2012 BLUE DROP CERTIFICATION REQUIREMENTS

(1) WATER SAFETY PLANNING 35%	**(1.1) WATER SAFETY PLANNING PROCESS** *(10%)*	**a.)** The Water Safety Planning Process is steered by a group of people which includes the technical, financial and management staff of the municipality. Where a WSP arrangement exist the WSA and WSP should partake in this process. **b.)** There should be clear indication that the water services institution conducted a water safety planning process and not only drafted a document. **c.)** There should be clear reference to the specific water supply system at hand and not only global risk management measurements put in place.
	(1.2) RISK ASSESSMENT *(30%)*	**a.)** The Risk Assessment must cover catchment, treatment and reticulation . **b.)** The Water Services Institution (WSI) must provide information on findings of the Risk Assessment (and detail Risk Prioritisation method followed) for the specific water supply system including water resource quality. Format not important but it should be proven not to be a desktop study. **c.)**The Water Safety Planning process must include (adequate) Control Measures for each significant hazard or hazardous event identified. **d.)** A Water Quality Risk Assessment conducted for at least 80% of the SANS 241 list of determinands. This is to verify whether treatment technology is adequate to treat the raw water to comply with national standard limits.
	1.3) RISK-BASED MONITORING PROGRAMME *(25%)*	**a.)** Prove **Operational Monitoring** is: i) Informed by the Risk Assessment ii) Required sites to monitor: Raw water, after filtration (per process unit) and final water. iii) Determinands (minimum): pH, turbidity and disinfectant residual iv) Frequency of analyses: at least once per shift v) Equipment used + calibration records
		b.) Prove **Compliance Monitoring** is: i) Informed by the Risk Assessment. ii) Monitoring programme is registered on BDS. iii) Actual monitoring occur according to registered BDS monitoring programme (80%). iv) Required sites monitored: Water works final & distribution network + Frequency of analyses: Water works final according SANS 241; distribution monthly. v) Coverage of population served must at least be 80%
	1.4) CREDIBILITY OF DWQ DATA *(20%)*	**a)** Certificate of Accreditation for applicable methods OR Z-scores results (z-scores must be ≥–2 & ≤ 2 are acceptable) in a recognised Proficiency Testing Scheme. **b)** DWQ Data credibility on the BDS (Blue Drop Certified Data)
	(1.5) INCIDENT MANAGEMENT *(15%)*	**Protocol to specify:** (1) alert levels, (2) response times, (3) required actions, (4) roles & responsibilities, (5) communication vehicles/methods and (6) must include response on possible risks identified in the Risk Assessment of the Water Safety Planning process **Incident Register to include :** (7) Date, location and description of incident (8) Action taken and date of resolution (9) Outcome of cause investigation
	SAMPLER'S BONUS:	To be eligible for this bonus, WSI's must provide proof of training of samplers or Sampling Quality Control measures (Name the Sampling Training Course, Duration, Service Provider, and detail of Attendees) 1) Evidence of relevant sampling training that will ensure credibility of the sampling process; or 2)Evidence of control measures to ensure sampling credibility

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(2) DWQ PROCESS MANAGEMENT & CONTROL **10%**	**(2.1) WORKS CLASSIFICATION COMPLIANCE** *(15%)*	Works classified according to Regulation 2834 requirements. Evidence uploaded on BDS or Copy presented at the assessment.
	(2.2) PROCESS CONTROL REGISTRATION COMPLIANCE *(50%)*	**a)** Process Controllers must be Registered according to Regulation 2834. **b)** The Process Controllers' Classification is complying with legislative requirements i.t.o.: i) Number of process Controllers ii) Complying with the required Classification levels. **c)** The Supervisor must comply with legislative requirements.
	(2.3) AVAILABILITY OF WATER TREATMENT WORKS LOGBOOK *(35%)*	**a)** A logbook is in place to record all incidents at the water treatment works. **b)** Evidence is presented that the logbook process is being implemented. (It is NOT required to be implemented for the entire assessment period)
	PROCESS CONTROL BONUS	**BONUS**: Proof of Process Controller staff being subjected to relevant training the past 12 months
(3) DRINKING WATER QUALITY COMPLIANCE **30 %**	**(3.1.1) DWQ COMPLIANCE (MICROBIOLOGICAL)** *(50%)*	The Microbiological Quality of water supply must comply with the South African National Standard (SANS241) as per the Excellent Requirements set by the Blue Drop Programme.
	(3.1.2) DWQ COMPLIANCE (CHEMICAL) *(40%)*	The Chemical Quality of water supply must comply with the South African National Standard (SANS241) as per the Excellent Requirements set by the Blue Drop Programme. **a)** Chemical - Acute Health: - Excellent Comp. (97% for <100 000 population) & (99% for >100 000 population) - Good Compliance (95% for 100 000 population) & (97% for >100 000 population) **b)** Chemical - Chronic Health: -Excellent Compliance (95% for <100 000 population) & (97% for 100 000 population) -Good Compliance (93% for <100 000 population) & (95% for 100 000 population)

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	(3.2) **RISK REFINED COMPLAINCE** *(5%)*	The Compliance of all Determinands identified during the Risk Assessment Process to be included in the risk-defined monitoring programme, must comply with the requirements set in the SANS 241. a) Excellent Compliance (95% for <100 000 population & 97% for >100 000 population) b) Good Compliance (93% for <100 000 population & 95% for >100 000 population)
	(3.3) **OPERATIONAL EFFICIENCY INDEX** *(5%)*	The compliance of operational determinands as monitored at the Final Water sampling point must comply with the SANS 241 Requirements. a) Excellent Compliance (93% for <100 000 & 95% for >100 000) b) Good Compliance (90% for <100 000 & 93% for >100 000)
	PENALTY (1): Data Difference	Should there be a **difference between data** available on BDS and that which is presented in hardcopy for verification the penalty will apply.
	PENALTY (2): <11 Months' Data	**Less than 11 months data** available to assess Microbiological and Chemical compliance
	PENALTY (3) Notification Failure	If there is any **significant (sustained) failure** with no evidence of a Water Quality Alert Notice (Boil Water Notice) being issued, this penalty will apply. NB! This may have an implication on qualification for certification.

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(4) **MANAGEMENT, ACCOUNT-ABILITY, & LOCAL REGULATION** **10%**	**(4.1)** **MANAGEMENT COMMITMENT** *(40%)*	Management's commitment to effective Drinking Water Quality Operations and Management should be portrayed by Proof of signature approval of the: **a)** Water Safety Plan; **b)** DWQ Monitoring Programme **c)** Water Treatment Plant Logbook **d)** Operations and Maintenance Budget **e)** Water Services Development Plan
	(4.2) **PUBLICATION OF PERFORMANCE** *(30%)*	Evidence should be provided on the various means of drinking water quality information made public to the constituencies supplied with drinking water from this specific water supply system. Forms of Publication: >Newspaper publication >Municipal Billing >Annual Report >Posters & Pamphlets >Population and Promotion of "My Water" >Electronic Webpage The Water Services Authority must ensure that evidence of adequate marketing of Existing Blue Drop Certified water supply systems are presented during the audit.
	(4.3) **SERVICE LEVEL AGREEMENT/ PERFORMANCE AGREEMENT** *(15%)*	Should there be an institutional arrangement between Water Services Authority and Water Services Provider then it is essential that the legislatively (Section 19 of the Water Services Act) required contract stipulate Service Level Agreements between the two entities. A copy of this document is required. **OR** Should the Water Services Authority fulfil the function of Water Services Provider as per Section 78 arrangements, then it is required that the responsible manager (official) have a Performance Agreement (Workplan) in place which stipulates Drinking Water Quality Management Responsibilities.
	(4.4) **SUBMISSION OF DWQ DATA** *(15%)*	**a)** 12 months of data submitted on the Blue Drop System (BDS). WSI's must ensure that 12 months' sets of results are recorded on the BDS (DWA will only consider data available on the BDS) **b)** Note: **All** Compliance Monitoring test results are required to be submitted.
	Bonus: Publication of Performance	Availing information on Drinking Water to relevant public in 3 or more forms listed.
	Bonus: Performance Agreement	Workplans of Process Controllers aligned to Operations and Maintenance Manual.
	Penalty: Submission of DWQ Data	Penalty will apply should the Department find proof during / post assessment that the WSI are guilty of an offence as per Section 82 of the Water Services Act, by only submitting partial information in order to present a false impression of DWQ Performance and/or compliance.

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(5) **ASSET MANAGE-MENT** **15%**	**(5.1)** **ANNUAL PROCESS AUDIT** *(20%)*	Process Audit Report on technical inspection/assessment of treatment facility and evidence of implementation of findings This process assessment should've been done within the 12-month assessment period
	(5.2) **ASSET REGISTER** *(15%)*	The Institution must present a complete Asset Register. The asset register must : **a)** detail relevant equipment and infrastructure **b)** indicate asset description **c)** location **d)** condition (remaining life) **e)** replacement value
	(5.3) **AVAILABILITY & COMPETENCE OF MAINTENANCE TEAM** *(15%)*	**a)** The Institution must present evidence of a competent Maintenance Team (in form of Organogram; Contract or Invoice). Logbook with maintenance entries will serve as adequate evidence. **b)** Additional prove required on team competency (e.g. Qualification & Experience & Trade-test)
	(5.4) **OPERATIONS & MAINTENANCE MANUAL** *(15%)*	O&M manual to contain: **a)** civil, mechanical, electrical detail of plant, **b)** design capacity of plant, **c)** reference to drawings, **d)** operational schedules, maintenance schedules, **e)** process detail and control, **f)** instrumentation specification/type, **g)** fault finding, **h)** monitoring, **i)** pump curves, **g)** supportive appendices
	(5.5) **OPERATIONS & MAINTENANCE BUDGET AND EXPENDITURE** *(20%)*	The Institution must present credible evidence of: **a)** Maintenance Budget (as part of Operations Budget) **b)** Maintenance Expenditure (as part of the Operations Expenditure) **c)** Maintenance Expenditure should be more than 5% of the Operations Expenditure in Total for the preceding Financial Year.
	(5.6) **DESIGN CAPACITY vs.. OPERATIONAL CAPACITY** *(15%)*	Proof to be submitted of the documented design capacity and documented daily operating capacity over the past 12 months Groundwater dependant systems must have an acceptable plan which stipulates abstraction patterns that will prevent aquifer damage Flow meters must be calibrated at least annually