

Office of the Democratic Alliance Caucus Leader
Msunduzi Municipality
Date: 29 July 2025

To:
The Honourable Minister
Department of Water and Sanitation
The Honourable Minister
Department of Cooperative Governance and Traditional Affairs (COGTA) – National and Provincial
• The Chairperson
South African Human Rights Commission

RE: URGENT INTERVENTION REQUIRED – NON-COMPLIANCE IN THE PROVISION OF WATER SERVICES & OPPOSITION TO BULK WATER TARIFF INCREASES

Dear Honourable Ministers, MEC and Chairperson,

As the Democratic Alliance Caucus Leader in Msunduzi Municipality, I write to you with a deep sense of urgency and concern on behalf of the residents of our city who continue to suffer under the prolonged failure of the Municipality to provide reliable, safe, and consistent water services.

This is not merely a service delivery failure; it is a human rights crisis and a flagrant violation of Section 27(1)(b) of the Constitution, which guarantees every South African the right to have access to sufficient water.

In numerous areas across the Municipality – most notably in Ward 30, including Rugar Road, Bayat Road, and the greater Northdale area – residents have been subjected to prolonged and repeated water outages, in some instances lasting more than nine consecutive days. Communities are forced to queue at erratically deployed water tankers, rely on unsafe water sources, or go without water entirely. This breakdown gravely undermines basic hygiene, health, dignity, education, and livelihoods.

The Municipality, as the designated Water Services Authority under the Water Services Act (Act 108 of 1997), is mandated to provide water in a sustainable and equitable manner. What we are currently witnessing is gross dereliction of this duty, non-compliance with water license conditions, and a failure to meet even the minimum standards outlined in SANS 241.

Compounding this crisis is the proposed increase in Bulk Water Service tariffs, which we vehemently reject. These increases are not only unjustifiable and irrational, but they border on the criminal given the state of collapse within the water infrastructure. It is unconscionable to burden residents with higher costs when basic supply cannot be guaranteed.

We demand that the following immediate steps be taken and that the Municipality be held accountable accordingly:

1. A comprehensive and transparent explanation for the current collapse in water services.
2. Immediate restoration of consistent and safe water supply to all affected areas.
3. A detailed recovery and infrastructure intervention plan, including clear timelines and the provision of alternative water access.
4. A formal accounting to Council and the community regarding the Municipality's failure to meet its constitutional, legal, and service delivery obligations.

Should the Municipality fail to address this matter decisively and without delay, we will not hesitate to escalate this further. This includes laying formal complaints with the Department of Water and Sanitation, the South African Human Rights Commission, and the Office of the Public Protector.

The dignity of our residents is non-negotiable. We will continue to hold those in power to account until the constitutional rights of our people are fully upheld.

Water is life. The time for excuses is over.

Yours sincerely,

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