



# 1. REPORT PARAMETERS

Further information regarding 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

Tel: +27 (33) 3411 111  
Fax: +27 (33) 3411 084

Email:  
[info@umgeni.co.za](mailto:info@umgeni.co.za)

Website:  
[www.umgeni.co.za](http://www.umgeni.co.za)

This report covers the twelve-month period 1 July 2011 to 30 June 2012. There is a mandatory requirement for Umgeni Water, as a state-owned public entity, to prepare an annual report. As such, the organisation has prepared annual reports every year since its establishment in 1974. The report complies with the statutory annual report disclosure requirements of the Water Services Act (Act 108 of 1997), section 55 of the Public Finance Management Act (Act 1 of 1999) and section 28 of National Treasury Regulations (GG 27388 of 2005). This includes reporting on subsidiaries owned by Umgeni Water.

Notwithstanding the legislative requirements, Umgeni Water has committed to aligning the organisation to the King Code of Governance for South Africa, 2009, which includes integrated reporting principles. There is a significant amount of convergence of Umgeni Water's Annual Report with the King requirements for an integrated report. This is primarily due to Umgeni Water already having in place an integrated strategy (value creation model) which straddles four sustainability perspectives and the organisation aligning with government's outcomes approach for performance reporting.

The performance content of the annual report shows Umgeni Water's progress with meeting pre-determined objectives and performance indicators as per its approved Business Plan and Shareholder Compact, and contains an audited performance scorecard for 2011/2012. The financial content of the annual report further contains audited financial statements for 2011/2012.

The assurance of the annual report, which is carried out in an increasingly integrated manner for financial and performance information is overseen by the Audit Committee of the Board, and is provided by Internal Audit and externally by the Auditor General. In addition, vital areas of the organisation's business, namely its water treatment works operations, monitoring programmes and analytical laboratories, are certified or accredited in accordance with relevant ISO standards, and as a result of this, receive further assurance from external assurance providers in these areas. Umgeni Water is currently implementing an organisation-wide ISO programme, the consequent certification of which will entrench independent assurance for all its core systems and processes. This also includes processes for performance data, for which greater resiliency in identifying, collecting, collating, verifying and storing information used in managing for results will be achieved.

The annual report content is structured to provide sufficient information to all stakeholders: customers, regulatory bodies, investors, employees and civil society, regarding Umgeni Water's annual performance and progress towards moving the organisation in a direction that supports sustainable development.