

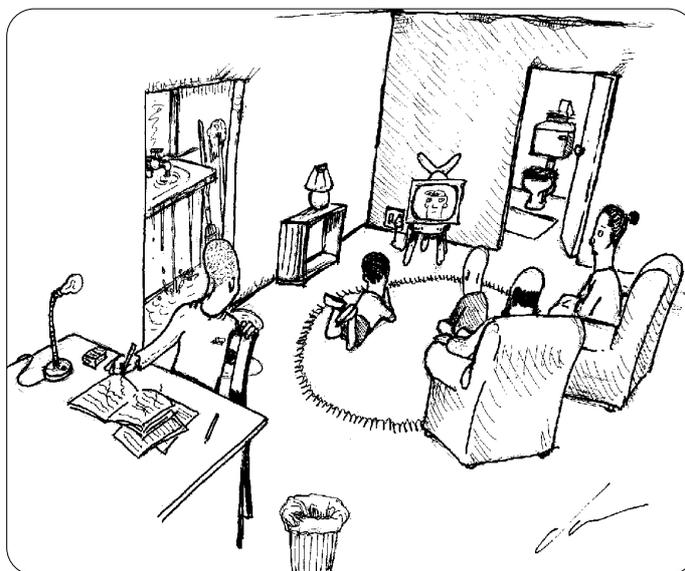
# HOUSEHOLD SERVICES

## VISION STATEMENT 2003

**“By 2020, eThewkini municipality will enjoy the reputation of being Africa’s most caring and livable city, where all citizens live in harmony.**

**This vision will be achieved by growing its economy and meeting peoples needs so that all citizens can enjoy a high quality of life with equal opportunities in a city that they are truly proud of.”**

Basic services such as sanitation, water, electricity and refuse removal are very important for everybody. All households should have these services as they make householders much happier with their lives, as well as making lives a lot easier. Those that did not have them in the past but have them now say that it makes a big difference to the quality of their lives.



### LIFE IS EASIER WITH BASIC SERVICES



*“I have my own taps at home now so I don’t have to go and collect water from a communal tap anymore. It used to take a lot of time and was very inconvenient. Carrying water is very hard...”*



*“My home is healthier with a flush toilet and hot water...”*



*“I like having electricity in the house because we can watch TV together. It keeps the younger members of the family at home rather than running all over the streets...”*

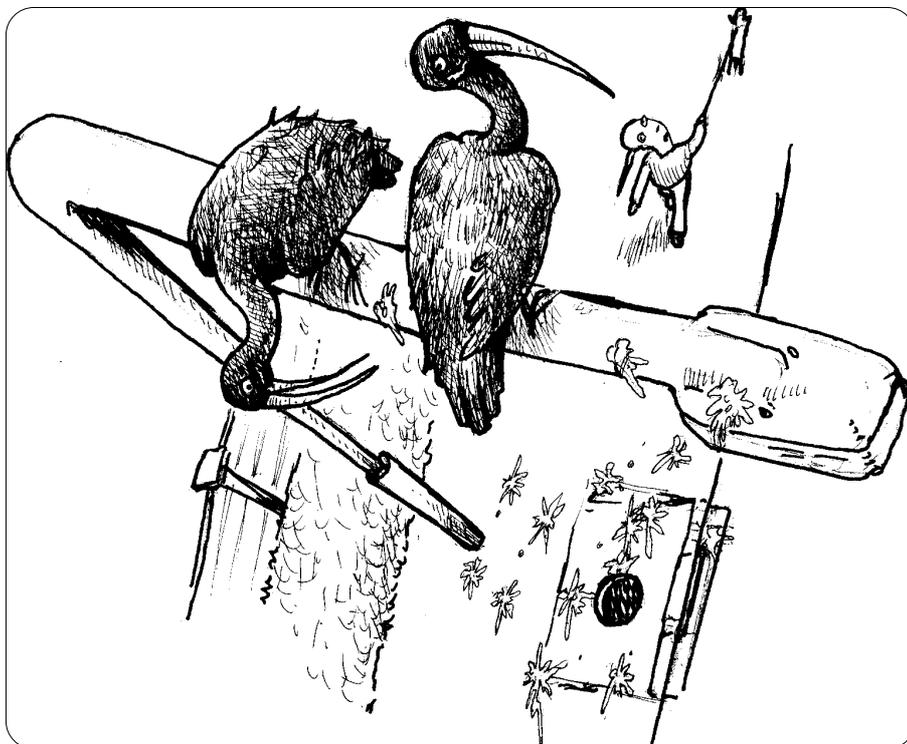


*“Studying at night is much easier for me now that we have electricity...it is also safer than using candles or paraffin lamps”*

During apartheid all the basic services were available to the advantaged groups, while the disadvantaged had only a few services or no services at all. While the Municipality is working hard to provide services for all the people, this is not that easy. The boundary of the municipality was expanded in 2000 and now includes many traditional dwellings, all of which need access to basic services. Let us see what the municipality is doing about this:

## SANITATION

In 1996 only 65% had access to safe and adequate sanitation.  
In 2001 this had risen to 76%.



*"We have a hole in the ground for a toilet, and when the septic tank is full, we must go to Isipingo and pay R150. Maybe two months later they come to empty it..."*  
Folweni Resident



*"I can't imagine life without a flush toilet!"*  
Berea Resident

In 2003 69% were satisfied with sanitation and this dropped by 6% in 2004

## WATER

In 2001 82% of households had access to safe drinking water and between 1994 and 2001 98 933 new water connections were made. In 2004 92.3 % of households receiving piped, full pressure water were happy with these services.

There are many types of water services and there has been an overall increase in satisfaction levels from 75% in 2003 to 79% in 2004.

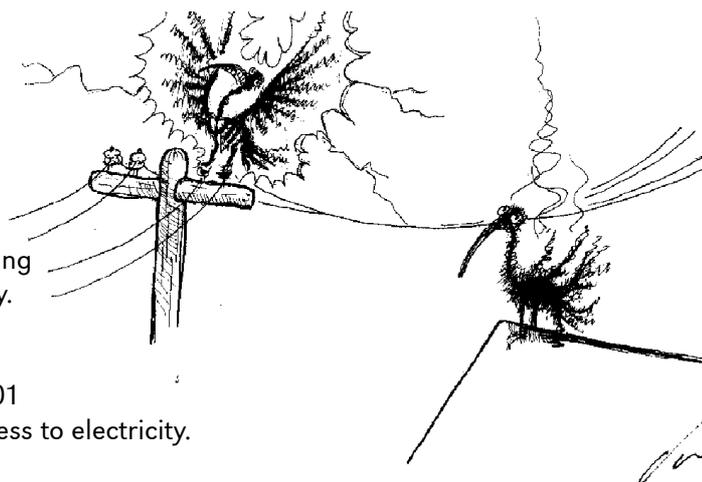


## ELECTRICITY

The most common energy source used for cooking and lighting by eThekweni households is electricity.

There was a 5% increase in the number of households with electricity between 1996 and 2001 when 79 % of households in eThekweni had access to electricity.

Satisfaction levels with this service have dropped from 82.2% in 2003 to a still high satisfaction level of 77.3 in 2004. The percentage of those households satisfied with conventional electricity supply has only dropped by 1 %, but satisfaction with the prepaid card system has dropped by 22%





*"The municipality contracts work out to different people. The work is done on an electric light pole, but then the contractors leave the rubble lying around so we have to chase after them to finish the job properly...There is no supervision or follow-up on the work that they (the Municipality) have contracted out..." Glenwood resident*



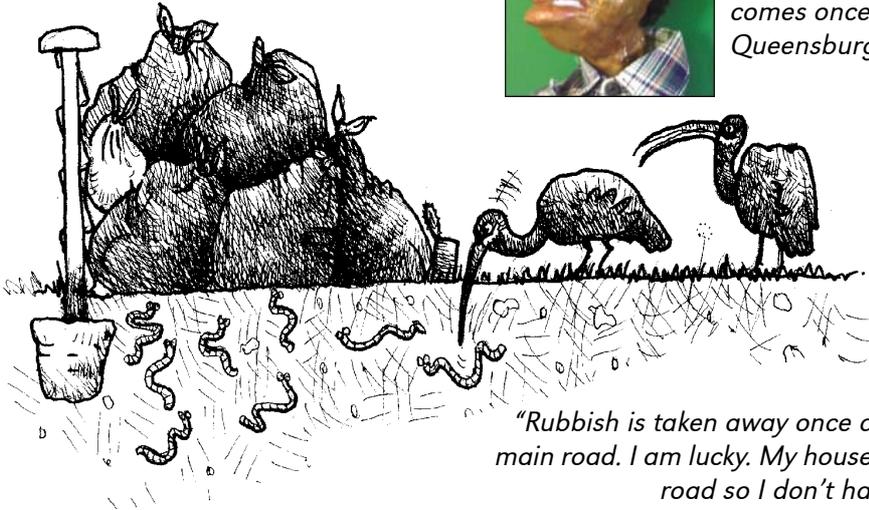
*"I am very satisfied with the basic services in my area. The power supply to my house went out twice, and the municipality came out very quickly to fix it." Bluff resident.*

## **WASTE AND REFUSE REMOVAL**

The number of households that have their refuse removed regularly has increased from 70 % in 1996 to 85 % in 2001. Although by 2003 90% of households have their refuse removed, the Quality of Life Survey shows a 9% decline in satisfaction with refuse removal from 77% to 68% in 2004.



*"We used to have our refuse removed twice a week, but now the truck only comes once a week..." Queensburgh resident*



*"Rubbish is taken away once a week but only from the main road. I am lucky. My house is not far from the main road so I don't have to carry it very far..." Dassenhoek resident*

### **To sum up**

Basic household services have been extended to many more households. However, while satisfaction levels with water supply have increased, satisfaction levels with the other basic services of electricity, waste and refuse removal have decreased.

As availability of basic services affects the health of the residents, which is an important factor, it is essential that all households have access to good quality services.

The lowest level of satisfaction with basic household services is 63% and the highest is 79%