electrical and Control System for the Ozone Generator

Ozone is produced using the principle of corona discharge i.e. a high voltage is passed across a gas stream containing oxygen. The energy of the high voltage splits the oxygen molecule (O_2); into two oxygen atoms (O) - which recombine with ordinary molecules of oxygen (O_2) to form ozone (O_3).



Project Status

The new Ozone plant was successfully commissioned and was followed by a trial operation period. The purpose of the trial operation was to ensure technical performance and integrated operation of the Ozone plant. The trial operation period was also used to ensure that UW staff acquire the relevant operational and maintenance training and expertise for successful operation of the new Ozone plant.

The numerous benefits associated with using ozone hold great prospects for Wiggins WW operations concerning potential

lowered chemical usage and increased process efficiencies. The plant will be closely monitored over the next year during seasonal variations to develop the optimum operating protocol for the system that will allow for optimised chemical and energy consumption. The impact on the performance of other unit processes will also be monitored.

Successful implementation of the new Ozone plant at Wiggins WW will also be an opportunity for other large waterworks at UW to consider the implementation of

this treatment technology, which will enable the waterworks to have multiple barriers in responding to pollution and flooding events that contribute to deteriorating catchment water quality.

“Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow.” - William Pollard

Contributed by:
**Process Services
and Operations**

0 WETSKILLS – SOUTH AFRICA CHALLENGE, 13 A WHOLESOME ONLINE EXPERIENCE

South Africa hosted the fifth Wetskills Water Challenge in partnership with the Department of Human Settlements, Water and Sanitation. Delegates were welcomed by the Dutch Embassy in South Africa. This was a fourth edition themed Water-Energy-Food; however was the first-ever online edition. Wetskills is a two-week pressure-cooker programme for students and young professionals with a passion for water. Participants come from all over the world, and work in transdisciplinary and transcultural teams on challenging water cases. The main challenge is to find innovative and out-of-the-box solutions for water challenges in a changing world. Through selection from many applicants from South Africa (SA) and Netherlands (NL),

twenty-one (21) young students and professionals in the water sector received an invite to form part of the 2020 SA Challenge. Sbusiso Khuboni from Laboratory Services department represented Umgeni Water.

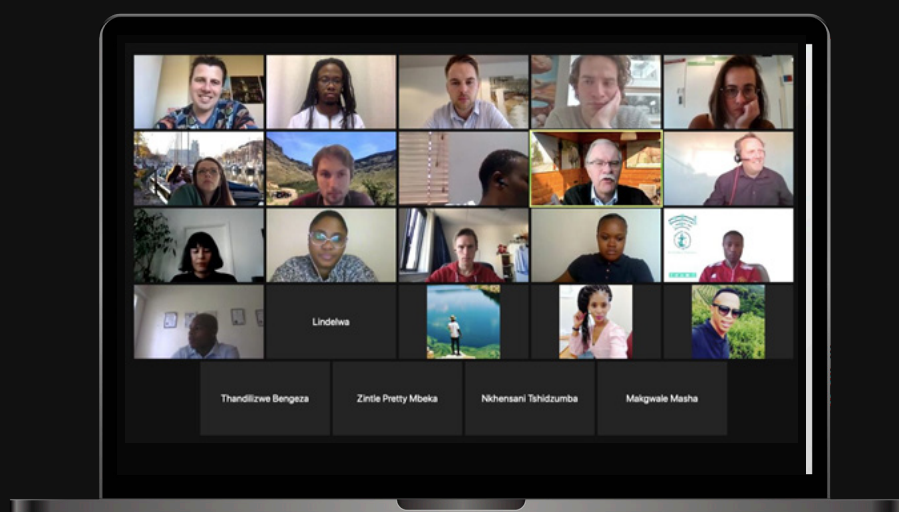
During the two weeks, the programme consisted of blocks:

- 1-2 days: Teambuilding activities, with water-related excursions, cultural visits
- 1 day: Brain Hurricane, the kick-off with Meet & Greet with case owners, speed-date with experts, brainstorming sessions
- 6-7 days: Team Working days, connection with case owners, literature study, discussion, teamwork, meeting experts, optional: field trip and some free time
- 1 day: Training & Mentoring, with Pitch & Poster training,

- and Plan of Action discussion
- 2 days: Preparation for finals, with Feedback round with all participants, polishing posters and Pitch practice sessions
- 1-2 days: Finals: Wetskills Finals, awarding ceremony, participation in water conferences or meeting with delegations
- 0,5 day: Farewell lunch or dinner, check-out

The study cases are provided and formulated by case owners, companies and organisations with a dedicated water challenge. Each team is allocated a case and contact details of the case owner. The case owners are involved in the elaboration of the case during the Wetskills event, live and/or through virtual platforms/phone/e-mail.

The first day was not like the usual physical attendance event,



participants during one of the sessions of Wet Skills SA 2021 Challenge

participants met 'online' using Zoom platform. All participants were excited and eager to experience this different kind of WetSkills SA challenge. However, as soon as cases were introduced, the enthusiasm really dropped as

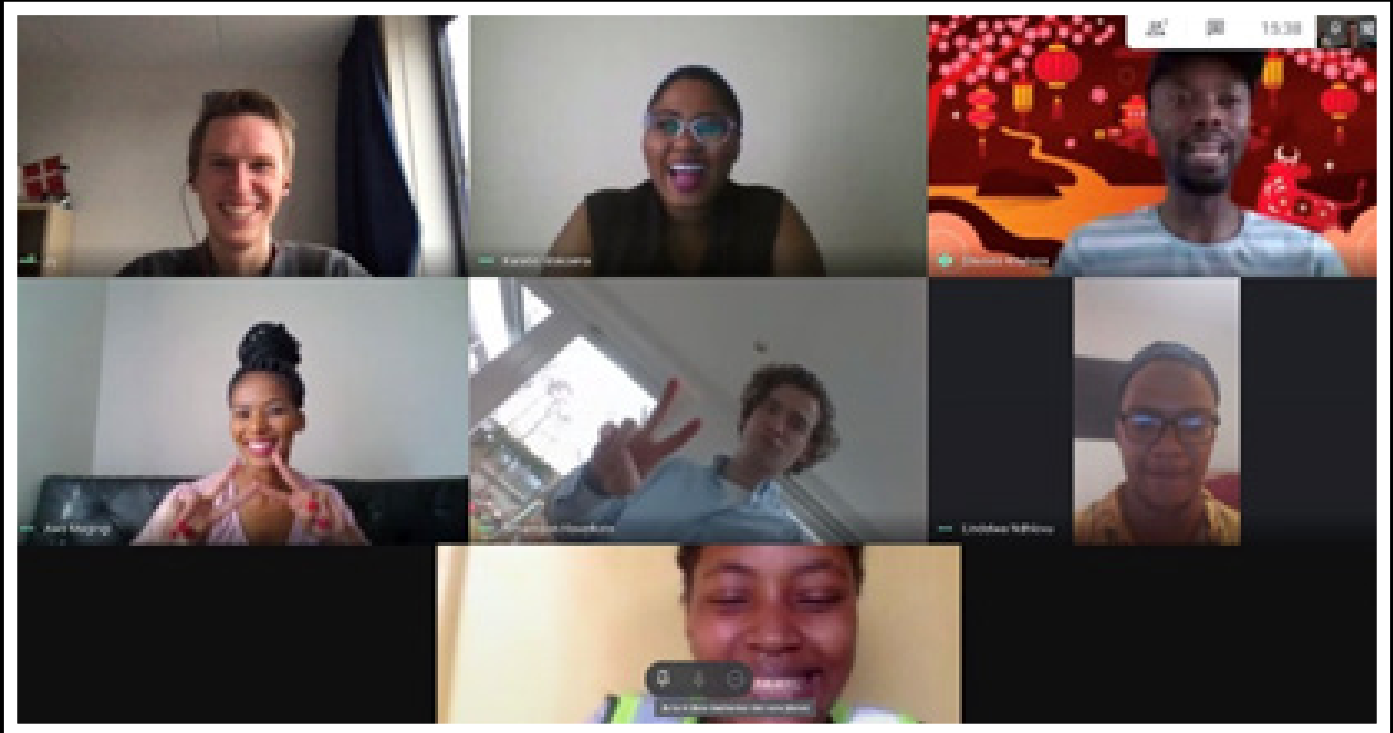
everyone noticed the pile of work that needs to be put in. For most of the days, it was serious business packed with literature review, brainstorming, engaging with case owners and sharing of ideas all in the quest to finding solutions to

the cases. Work and deliverables piled up during the day; but the afternoon to evening social chills did help to unwind and be all-jolly with a glass of something and video chatting on Zoom.

Fast forward to 9 March, the day of the finals. Teams submitted their great innovative ideas and solutions via a two minute pitch, a poster and paper.

The final day program consisted of a morning session dedicated to an International Workshop and Inter-generational Dialogue for Southern Africa where presentations and participative engagement was the breakfast meal of the day. The afternoon session was dedicated to the Wetskills SA Challenge Finals and #WetSkills10 Jubilee Celebration.

Dr Valerie Naidoo (WRC) was part of the jury team and she announced Team 2 as winners of Wetskills SA Water Challenge.



Team 2 members excited as they were announced as winners of WetSkills SA 2021 Challenge
Top Left to right: Gerben van Muiswinkel, Karabo Mokoena & Sbusiso Khuboni. Bottom left to right: Awodwa Magingi, Sebastiaan Haverkate & Lindelwa Ndhlovu. Bottom: Wendy Dube

For more information, blogs and images on Wetskills – South Africa Water Challenge check www.wetskills.com

Contributed by
Sbusiso Khuboni

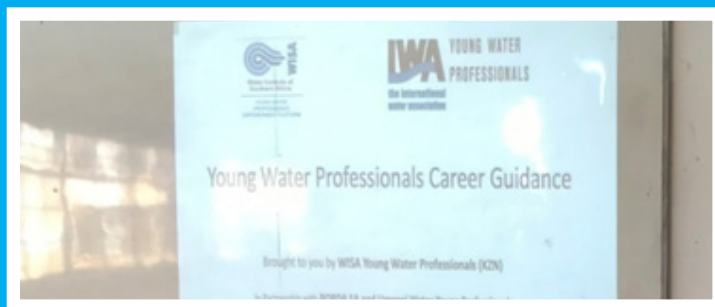
14 YWP-ZA, BORDA & UWYPS BRING VIRTUAL CAREER GUIDANCE TO PIETERMARITZBURG SCHOOLS

The South African Young Water Professionals Empowerment Platform (YWP-ZA) a division of Water Institute of Southern Africa (WISA), Bremen Overseas Research and Development Association (BORDA) in collaboration with Umgeni Water Young Professionals (UWYPs) brought virtual career

guidance and mentoring to Grade 12 learners in Pietermaritzburg Township schools.

This initiative created a platform for sharing career guidance, bursary and employment opportunities in the water sector for the learners in various schools in Pietermaritzburg., career guidance videos were pre-recorded and

delivered to the schools on 22 February 2021 in order to adhere to COVID-19 protocols. Corporate gifts were distributed to participating learners. The schools played these recordings during Life Orientation lessons throughout the month of February. Teachers were requested to note questions or comments from learners that needed to be addressed by the Young Professionals team.



Images: (Top) YWPZA KZN's Sbusiso Khuboni (Project Lead), Ntokozo Zwane (Finance Lead) and BORDA Finance Manager Alvin Anderson posing with the Grade 12 learners from Ikusaselihle High, Nsikayethu Comprehensive Secondary and KwaPata High during the video and incentives handover. (Bottom) Students receiving incentives and Video career guidance projections.

On 19 March 2021, Young Professionals revisited the schools to gather feedback from the teachers on behalf of the learners and the general reception of this initiative. These collaborating teams, YWP-ZA, BORDA and UWYPs, plan

to extend the initiative to more schools in Pietermaritzburg and keep contact with these schools in making a measurable impact.

If there is a school that you would like to refer for this initiative,

please contact the YWP-ZA project lead (Sibusiso Khuboni, sbusiso.khuboni@umgeni.co.za).

Contributed By
UW Young professionals

14.0 UMGENI WATER MARATHON



VIRTUAL

As an annual event that takes place during the month of March. Due to COVID-19, Umgeni Water had to cancel its race last year at the last minute to ensure the safety of our participants.

As months went by, Collegians Harriers, who are the UW marathon logistics organizers, had to come up with a strategy to ensure that the race takes place without risking

the lives of participants, hence the introduction of UW Virtual Marathon 2021. The race was held on 13 and 14 March 2021. All registrations were done online. T-shirts were couriered to those participants that paid for this service. All participants were required to run the distance that they entered for and send their race results through to the organisers. Our appreciation goes to Msinsi Resorts who proudly

sponsored our main prizes for the five winners of the race.

The race comprised of distances ranging from 5km, 10km, 21.1km and the 42km race which is a Comrades Marathon qualifier. The organisers and Umgeni Water are pleased that the race was a great success with an attendance of close to 800 participants including 35 Umgeni Water employees.

CONGRATULATIONS TO THE FOLLOWING FIVE TOP WINNERS BELOW



Pam Roestoff



Njali Dlamini



Sarah Bekker



Mhlonipheni Zwane



Anita Kaumpek

NEW APPOINTMENTS

Congratulations and a warm welcome to all staff that joined Umgeni Water between December 2020 and May 2021. The Board, Executives and staff wish them well and hope they will enjoy working with us.

Employee First Name	Employee Last Name	Personnel Area Name	Personnel Sub Area	Org Unit Name	Position Name	Technical Date of Entry
Thobile	Mhlongo	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Nombulelo	Nyoni	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Yvette	Mhlongu	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Samukelisiwe	Sithole	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Nothando	Mzimela	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Nonsikelelo	Madondo	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Nikiwe	Hlabisa	Corporate Services	National Treasu	National Treasury Grad Pro	NT Graduate Engineer	2021/03/01
Muntukayise	Hlongwa	Operations	Darvill WWW	Darvill Wastewater Works	Contract General Worker	2021/01/01
Buhle-Obuzayo	Mtshela	Operations	Mpofana WWW	Mpofana Wastewater Works	Contract General Worker	2021/01/01
Sandile	Dube	Executive	Operations	Operations	Executive - Operations	2021/02/01
Nontokozo	Makhubu	Executive	Internal Audit	Internal Audit	Chief Audit Executive	2021/02/01
Lungile	Pieters	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Busani	Zuma	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Nhlakanipho	Mncwabe	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Thembelani	Kuzwayo	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Nickel	Lubisi	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Sibongiseni	Ngubo	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Doreen	Linda	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Nomanesi	Cele	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Nduduzo	Luthuli	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Siboniso	Madonsela	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Nhlanhla	Thabethe	Operations	Durban Heights	Durban Heights Water Works	Contract General Assistant	2021/02/01
Angeline	Hlongwane	Finance	Key Acc Project	Key Accounts Projects	Contract - Buyer Projects	2021/03/01
David	Ladbrooke	Finance	Treasury Accoun	Treasury Account Office	Funds Forcaster	2021/03/01
Sinenhlanhla	Zondi	Finance	Head Disposal	Head Disposal	BID Secretary	2021/04/01
Prudence	Khuzwayo	Finance	Creditors	Creditors - Sundry	Administrator - Creditors	2021/04/12
Mthandeni	Ngubane	Scientific Services	Sampling Servic	Sampling Services	Sampling Officer	2021/05/01
Goodwill	Khoza	Operations	Ulwandle Region	SHEQ	Manager - Corp Sec & SHEQ	2020/12/01
Lionel	Phungula	Scientific Services	Sc Proc Eng WWW	Scientist Process Eng-WW	Senior Process Technician	2021/02/01
Zoleka	Sikhakhane	Executive	CO Secretary	Company Secretary Office	Clerk - Registry	2021/02/01
Nonhle	Makhoba	Executive	CO Secretary	Company Secretary Office	General Worker	2021/02/01
Nokuphila	Nsibande	Executive	CO Secretary	Company Secretary Office	General Worker	2021/02/01
Khanyisa	Mabindla	Infrastructure Dev	Engineering Ser	Engineering Services	Quantity Surveyor	2021/03/01
Nompumelelo	Dlamini	Infrastructure Dev	Cost Estimator	Cost Estimator Office	Cost Estimator	2021/03/01
Mabusi	Mtolo	Operations	Howick WW	Howick Wastewater Works	General Worker	2021/05/01
Sisabonga	Dladla	Corporate Services	Talent & OD	Talent & Organisational Dev	In-Service Trainee - Wiggins	2021/01/01
Bongeka	Mpanza	Corporate Services	Talent & OD	Talent & OD	In-Service Trainee - Wiggins	2021/01/01
Nothando	Mchunu	Corporate Services	Talent & OD	Talent & OD	In-Service Trainee - Wiggins	2021/01/01
Nomthandazo	Mncwabe	Corporate Services	Talent & OD	Talent & OD	In-Service Trainee - Wiggins	2021/01/01
Mandisa	Nene	Corporate Services	Talent & OD	Talent & OD	In-Service Trainee - Wiggins	2021/01/01
Mthokozisi	Nsele	Corporate Services	Talent & OD	Talent & OD	Graduate Trainee	2021/03/08
Sanelisiwe	Hlatshwayo	Corporate Services	Talent & OD	Talent & OD	Graduate Trainee - Bursary	2021/03/08
Samukelisiwe	Matshoba	Scientific Services	Laboratory Serv	Laboratory Services	Graduate Trainee - Unpaid	2021/03/01
Zibele	Baca	Scientific Services	Laboratory Serv	Laboratory Services	Graduate Trainee - Unpaid	2021/03/01
Mlungisi	Shabalala	Corporate Services	Talent & OD	Talent & OD	Graduate Trainee - Hydrologis	2021/04/01
Sithembile	Mbonambi	Corporate Services	Talent & OD	Talent & OD	Graduate Trainee - Hydrologis	2021/04/01
Sithembile	Mbuyisa	Infrastructure Dev	Water Demand Mg	Water Demand Management	Technician: Graduate Trainee	2021/04/01
Minenhle	Ndaba	Corporate Services	Talent & OD	Talent & OD	Graduate Trainee	2021/04/01
Njabulo	Matherjwa	Engineering & Scientific	Process Scie 1	Talent & OD	Graduate Trainee	2021/04/01
Lindokuhle	Kunene	Engineering & Scientific	Process Enginee	Talent & OD	Graduate Trainee	2021/04/01

TERMINATIONS

Farewell to all staff that left Umgeni Water between December 2020 and May 2021. We wish them well in all their future endeavours.

Name	Surname	Division	Org Unit Name	Job Name	Start Date	Contract Name	Termination Date	Reason for Action
Shanitha	Naidoo	Finance	Debtors	Administr	1997/08/11	Permanent	2021/03/01	Disability
Angel	Miya	Operations	Nagle Durban Heights Work	Clerk	2000/03/01	Permanent	2021/04/01	Disability
Joseph	Ndlovu	Operations	North(Civil/Mech)Workshop	Artisan	1993/04/01	Permanent	2021/04/22	Dismissal
Walter	Ntuli	Operations	DV Harris System	Artisan	2011/03/01	Permanent	2021/03/06	Dismissal
Mthokozisi	Manyoni	Operations	Mpofana Waste water Works	Shift Atter	2016/09/01	Permanent	2021/04/29	Dismissal
Pooransingh	Lakshuman	Operations	Vehicle & Logistics System	Clerk	1986/01/13	Permanent	2021/03/01	Early Retirement
Brian	Mbhele	Operations	Inanda Wiggins Workshop	Artisan	1988/07/06	Permanent	2021/02/01	Early Retirement
Bhekani	Mthembu	Operations	Central Electrical Worksh	Handymar	1984/08/02	Permanent	2020/12/01	Early Retirement
Ndoda	Shange	Operations	South (Civil/Mech)Worksho	Maintenan	1995/07/01	Permanent	2021/05/01	Early Retirement
James	Zikalala	Operations	Umzinto Water Works	Operator	1995/07/01	Permanent	2020/12/01	Early Retirement
Sbusiso	Zikalala	Operations	Umthwalume Water Works	Operator	1995/07/01	Permanent	2021/05/01	Early Retirement
Mtoko	Msezane	Operations	Inanda Dam	General W	1986/11/03	Permanent	2021/01/01	Early Retirement
Mfundo	Khanyase	Finance	Creditors - Sundry	Administr	2005/12/07	Permanent	2021/04/01	Resignation
Sandile	Ndlazi	Corporate Services	Employee Relations & Well	Officer	2010/11/01	Permanent	2021/05/01	Resignation
Sbusiso	Madonsela	Executive	Company Secretary Office	Company	2011/04/01	Permanent	2021/04/01	Resignation
Walters	Makhoba	Operations	Reliability Engineering	Techniciar	2016/10/01	Permanent	2021/01/01	Resignation
Mxolisi	Mhlongo	Operations	Reliability Engineering	Engineer	2013/06/01	Permanent	2021/01/01	Resignation
Nhlanhla	Vumisa	Corporate Services	Legal Services	Legal Advi	2018/10/01	Permanent	2021/03/31	Resignation
Sandile	Ncongwane	Executive	Enterprise and Supplier D	Officer	2020/02/01	Permanent	2021/03/01	Resignation
David	Ladbrooke	Finance	Treasury Account Office	Funds For	1984/07/04	Permanent	2021/03/01	Retirement
Julian	Wickham	Operations	Midmar System	Artisan	1984/11/01	Permanent	2021/01/01	Retirement
Ngedwa	Phakathi	Corporate Services	Employee Relations & Well	Works Adr	1983/06/01	Permanent	2020/12/01	Retirement
Michael	Majola	Operations	Darvill Wastewater Works	Shift Atter	1992/05/01	Permanent	2021/01/01	Retirement

DEATHS

Our sincere condolences to families and friends of all staff that passed on between December 2020 and May 2021. May their Souls Rest in Peace.

Name	Surname	Division	Org Unit Name	Job Name	Start Date	Contract Name	Termination Date	Reason for Action
Lorato	Oliphant	Operations	Inanda Dam	Superinte	1996/10/01	Permanent	2021/03/09	Deceased
Timothy	Khuzwayo	Operations	Central Mechanical Worksh	Storeman	1984/08/23	Permanent	2021/02/11	Deceased
Sunil	Maharaj	Operations	Regional Management Izint	Manager	1989/12/01	Permanent	2020/12/24	Deceased
Artwell	Mhlophe	Operations	Nagle Dam	Superinte	1983/04/01	Permanent	2021/01/16	Deceased
Mfaniye	Vundla	Operations	Umzinto Water Works	Shift Atter	2014/04/01	Permanent	2021/03/16	Deceased
Sthembiso	Shelembe	Operations	Electrical North	Maintenan	2008/08/01	Permanent	2020/12/27	Deceased
Kwanda	Mhlophe	Finance	Inventory Control Ulwandl	Driver	2018/08/01	Permanent	2021/05/04	Deceased



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