

Keep Saving Water

Welcome to your new home!

The municipality must recover the cost of providing basic services such as the provision of water and sanitation services. It also needs to ensure that households do not fall in arrears for not being able to pay their water and sanitation accounts.

Based on your property value, the City's Indigent Policy makes provision for the installation of a water management system (water meter with a water management device) which will ensure that you keep your water and sanitation account within affordable levels at all times.

Your property will receive 350 ℓ of water every day which must be managed to provide for your daily needs.

Any unused volume of water will be carried over to the next day and added to the allocation of 350 ℓ which you will receive the next day. You can therefore save up for wash days or any other event.



350 ℓ = 17 x 20 ℓ

buckets of water plus 1 x 10ℓ bucket of water per day

0860 103 089

24/7 call centre

SMS 31373 (max 160 characters)



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

Making progress possible. Together.

What is a Water Management Device (WMD)?

- An electronic device installed with your water meter
- A programmable device to provide a daily allocation based on affordability
- Enables households to monitor their available water allocation
- A tamperproof device which shuts off when vandalised
- Able to detect water leaks

What is required from you as a new homeowner?

- Understand how to keep your consumption within affordable levels and how to adapt your lifestyle/behavioural patterns
- Regularly check for and repair water leaks
- Always keep a fresh supply of water at hand for emergencies
- Report water leaks and water wastage to the City's 24/7 call centre on 0860 103 089 immediately

Where can I apply for more water?

- Apply for an increase in your water allocation after the property has been transferred into your name at the Deeds Office.
- Visit your nearest municipal finance office.
- Bring along your ID, municipal water account, proof of ownership and proof of total household income.
- The finance department will review your application and provide you with the outcome.
- If your application is successful, your allocation will be increased.



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