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## CIRCULAR 18 / 2023

**FROM : CHIEF OF OPERATIONS**  
**TO : MUNICIPAL MANAGERS**  
**DATE : 27 MARCH 2023**

### **REQUEST FOR COMMENTS ON THE DEPARTMENT OF WATER AND SANITATION'S PROPOSED PLAN FOR IMPROVING BILLING AND REVENUE COLLECTION FOR BULK RAW WATER AND BULK WATER SERVICES**

On 24 March 2023 the Minister of Water and Sanitation sent correspondence to SALGA outlining the Department of Water and Sanitation (DWS) plan to improve billing and revenue collection for bulk raw water and bulk water services.

On 5 December 2022 DWS convened a joint workshop with the Water Boards, National Treasury, Cooperative Governance and Traditional Affairs and SALGA. The purpose of the workshop was to develop strategies to improve billing and revenue collection in the water sector. The resolution of the workshop was to develop Standardised Operating Procedures (SOPs) for debt recovery, covering both the Water Boards and the DWS's Water Trading Entity (Annexure A).

DWS's final steps in the SOPs accommodate for instances where the Inter-Governmental Relations Framework Act (IGRFA) provisions do not result in a solution. In such cases DWS plans to do the following:

1. Consistent enforcement of water limitations / restrictions for non-paying municipalities.
2. Legal processes to attach municipal bank accounts where necessary.
3. Collaboration with National Treasury to withhold equitable share allocations for municipalities not paying their current invoices from Water Boards.
4. Bulk prepaid meters to be installed by Water Boards in municipalities with a poor payment record.

DWS has engaged SALGA to solicit our inputs and support in implementing the proposed SOPs. DWS has requested that we provide comments within ten (10) days from 23 March 2023. SALGA therefore invites municipalities to submit their written comments to SALGA, such that we can have a consolidated view as Local Government. Comments should be forwarded to Lubabalo Luyaba at: [LLuyaba@salga.org.za](mailto:LLuyaba@salga.org.za) by **5 April 2023**.

A handwritten signature in black ink, appearing to read 'Lance Joel', is written over a horizontal line.

**LANCE JOEL**  
**CHIEF OF OPERATIONS (COO)**

ATTACHED: Draft DWS SOP and Minister DWS Correspondence to SALGA President