



**REPORT TO: CITY MANAGER**  
**TO BE REFERRED BY THE OFFICIAL TO MAYCO VIA THE RELEVANT WATER AND**  
**SANITATION**  
**SECTION 79 COMMITTEE [AFTER CONSIDERATION BY CITY MANAGER]**

**[OFFICIALS TRAVELLING OVERSEAS FOR COUNCIL RELATED ACTIVITIES]**

---

**1. ITEM NUMBER**

**2. SUBJECT**

**FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE  
RSA TRIP UNDERTAKEN FROM 19 TO 23 TO FEBRUARY 2025 TO  
ATTEND THE 3RD EXECUTIVE FORUM FOR ENHANCING  
SUSTAINABILITY OF URBAN WATER SUPPLY IN SUB-SAHARAN  
AFRICA SPONSORED BY THE JAPAN INTERNATIONAL COOPERATION  
AGENCY (JICA) IN KAMPALA, UGANDA**

**ONDERWERP**

**TERUGVOERING OOR DIE REIS NA DIE BUITELAND / BUIE DIE  
GRENSE VAN DIE RSA ONDERNEEM VAN 19 TOT 23 FEBRUARIE 2025  
OM DIE 3DE UITVOERENDE FORUM VIR DIE BEVORDERING VAN DIE  
VOLHOUBAARHEID VAN STEDELIKE WATERTOEOVOER IN SUB-  
SAHARA-AFRIKA, GEBORG DEUR DIE JAPANSE INTERNASIONALE  
SAMEWERKINGSAGENTSAP (JICA), IN KAMPALA, UGANDA BY TE  
WOON**

**ISIHLOKO**

**INGXELA ENGASEMVA KOHAMBO KUMAZWE APHESHEYA/  
ANGAPHANDLE KWEMIDA YASEMZANTSI AFRIKA, OLUQHUTYWE  
UKUSUSELA KOWE19 UKUYA KOWAMA 23 KWEYMDUMBA 2025,  
UKUZIMASA IFORAM ENGESIGQBEA YESI 3, UKOMELEZA UBUQILIMA  
BOBONELELO NGAMANZI EDOLOPHINI KWIAFRIKA EYI SUB-  
SAHARAN, EBONELELWE NGENXASO NGABE JAPAN INTERNATIONAL  
COOPERATION AGENCY (JICA) ESE KAMPALA, E UGANDA**

**R3007**

### 3. EVENT SUMMARY

| EVENT DETAILS          |                                                                                                                                                                               |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CONFERENCE/SEMINAR     | 3rd Executive Forum for Enhancing Sustainability of Urban Water Supply in Sub-Saharan Africa, an event aimed at advancing urban water sustainability practices in the region. |
| OTHER                  | N/A                                                                                                                                                                           |
| DATE                   | 19 - 23 February 2025                                                                                                                                                         |
| VENUE                  | Speke Resort Convention Centre, Speke resort, Wavamunno Rd, Kampala                                                                                                           |
| TOTAL COST TO THE CITY | R 8 802.80                                                                                                                                                                    |
| CITY                   | Kampala                                                                                                                                                                       |
| COUNTRY                | Uganda                                                                                                                                                                        |

| ATTENDEE DETAILS |                                |
|------------------|--------------------------------|
| NAME AND SURNAME | DESIGNATION                    |
| Ivy Maisela      | PRINCIPAL PROFESSIONAL OFFICER |
| Wendell Lewis    | SENIOR PROFESSIONAL OFFICER    |
|                  |                                |

| PROVIDE SUMMARY OF HOST ORGANISATION / CITY                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Japan International Cooperation Agency (JICA), has partnered with National Department of Water and Sanitation on various Water related programs in South Africa, including the water loss reduction training program. Through these programs, the forum was established to promote the sharing of knowledge and experiences amongst all the water utilities that form part of this program. |

### 4. OBJECTIVE

The objective of attending the 3rd Executive Forum for Enhancing Sustainability of Urban Water Supply in Sub-Saharan Africa was to gain critical insights into the innovative strategies and best practices for sustainable water management. The knowledge gain from forum will be used to contribute to enhance the City's ability to address water challenges, improve customer satisfaction, and integrate cutting-edge technologies such as digital transformation and smart metering into our water supply strategies.

### 5. OUTCOMES

1. Enhanced understanding of Human Resources Development:

Insights into how structured directorates within a utility can improve operational efficiency and the differences in utility structures between City of Cape Town and other African cities. City of Cape Town's HR development systems linked to water strategy were shared.

2. Customer Satisfaction Focus:  
Emphasis on improving customer service across African utilities, with Cape Town's practices being aligned with international trends on customer engagement, billing, and service reliability.
3. Digital Transformation and Innovation:  
Zanzibar Water Utility's integrated platform was highlighted as an example of digital transformation in managing the entire distribution system, improving efficiency, and linking billing with distribution. Further adoption of IoT, AI, and predictive maintenance for improved operational performance.  
City of Cape Town's advanced pressure management strategies were shared, which are directly applicable to our ongoing efforts in managing non-revenue water and enhancing system efficiency.
4. International Networking and Partnerships:  
Strengthened ties with utilities in Uganda, Lusaka, and other African cities to explore potential partnerships, joint initiatives, and knowledge exchange in the areas of smart metering and customer satisfaction management strategies implemented through web based applications.

## 6. ACTIONS REQUIRED

1. Implement learnings from Human Resources Development:  
Explore the possibility of using AI for short listing candidates in recruitment process
2. Digital Transformation:  
City of Cape Town to explore the feasibility of an integrated management information system from water treatment to the customer meters.  
Evaluate the Zanzibar Water Utility platform as a model to create a seamless connection between the distribution system and customer billing.
3. Customer Service Enhancements:  
Review current customer service practices and consider an addition of customer feedback for all service requests adopting digital platforms for efficient service improvements, complaints management
4. Follow-up partnerships and knowledge exchange:  
Initiate follow-up communication with utilities in Uganda, Lusaka, and other African cities to explore possible collaborative projects in customer satisfaction technology adoption.

## 7. IMPLICATIONS

- |                                                   |                                        |                              |
|---------------------------------------------------|----------------------------------------|------------------------------|
| <b>7.1 Constitutional and Policy Implications</b> | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.2 Environmental implications</b>             | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.3 Financial Implications</b>                 | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.4 Legal Implications</b>                     | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |

**7.5 Staff Implications**

No ☒

Yes ☐

**7.6 Risk Implications**

No ☒

Yes ☐

**7.7 POPIA Compliance**

- ☒ It is confirmed that this report has been checked and considered for POPIA Compliance.

*NOTE: POPIA Section MUST be completed otherwise the report will be returned to the author for revision.*

*Contact your Directorate POPIA Stewards should you require assistance.*

**The City has a contract in place with Izani Embassy Joint Venture for the safe-keeping of Traveller's personal information as required by the POPI Act.**

**8. RECOMMENDATIONS**

It is recommended that the feedback report on the trip 3rd Executive Forum for Enhancing Sustainability of Urban Water Supply in Sub-Saharan Africa, an event aimed at advancing urban water sustainability practices in the region undertaken by Ivy Maisela and Wendell Lewis on 19-23 February 2025 **be considered and noted.**

**AANBEVELINGS**

Daar word aanbeveel dat die terugvoeringsverslag oor die reis na die 3de uitvoerende forum vir die bevordering van die volhoubaarheid van stedelike watertoevoer in sub-Sahara-Afrika, 'n geleentheid gemik op die bevordering van volhoubaarheidspraktyke ten opsigte van stedelike water in die streek onderneem deur Ivy Maisela en Wendell Lewis van 19-23 Februarie 2025 **oorweeg en daarvan kennis geneem word.**

**IZINDULULO**

Kundululwe ukuba **makuthathelwe ingqalelo** ingxelo engasemva kohambo olungeForum yeSigqeba ngokumalunga nokomelezwa ngokuLuqilima loBonelelo ngaManzi kwiDolophu kwiAfrika eseSub-Saharan, umsitho apho ojoliswe kwiindlela zokomelezwa kobuqilima bezamanzi kwidolophu ekwiningqi, oluqhutywe ngulvy Maisela noWendell Lewis, ukususela kowe19 ukuya kowama23 kweyoMdumba 2025.

**PLEASE NOTE:**

- **FOR OFFICIALS TRAVELLING OVERSEAS FOR COUNCIL RELATED ACTIVITIES, A REPORT TO BE SUBMITTED TO THE CITY MANAGER FOR CONSIDERATION, AND FOR CONSIDERATION OF REFERRAL TO MAYCO VIA THE RELEVANT SECTION 79 PORTFOLIO COMMITTEE.**

## **9. GENERAL DISCUSSION**

1. The 3rd Executive Forum for Enhancing Sustainability of Urban Water Supply in Sub-Saharan Africa served as a platform for addressing critical challenges in the urban water supply sector, particularly within the context of rapid urbanization and climate change impacts. The forum brought together key players from across Africa to share best practices, innovative solutions, and strategies for sustainable water management.

### **Key Focus Areas and Learnings**

2. **Human Resources Development and Partnerships**

A key topic discussed was the role of human resources development in ensuring the success of urban water supply systems. Cape Town's model of having structured directorates within the utility was highlighted as a significant factor in improving accountability and efficiency. In many other African countries, the lack of a similar structure means that the responsibility for managing water supply is often too centralized, leading to inefficiencies and bottlenecks. The forum also emphasized the importance of developing strong public-private partnerships (PPPs) to support the growth and innovation of water utilities.

3. **Business Management and Financial Sustainability**

The forum underscored the need for robust business management strategies to enhance the financial sustainability of water utilities. Discussions centred on improving cost recovery mechanisms, expanding non-revenue water (NRW) reduction efforts, and adopting long-term financial planning to safeguard the future of urban water systems. Financial planning for the development of water infrastructure, coupled with risk assessments, was also highlighted as essential to building resilience against both climate change and economic fluctuations.

4. **Customer Service and Smart Metering**

One of the standout topics was the focus on customer satisfaction, with many utilities recognizing the need for more customer-centric approaches to service delivery. The use of smart metering and digital platforms for billing and service notifications is becoming increasingly popular, with the aim of enhancing transparency, improving customer experiences, and reducing billing errors. The City of Cape Town was noted for its advanced efforts in pressure management, which have greatly improved water supply reliability and efficiency.

5. **Digital Transformation (DX) and Innovation**

Digital transformation (DX) was a central theme throughout the event. Many utilities are looking to leverage IoT, AI, block chain, and real-time monitoring systems to improve their operations. One significant example was the presentation of Zanzibar Water Utility's integrated digital platform, which aims to connect the entire water distribution system with customer billing and service management. This initiative serves as an excellent case study for the potential benefits of integrating digital technologies into water supply operations. The forum also highlighted the importance of predictive maintenance and AI-powered analytics in reducing downtime and extending the lifespan of water infrastructure.

## 6. International Collaboration and Knowledge Exchange

A crucial aspect of the forum was the networking opportunities it provided. Several utilities shared their experiences and approaches to overcoming common challenges in water supply management. This knowledge exchange not only provided valuable insights into how other countries are addressing issues such as water scarcity, non-revenue water, and customer service, but also opened avenues for collaboration and future partnerships.

## 7. Application to Cape Town

The discussions at the forum directly align with Cape Town's goals of improving water supply sustainability, customer satisfaction, and the digital transformation of water operations. The pressure management techniques and smart metering systems discussed at the forum will be particularly relevant as Cape Town continues its efforts to reduce water losses and improve the efficiency of its water distribution system. The lessons learned regarding human resources development and introduction of AI in recruitment processes where feasible will also be important considerations as the city explores potential improvements to its internal operational framework.

Additionally, the forum provided valuable insights into how Cape Town can expand its digital transformation efforts, with a focus on leveraging AI, IoT, and predictive maintenance technologies to further enhance operational efficiency and customer satisfaction.

## 10. ANNEXURES

### FOR FURTHER DETAILS, CONTACT:

|                |                                                             |                |              |
|----------------|-------------------------------------------------------------|----------------|--------------|
| DATE           | 01 April 2025                                               |                |              |
| NAME           | Wendell Lewis                                               | CONTACT NUMBER | 021 400 4965 |
| E-MAIL ADDRESS | Wendell.Lewis@capetown.gov.za / Ivy.Maisela@capetown.gov.za |                |              |
| DIRECTORATE    | Water and Sanitation                                        | FILE REF NO    |              |
| SIGNATURE :    | Ivy Maisela                                                 | Wendell Lewis  |              |

Zolile Basholo  
Digitally signed by Zolile Basholo  
Date: 2025.04.08 15:34:13 +02'00'

EXECUTIVE DIRECTOR

LEONARDO MANUS

The ED's signature represents support for report content and confirms POPIA compliance.

COMMENT:

Nokuzola Mhlungu  
Digitally signed by Nokuzola Mhlungu  
Date: 2025.04.08 09:13:22 +02'00'

SIGNATURE: Leonardo Manus  
NAME  
DATE

Digitally signed by Leonardo Manus  
Date: 2025.04.09 10:08:40 +02'00'

**MANAGER: INTERNATIONAL RELATIONS**

**COMMENT:**

**DR. DENVER VAN SCHALKWYK**

**SIGNATURE:**

**Denver Van  
Schalkwyk** Digitally signed by  
Denver Van Schalkwyk  
Date: 2025.04.09  
17:38:44 +02'00'

**DATE**

☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

---

**LEGAL COMPLIANCE**

☐ NON-COMPLIANT

**COMMENT:**

Certified as legally compliant based on the contents of the report.

NAME \_\_\_\_\_

TEL \_\_\_\_\_

DATE \_\_\_\_\_

---

**CITY MANAGER**

☒ NOTED

☒ REFER TO THE MAYORAL COMMITTEE VIA THE RELEVANT SECTION 79 COMMITTEE

DATE \_\_\_\_\_

**COMMENT:**

**PLEASE NOTE THAT THE ABOVEMENTIONED CITY MANAGER'S SIGNATURE IS ONLY TO BE OBTAINED FOR OFFICIALS TRAVELLING AND NOT FOR COUNCILLORS.**

**THE CITY MANAGER WILL RECOMMEND THAT THE REPORT IS REFERRED TO MAYCO VIA THE RELEVANT SECTION 79 PORTFOLIO COMMITTEE BY THE OFFICIAL. IN SUCH INSTANCES, THE CITY MANAGER'S SIGNED REPORT SHOULD BE ATTACHED AS AN ANNEXURE TO THE REPORT TO THE SECTION 79 PORTFOLIO COMMITTEE AND MAYCO.**