

Water Supply and Sanitation (WSS) Regulators in Africa – Country Profile South Africa

General information	
Region	Southern Africa
Surface area	1,221,037 km ²
Total Population	60,604,992 (StatsSA, 2022)*
Urban pop.	67%
Rural pop.	33%
Access to improved water supply services	88.2% (StatsSA, 2019)**
Access to improved sanitation services	82.1% (StatsSA, 2019)**



WSS Regulatory Status

	Urban		Rural	
	Water Supply	Sanitation	Water Supply	Sanitation
Type of Regulation	Ministerial regulation			
Name of Regulator	Department of Water and Sanitation (DWS)			
Year of establishment	1997			
Policy	The White Paper on National Water Policy for South Africa, 1997		The National Sanitation Policy, 2016	
Legal instrument	Water Services Act (Act 108 of 1997)			
Area of Jurisdiction	National			
Number of regulated service providers	144 Water Service Authorities (Municipalities) 9 Regional Water Board			
Type of service providers	Regional			
Key functions				
<ul style="list-style-type: none"> • Economic and social regulation of WSS, • WSS regulatory policy formation, • Water sector management and support 				
Best practice: Reputational incentives				
<p>In South Africa, the Department of Water and Sanitation developed Blue Drop (drinking water services) and Green Drop (wastewater) certification programmes. These assess and measure an organisation’s ability to provide acceptable drinking water and wastewater services by auditing and benchmarking the performance of participating water services institutions against a set of audit criteria. The results of these audits are published in annual Blue Drop and Green Drop reports and linked to an annual awards ceremony. This served as an important reputational incentive for water services institutions, and the process has been linked to improved performance.</p>				
*Source	**Source	For more information on DWS, click here		