



This institution **regulates** how water supply and sanitation services are provided and who provides them within its area.

The Water Services Authority must understand the water supply and sanitation need of customers and also ensure that progressive action is taken to meet these needs.

“Every water services authority has a duty to all customers in its area of jurisdiction to progressively ensure efficient, affordable, economical and sustainable access to water services”.

Section 11(1) of the Water Act (Act 108 of 1997)

TASKS AND DUTIES

The Act says the Water Services Authority must:

- 💧 Prepare a water services development plan outlining how water services will be provided.
- 💧 Involve communities in drawing up the plan and report on how it is being implemented.
- 💧 Carry out the functions of the Water Services Provider itself, or enter into a contract or joint venture with one or more Water Services Providers.
- 💧 Create and pass by-laws which regulate conditions for water services provision and set tariff structures for payments to provide the service.

OTHER IMPORTANT FUNCTIONS OF THE WATER SERVICES AUTHORITY

- 💧 Channel funds to Water Services Providers, Implementing Agents and other relevant institutions.
- 💧 Monitor and facilitate services provision.
- 💧 Settle disputes.

The Water Services Authority is the local government structure – usually the District or Regional Council or sometimes the TLC/TRC.

Water services can only be obtained through a Water Services Authority and its contracted Water Services Providers, according to the Act.

Reference: DWAF, Poster B. Providing Water Services.