MONTHLY PROGRESS BULLETIN



ISSUE DATE
23 October 2026

SAFETY FIRST, ALWAYS

SAFETY & SECURITY TRENDS

We focus on prevention and preparedness to protect our team members, operations and surrounding communities.

Key Metrics: September 2026

0	0	0	1
Security Incident	Internal Asset Damage	Lost Time Injuries	Near Miss

KEY HIGHLIGHTS

Near miss promptly addressed: A near miss involving a small grass fire at the Havercroft Workshop was reported during September. The incident was contained without injury or damage, with corrective actions implemented to prevent recurrence..

BWUA maintains strong safety performance and audit readiness: BWUA maintained its NOSA Five-Star status during September, and the total disabling incident-free hours increased to 249 232. Preparations for the October NOSA/NQA audit continued, supported by the annual management review and Water Use Licence audit, while action closure performance reached 91%, exceeding the organisational target.

Emergency response exercise validates preparedness: A joint emergency simulation exercise involving BWUA, CORTAC and Mimed was successfully conducted at Clapham Pump Station during September. The exercise tested BWUA's revised Emergency Plan, with the response achieving the organisation's "Golden Hour" objective by securing medical treatment within 57 minutes.

BWUA driver behaviour improvements continue: Fleet monitoring data continued to reflect positive behavioural improvements, with road overspeed indicators declining by 32.4% between June and August. Coaching interventions and driver agreements remain in place to reinforce safe driving practices.

BWUA climbs to top spot in Sector E at NOSCAR Awards

BWUA is proud to have been recognised as the winner in Sector E (Electricity, Gas and Water Supply) for the NOSA Integrated Five Star System at the 2026 NOSCAR Awards, improving from third place in the previous year.

The award reflects BWUA's continued commitment to safety, operational excellence and continuous improvement across its operations. Accepting the award on behalf of the Association was our Head of Operations and Maintenance, Thembani Makhubele.

This achievement is a testament to the dedication of our employees, contractors and leadership team, whose collective efforts continue to uphold the high standards required of a world-class integrated management system.



Head of Operations and Maintenance, Thembani Makhubele, receiving the award at the Noscar Banquet 2026



The BWUA Team celebrate the award

SOCIO-ECONOMIC DEVELOPMENT INITIATIVES

SCHOOL UPGRADE PROGRAMME

We have equipped five schools across Mogalakwena and Fetakgomo-Tubatse Local Municipalities with modular infrastructure and innovative technology that enhances learning environments and educational outcomes.

5	Schools Complete*
0	School In Progress

* Includes the SUP pilot school, completed in March 2023

Update: The programme continued to support participating schools during September, with ongoing engagement focused on the effective utilisation and maintenance of recently installed infrastructure and technology assets.

PEN ECD PROGRAMME

We are developing ECD centres in Steelpoort to Department of Education standards through the Participate Navigate Envision (PEN) programme.

Key Metrics: September 2026

33 ECD Centres Participating	**29** Coaching Visits to ECDs	**3** Lesson Planning Sessions

Update: The PEN Programme continued supporting participating ECD centres through coaching visits, lesson-planning support, practitioner training and access to educational resources through the Toy Library. During September, 30 practitioners representing 29 ECD centres attended a DUPLO training session, with educational resources distributed to further support learning outcomes. A recent programme impact assessment found overall compliance across the 33 participating ECD centres improving from 40.2% to 57.3%, with particularly strong gains in Education (+21.1%), Health & Safety (+16.2%) and Administration & Staff Care (+12.8%). The programme currently supports 1,408 children across the Steelpoort area.

NAL'IBALI LITERACY PROGRAMME

We promote literacy in the seven communities we currently support across BWUA"s area of operation in Fetakgomo-Tubtase Local Municipality.

Update: Nal'ibali continued supporting literacy development through reading clubs, storytelling sessions and caregiver training. During September, 115 story sessions were delivered, while active reading clubs reached approximately 480 children. Four stories produced through the *Ke Leeto* Project were also published nationally, providing local young writers with wider recognition.

FREE INTERNET ACCESS

We provide free Internet access to schools and community hotspot locations in our doorstep communities through our partnership with Project Isizwe.

10	Primary & Secondary Schools
2	Community Hotspots

Update: Free Internet access continues to provide learners and community members with access to educational content, online services and digital communication platforms. The initiative remains an important contributor to digital inclusion across BWUA's supported communities.

OPERATIONS UPDATE

WATER SUPPLY TRENDS

Although water volumes supplied in September are similar to those recorded in September last year, long-term demand remains subdued, with supply volumes declining by an average of ~4% per annum since FY2020/21.

Key Metrics: September 2026

776 232 m³	Water Supplied
25 874 m³	Daily Average
2 044 541 m³	Year to Date (2026/27)

Key Statistic: BWUA maintained water losses at 0.24% during September, significantly below the organisational target of 1.5%.

MAINTENANCE STATUS

Maintenance Jobs: September 2026

717 Created	**712** Completed	**99%** Complete

The maintenance team exceeded its target during September, achieving a completion rate of 99% against a target of 98%. Unplanned maintenance reduced to 5%, meeting the organisational target and improving on August's performance. Key activities included completion of the Mooihoek Repeater Access Road project, workshop refurbishment works and ongoing replacement of pipeline manhole chambers along the Havercroft-Croydon pipeline.

ELECTRICITY USAGE HIGHLIGHTS

Electricity expenditure reduced during September following the end of Eskom's winter tariff period. Improved power factor management, pumping optimisation and increased off-peak pumping continued to contain electricity costs.
BWUA is exploring renewable energy wheeling opportunities with local producers to further reduce electricity costs and strengthen energy security.

Key Statistic: September monitoring data reflected a Havercroft pump efficiency of 0.74 kL/kWh, which is above target.



Havercroft MV Substation