



NDLAMBE MUNICIPALITY



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06 July 2026

KENTON ON SEA RATE PAYER'S ASSOCIATION

Attention: Mr. Kevin Van Huyssteen

Dear Chairman,

RESPONSE TO KOSRA CORRESPONDENCE REGARDING WATER, SANITATION AND RECYCLING SERVICES

The Municipality acknowledges receipt of your letter dated 29 June 2026 regarding the above-mentioned service delivery matters. While we acknowledge that the residents of Kenton-on-Sea and Bushmans River Mouth have experienced service delivery challenges, particularly in relation to water supply and sanitation services, it is important to provide the broader operational context within which these challenges are being managed.

Water Supply

The Municipality acknowledges that water security within the Kenton-on-Sea and Bushmans River Mouth areas remains under severe pressure due to a combination of factors, including ageing infrastructure, increasing demand, infrastructure vandalism and operational constraints experienced during the tenure of the Amatola Water Board, which operated the Bushmans River Reverse Osmosis Plant for more than a decade. In December 2025, the Municipality and the Amatola Water Board reached an amicable agreement for the Municipality to assume responsibility for the operation of the plant in an effort to address the ongoing water supply challenges experienced by the affected communities.

Subsequently, the Municipality entered into a short-term arrangement by appointing a private service provider, Sizwe Amanzi Investments, to temporarily operate the plant while procurement processes were undertaken to appoint a long-term operator.

The appointment of Sizwe Amanzi Investments has resulted in improvements in the reliability of water production. However, the Municipality recognises that there is still considerable room for improvement, as the plant is currently operating at an average of approximately 60% of its design capacity due to ageing infrastructure that requires significant capital investment. The Municipality is of the view that these upgrades can best be realised through the appointment of a long-term private operator under a contract exceeding five years, thereby making the necessary capital investment financially viable and ensuring an appropriate return on investment for the operator.

The Municipality is currently at the final stages of concluding the appointment of a long-term service provider. A panel of service providers has already been appointed for the operation of various water and sanitation treatment plants within the Ndlambe Local Municipality. The

remaining process specific to the Bushmans River Reverse Osmosis Plant involves finalising the Terms of Reference for the operation of the plant and complying with the applicable legislative procurement requirements, including obtaining Council approval for the proposed long-term contract. It is anticipated that this process will be concluded by the end of August 2026.

It is also important to note that the Municipality is currently experiencing challenges in obtaining access to several boreholes located within the SANParks coastal reserve due to stringent environmental access requirements imposed by SANParks. Initially, it was agreed that SANParks would issue Sizwe Amanzi Investments' maintenance team with temporary access permits to undertake the required maintenance works upon submission of an Environmental Management Plan (EMP). The Municipality has complied with this requirement, and the EMP has been submitted. However, despite this, approval to access the affected sites has not yet been granted. This has unfortunately delayed the Municipality's ability to undertake critical maintenance on infrastructure that is essential to restoring the Diaz Wellfield and other sea-wells for improving water security within the Kenton-on-Sea and Bushmans River Mouth areas. Given the urgency of the matter and its direct impact on service delivery, the Municipality would appreciate any assistance or intergovernmental intervention that your office may be able to provide in engaging with SANParks to facilitate the necessary approvals and expedite access to the affected infrastructure. Such intervention would significantly assist the Municipality in restoring an important component of the area's bulk water supply system.

Regarding the Diaz Wellfield, the Municipality confirms that the facility was severely affected by theft and vandalism involving electrical infrastructure, and a criminal case was opened with the South African Police Service. The replacement of the stolen electrical equipment and associated infrastructure has been prioritised and is expected to be completed by the end of September 2026. In addition, the Municipality is investigating enhanced security measures, including improved physical security, surveillance and other preventative interventions to minimise the recurrence of vandalism.

Sanitation

The Municipality acknowledges the concerns raised regarding the Diaz Grande Sewer Pump Station and the associated environmental impacts. In response, the Municipality has been actively implementing emergency maintenance interventions to minimise environmental harm while simultaneously developing a long-term solution. The implementation of the long-term intervention commenced on 6 July 2026, and the works are scheduled for completion by 30 July 2026.

Furthermore, the Municipality is planning permanent upgrades to the affected sewer infrastructure as part of its broader infrastructure renewal programme, subject to the availability of funding.

While the Municipality notes the legal references contained in KOSRA's correspondence, it remains committed to resolving these matters through cooperation and constructive engagement rather than litigation. To this end, the Municipality has established a Sanitation Task Team comprising municipal officials and community representatives, on which KOSRA is adequately represented.

Recycling

Refuse removal is a core Local Government function governed by National legislation, municipal bylaws and policies to ensure equitable and sustainable waste management services.

Municipalities are constitutionally empowered to manage refuse removal as part of their Local Government mandate. Section 156(1) of the South African Constitution grants municipalities executive and legislative authority over local matters, including refuse removal, while Section 229(2) allows them to generate revenue through service fees to fund these operations. Local governments ensure that all households have access to at least basic refuse removal services.

The municipality social responsibility relating to recycling in Kenton-on-Sea from time to time invest in the form of a donation to this recycling company.

The municipality contributed a substantial amount to the equipment that has been utilized in the recycling centre.

We facilitated that the Department of Economic Development and Environmental Affairs and Tourism (DEDEAT) assist this recycling company to be licensed in terms of the NEMWA: Norms and Standards as a legal recycling operator. This process is currently underway

Conclusion

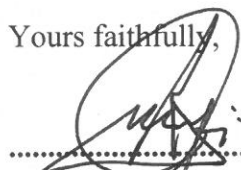
The Municipality remains fully committed to fulfilling its constitutional and statutory obligations in respect of service delivery and environmental protection. While significant infrastructure challenges remain, substantial efforts continue to be directed towards improving water security, rehabilitating ageing infrastructure and enhancing operational performance across the Municipality.

We trust that the above provides sufficient clarity regarding the measures currently being implemented to address the concerns raised.

In addition, we respectfully request the assistance of the Eastern Cape Department of Cooperative Governance and Traditional Affairs in facilitating intergovernmental engagement with SANParks to expedite access approvals for the maintenance of the Diaz Wellfield infrastructure. The restoration of these boreholes is critical to improving water security in the Kenton-on-Sea and Bushmans River Mouth areas, and any support that your office can provide in this regard would be greatly appreciated.

We look forward to your favourable response and continued support in addressing these important service delivery matters.

Yours faithfully,



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ADV. R. DUMEZWENI
Municipal Manager
Ndlambe Local Municipality