



## A Guide to the e-WULAAS

### Electronic Water Use Licence Authorisation Application System

water & sanitation  
Department  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

**e-WULAAS**  
Electronic Water Use Licence Application and Authorisation System

e-WULAAS Home

Welcome to the Electronic Water Use Licence Application and Authorisation System.

**Contact Us**

e-WULAAS is the online web portal for the submission, processing and authorisation of water use licence applications. This online portal allows prospective water users to register free of charge, submit their applications for water uses, make payments and interact with DWS in a secure online environment.

**DWS Home**

Water Users registered on e-WULAAS can engage with DWS online regarding the:

- Submission of applications and related documentation
- Tracking of applications through the authorisation process
- Communication
- Support and assistance.

Using the online application process is as easy as

1. Register your water use profile
2. Login with your details
3. Start your application by following the online prompts.

Prospective water users that do not have access to the online portal will still be able to submit their applications by contacting their nearest DWS Office for assistance.

[e-Mail address](#)

[Password](#)

[Forgot Password?](#)  
Enter your e-Mail address above

**Not Registered?**  
[register your water use profile](#)

This will allow you to apply for your water use licence online.

**Consultants - register here**  
[This will allow you to apply for a Water Use Licence on behalf of your clients.](#)

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## Overview

e-WULAAS (Electronic Water Use Licence (WUL) Application and Authorisation System) has a twofold objective:

- Firstly, to provide an online portal to the Department of Water and Sanitation (DWS) clients to register and subsequently submit their applications for water-use authorisation.
- Secondly, the system will provide an internal web-based interface for the authorisation staff to manage, coordinate, track and finalise the authorisation processes of registered water uses culminating in the issuing of a water use licence.

**The Department no longer accepts hard copies of water licence applications except in very extreme cases.**

### 1. How to Access e-WuLAAS

- Enter the following link: <http://164.151.129.107/ewulaasprod/>
- Click on Online Application Portal

### 2. Register your Water Use profile

- Click on "Not Registered"
- You can register as a Client or Consultant
- Complete the Client or Consultant profile register page
- Follow the registration steps to complete your registration and submit

**To ensure that you have all the necessary documents for your water licence application kindly comply to the check lists. (Annexure A)**

### 3. Some useful tips for applying

- As a first step, arrange a pre-application meeting with DWS to discuss the process and documentation requirements.
- Before applying, contact the Department of Environmental Affairs and Development Planning (DEA&DP) to establish whether the project requires an EIA. Most business-scale groundwater abstraction projects will not trigger an EIA listed activity, but confirmation from the DEA&DP will be required. The questions typically asked by the DEA&DP are outlined in **Annexure B**. This process often takes around 14 days.
- As of 1 March 2018, WUL applications are submitted online through the eWULAA portal. This allows users to see at what stage their application is at, which party is responsible for providing information and how long the party has taken to do so.
- If a consultant is applying on an applicant's behalf, it is recommended that the eWULAA account is linked to both the consultant and the applicant. It is best if a joint email account can be created to allow all incoming and

outgoing emails to be automatically forward to the business owner. This will enable the applicant to keep track of the application and ensure that the delays are not from the consultant's side. It is important to do this in the beginning, as this cannot be changed later.

- Follow up with the DWS regarding your application.

### 3. Water use Authorisation

In terms of the Act, a person may only use water permissibly (Sect 22 (1) of NWA, 1998) as follows:

| Water use                   | Description   | License required  |
|-----------------------------|---|---|
| Schedule 1                  | Meaning that a person who lawfully owns/occupies a property may take water for reasonable domestic use, water for small gardening (not commercial) and watering for animals (excluding feedlots) if he/she has lawful access to the resource, if the use is not excessive in relation to the capacity of the water resource and the needs of other lawful water users.  | No application for a licence is required  |
| General Authorisations (GA) | The General Authorisations (GA) merely allows for users/ potential water users to do certain limited water related activities/works (i.e. abstraction water from a water source (groundwater or surface water (river) or storage (dam) depended in the area (area of abstraction i.e. Somerset West, Malmesbury, etc.) they wish to execute the water use. These areas and the clearly spelled out allowable limited/low impact water uses are all in the GA. | No licence required but must be registered with DWS.  |
| Existing Lawful Use (ELU)   | This allows for water use that was lawfully exercised (used) in the window period (two years prior the implementation of the Act) before the Act came into effect to continue till Compulsory Licensing is called for. Note that the Water Use should have been lawful, and it must have been exercised two years prior the promulgation of the Act.  | No licence is required to continue with an Existing Lawful Water Use until a responsible authority requires a person claiming such an entitlement to apply for a licence. |

|                   |  |  |
|-------------------|--|--|
| Water Use Licence | All water uses that do not fall under the previous categories must be authorized through a Water Use Licence. The first step in the licencing process is the determination of the Reserve for that specific water resource. The Reserve is that quantity and quality of water that are being needed for basic human use and for the environment. | An application for a water use licence is required |
|-------------------|--|--|

**Water users can only exercise their water use as per the conditions attach to its permissibility (section 22. (1)) i.e. If a person use water and claim ELU, he/she can' Use the water on another property if not authorized through a water use licence by DWS.**

#### 4. Summary of the General Authorisation for taking water from a water resource

| Groundwater (WellPoint/Boreholes)  | Surface Water (Rivers, Streams)   |
|--|---|
| <ul style="list-style-type: none"> <li>• Low impact water uses</li> <li>• A person who has lawful access to a property or piece of land</li> <li>• Depended on quaternary drainage area (i.e. 150m<sup>3</sup>/ha/annum. A property size of 2 ha's can then use 150x2=300 m<sup>3</sup>/annum) (volume abstracted per property)</li> <li>• Limited of 10m<sup>3</sup> per day on average over a year of abstraction does not require (but should not exceed annual limit)</li> <li>• Taking more than 2l/s must be measured (meter)</li> </ul> | <ul style="list-style-type: none"> <li>• Low impact water uses</li> <li>• Lawful access to the resource</li> <li>• Depended on quaternary drainage area (i.e. 2000m<sup>3</sup>/annum per property at a rate of 1l/s</li> <li>• Limit of 50 m<sup>3</sup> per day on average over a year of abstraction does not require registration (but taking of water should not exceed annual limit)</li> <li>• Taking of more than 5l/s must be measured (meter)</li> <li>• Surface water taken in terms of this GA on a piece of land or property may be used on another property or piece of land</li> </ul> |
| <p><b>No water may be taken within a:</b></p> <ul style="list-style-type: none"> <li>• 500-meter radius of boundary of a wetland, pan or estuary</li> <li>• 100-meter radius of boundary of a watercourse or state dam</li> <li>• 500-meter radius of state dam wall</li> <li>• 500-meter high-water mark of the ocean without a Water Use Licence issued by DWS</li> </ul>  | <p><b>No water may be taken within a:</b></p> <ul style="list-style-type: none"> <li>• 500-meter radius of boundary (delineated edge) of a wetland, pan or estuary</li> </ul>   |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• One should also give effect to conditions of Groundwater Control area</li> </ul>   |  |
| <p>If the above conditions could not be met, the person (water user) should apply through a Water Use Licence for permission. The water use should stop immediately.</p> <p>*If a person abstracts at a rate of more than 1l/sec he/she must apply for permission through a Water Use Licence Application before they can continue engaging in that water use activity.</p> <p>**Groundwater use is curtailed by 45% for domestic and industrial use. Meaning that people can only use 55% of the above volumes</p> <p>**Groundwater use is curtailed by 60% for the Agricultural sector. Meaning that people can only use 40% of the normal lawful limits.</p> |  |

## 5. Documents required

The table below outlines the documents required when applying for a specific Water Use:

| Water Use                   | Business Documents   | DWS preformatted forms   |
|-----------------------------|--|--|
| General Authorisations (GA) | DWS will guide during the Pre-WULA stage   |  |
| Existing Lawful Use (ELU)   | DWS will guide during the Pre-WULA stage   | Confirmation section 33 of 35 letter from the Department   |
| Water Use Licence           | <ul style="list-style-type: none"> <li>• Title deeds</li> <li>• S27 motivation, EIA confirmation letter/ "not listed" EIA letter</li> <li>• B-BBEE certificate</li> <li>• Specialists/technical reports</li> <li>• Technical data</li> </ul> | <p><b>DW758 – Part 1 Form</b><br/><u>Company Registration Form</u></p> <p><b>DW760</b><br/>Taking water from the water source</p> <ul style="list-style-type: none"> <li>• Details of water resource information</li> </ul> <p><b>DW788</b><br/>Taking water from the water source</p> <ul style="list-style-type: none"> <li>• Power Generation, Industrial or mining use</li> </ul> <p><b>DW901</b><br/>Supplementary Water Use Information</p> <ul style="list-style-type: none"> <li>• Property where water use occurs</li> </ul> <p><b>DW902</b><br/>Property description – Property Owner, Property owner ID and Title deeds</p> <p><b>DW784</b></p> |

|  |  |   |
|--|--|---|
|  |  | Taking water from the water resource<br>Pump technical data |
|--|--|---|

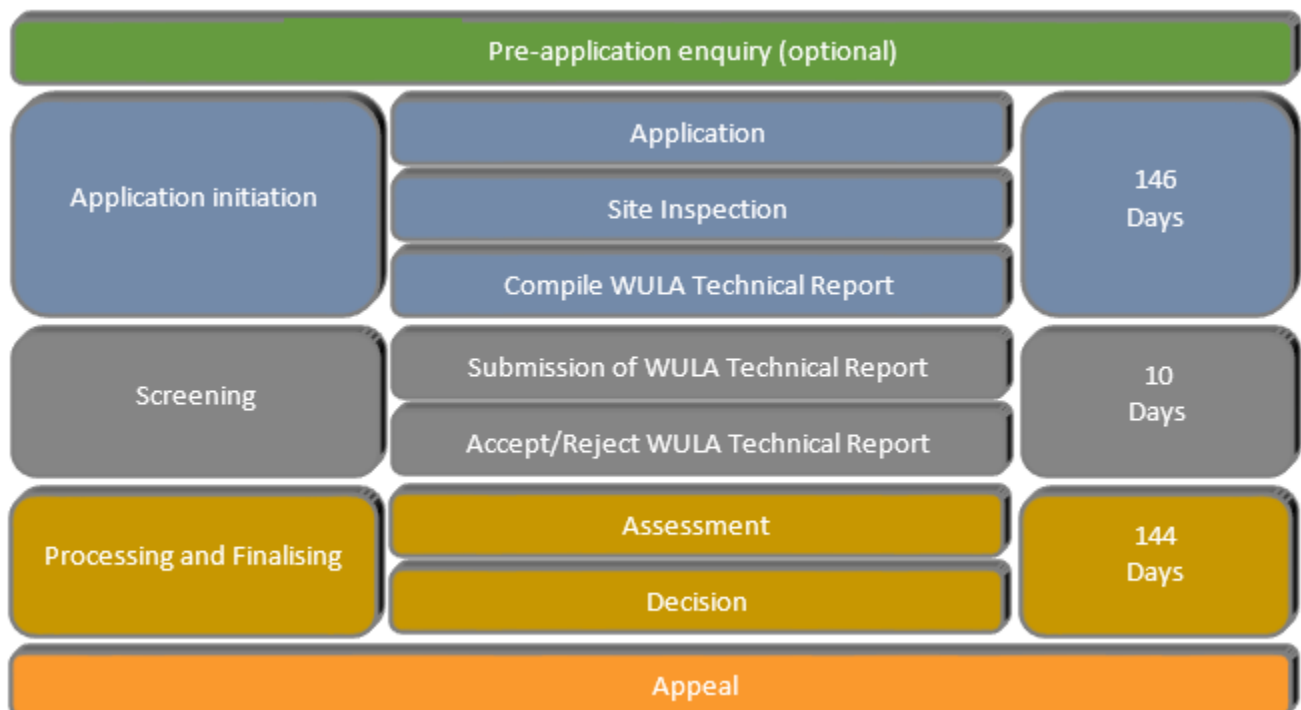
## 6. Online Application process

Your application for a water use licence will be submitted to the Regional Office of the Department of Water and Sanitation. The Regional Office will charge a licence processing fee and will do the assessment in the Regional Office/Catchment Management Agency. Your licence application will then be transferred to the Head Office for further processing.

**Before applying, contact the Department of Environmental Affairs and Development Planning (DEA&DP) to establish whether the project requires the need for an Environmental Impact Assessment (EIA).**

Most business-scale groundwater abstraction projects will not trigger an EIA, but confirmation from the DEA&DP will be required. The questions typically asked by the DEA&DP are outlined in **Appendix B**. This process often takes around 14 days.

The process for applying for a Water Use Licence is shown below. Note that the pre-application enquiry is compulsory.



There are generally six steps to processing any water use licence application. The application process is broken up into 3 Phases which need to be completed thoroughly. These steps aim to test the application against the principle of beneficial use in the public interest and specifically against Section 27 of the National Water Act, 1998 (Act No. 36 of 1998) (NWA). These steps are:

**Step 1 - Pre-Application process (Phase 1):**

This is done when your licence application is received and is used to check if everything needed to process the licence application. You will be asked to provide missing information and may get initial feedback before you pay your application fee (R 100.00 + VAT) - so you can decide whether to continue.

To complete this process, you must complete the **DW758 (Company Registration Form)** form with your business information, water uses applied for, property details where the water uses are to take place and details of the property owner.

**Step 2 - Application Initiation (Phase 2):**

This is where the DWS determines the information required to compile a water use licence application technical report to support the application. The determination of information requirements will be based on the information contained on the form or the site inspection, if required.

The following documents will be required in this step:

| Documents  | DWS preformatted forms <sup>1</sup>  |
|--|--|
| <ul style="list-style-type: none"> <li>• Title deeds</li> <li>• S27 motivation, EIA confirmation letter/ "not listed" EIA letter</li> <li>• B-BBEE certificate</li> <li>• Specialists/technical reports</li> </ul> | <p><b><u>DW758 – Part 1 Form</u></b><br/> <u>Company Registration Form</u></p> <p><b>DW760</b><br/>           Taking water from the water source</p> <ul style="list-style-type: none"> <li>• Details of water resource information</li> </ul> <p><b>DW788</b><br/>           Taking water from the water source</p> <ul style="list-style-type: none"> <li>• Power Generation, Industrial or mining use</li> </ul> <p><b>DW901</b><br/>           Supplementary Water Use Information</p> <ul style="list-style-type: none"> <li>• Property where water use occurs</li> </ul> <p><b>DW902</b><br/>           Property description – Property Owner, Property owner ID and Title deeds</p> |

<sup>1</sup> Please note that for each water use there will be different forms to complete. The e-WULAA system will generate the specific forms you need to complete.

### Step 3 – Screening (Phase 3):

This is the screening of the Technical Report and the acceptance or rejection thereof.

| Documents  | DWS preformatted forms  |
|--|---|
| <ul style="list-style-type: none"><li>Technical data</li></ul> | <b>DW784</b><br>Taking water from the water resource<br>Pump technical data |

### Step 4 - Processing and Finalising:

This includes the assessment of the Technical Report where the information is evaluated by specialist groups, and recommendation to the Delegated Authority at the Head office of DWS for a decision.

### Step 5 - Decision by the Delegated Authority:

After considering all the relevant information, the Delegated Authority will decide on whether to approve or refuse the application.

### Step 6 - Implementation:

The Regional Office starts with the implementation of the licence, including issuance and highlighting any conditions that might be attached to the water use licence.

An application for a water use licence *can* take up to 300 days to process, depending on the complexity of the application, its benefits to the general public and its possible impacts. Generally, low impact, high value licence applications will be processed quicker. Applicants may be requested, at any stage, to provide more information, to advertise the proposed water use, or to invite comment from interested and affected parties.

## 7. Key contacts

| Organisation                       | Name and Surname | Telephone    | Email  | Area of assistance                                       |
|------------------------------------|------------------|--------------|--|--|
| Department of Water and Sanitation | Derril Daniels   | 021 941 6189 | <a href="mailto:danielsd@dws.gov.za">danielsd@dws.gov.za</a> | Water use License Applications (Berg-Olifants Catchment) |



|   |                 |          |     |  |   |
|---|-----------------|----------|-----|--|---|
|   | Rafeeq Le Roux  | 023 8000 | 346 | <a href="mailto:rleroux@bgcma.co.za">rleroux@bgcma.co.za</a>                             | Water Use Specialist (Breede-Gouritz Catchment)   |
|   | Warren Dreyer   | 021 6185 | 941 | <a href="mailto:DreyerW@dws.gov.za">DreyerW@dws.gov.za</a>                               | Assist with e-WULAAS portal   |
| Department of Environmental Affairs and Development Planning (DEA&DP) | Gerhard Gerber  | 021 2787 | 483 | <a href="mailto:Gerhard.Gerber@westerncape.gov.za">Gerhard.Gerber@westerncape.gov.za</a> | Assist with the EIA process and obtaining the letter stating that an EIA is not required - applicable in most cases - and can provide general guidance regarding water-related authorisations |
| City of Cape Town   | Shahied Solomon |          |     | <a href="mailto:shahied.solomon@capetown.gov.za">shahied.solomon@capetown.gov.za</a>     | For regulatory queries relating to the discharge of wastewater (include brine) to the municipal sewer (Areas including: Epping, Atlantis, Montague Gardens)                                   |
|   | Caashief Adams  |          |     | <a href="mailto:caashief.adams@capetown.gov.za">caashief.adams@capetown.gov.za</a>       | (Areas including: Parow, Bellville, South Peninsula)  |
|   | James Hannie    |          |     | <a href="mailto:james.hannie@capetown.gov.za">james.hannie@capetown.gov.za</a>           | (Areas including: Durbanville, Somerset West)   |

## 8. City of Cape authorisation<sup>2</sup>

The following [link](#) provides information on the City of Cape Town's requirements in terms of:

- Borehole registration
- Approval to install alternative water systems
- Water Service Intermediary (WSI) applications

For authorisation to discharge wastewater/brine to a municipal sewer, please contact the City of Cape Town contacts listed above (i.e. Shahied Solomon, Caashief Adams or James Hannie).

The above processes are separate to the WULA process. However, consent is also required from the municipality as part of the WULA process

***Please note that each municipality has its own processes for the above! Kindly contact your respective municipality for more details.***

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<sup>2</sup> Please note that each municipality has its own process of authorisation for borehole registration, installation of alternative water systems and water service intermediary

## Appendix A

| DOCUMENT CHECKLIST FOR LICENCE APPLICATION |  |   |
|--|--|---|
|  |  |   |
| <b>APPLICATION WATER QUALITY</b>           |  |   |
|  | DOCUMENT   | √ |
| 1  | Fully completed licence application forms signed by applicant  |   |
| 2  | Proof of License Application Fee of R114.00  |   |
| 3  | Certified ID of the applicant/responsible person /company registration certificate   |   |
| 4  | Copy of property's title deed  |   |
| 5  | Copy of property's zoning document   |   |
| 6  | A letter of consent from the registered land owner if applicant is not the owner/ Lease agreement  |   |
| 7  | A Topographic map of 1:50 000 /Aerial Photo of 1:10 000 indicating map name, number and property boundaries including subdivisions. Existing and proposed abstraction and discharge points, irrigation fields, boreholes must also be indicated. |   |
| 8  | Water Quality Management Report/Aide Memoire/Integrated Water &Waste Management Plan/Geohydrological Report/Contingency plans etc  |   |
| 9  | Other Correspondence:  |   |
|  | <ul style="list-style-type: none"> <li>• Environmental Impact Assessment Report</li> <li>• Approved Environmental Management Plan</li> </ul>   |   |
|  | <ul style="list-style-type: none"> <li>•RoD from Environmental Affairs</li> <li>•Public Participation correspondence</li> </ul>  |   |
| 10   | Motivation considering all relevant factors as mentioned in Section 27 of NWA,1998   |   |
| 11   | Proof that proposed water use will redress the result of past racial and gender discrimination/Social and Labour Plan  |   |
| 12   | Reserve Request  |   |
| 13   | Reserve Available  |   |

| <b>APPLICATION TAKING AND STORAGE</b> |  |   |
|---------------------------------------|--|---|
|                                       | DOCUMENT   | √ |
| 1                                     | Fully completed licence application forms signed by applicant  |   |
| 2                                     | Proof of License Processing fee of R114.00   |   |
| 3                                     | Certified ID copy of the applicant /company registration certificate   |   |
| 4                                     | Copy of property's title deed  |   |
| 5                                     | A letter of consent from the registered land owner if applicant is not the owner/ Lease agreement  |   |
| 6                                     | A Topographic map of 1:50 000 /Aerial Photo of 1:10 000 indicating map name, number and farm boundaries including subdivisions. Existing and proposed irrigation fields, dam positions and boreholes must also be indicated. |   |
| 7                                     | Technical report which should include run-off calculations, preliminary dam design   |   |
| 8                                     | Geohydrological Report which should include Hydro-sensus, Pump Test, Water Balance, Recharge and detail of Aquifer   |   |
| 9                                     | Other Correspondence:  |   |
|                                       | • Environmental Impact Assessment Report   |   |
|                                       | • RoD from Environmental Affairs   |   |
|                                       | • Public Participation correspondence  |   |
|                                       | • Letter from Water User Association   |   |
| 10                                    | Motivation considering all relevant factors as mentioned in Section 27 of NWA,1998   |   |
| 11                                    | Proof that proposed water use will redress the result of past racial and gender discrimination /BBBEE status   |   |
| 12                                    | Reserve Request  |   |
| 13                                    | Reserve Available  |   |

## **Annexure B**

# **Questions typically posed by the Department of Environmental Affairs and Development Planning (DEA&DP) to determine whether an EIA is required**

1. What is the description of the proposed development and associated infrastructure;
2. What are the property details (Erf number and addresses) of the proposed development;
3. The amount of treated water that will be produced per day;
4. Will any indigenous vegetation be cleared to accommodate the proposed development;
5. Is there existing access to the site;
6. Clarity as to whether an authorisation will be required from the Department of Water and Sanitation.