



Report Profile

Umgeni Water has prepared annual reports every year since its establishment in 1974. This report covers the twelve-month period 1 July 2015 to 30 June 2016. This report also includes information on Umgeni Water subsidiaries.

Umgeni Water's annual report complies with statutory disclosure requirements of the Public Finance Management Act (Act 1 of 1999) and Water Services Act (Act 108 of 1997), as well as relevant regulations. In addition, Umgeni Water's Annual Report is significantly aligned to the requirements of King III regarding integrated reporting. This is achieved through the entity having in place an integrated strategy and value creation model based on the balanced scorecard straddling four sustainability perspectives, together with Umgeni Water ensuring complete alignment with government's outcomes approach for performance reporting by State-Owned Entities (SOEs).

This report further contains Standard Disclosures that are 'in accordance with' the GRI Guidelines – fulfilling the GRI Comprehensive

criteria. Information is included in the GRI Content Index at the end of this report.

The performance content of this annual report shows Umgeni Water's progress with meeting predetermined objectives and performance indicators as per its approved Corporate Plan and Shareholder Compact, and contains an audited performance scorecard for 2015/2016. The financial content of the annual report further contains the audited financial statements for 2015/2016. Over the years, Umgeni Water developed and embedded in-house processes for identifying, collecting, collating, validating and storing information used in managing its performance and continues to enhance these.

The assurance of the annual report for both financial and performance information is provided by Internal Audit and the Audit Committee of the Board. In addition, as a state-owned entity Umgeni Water is audited by the Auditor-General of South Africa for both financial and performance information.



Albert Falls Dam

Further information on the scope covered by Internal and External Auditors is provided in the Corporate Governance chapter of this report. In addition to assurance via these routes, core business processes, namely water treatment works operations, monitoring programmes and analytical laboratories are externally certified or accredited in accordance with relevant ISO and other nationally recognised standards.

The annual report content is structured to provide sufficient information to all stakeholders including, customers, regulatory bodies, investors, employees and civil society, about Umgeni Water's annual performance and on-going progress towards sustainable development. Specific stakeholder information is contained in the Stakeholder Understanding and Support chapter of this report.

ADDITIONAL INFORMATION CONCERNING ALL ASPECTS OF THE REPORT AND ITS CONTENTS CAN BE OBTAINED FROM:

Umgeni Water

P.O. Box 9, Pietermaritzburg, 3200 or at the organisation's head office, at 310 Burger Street, Pietermaritzburg, 3201

+27 (33) 341 1111

+27 (33) 341 1084

info@umgeni.co.za

www.umgeni.co.za

www.facebook.co/umgeniwater

@umgeniwater

https://www.youtube.com/UWA1974