

Continued...

TO BE SIGNED AFTER THE INSTALLATION

I CONFIRM THAT:

- the water leaks on my property have been repaired free of charge as a once-off opportunity to assist me to reduce my water consumption and my monthly bill;
 - the WMD has been installed on my property in order to help me to manage my water consumption and ensure that I do not get a high bill or accumulate arrears;
 - I understand how the WMD works, and will be able to use 350 ℓ per day and carry over whatever I do not use from one day to the next for up to one calendar month;
 - I may use a total of 10,5 kℓ of water per month;
 - I will always keep a standby supply of water;
 - I understand how to keep my water consumption within my monthly allocation;
 - plumbing repairs have been carried out to my satisfaction;
 - I have received a full explanation of the information in the pamphlet and this agreement that I have signed.
-
- **if I run out of water:**
 - I fully understand what to do;
 - I understand that I will be without water supply for the rest of that day;
 - I understand that I will only be able to find out the reason the next day;
 - I will wait until the next day to see if the water supply is restored, and only then I will call the 24-hour call centre;
 - I will not tamper with the WMD, or the water meter and understand that I can be held accountable for any damages;
 - I will apply for an additional monthly quota if the free monthly quota is insufficient and know that I will have to pay for any such additional water consumption and sewerage disposal; and
 - I understand that I will lose this quota if I fail to pay for the additional quota for two months;

Signature of registered
property owner

Date

Name in print

Property owner's copy:

I HAVE VOLUNTARILY AGREED:

- to Council repairing the water leaks on my property;
- to pay for future plumbing repairs on my property;
- to pay for any amount above the free monthly quota;
- not to tamper with the WMD or water meter under any circumstances;
- to have the water leaks on my property repaired free of charge as a one-off opportunity to assist me to reduce my water consumption and my monthly bill;
- to have the WMD installed on my property in order to help me to manage my water consumption and ensure that I do not accumulate arrears in future;
- that I understand how the WMD works and that I will be able to use 350 ℓ per day and carry over whatever I do not use from one day to the next for up to one calendar month;
- to use up to a total of 10,5 kℓ of water per month;
- that I will always keep a standby supply of water;
- that if I run out of water:
 - I fully understand what to do;
 - I understand that I will be without water supply for the rest of that day;
 - I understand that I will only be able to find out the reason the next day;
 - I will wait until the next day to see if the water supply is restored, and only then I will call the 24-hour call centre;
 - I will not tamper with the WMD, or the water meter and understand that I can be held accountable for any damages;
 - I understand how to keep my water consumption within my monthly allocation;
 - I will apply for an additional monthly quota if the free monthly quota is insufficient and know that I will have to pay for any such additional water consumption and sewerage disposal; and
 - I understand that I will lose this quota if I fail to pay for the additional quota for two months.

DATE INSTALLED: _____ SETTING: _____

COMPANY: _____ PLUMBER: _____

METER NO: _____ DEVICE NO: _____

Contact details

24-hour call centre:

0860 103 089

SMS: 31373 (up to 160 characters)

E-mail: water@capetown.gov.za



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



Installation of a
water management
device (WMD)

Keep saving water

Installation of a water management device (WMD) on your property

The City is bound by the National Water Act, and recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all residents. According to the Integrated Water Leaks Programme, your property possibly has water leaks. We will fix your water leaks and install a water management device (WMD) on your water connection free of charge, if you accept this voluntarily.

With rights come responsibilities. Section 4(1) of Chapter 1 of the National Water Amendment Act, Act 45 of 1999, states that a person may use water in or from a water resource for purposes such as reasonable domestic chores, domestic gardening, providing water for animals, fire fighting and recreation. This initiative will help you, the registered property owner, manage your own water consumption and ensure that your water and sewerage bill is affordable. It will also help prevent you from building up water and sewerage arrears.

A responsible water user only uses the water he/she needs, pays for water and sewerage used, while also reducing water consumption where possible and reporting water leaks, water wastage and unauthorised water use of water in line with the City's Water By-laws.

How will a WMD help you?

The City recognises that a large percentage of households struggle to pay for services such as water and sanitation. In line with its indigent policy, the City therefore offers households an opportunity to improve their situation by managing their water consumption within acceptable levels. The City has introduced a relief programme for indigent consumers whereby the consumers:

- consent to have a WMD installed free of charge;
- have all their household water leaks fixed free of charge; and
- have their water and sewerage arrears caused by the water leaks written off as bad debt.

What is a WMD?

- A WMD is:
- a programmable electronic device;
- installed as part of your water connection in a water meter box; and
- programmed to provide you daily access to a predetermined volume of water based on affordability.

For indigent households, the current daily allocation is 350 ℓ of water. This is equal to 35 ten-litre buckets of water every day.

Should you need more water based on the size of your household or other people living on the property, you can apply at your nearest municipal office for a higher allocation in line with what you can afford.

Please remember, you need to be the **registered property owner** and provide your ID, copy of your bill and proof of income.

How does the WMD work?

The WMD is installed and programmed to start releasing residents' daily allocation of 350 ℓ of water from 04:00 in the morning.

Once this allocation is used up at any time during the day, the WMD will stop releasing water and will reset the next morning to provide another allocation of 350 ℓ for the day.

Any amount of the allocation that is not used up during any day will be carried over to the next day and accumulate. This means that a resident can save up for a wash day, family gathering, etc.

However, unused amounts at the end of the month are not carried over and residents are only billed for what they have actually used.

How will this help you?

The WMD is installed to help you. It will allow you to:

- receive your allocation on a daily basis at the pressure and flow rate to which you have become accustomed;
- receive your free basic service (6 kℓ of water per month, or 200 ℓ per day) as legislated by National Government;
- receive an additional amount of 150 ℓ per day, which will mostly be covered by the indigent grant;
- reduce your water and sewerage bill to within your means;
- know when there is a water leak, thereby curbing water wastage and preventing a high water and sewerage bill at the end of the month;
- prevent water and sewerage arrears from building up; and
- determine if you are using too much water and look for ways of reducing your water consumption to levels you can afford.

Indigent grant

If you qualify to receive the indigent grant:

- you need to apply first, using the application form available from your local revenue office; and
- it will be credited to your account every month – you will not receive any cash.

Lack of water every day

If you have a WMD but never seem to have enough water and you have checked that there are no water leaks on the property, there could be one of several problems:

- You are exceeding the water quota as set on the WMD; or
- The WMD is malfunctioning or has been tampered with.

Either way, your concerns can be addressed by calling our 24-hour call centre on 0860 103 089. Remember to always ask for the operator's name and obtain a reference number.

Permission by registered property owner for the installation of a water management device and the repair of water leaks on his/her property

I, _____

the registered owner of the property at

Address _____

Stand/erf number _____

Account number _____

- confirm that this project was explained to me in my mother tongue

Yes ☐ No ☐

- am satisfied with the way this was explained to me.

Yes ☐ No ☐

Any other comments _____

I AGREE:

- to Council repairing the water leaks on my property;
- to Council installing a WMD on my property;
- to pay for future plumbing repairs on my property;
- to pay for any amount above the free monthly quota; and
- not to tamper with the WMD under any circumstances.

Signature of registered property owner

Date

Name in print