

Presentation and interpretation of the data

3.1 Introduction

In this chapter, the findings obtained through interviews and photographs, are presented. The original data from all the individual interviews were transcribed from the audiotapes to a written format. The transcribed interviews make analysis easier (Kvale, 1996:168). Comments relating to non-verbal behaviour, as also the pictures that were taken at the time of fieldwork, were added whenever a specific source was being analysed. All the persons photographed gave their consent for their photograph to be taken for inclusion in the study.

The recorded interviews were transcribed and analysed, with the purpose of identifying the various categories. The archives were formulated for each participant. The summary of the discussion for each of the participants interviewed was written on each individual's archive. Themes or categories were entered in the specific rows and were colour-coded. This exercise facilitated the interpretation of the data, as well as the broad categories and sub-categories derived from the analysis. These are presented in Table1.

Table 1: Categories

No	Broad Categories	Sub-categories
1	Rural area wards	<ul style="list-style-type: none"> • No water connectivity in some wards. • Water dries up in standing pipes in some wards. • Standing pipes are far apart from each other • People get water from the wells. • People are exposed to dangers, like water-borne diseases, snakebites, rape and traditional hijacking. • People travel long distances to fetch water. • People have to cross main roads to fetch water. • Water tanks connected to wells dry up. • Councillors do not call meetings to explain water problems in wards.
2	Urban and semi-urban wards	<ul style="list-style-type: none"> • People are not told why the water dries up. • People are not told of any future plan to connect water in their wards. • People are not educated about rainwater

		harvesting and water purification.
3	Water Tankers	<ul style="list-style-type: none"> • In some wards they do not deliver water. • In some wards they deliver once a week, or twice a week, and • Only once in three months in other wards.
4	Communication	<ul style="list-style-type: none"> • Almost all wards have clean water connectivity. • Standing pipes are far apart in semi-urban wards. • Other wards are not fully connected. • On rainy days, the taps release red water. • Pipes are not fixed in time when reported • People get rashes when bathing with red water.
5	Purification plants	<ul style="list-style-type: none"> • They are very old. • They are not properly serviced.
6	People's perceptions	<ul style="list-style-type: none"> • Ugu District Municipality is experiencing a financial crisis. • Politicians only visit during election time. • Officials and politicians stay in towns and don't care about people living in rural areas. • Officials and politicians are corrupt. • Politicians sabotage one another, using officials. • Officials are not competent enough to deliver water services to people. • Purification plants are not serviced properly.
7	Politicians and officials respond	

3.2 Research Findings

Seven broad categories emerged from the analysis of the thirty interviews.

The following findings were made from this analysis.

3.2 Rural area wards

It emerged from the interviews conducted in rural wards, falling under Umzumbe Local Municipality and EziNqoleni Local Municipality, that some wards do not have a potable water supply. An example is to be found in wards 1 and 6 in the Umzumbe Municipality.



Illustration3: People are still drinking unpurified water. Photographer: T. Cele.

The aforementioned data are confirmed by the story reported by Mbele (2011, 12) that there are people who still share water with animals in Ward 4 in the Hibiscus Coast Municipality.



Illustration4: People are still drinking unpurified water in Ward 4 of the Hibiscus Coast Municipality. (Photographer: V. Mbele) Source: Eyethu

Secondly, it emerged that springs dry up, and the tanks connected to the springs are empty; and people are left without any water supply in the area. They are forced to travel long distances to find water in dangerous places.



Illustration5: Water supplies dry up in standing pipes. Photographs 1 and 3 were taken in Ward 1 Umzumbe Local Municipality. Photographer: T. Cele

While some wards in both the Umzumbe Municipality and the EziNqoleni Municipality do have water, water in standing pipes does tend to dry up without notice. This has been a general trend in almost all the municipalities where this study was conducted.

The above findings are supported by the following responses:

Respondents in Ward 5 in the Umzumbe Municipality and in Wards 5 and 6 in the EziNqoleni Municipality told the researcher that they obtained water from standing pipes. However, these sometimes dry out for weeks. They then obtain water from the dams, which are shared with animals. They are aware that they need to purify water before using it, but they do not do that. The water tanker arrive only once in two weeks, but they are not told the cause of water being cut off in their area (Cele Personal Oral Archive (COA) 30/07/2011 interview 01 ward 1 Umzumbe Municipality). *Figure 4* shows a standing pipe without any water.



Illustration 6: Standing pipe with no pressure and the water takes an hour to fill a twenty-litre bucket in Ward 5, which resorts in the uMzumbe Local Municipality. Photographer: T. Cele

People have to travel about a kilometre to fetch water when the standpipes dry up. Children must cross the busy main road. They are then facing dangers, such as being hit by cars, bitten by snakes, being raped, contracting water-related disease and being kidnapped by child traffickers. The ward councillor is aware of the water problems in this area (COA, 08/08/2011 interview 1 in ward 6 of the Ezingoleni Municipality).

People used to utilise mono pumps in the area, which did not dry out. These mono pumps assisted them when the standing pipes dried up. They are now all out of order. The matter has been reported to the councillor and to the district municipality since 2009. There was no response from the councillor, neither from the municipality (COA, 30/07/2011 interviews 02 Ward 5 Umzumbe Municipality).



Illustration 7: A broken mono pump in Ward 5 Umzumbe Local Municipality. Photographer: T.Cele

People perceive that they become ill from drinking water taken from the rivers and the wells. A number of people have died as a result of water-related diseases. The local councillor invariably promises that this water problem will be solved, but nothing happens (COA, 08/08/2011 interview 02 ward 6 Ezingoleni Municipality).

The problem of standing pipes drying out, in Ward 5 Ezingoleni Local Municipality, was caused by Ugu District Municipality. The municipality did not pay the ESKOM electricity bill for the purification plant at Umthavuna River. The municipality is in a financial crisis, and is failing even to pay for the water tankers to deliver water to communities. Ugu District Municipal officials do not attend community meetings when invited to come and explain about the water challenge facing the communities (COA, 08/07/2011 interview 03 and 5 Ezingoleni Municipality).

3.3 Urban and semi-urban wards

The researcher found that almost all the urban and semi-urban wards do have water connectivity. There are a few wards that are not fully connected to potable clean water supplied by the Ugu District Municipality; and there are challenges that they are facing with regard to the water supply.

The respondents told the researcher that:

In Ward 27 (Gamalakhe Township) in the Hibiscus Coast Municipality, water dries up without notice being given that it will do so. When water returns after being cut off, it is red in colour and when people bath with such water it causes them to develop a rash on their skin (COA, 17/08/2011 interview 01).

In Ward 9 at St. Michael on Sea in the Hibiscus Coast Local Municipality, water is fully connected. However, on rainy days the water taps in their houses deliver dirty water. When a broken pipe is reported to the Ugu Call Centre, officials do not respond quickly. They do not receive water supplied by tankers in their ward (COA, 18/08/2011 interview 01).



*Illustration 8: Water leaking from a burst water pipe, Ward 23 Hibiscus Coast Municipality.
Photographer: T. Cele*

In Ward 11 at (Kwanzimakwe), a rural ward in the Hibiscus Coast Local Municipality, water is fully connected. However, it still dries up without prior notice. The water tankers do not come, because the councillor fails to report this water problem to the municipality.

The reason given for this is that he is not aware of the problem, as he does not stay in their Voting District (VD). The residents then have to hire cars to transport water from a nearby suburb where they can buy water (COA, 16/08/2011 interview 01).

In Ward 23 (Bhobhoyi Location) in the Hibiscus Coast Municipality water is fully connected and the standing pipes do not dry up. The challenge that people still face is that the standing pipes are far apart. They have to travel long distances to fetch water. This includes children, women and elderly people. The water issue was reported to the Ugu District Municipality, but the municipality has been slow to respond (COA, 17/08/2011 interview 01).

In Ward 25 (Kwamadlala) in the Hibiscus Coast Municipality, potable water is not fully connected. One Voting District (VD) is fully connected, but not the other. This was as a result of political affiliations that determined the water connection in the ward. The ward councillor made an attempt to address the challenge by negotiating with Ugu District Municipality to fully connect the whole ward with clean potable water (COA, 25/08/2011 Interview 01).

3.4 Water tankers

From the interviews conducted, it was possible to determine that the water tankers sometimes arrive once every two weeks, or only once a month, or sometimes only once in three months. This is the worst scenario people face in the rural areas. People were told that the road was not conducive for water tankers (COA, 30/08/2011 interview 01 Ward 6 Umzumbe Municipality).

In other wards, like Ward 6, Umzumbe Municipality water tankers do not arrive at all, even though the ward does not have any water connectivity. This was found to be the common concern in all the municipalities researched within the Ugu District Municipality's jurisdiction.

3.5 Communication

Respondents told the researcher that they were not told why the water was drying up in the standing pipes. Nor were they told of any future plan that the Ugu District Municipality had devised to solve the water challenges facing these rural communities. The District Municipality does not have any programme that educates communities about rainwater harvesting or water purification (COA, 08/08/2011 interview 03 and 5 Eziqoleni Local Municipality). This was found to be a common concern in all municipalities researched in this study.

3.6 Purification plants

One respondent explained that the purification plant at Umzumbe municipality is not properly serviced. The suction is covered by flood rubble. The dirt around the suction point reduces the pressure to pump water to communities. This problem could be the cause of water drying up in the standing pipes (COA, 30/072011 interview 01 ward 13 Umzumbe Local Municipality).

The purification plant at Umthavuna River in Ward 5 in the IziNqoleni Local Municipality does not pump water to the standing pipes in Wards 5 and 6. The reason for this is that the water pumps are not working. Ugu District Municipality has not paid its electricity bill to ESKOM (COA, 08/08/2011 interview 04 Ward 5 EziNqoleni Municipality).

The purification plant in Bhobhoyi, of the 20 that fall under the Hibiscus Coast Local Municipality, is very old. It was built in 1959. There has never been any upgrading of the infrastructure. Moreover, it was originally intended to cater for a small population of nuclear communities. The purification plant's underground pipe system leaks water. This has affected nearby households. Water has surfaced in houses close to the plant. Engineers have confirmed that the water comes from the purification plant. Ugu District Municipality has agreed to compensate the affected households (COA, 29/08/2011 interview 01 ward 20 Hibiscus Municipality).



Illustration 9: Rubble covering the suction point of the water plant. In Ward 13 in the uMzambe Local Municipality. Photographer: T. Cele

3.7 People's perceptions

From the research, it was possible to form an impression of the perceptions of respondents as regards the water system. These perceptions were primarily informed by the sufferings that people are facing in their respective communities and the municipalities – as a result of the filthy potable water supplied by the Ugu District Municipality.

The respondents had the following perceptions:

- Ugu District Municipality officials, as well as the local politicians, do not seem to care about the water predicament. The reason being that they live in towns where there is plenty of water. Water-related diseases do not affect them. People living in wards in urban areas do not experience the same problems as those in rural wards (COA, 08/08/2011 interview 03 wards Ezinqoleni).
- The Inkatha Freedom Party (IFP) administration that managed Ugu District Municipality from 1996-2000 was much better than the one that is currently administered by the African National Congress (ANC) in terms of service delivery. “I am not saying this because of my being an IFP member. No, I am an ANC member too.” Service delivery is poor from this municipality.

The officials are not qualified to do this work. They have been employed through cadre deployment. This is the reason why rural areas are facing this challenge of clean water supply (COA, 30/07/2011 interview 02).

- Ugu District Municipality is experiencing a financial crisis. “This is the reason why water tankers are not paid to deliver water to rural areas, which do not have water, like my ward.” The officials and politicians are corrupt; they have means and ways of stealing money for themselves and their friends. Ugu District Municipality does not pay service providers, because ESKOM has stopped providing electricity for the Umthavuna water purification plan. This is the reason for our standing pipes drying up (COA, 08/08/2011 interview 04 Ward 5 Ezinqoleni Municipality).

The perception of Ugu District Municipality being in financial crises was found by all the participants interviewed in all the municipalities selected for this study.

- Politicians sabotage one another by using officials and service delivery. If the IFP is in control, wards that are controlled by ANC would not get service delivery satisfactorily.

Likewise, if the ANC is in power, the same happens the other way round. “This is the reason why a number of wards don’t have potable water.” In some places, people still share water with animals from wells (COA, 25/08/2011 interview 01 ward 14 Hibiscus Coast Municipality).

- Ugu District Municipality officials do not possess the necessary skills to supply water to all the communities. The fact that water is drying up in standing pipes indicates that the officials failed to devise a sustainable plan to supply potable water to all the residents of this district municipal area (COA, 30/07/2011 interview 02 ward 5 Umzumbe Municipality).

The perception of Ugu District Municipality having employed unqualified officials was common among all the respondents interviewed, in almost all the wards.

- The water being cut off in this area is because many people are now connected to the main pipe. The main pipe bursts as a result of there being too many connections (COA, 17/08/2011 interview 01 ward 27 Hibiscus Coast Municipality).
- The purification plants are very old in this district. They are not coping with the increasing demand for water. This is the reason why on rainy days water taps produce dirty water (COA, 08/08/2011 interview 01 ward 11 Hibiscus Municipality).
- “The people are used for election purposes only. The politicians and officials come out in their numbers from their respective municipalities and other spheres of government. They come with big promises in our rural areas; however, after the election they vanish without a trace” (COA, 30/07/2011 interview 01 ward 13 Umzumbe Municipality).

The researcher was able to establish that in almost all the wards local councillors and ward committees have little or no information about free basic water provision and the Masakhane water projects. Neither do they have any knowledge of the indigent water scheme.

Almost all the respondents interviewed in rural wards stated that a number of people have experienced water-related sicknesses, such as diarrhoea from drinking unclean water; and this has caused a number of people to die.

3.8 Research limitations

A limitation of this study is that a number of the respondents who participated in this project were not educated. The researcher also personally acted as the translator from IsiZulu to English.

This exercise has taken a lot of time. The wards were extensive, and a great deal of time was spent in one ward. The roads were very bad and a 4×4 vehicle had to be used. The study did not have any financial sponsors. There were no co-researchers in this study to assist in gathering information or data. The researcher worked alone.

3.9 Summary

After the conclusion of the study, it emerged that potable water is not being equitably supplied to all the Ugu District residents. The residents in urban areas are well supplied with potable water. The residents in semi-urban areas are not fully supplied with potable water. The residents in rural areas suffer the most. In some wards, there is no water connectivity. They find water in wells and they share water with animals. The standing pipes dry up without any notice. The water tankers do not come often enough to deliver clean water to the rural communities. The communities are not educated in regard to water harvesting and purification.