Coagulation & Flocculation: Coagulants and coagulant-aids like alum (aluminium sulphate) are added to bind or “flocculate” smaller suspended matter and particles, such as silt and sand, to form larger and heavier clumps.

Screening: Water is pumped through self-cleaning screens to remove particles greater than 1mm.

Sedimentation: Particles combine into larger clumped particles that settle to the bottom of the tank and are removed.

Filtration: The water then passes through either rapid sand filter or membranes to remove the finer residual particles of up to 0.02 microns.

Disinfection: After filtration, the water is disinfected with chlorine or ozone to kill all harmful bacteria and viruses.


Residual Treatment: The water is dosed with lime (to balance the pH of water), chlorine and ammonia (to maintain the water quality in the distribution system), as well as fluoride (to prevent tooth decay).

Clear Water Tank: After residual treatment, water is stored in the clear water tank, before pumping to the service reservoirs for distribution to customers.