

GUIDE TO WATER METERS AND WATER MANAGEMENT DEVICES

Your home or business is connected to the City's water network. The water meter measuring the water consumption is normally situated in a small chamber on the pavement outside your property. Every month, you receive a municipal bill. Your water usage is indicated on the bill and it is important that you check what your water usage was for the previous month.

During this severe drought, it is more important than ever to check your usage and to ensure that you keep to minimal/essential use only as detailed in the current restriction measures. Checking the registered consumption on your meter is a fundamental way of doing this.

HERE'S HOW:

- Make sure you know where your water meter is located
- Make sure it is not obstructed (e.g. by sand or weeds) and is easy to read
- No matter what type of water meter you have, black numbers represent kilolitres and red numbers represent litres. (To check for leaks, turn off all taps, do not flush the toilet or use municipal water. If the meter keeps on turning, it is an indication of a leak on your property. Please find details on how to fix leaks on www.capetown.gov.za/thinkwater.)

Your water meter should be accessible to City officials at all times. The City reads your water meter once a month to calculate your monthly water and sewerage consumption.

If your water meter is behind locked gates, or other reasons prevent the meter readers from taking a reading, you can submit the reading yourself by calling 0860 103 089 or registering and entering the reading online via your municipal account on our e-Services portal.

If you have a water management device (WMD) installed at your property, please note that:

- Most formal households are supplied via a 15 mm or 20 mm water connection and all new installations and meter replacements on these properties are WMDs.
- A customer who has been identified as an excessive water user by the City, based on the monitoring of a specific account, will have a WMD installed due to water restrictions measures not being adhered to. In this case:
 - » The WMD is set to a daily allocation of 350 litres to restrict the water supply to the property in line with the current water restrictions.
 - » The customer has received a warning letter to reduce water usage or to apply for usage above the limit. Upon receiving the application, the WMD will be set at the approved limit.
 - » The limit is determined by the current level of restriction and the average number of people in a single residential property, which is three to four.
- All indigent customers who form part of the Water Leaks Project would have or will receive a WMD with a setting of 350 litres per day. This will go hand-in-hand with the offer or benefit of the Water Leaks Project and will be given consideration in terms of the debt write-off process.
- All customers against whom debt action has been taken and where a WMD is at the property will have a setting of 200 litres per day in line with the basic allocations.
- The daily allocation is set to activate at 04:00. Regardless of what time you might deplete your daily allocation, the next day's allocation will only come through at 04:00 the following day.
- You must keep all taps closed overnight as you will start using your allocation and wasting water when the water supply returns at 04:00.
- If you do not use your whole daily allocation, the remainder will be carried over to the next day until the last day in the calendar month.
- If you would like to motivate for an increase in the daily allocation, please go to your nearest cash office immediately or find the application form on www.capetown.gov.za/thinkwater.

THINK WATER
CARE A LITTLE. SAVE A LOT.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

DEPENDING ON THE TYPE OF METER, A WMD DISPLAY LOOKS LIKE THIS:



A TYPICAL 15 MM CONNECTION WMD

- The electronic display (on the left in the picture) should not be confused with the reading on the actual meter (on the right in the picture). The display does not drive the metering process, but simply shows the information it obtains from the water meter.
- Please note that the daily allocation counts down (not up), so it will start at the allocated setting (generally 350 litres) and work down to zero.



A TYPICAL 20 MM CONNECTION WMD

Help us to save water:

Report water issues (e.g. burst pipes or faulty meters) and restriction offences:

- Call 0860 103 089 (choose option 2: water-related faults)
- Email water@capetown.gov.za
- Online through our www.capetown.gov.za/servicerequests
- SMS 31373 (maximum of 160 characters)
- WhatsApp 063 407 3699

The City is doing absolutely everything in its power to get Cape Town through this drought but we need the support of our residents. Water is life.

We urge you to join the efforts of the City and so many Capetonians to beat this drought together and to avoid Day Zero, the day when our taps run dry.

Please note that water restrictions and water usage targets may be changed at short notice in an effort to respond to the crisis.

PLEASE VISIT WWW.CAPETOWN.GOV.ZA/THINKWATER FOR MORE DETAILS ABOUT:

- Water rationing
- How to check for leaks on your property
- How to save water
- How to use greywater
- Water management devices
- Additional resources and latest information