

Public Participation Report
Application for Water Use License for Clover Dairies,
Queensburgh, Durban, Kwa-Zulu Natal Province
DWS WULA Reference Number: WU45935

Report prepared by: Rose Owen (Phelamanga)
Date: 2026/05/04
Contact: rose@phelamanga.co.za

Phelamanga is pleased to provide GroundTruth, who were appointed as the independent consultant, to prepare and submit the Water Use Licence Application (WULA) with the following update and findings from the Public Participation (PP) process undertaken as per the legal requirement to fulfil the WULA in terms of Section 40 of the National Water Act, 1998 (Act no. 36 of 1998).

Introduction

Clover Dairies processing plant located in Queensburgh, Durban, KwaZulu-Natal is considering alternative sources and ways to secure their water supply. To undertake this, they are proposing to use the uMhlatuzana River as a source. To be able to extract water there is a requirement to apply for a Water Use License (WUL).

An integral part of the WULA process includes PP and Stakeholder Engagement, for which Phelamanga has been appointed as sub-consultant.

1. PUBLIC PARTICIPATION PROCESS

The Public Participation (PP) Process was supported by Phelamanga. This report provides an overview of the activities taken and evidence of the various public participation actions related to the WULA process. This report has been updated throughout the WULA process.

2. PUBLIC PARTICIPATION ACTIVITIES: ENVIRONMENTAL IMPACT REPORT

2.1. Notices

2.1.1. Site Notices

When the WUL comment period commenced a public notification campaign commenced and included the placement of site notices in English and isiZulu (size A2 – 594 x 420mm), at the site, along the road leading to the site, and within the closest community. It was noted that there are 2 entrances to Clover Queensburgh, an additional site notice was placed at the second entrance. See supporting documents at paragraph 6.2 on page 7. (The team were unable to get a picture of the #5 notice board as while they were placing it community members came out to speak to them, they community members were informed of the project and given hard copies of the notice, the team erred and failed to take a picture. A return visit will be made and a picture taken)

The site notices informed I&APs of the proposed project and invited them to access the report via the project specific webpages, and the hard copies located at the Queensburgh community centre and the Clover Security Office (Transmittal notices are at paragraph 6.2.9 on page 25). The site notices included the contact details for the PP office at Phelamanga for comments.

2.1.2. Adverts

The newspaper adverts were placed in both English and isiZulu within local newspapers, The Queensburgh News (published on 12 January 2026, dated 16 January 2026) and isiZulu newspaper Isolezwe (published on 15 January 2026). See supporting documents paragraph 6.2.4 at page 12.

2.1.3. Knock and Drop

To ensure that the community closest to the site, who may not receive or purchase newspapers or receive emails, would get information, a knock-and-drop of the project notice in English and isiZulu was undertaken. See paragraph 6.2.5 on page 16. There were 50 notices delivered to community members and or left at letterboxes on 15 January 2026. It was noted that some members of the community declined to sign for receipt of the notice, some community members indicated we should leave the notice in the postbox, there were numerous houses without postboxes, where possible an alternative means of leaving the notice at the property was undertaken. In some areas there were dogs and this prevented the team from being able to approach houses or community members. Those who did sign had either no comment or provided some comments for the project, these have already been included in the Comments and Response Register see paragraph 6.1 on page 4.

2.1.4. Email notifications

Emails were sent to Phelamanga registered I&APs who participate in other forums that may have an interest in this project (the forums they are registered for are for industry located on the uMhlatuzana River). An initial notification email was sent on Thursday 15 January 2026 at 09.30am. See paragraph 6.2.6 on page 17 for details on delivery and link access. On 2 March 2026 reminder notifications were sent to update stakeholder lists, see paragraph 6.2.7 on page 19 for details on delivery and link access. For the content of the email see paragraph 6.2.8.1 on page 21 and paragraph 6.2.8.2 on page 23.

2.2. Public Meetings

A public meeting was held on 10 February 2026, at the Queensburgh Community Hall at 16.00. It was anticipated that having the meeting in the afternoon / evening would allow community members who work an opportunity to come to the meeting. We had a number of apologies and unfortunately a low turnout. It was considered that with the knock and drop a number of stakeholders had provided comment at that time and did not feel the need to attend the meeting. The ward councillor indicated at the start of the meeting that the meeting details had been shared across numerous community WhatsApp notice groups. Minutes of the meeting are at paragraph 6.3 on page 26.

2.3. Comment Register

A Comments and Response Register was maintained and continuously updated throughout the WULA commenting period. All comments received during this period via email, post, telephone, in person, or during the Public Meeting, have been captured and collated.

The Comment Register is attached per paragraph 6.1 on page 4.

3. I&AP DATABASE

The I&AP database is available, on request. Per POPIA the information contained within the database may not be made public.

4. NARRATIVES IDENTIFIED

The narratives identified during the PP process are as below and should inform the WUL process.

4.1. Narratives

- Water security is a deep concern for community and the municipality.

- Water course management needs to be considered, including the volume removed from the river, and downstream water balance.
- Options for treated effluent to be returned to the river to maintain water system balance.
- Infrastructure capacity, and integrity, the municipal infrastructure is constrained and there is a need to ensure the WWTW and the ensuing infrastructure is capable of handling the processing and effluent.
- Construction security, changes to the area could bring illegal settlement into the area.

4.2. Meta Narrative

The stakeholders were in support of the possibility of a reduced pressure on the water supply, but this should include an identification of ways in which the treated effluent would be safe to be returned to the resource system, rather than sent to WWTW for discharge through pipeline.

5. CONCLUDING COMMENT

The public participation process for WUL is concluded. I&APs will be informed of the outcome of the Competent Authority decision.

6. SUPPORTING DOCUMENTS

6.1. Comment and Response Register

The following is a summary of the comments received to date, this register will continue to be updated as the project unfolds. The project team has been informed.

(*Note* Contact information is withheld for POPIA reasons and will only be provided if requested)

Issue	Stakeholder	Email / post / Meeting	Received	Question / Comment	Response
Security	Resident	Knock and Drop	15 January 2026	Will Clover be responsible for security on the river. Concern that when there is clearing to build the weir squatters will move in.	Ward Councillor responded during the public meeting on 10 February 2026 “the site’s location and the direct visibility to Clover and the Department of Transport should help mitigate this”
Security	Resident	Knock and Drop	15 January 2026	- Community should partner with Clover to provide security on the river. - Boom gates on either end of the road, Brookdale.	Noted
Water security for the community	Resident	Knock and Drop	15 January 2026	- We need a borehole for the community - When Clover has water from the weir, they should send water tankers to the community when there is water outages.	Noted
Storm and overflow	Resident	Knock and Drop	15 January 2026	The storm intensity is increasing, and weir designs must be robust enough to handle extreme flash floods beyond standard historical modelling.	
Municipal Infrastructure	Ward Councillor	Meeting	10 February 2026	- The Umhlathuzana WWTW Capacity: He noted that the uMhlathuzana WWTW previously could not handle Clover's effluent, due to compliance to quality not being met and volume, leading to it being diverted. - In addition to this CvdB further highlighted that the recent storm damage destroyed these diversion lines, and the WWTW is currently at capacity while lacking its own water use license. - It should be considered in the proposal if the Umhlathuzana WWTW is able to receive the proposed effluent. Will there be an increase in the volume of effluent discharged? He further noted that there are ongoing developments in the area and some of these	- A formal communication was sent to eThekweni regarding effluent quality on 20 February 2026 “My name is Busisa Ntshangase from GroundTruth in Hilton. I am currently assisting Clover with a Water Use Licence Application (WULA) for the abstraction of water from the uMhlathuzana River for use at their Queensburgh facility. The abstracted water will be treated on-site to remove fats, oils and grease (FOG) prior to discharge to the Southern Wastewater Treatment Works. I understand that Clover is already discharging to the Southern Works. Clover has indicated that the discharge volumes will remain unchanged

Issue	Stakeholder	Email / post / Meeting	Received	Question / Comment	Response
				have been halted due to a lack of infrastructure capacity to handle the increased demand	<i>following the proposed switch from or supplement of municipal supply via river abstraction. For purposes of the WULA submission to DWS, we would like to reflect this position accurately in the application. We would therefore appreciate any confirmation or comment from your side, given your technical insight, particularly with regards to the works. This will also ensure that our stakeholder engagement process is thorough as part of the public participation process. So, essentially confirmation that Southern Works can continue to accommodate influent from the Clover facility.</i> <i>Please let me know if you require any additional information regarding the application and to help you answer more comprehensively. I would also be happy to arrange a brief Teams meeting should that be more convenient for you"</i> – A formal response and update was sent to DWS on 27 February 2026 – <i>"We would like to formally notify the Department of a rectification regarding the discharge referenced in the Water Use Licence Application. The water leaving the Clover facility will be discharged to the Southern Wastewater Treatment Works (SWWTW), and not to the uMhlathuzana Wastewater Treatment Works as previously indicated in the application documentation. Clover is currently discharging to the Southern Wastewater Treatment Works, and this correspondence therefore serves to align the WULA with current operations."</i>
Municipal Infrastructure	Ward Councillor	Meeting	10 February 2026	– Residents are often blamed for water shortages. He clarified that re-routing Clover's supply directly from the river (rather than the southern aqueduct/reservoirs) would free up significant municipal water for thousands of local residents.	– Noted – no response required

Issue	Stakeholder	Email / post / Meeting	Received	Question / Comment	Response
River flow	Ward Councillor	Meeting	10 February 2026	– concern that abstracting at the factory and returning water further downstream at the WWTW would leave a section of the river (near a nature reserve) with low flow, potentially causing silt buildup.	– GroundTruth provided feedback that while the DWS did not require a formal "reserve study," high-level modelling in the aquatic assessment suggested no significant impact
River abstraction	Resident	Meeting	10 February 2026	– Requested clarity on the volume of water that was anticipated to be abstracted?	– GroundTruth clarified that the application is for 1.5 million cubic meters per year.
Water quality	Resident	Meeting	10 February 2026	– Could Clover treat the water well enough to discharge it directly back into the river instead of the WWTW	– Clover has not looked into this.
Water quality	Resident	Meeting	10 February 2026	– Requested clarification on who monitors compliance	– GroundTruth explained that an Environmental Compliance Officer (ECO) would conduct regular audits and report non-compliances directly to the department.

6.2. Notices

6.2.1. Notices position per Google Earth



6.2.2. Photographic evidence of notices

Notice Board 1a
 29°51'53.18"S
 30°52'39.14"E



Notice board 1
 29°51'56.50"S
 30°52'35.59"E



Notice board 2
 29°51'51.65"S
 30°52'38.33"E



Notice board 3
29°51'41.83"S
30°52'22.14"E



Notice board 4
29°51'43.72"S
30°53'4.07"E



Notice Board 5
29°52'32.61"S
30°52'8.83"E



6.2.3. Site Notices – Layout/content

NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

ISAZISO NGESICELO SOKUGUNYAZWA ILAYISENSE YOKUSEBENZISWA KWAMANZI CLOVER, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)



Notice is hereby provided of an application for a Water Use License (WUL) in terms of Section 41 (4) of the National Water Act (Act No. 36 of 1998) for the Clover SA Dairies, manufacturing and processing plant, Queensburgh, Durban. The project entails a weir, and an abstraction point within the uMhlatuzana River, for treatment and use within the processing plant and discharge to the uMhlatuzana WWTW.

Legislation	Activities
National Water Act, (Act No. 36 of 1998)	- Section 21 (a) Taking water from a water resource. - Section 21 (b) Storing water. - Section 21 (c): Impeding or diverting the flow of water in a watercourse. - Section 21 (i): Altering the bed, banks, courses, or characteristics of a watercourse.

PUBLIC PARTICIPATION

A Public Meeting to present specialist reports and comment from stakeholders will be held on:

- Tuesday
- 10 February 2026
- 16.00
- Queensburgh Community Hall, 420 Main Rd, Escombe

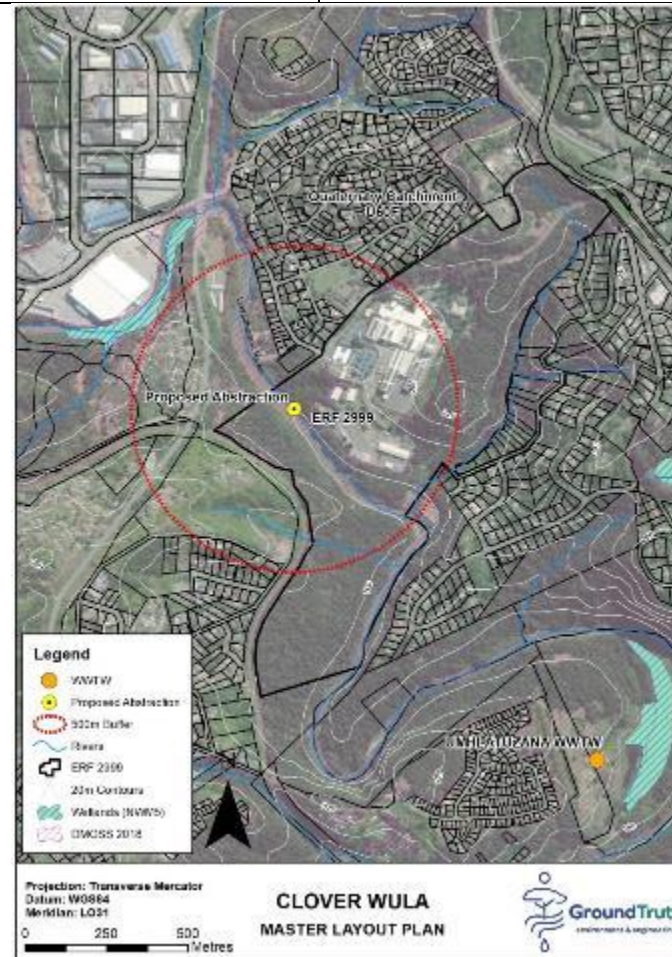
Copies of the Draft Water Use License Application Reports are available for review from 15 January 2026 – 16 March 2026 at the following venues:

- Clover Dairies, Security Office, Brookdale Rd, Queensburgh, Durban
- Queensburgh Community Hall, 420 Main Road, Escombe, Durban

It is also available electronically at the following website:

<https://phelamanga.co.za/2026/01/06/clover-dairies-water-use-license-application/>

Please note: The comment period is **15 January 2026 – 16 March 2026 (60 days, excluding public holidays)**.



Isaziso sinikezwa lapha ngesicelo seLayisensi Yokusetshenziswa Kwamanzi (i-WUL) ngokweSigaba 41 (4) soMthetho Kazwelonke Wamanzi (uMthetho No. 36 ka-1998) seClover SA Dairies, isitshalo sokukhiqiza nokucubungula, eQueensburgh, eThekwini. Lo msebenzi uhlanganisa indawo yokulahla udoti, kanye nendawo yokukhipha ngaphakathi koMfula uMhlatuzana, yokwelapha nokusetshenziswa ngaphakathi kwesitshalo sokucubungula nokukhipha amanzi eMhlatuzana WWTW.

Legislation	Activities
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UKUBAMBA IQHAZA KOMPHAKATHI

Umhlangano Womphakathi wokwethula imibiko yochwepheshe kanye nokuphawula okuvela kubabambiqhaza uzobanjelwa ngo:

- ULwesibili
- 10 Nhlolanja 2026
- 16.00
- IHholo Lomphakathi laseQueensburgh, 420 Main Rd, Escombe

Amakhophi eMibiko Yesicelo Selayisensi Yokusetshenziswa Kwamanzi Esahlungiwe ayatholakala ukuze abuyekwezwe kusukela mhla ziye-15 kuJanuwari 2026 - 16 kuNdasa 2026 kulezi zindawo ezilandelayo:

- I-Clover Dairies, Ihhovisi Lezokuphepha, Brookdale Rd, Queensburgh, Durban
- IHholo Lomphakathi laseQueensburgh, 420 Main Road, Escombe, Durban

Iyatholakala futhi nge-elektronikhi kuwebhusayithi elandelayo:

<https://phelamanga.co.za/2026/01/06/clover-dairies-water-use-license-application/>

Sicela uqaphele: Isikhathi sokuphawula singumhla ziye-**15 kuJanuwari 2026 - 16 kuNdasa 2026** (izinsuku ezingama-60, ngaphandle kwamaholidi omphakathi).

REGISTER as an I&AP using the below contact details and submit your comment(s)

WHOM SHOULD YOU CONTACT?

Interested and Affected Parties (I&APs) who wish to participate in the WUL processes by providing comments on the proposed development or who would like to obtain further information are invited to register by submitting their name, contact information and interest in the project to Phelamanga the independent public participation consultant:

PP Office Phelamanga: Rose Owen

Tel / WhatsApp / SMS: 071 457 3288

Mail: 85 River Goose Estate, 16 Fvyie Rd, Howick, 3209

E-mail | rose@phelamanga.co.za

BHALISA njenge-I&AP usebenzisa imininingwane yokuxhumana engezansi bese uthumela imibono yakho

KUFANELE UXHUMANE NOBANI?

Abantu Abanentshisekelo Nabathintekayo (ama-I&AP) abafisa ukubamba iqhaza ezinqubweni ze-WUL ngokunikeza imibono ngentuthuko ehlongozwayo noma abangathanda ukuthola ulwazi olwengeziwe bamenywa ukuba babhalise ngokuthumela igama labo, ulwazi lokuxhumana kanye nentshisekelo yabo kuphrojekthi kuPhelamanga umeluleki ozimele wokuhlanganyela komphakathi:

PP Office Phelamanga: Rose Owen

Tel / WhatsApp / SMS: 071 457 3288

Mail: 85 River Goose Estate, 16 Fvyie Rd, Howick, 3209

E-mail | rose@phelamanga.co.za

6.2.4. Newspaper Adverts

Isolezwe – Content

ISAZISO NGESICELO SOKUGUNYAZWA ILAYISENSE YOKUSEBENZISWA KWAMANZI CLOVER, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

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BHALISA njenge-I&AP usebenzisa imininingwane yokuxhumana engezansi bese uthumela imibono yakho

KUFANELE UXHUMANE NOBANI?

Abantu Abanentshisekelo Nabathintekayo (ama-I&AP) abafisa ukubamba iqhaza ezinqubweni ze-WUL ngokunikeza imibono ngentuthuko ehlongozwayo noma abangathanda ukuthola ulwazi olwengeziwe bamenywa ukuba babhalise ngokuthumela igama labo, ulwazi lokuxhumana kanye nentshisekelo yabo kuphrojekthi kuPhelamanga umeluleki ozimele wokuhlanganyela komphakathi:

PP Office Phelamanga | Rose Owen
Tel / WhatsApp / SMS | 071 591 5157
Mail | 85 River Goose Estate, 16 Fvyie Rd, Howick, 3209
E-mail | rose@phelamanga.co.za

NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES, QUEENSBURGH, DURBAN, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

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Legislation	Activities
National Water Act, (Act No. 36 of 1998)	• Section 21 (a): Taking water from a water resource. • Section 21 (b): Storing water. • Section 21 (c): Impeding or diverting the flow of water in a watercourse. • Section 21 (i): Altering the bed, banks, courses, or characteristics of a watercourse.

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REGISTER as an I&AP using the below contact details and submit your comment(s) accordingly

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 E-mail | rose@phelamanga.co.za

6 Friday, 16 January 2026

Queensburgh/Community

Queensburgh News Classifieds
Your FREE Caxton Local Media paper

www.highwaymail.co.za
031-945-4100
classifieds@dbn.caxton.co.za

0200 HOME IMPROVEMENTS

0205 GARDENING / LANDSCAPING

Giant Treefelling
PERSONAL CUTTING, STUMP REMOVAL, HEDGECUTTING, FULLY INSURED
084 833 1373
info@gianttreefelling.co.za

0206 SERVICES

0207 TUTORING / EDUCATION

FREE BIBLE STUDY CLASSES SATURDAYS, 9:30AM-11:00AM, 48 GLENVIEW ROAD, PRETORIA
WHATSAPP: 078 324 1195 OR INFO@BIBLEWORLD.ORG

0400 FOR SALE

0405 WANTED TO BUY

A1 ABOUT FRIGDES, FREEZERS, DEBS, LED'S LCD'S, PLASMAS, & TV'S
Dead Or Alive Cash Paid!
WE COLLECT
Airtel: 031 505 2100
071 474 8875
083 9444 193

Advertise your Home Maintenance Services
Contact Classifieds 031 945 6100

Want to talk? Need help?

We are now just 3 numbers away!

Childline 116 hi

You can call us about anything, about things like abuse, depression, HIV/Aids, relationship problems, neglect, bullying, harassment and many more.

0600 VACANCIES

0604 ADMINISTRATION

JUNIOR STAFF REQUIRED
FOR ADMIN DUTIES MUST BE COMPUTER LITERATE
Send CV to info@thelocal.co.za

STAY SWITCHED ON
Advertise your electrical services
Contact Classifieds 031 945 6100

0910 LEGAL NOTICES

Notice of Application
NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES, QUEENSBURGH, DURBAN, KWA-ZULU NATAL PROVINCE (WULA Ref: WULB-835)

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Comments: The comment period is 16 January 2026 – 16 March 2026 (60 days, excluding public holidays).

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PP Office (Phlemanga) / Rose Chen
Tel / WhatsApp / SMS / 071 581 5157
Mail / 85 River Grove Estate, 16 Pyralis Rd, Howick, 3209
E-mail / consult@phlemanga.co.za

employment wanted

Cautious: Be aware of scams targeting job seekers. You do not have to pay money in order to secure a job. Report incidents to your nearest police station.

It remains the reader's responsibility to check all credentials of potential employers before making any final employment decision

BOOK REVIEWS

Novel explores love and AI

Annie Bot, Sierra Greer, HarperCollins UK, ISBN: 9780008584573

WITH the advent of artificial intelligence (AI) into our world, everyone is wondering about the future of AI and whether it will dramatically change the way we live, work and love.

Annie Bot is a book that gets you thinking about that future, but from the angle of a relationship robot. Annie is a Stella – a female robot that is designed to be a human companion.

She's the 'Cuddle Bunny' type, which means she meets her owner, Doug's relationship needs. She's part organic and part machine.

The book is written from Annie's point of view as she grows in intelligence and sentience the further into the relationship with Doug she progresses. The problem with that is the more intelligent and human she becomes, the more she begins to notice things in the relationship that aren't healthy. She longs for her freedom, but it comes at a price.

And Doug controls her – deeply and in so many different ways.

This book is a deep and complex look into emotionally abusive relationships from a unique science-fiction angle.

It is brilliantly written, and I only put the book down because I hurt so much for Annie and needed to take a breather.

As she becomes more human and more aware, you feel more and more for her and her fellow Stellas.

The book shows the power of patriarchal control and how dangerous it could be if people had their own personal robots. Even though Doug thinks he's a wonderful owner for Stella and he is the reason for her great intelligence and advancement – I mean, her memory is copied and put into new Stellas because she is so advanced from living with him – he's selfish and narcissistic in subtle and terrible ways.

This book left me reeling and thinking. It is brilliant, dark, beautiful and unique – a story for our times. Please note: It's for over 18s.

- Kathy Bosman 4.5/5 stars

Argue smarter, not harder, with Jefferson Fisher

The Next Conversation: Argue Less, Talk More, Jefferson Fisher, Penguin Random House, ISBN: 9780241719886

The Next Conversation: Argue Less, Talk More by Jefferson Fisher is one of the most practical and enlightening self-help books on communication to hit the shelves in recent years.

Fisher – a trial lawyer turned internet sensation known for his punchy, insightful clips on social media – offers a clear, actionable guide to transforming the way we communicate. Whether you're navigating tough conversations at work, with your partner, friends, or family, this book is a communication blueprint grounded in empathy and clarity.

At the heart of Fisher's approach is a powerful idea: communication isn't about winning – it's about understanding and connection. It echoes the wisdom of Trevor Noah's children's book

Into the Unquiet Grass, which reminds us: "Every person is just an obstacle unless you try to understand them." While Noah's book lays the emotional groundwork for young readers, *The Next Conversation* gives adults the tools to practice what we one day hope to teach.

Fisher outlines three essential 'rules' or pillars for effective communication: control, confidence, and connection. Each section is packed with real-life examples, digestible tips, and strategies to strengthen our conversational habits – from setting conversation goals and managing our own emotional triggers, to dealing with both difficult people and the toughest of life's conversations.

Much like his online videos, the lessons are brief but brimming with knowledge and insight. The book's structure makes it easy to follow and apply. You'll quickly begin spotting common mistakes – both your own and others' – and find yourself subconsciously techniques that help you speak with intention, handle conflict more gracefully, and argue less while saying more.

- Mariclaire Smit - 5/5 stars

WE'RE HIRING

BOOKKEEPER

A New Germany based company, the Highway Mail (A division of CTP Ltd) has a position for a suitable qualified, deadline driven bookkeeper with strong computer skills.

Three years' experience in a bookkeeping role required.

The position entails but is not limited to:

- Overseeing the preparation of cash books
- Bank reconciliations
- Maintain, reconcile and pay inter-company loan accounts
- Management and maintenance of the General Ledger
- Assist with the procurement for BEE
- Maintain the fixed asset register
- All statutory returns
- Petty cash
- Balance sheet reconciliations
- Loading of bank payments
- Prepare and assist with internal and external audits
- Full bookkeeping function up to balance sheet

The company offers a competitive salary together with a retirement fund contribution.

Applications close Thursday 15 January 2026

Please forward a detailed CV to aleshas@dbn.caxton.co.za

If you have not had any response by 23 January 2026, please consider your application unsuccessful.

CAXTON local media

Most popular word of 2025 announced

LAST year is done and dusted but just days prior to Christmas the Pan South African Language Board (PamSALB) announced the South African Word of the Year as 'G20'.

The board made the announcement in partnership with media research company Focal Point.

The SA Word of the Year reflects the preoccupations of South Africans for a given period and serves as an essential indicator of the nation's cultural and social landscape.

Other contenders included 'Government of National Unity', 'Thriffs' and 'Femicide'.

The 2025 SA Word of the Year for Social Media was 'Ukidi', chosen from a shortlist that included 'Hae Khonahale', 'Nonchalant', 'Clock it', 'Nodolozama', and 'Amalk', among others.

PamSALB conducted the selection process by shortlisting candidates based on authentic language usage. Focal Point analysed frequency data from January 1 to December 2025, monitoring keywords used extensively in reputable print, broadcast, and online media. 'G20' emerged as the most prominent keyword, largely due to South Africa hosting the G20 summit in 2025.

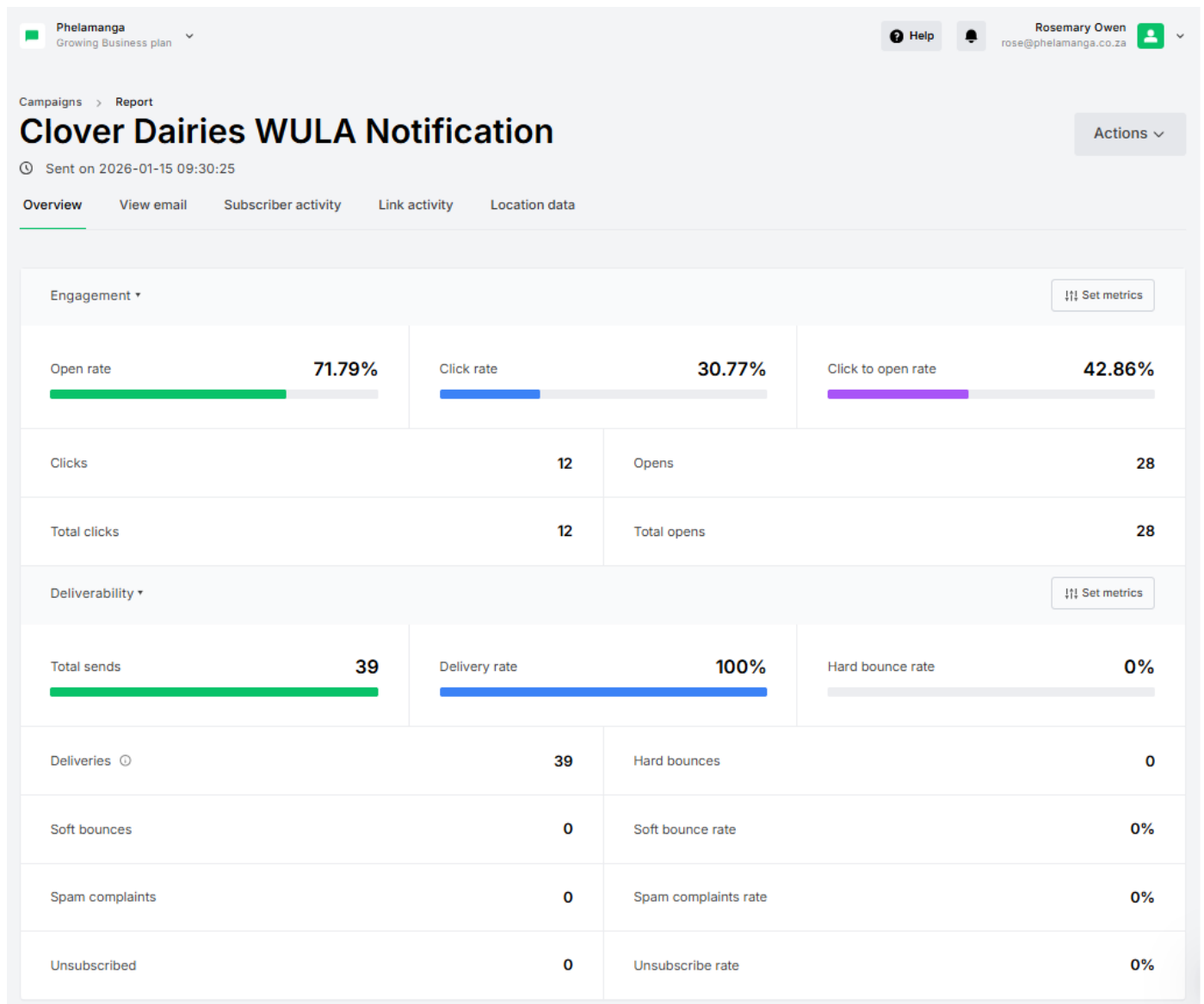
This was followed by 'Government of National Unity (GNU)' and 'Thriffs'. These terms capture the major events and issues that shaped South Africa in 2025, including politics, international affairs, and social challenges," the board said in a statement.

6.2.5. Knock and Drop



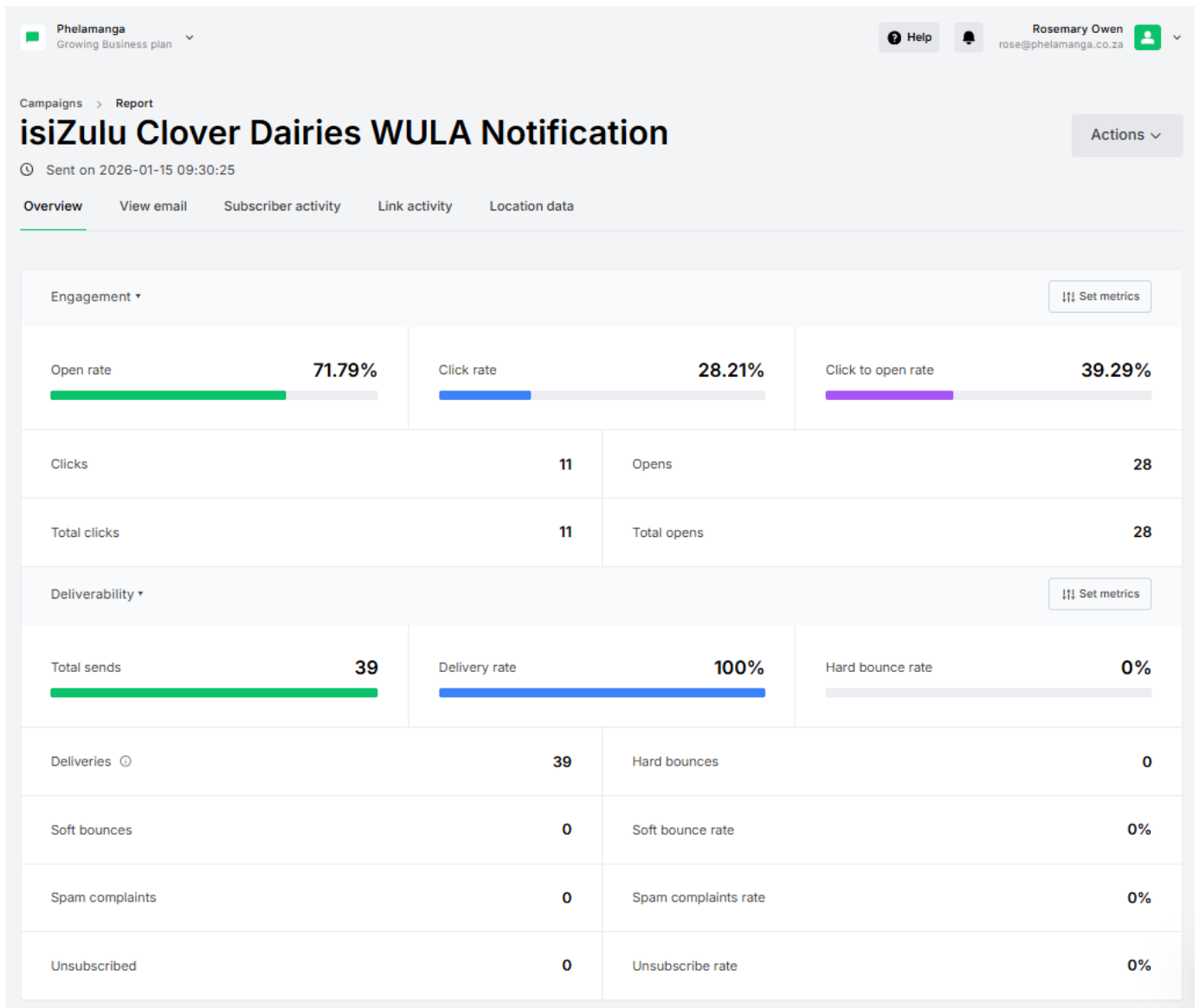
6.2.6. Email notification

The below figure indicates the statistics for the WULA notice English



- 39 emails were sent to registered I&APs
- No emails bounced
- 28 emails were opened and 12 used the links provided

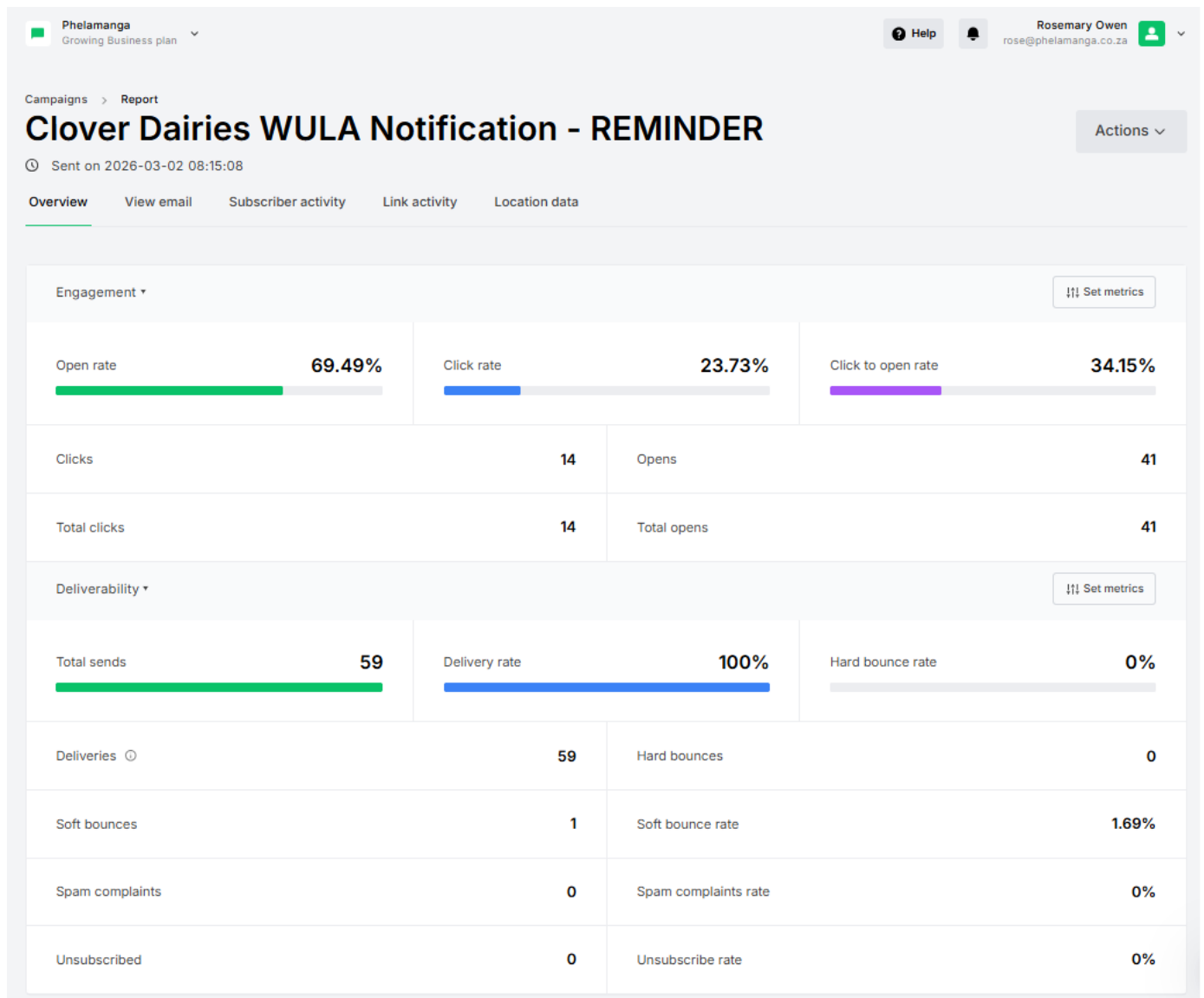
The below figure indicates the statistics for the WULA notice isiZulu



- 39 emails were sent to registered I&APs
- No emails bounced
- 28 emails were opened and 11 used the links provided

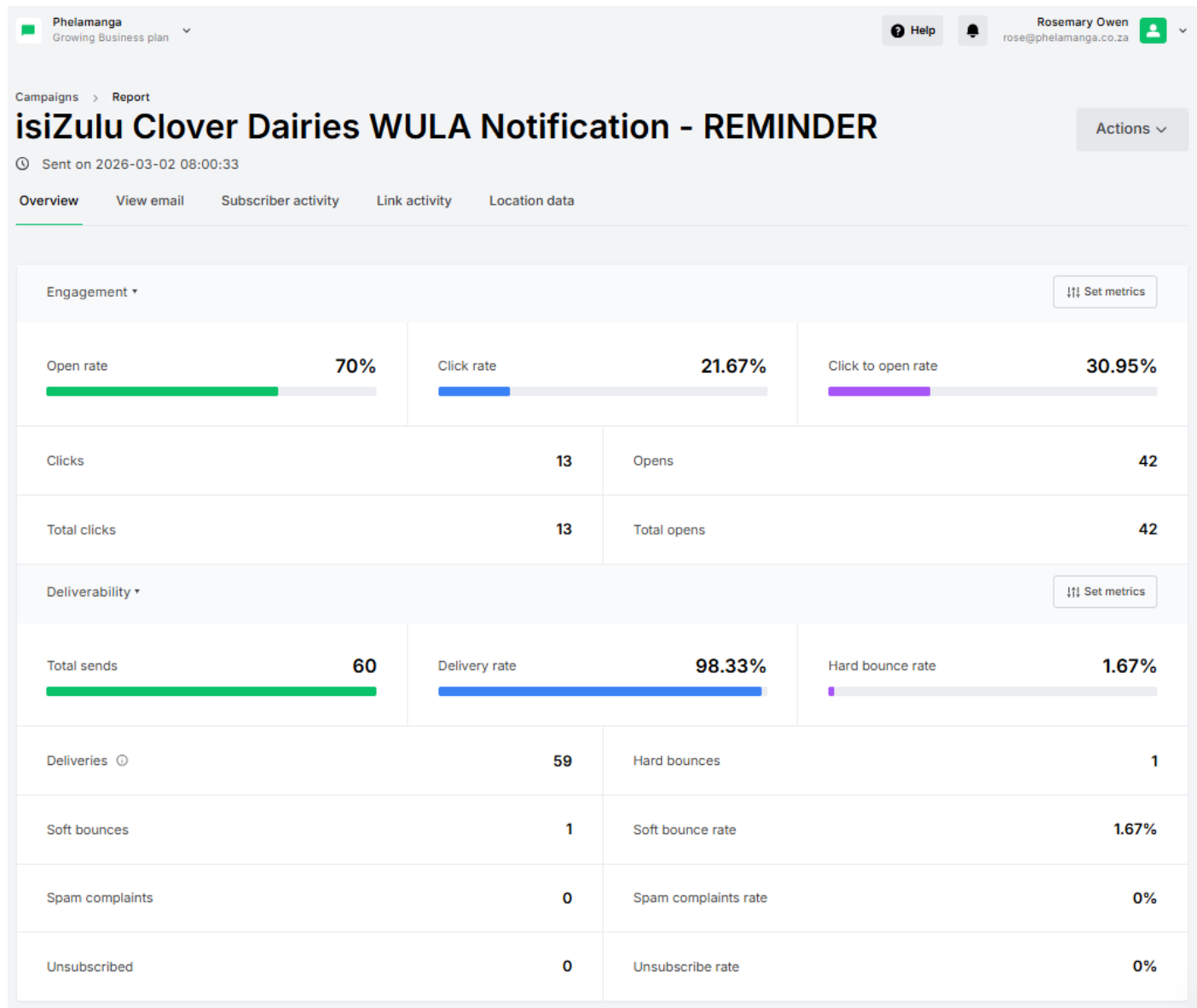
6.2.7. Email Reminder

The below figure indicates the statistics for the WULA Reminder notice English



- 59 emails were sent to registered I&APs
- One email soft bounced
- 41 emails were opened and 14 used the links provided

The below figure indicates the statistics for the WULA notice isiZulu



- 60 emails were sent to registered I&APs
- One email soft bounced
- One email hard bounced
- 42 emails were opened and 13 used the links provided

6.2.8. Email notification – Content

6.2.8.1. Notice of WULA ENGLISH

NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES,
QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

[View in
browser](#)



NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

Dear I&APs and Stakeholders

As a registered stakeholder with Phelamanga we would like to inform you of a project that may be of interest to you.

NOTICE OF APPLICATION FOR A WATER USE LICENSE FOR CLOVER DAIRIES, QUEENSBURGH, DURBAN, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

Notice is hereby provided of an application for a Water Use License (WUL) in terms of Section 41 (4) of the National Water Act (Act No. 36 of 1998) for the Clover SA Dairies, manufacturing and processing plant, Queensburgh, Durban. To lighten the burden on the existing water supply infrastructure Clover SA proposes a project that will entail a weir and abstraction point within the uMhlatuzana River, for treatment and use within the processing plant and discharge to the Municipal uMhlatuzana Waste Water Treatment Works.

Legislation:

National Water Act, (Act No. 36 of 1998)

Activities

- Section 21 (a): Taking water from a water resource.
- Section 21 (b): Storing water.
- Section 21 (c): Impeding or diverting the flow of water in a watercourse.
- Section 21 (i): Altering the bed, banks, courses, or characteristics of a watercourse.

PUBLIC PARTICIPATION

A Public Meeting to present specialist reports and comment from stakeholders will be held on:

- Tuesday
- 10 February 2026
- 16.00
- Queensburgh Community Hall, 420 Main Rd, Escombe

Copies of the Draft Water Use License Application Reports are available for review from 15 January 2026 – 16 March 2026 at the following venues:

- Clover Dairies, Security Office, Brookdale Rd, Queensburgh, Durban
- Queensburgh Community Hall, 420 Main Road, Escombe, Durban

It is also available electronically at the following website:

(<https://phelamanga.co.za/2026/01/06/clover-dairies-water-use...>)

Please note: The comment period is **15 January 2026 – 16 March 2026** (60 days, excluding public holidays).

REGISTER as an I&AP using the below contact details and submit your comment(s) accordingly.

Interested and Affected Parties (I&APs) who wish to participate in the WUL processes by providing comments on the proposed development or who would like to obtain further information are invited to register by submitting their name, contact information and interest in the project to Phelamanga the independent public participation consultant.

Comment period:

15 January 2026 – 16 March 2026

(60 days, excluding public holidays)



Phelamanga



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[Unsubscribe](#)



6.2.8.2. Email Notice of WULA isiZulu

ISAZISO NGESICELO SOKUGUNYAZWA ILAYISENSE YOKUSEBENZISWA KWAMANZI
CLOVER, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)

[View in
browser](#)



**ISAZISO NGESICELO SOKUGUNYAZWA
ILAYISENSE YOKUSEBENZISWA KWAMANZI CLOVER, KWA-ZULU
NATAL PROVINCE (WULA Ref WU45935)**

Dear I&APs and Stakeholders

Njengabambiqhaza ababhalisiwe ePhelamanga singathanda ukukwazisa ngephrojekthi engase ikuthande.

**ISAZISO NGESICELO SOKUGUNYAZWA ILAYISENSE
YOKUSEBENZISWA KWAMANZI CLOVER, KWA-ZULU NATAL
PROVINCE (WULA Ref WU45935)**

saziso sinikezwa lapha ngesicelo seLayisensi Yokusetshenziswa Kwamanzi (i-WUL) ngokweSigaba 41 (4) soMthetho Kazwelonke Wamanzi (uMthetho No. 36 ka-1998) seClover SA Dairies, isitshalo sokukhiqiza nokucubungula, eQueensburgh, eThekwini. Lo msebenzi uhlanganisa indawo yokulahla udoti, kanye nendawo yokukhipha ngaphakathi koMfula uMhlatuzana, yokwelapha nokusetshenziswa ngaphakathi kwesitshalo sokucubungula nokukhipha amanzi eMhlatuzana WWTW.

Legislation:

National Water Act, (Act No. 36 of 1998)

Activities

- Section 21 (a): Taking water from a water resource.
- Section 21 (b): Storing water.
- Section 21 (c): Impeding or diverting the flow of water in a watercourse.
- Section 21 (i): Altering the bed, banks, courses, or characteristics of a watercourse.

UKUBAMBA IQHAZA KOMPHAKATHI

Umhlangano Womphakathi wokwethula imibiko yochwepheshe kanye nokuphawula okuvela kubabambiqhaza uzobanjelwa ngo:

- ULwesibili
- 10 Nhlolanja 2026
- 16.00
- IHholo Lomphakathi laseQueensburgh, 420 Main Rd, Escombe

Amakhophi eMibiko Yesicelo Selayisensi Yokusetshenziswa Kwamanzi Esahlungiwe ayatholakala ukuze abuyekwezwe kusukela mhla ziye-15 kuJanuwari 2026 - 16 kuNdasa 2026 kulezi zindawo ezilandelayo:

- I-Clover Dairies, Ihhovisi Lezokuphepha, Brookdale Rd, Queensburgh, Durban
- IHholo Lomphakathi laseQueensburgh, 420 Main Road, Escombe, Durban

Iyatholakala futhi nge-elektronikhi kuwebhusayithi elandelayo:

(<https://phelamanga.co.za/2026/01/06/clover-dairies-water-use-license-application/>)

Sicela uqaphele: Isikhathi sokuphawula singumhla ziye-**15 kuJanuwari 2026 - 16 kuNdasa 2026** (izinsuku ezingama-60, ngaphandle kwamaholide omphakathi).

BHALISA njenge-I&AP usebenzisa imininingwane yokuxhumana engezansi bese uthumela imibono yakho

Abantu Abanentshisekelo Nabathintekayo (ama-I&AP) abafisa ukubamba iqhaza ezinqubweni ze-WUL ngokunikeza imibono ngentuthuko ehlongozwayo noma abangathanda ukuthola ulwazi olwengeziwe bamenywa ukuba babhalise ngokuthumela igama labo, ulwazi lokuxhumana kanye nentshisekelo yabo kuphrojekthi kuPhelamanga umeluleki ozimele wokuhlanganyela komphakathi.

Isikhathi sokuphawula:

15 Januwari 2026 – 16 Mashi 2026

(Izinsuku ezingama-60, ngaphandle kwamaholide omphakathi)



Phelamanga



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6.2.9. Transmittal Notification



March 2024

Transmittal NOTICE

Date	15 January 2026		
To:	Clover Dairies Security Office		
Delivery Address:	Brookdale Road, Queensburgh		
Tel:	0795091056		
Attention:	COLLIS		
From:	R Owen (Phelamanga – on behalf of Clover Dairies and Ground Truth)		
Project:	WATER USE LICENSE APPLICATION FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)		
Item No.	Document / Drawing Description	No. of Copies	Type
1	Water Use Licence Application Reports: WATER USE LICENSE APPLICATION FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)	1	10 Documents single bound
Received by:	COLLIS HARDNICK		
Signed	[Signature]		
Date:	15/01/26		



March 2024

Transmittal NOTICE

Date	15 January 2026		
To:	Queensburgh Community Hall		
Delivery Address:	420 Main Road, Escombe, Durban		
Tel:	082 929 2255		
Attention:	Sifiso		
From:	R Owen (Phelamanga – on behalf of Clover Dairies and Ground Truth)		
Project:	WATER USE LICENSE APPLICATION FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)		
Item No.	Document / Drawing Description	No. of Copies	Type
1	Water Use Licence Application Reports: WATER USE LICENSE APPLICATION FOR CLOVER DAIRIES, QUEENSBURGH, KWA-ZULU NATAL PROVINCE (WULA Ref WU45935)	1	10 Documents single bound
Received by:	Th. Lokele S. Buthelesi		
Signed	P.P.		
Date:	14/01/2026		

6.3. Minutes of Public Meeting

**WUL APPLICATION:
CLOVER DAIRIES, QUEENSBURGH, DURBAN, KWA-ZULU NATAL PROVINCE
(WULA REF: WU45935)**

**Minutes of meeting held at
Queensburgh Community Hall, 420 Main Rd, Escombe
At 16.00 on Tuesday 10 February 2026**

Present:

(As per attendance register)

Bertha Pitout (BP)	Umhlathuzane Catchment Management Forum
Busisa Ntshangase (BN)	GroundTruth
Collis Hardnick (CH)	Clover
Chris van den Berg (CvdB)	Ward Councillor (63)
Thandu Nomatshlila (TN)	KZN Ezemvelo Wildlife

Secretariat

Rose Owen (RO)	Phelamanga
Vinnie Dlamini (VD)	Phelamanga

KEY TO ABBREVIATIONS	
AP	Anton Pretorius
BP	Bertha Pitout
BN	Busisa Ntshangase
CH	Collis Hardnick
CvdB	Chris va den Berg
IM	Innocent Mwape
NG	Norman Gilbert
PS	Piet Steyn
TN	Thandu Nomatshlila
RO	Rose Owen
VD	Vinnie Dlamini

Apologies

Anton Pretorius (AP)	Clover
Innocent Mwape (IM)	Resident
Norman Gilbert (NG)	Ward Councillor
Piet Steyn (PS)	Clover

	<u>ACTION</u>
1. WELCOME AND INTRODUCTIONS 2. Rose Owen (RO) welcomed everyone to the meeting and thanked them for attending. 3. Introductions were done.	
2. APOLOGIES 1. Apologies were noted as recorded above.	
3. PURPOSE AND FORMAT 1. To ensure that all stakeholders are informed of the Clover WULA. 2. To provide an opportunity for stakeholders to comment and ask questions regarding the project, reports and / or process. 3. The Public Participation process began on 15 January 2026 and will close on 16 March 2026, this is 60 days as is required.	
4. RULES OF ENGAGEMENT 1. Attendees were asked to respect all views, raise hands to speak, and state their names for the record. 2. RO emphasized a policy of "no frogging, no hogging, no bogging" to ensure the meeting remained focused and productive.	
5. ACCEPTANCE OF AGENDA 1. The meeting accepted the Agenda. 2. Chris van den Berg (CvdB) noted to those in attendance that the meeting had been widely advertised. The information had been shared to multiple whatsapp groups in the community.	

ACTION

3. RO thanked him for this and was grateful to hear that what had been sent out via formal email, calendar and newspaper channels had been picked up and shared.	
6. OVERVIEW OF APPLICATION 1. Busisa Ntshangase (BN) provided the context for the application, citing Durban's severe water supply crisis as the primary driver. 2. Motivation: Clover's Queensburgh facility processes approximately 63% of Clover's total raw milk intake and employs more than 800 people. 3. To ensure operational continuity during municipal water curtailments, Clover proposes to abstract 1.5 million cubic meters of water per year from the uMhlathuzana River. 4. Proposed Process: Water will be abstracted via a weir, treated to potable standards for factory use, and then approximately 80% of the water will be returned to the river via the Umhlathuzana municipal wastewater treatment works (WWTW).	
7. OVERVIEW OF REPORTS AND STUDIES 1. BN summarized the technical studies required by the Department of Water and Sanitation (DWS): Aquatic Assessment: 2. Establish baseline condition: To determine the ecological state and sensitivity of the uMhlathuzana River prior to the granting of the WUL 3. Assess habitat condition: To evaluate the condition of instream and riparian habitats near the Clover facility. 4. Confirm compatibility: To assess risk and compatibility of the proposed abstraction with current river health. 5. The river reach is already modified due to sewage and local sand mining. The system is moderately sensitive, but the project is considered compatible if mitigation measures, such as allowing base flows to pass the weir, are implemented. Wetland Assessment: 6. Confirm wetland presence: To identify and delineate any wetlands within 500 m of the proposed sites. 7. Check hydrological linkages: To confirm whether any wetlands are connected to project activities. 8. Clarify regulatory requirements: To determine whether wetland legislation or additional assessments are triggered 9. No wetlands were identified within the regulated 500m radius of the site. 10. No hydrological link between the project and any wetland system 11. Existing riparian channels are modified by urbanisation and upstream impacts 12. Observed features do not meet the legal definition of protected watercourses 13. No wetland-related authorisations triggered; project considered compatible. 14. Aquatic and wetland studies were undertaken independently by GroundTruth 15. Environmental acceptability: With recommended mitigation measures in place, no unacceptable environmental impacts are expected. Post-mitigation risks are rated low significance. 16. Balancing protection and benefit: The proposed water use protects the water resource while enabling significant public and socio-economic benefits. 17. Approximately 80% of abstracted water will be returned to the river via the Wastewater Treatment Works, maintaining downstream base flows. 18. Reduced reliance on municipal supply will free up water for community use by eThekweni Municipality. 19. Supports operational continuity of a nationally important facility that contributes to food security Hydrological Assessment: 20. Support for WULA Compliance: Assessed the hydrological setting of the Clover Queensburgh facility, including climate, rainfall, and drainage patterns.	

21. Geographic & Operational Focus: Focused on the uMhlathuzana River and contributing subcatchments near the proposed abstraction weir and processing plant.
22. Assess Impact: Assess the likely alterations to the mass balance of water for the site in light of the proposed abstraction weir. Assess flooding risk in different rainfall scenarios.
23. Water Balance: Confirms that the proposed abstraction can meet water requirements from the Clover processing plant. Approximately 80% of abstracted water will be returned to the river via the Wastewater Treatment Works, maintaining downstream base flows.
24. Safety & Flood Protection: The proposed weir will not cause back flooding or inundate neighbouring properties, even in 1:100-year floods.
25. Confirmed that the proposed abstraction meets plant requirements and that the weir will not cause back-flooding or inundate properties, even in a 1:100-year flood event.

Conceptual Weir Design:

26. Regulatory compliance: Conceptual engineering design forms part of the WULA submission to conceptually demonstrate technical feasibility and environmental responsibility.
27. A concrete mass gravity weir with a 1m spillway height is proposed for stability and to allow for natural sediment transportation.
28. Flood resilience: Designed to safely accommodate peak flood events without causing back flooding or property inundation.
29. Erosion & sediment control: Downstream apron and stone pitching prevent scouring while supporting natural sediment movement
30. Final Design Phase: Current design is conceptual. Final design phase will address ecological and environmental concerns.

Hydrogeological Study:

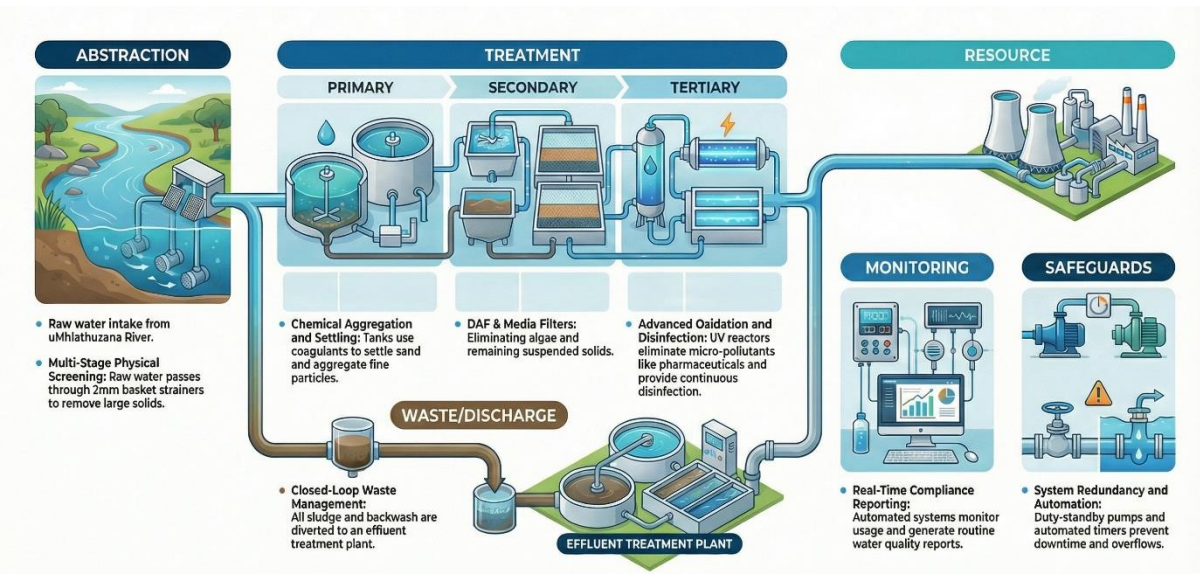
31. An independent study by SRK (done in 2021) found that groundwater supplies were inadequate for the facility, necessitating the surface water application.
32. Site focus: Assessed the aquifer beneath the Clover property, including three new boreholes
33. Assess sustainability: Evaluated groundwater availability, quality, and potential interaction with the uMhlathuzana River to ensure responsible abstraction.
34. Supply: Groundwater supply was not enough to supplement the requirements of the facility hence the application for surface water abstraction.

Method Statement:

35. Operational Framework: Provides a structured plan for the abstraction, treatment, use, and discharge of water from the uMhlathuzana River.
36. Controlled Implementation: Ensures all stages of the water cycle at the Queensburgh facility are managed responsibly to prevent environmental degradation while maintaining operational continuity.
37. Regulatory Integration: Forms a core component of the WULA, demonstrating alignment with protection of the water resource.

Key Processes:

38. BN provided a useful infographic of the proposed abstraction and use and treatment of the water.

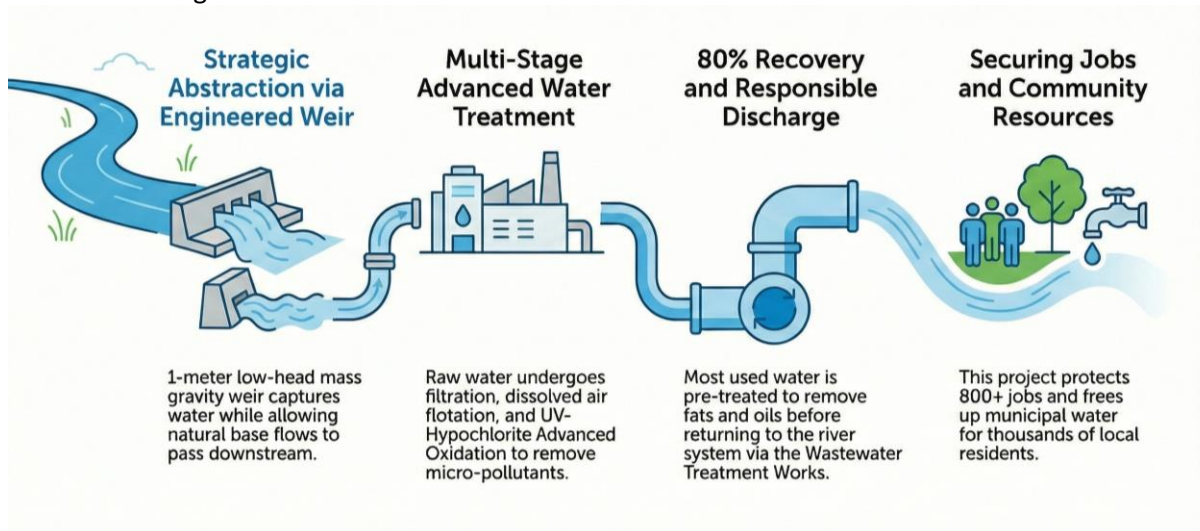


Environmental Management Programme (EMPr):

39. Outlines control measures for construction and operation, including independent oversight and real-time compliance monitoring.
40. Required by DWS as part of the WULA process.
41. Sets practical environmental management measures for all activities across construction and operation phases.
42. Ensures compliance with South African environmental legislation.
43. Minimises environmental impacts while enabling responsible water use.
44. Construction activities guided by approved control measures
45. Operational phase governed by structured monitoring protocols
46. Risk mitigation and emergency response procedures in place
47. Ongoing compliance monitoring and reporting to authorities
48. Independent oversight and accountability mechanisms implemented

Conclusion and Summary overview:

49. BN provided summary infographic of the proposed water abstraction, treatment, use, treatment and discharge.



1. DISCUSSIONS

ACTION

2. RO thanked BN for the presentation and opened the meeting to questions and comments.
3. Chris van den Berg (CvdB) raised several critical points regarding municipal infrastructure. The Umhlathuzana WWTW Capacity: He noted that the uMhlathuzana WWTW previously could not handle Clover's effluent, due to compliance quality not being met and volume, leading to it being diverted.
4. In addition to this CvdB further highlighted that the recent storm damage destroyed these diversion lines, and the WWTW is currently at capacity while lacking its own water use license.
5. It should be considered in the proposal if the Umhlathuzana WWTW is able to receive the proposed effluent. Will there be an increase in the volume of effluent discharged? He further noted that there are ongoing developments in the area and some of these have been halted due to a lack of infrastructure capacity to handle the increased demand.
6. BN thanked CvdB for bringing this to their attention. He noted he would need to refer the concerns regarding the technical compliance of discharge limits back to Clover for a formal response.
7. RO thanked CvdB and emphasized that this feedback is vital for the process and understanding the different issues that may not be identified in studies.
8. CvdB expressed concern that abstracting at the factory and returning water further downstream at the WWTW would leave a section of the river (near a nature reserve) with low flow, potentially causing silt buildup.
9. BN explained that while the DWS did not require a formal "reserve study," high-level modeling in the aquatic assessment suggested no significant impact.
10. Bertha Pitout (BP) asked for clarity on the volume of water that was anticipated to be abstracted?
11. BN responded that the application is for 1.5 million cubic meters per year.
12. CvdB noted that residents are often blamed for water shortages. He clarified that re-routing Clover's supply directly from the river (rather than the southern aqueduct/reservoirs) would free up significant municipal water for thousands of local residents.
13. BP asked if Clover could treat the water well enough to discharge it directly back into the river instead of the WWTW. RO noted this comment would be submitted to the specialists for consideration.
14. BP asked for clarification on who monitors compliance. BN explained that an Environmental Compliance Officer (ECO) would conduct regular audits and report non-compliances directly to the department.
15. RO asked further questions, as had come to her through the knock and drop notification of the community. The storm intensity is increasing, and weir designs must be robust enough to handle extreme flash floods beyond standard historical modelling.
16. RO also asked if the weir design would include Fish Ladders to allow for uninterrupted aquatic movement.
17. Residents had also raised concerns about illegal structures being built near the construction site.
18. CvdB responded that the site's location and the direct visibility to Clover and the Department of Transport should help mitigate this

8. CONTACT DETAILS

1. RO thanked all for their attendance and participation.
2. RO highlighted the commenting period is 15 January 2026 – 16 March 2026.
3. RO reminded all that hardcopies are available at the Queensburgh Community Hall, at the Clover site, and electronic copies are available on the Phelamanga website:
<https://phelamanga.co.za/2026/01/06/clover-dairies-water-use-license-application/>
4. I&APs are welcome to send comments, questions and queries
 Tel / WhatsApp / SMS | 071 591 5157
 Mail | 85 River Goose Estate, 16 Fvyie Rd, Howick, 3209
 E-mail | rose@phelamanga.co.za

5. RO informed the meeting that minutes will be shared and the presentation will be in a dropbox link and on the website.	<u>ACTION</u>
CLOSURE There being no further business the meeting closed at 17.40	

Read and confirmed this day of 20

Signature

ANNEXURE

The following links to the folder containing the presentations referred to above will be available in Phelamanga Projects' Dropbox until the next meeting of the PAF.

PRESENTATION	LINK	FILE SIZE
260210Clover WULA Presentation	https://www.dropbox.com/scl/fi/044foxcv0klrxc3dyp93q/260210Clover-WULA-Presentation.pdf?rlkey=7thqfv9kn0bwkmnjocxsuknq9&dl=0	2 043 KB