



CITY OF CAPE TOWN
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STAD KAAPSTAD

Guideline

Applying for a water quota increase online

December 2017

How to apply for a water quota increase online

To apply for a water quota increase for domestic properties, visit the City's website at www.capetown.gov.za and download the application form titled: *Increase Quota of Water Supplied for Domestic Properties Application Form*.

For easy access, visit our [Apply for exemption from water restrictions](#) page and download the application form from the Document downloads section at the bottom of the page.

Please note:

Because this is an affidavit, you will need to have all your documents (application form and supporting identity documents) verified and signed by a Commissioner of Oaths before submission.

We will only accept files in PDF format, please combine all documents into **ONE PDF** before uploading.

The maximum file size is 5MB.

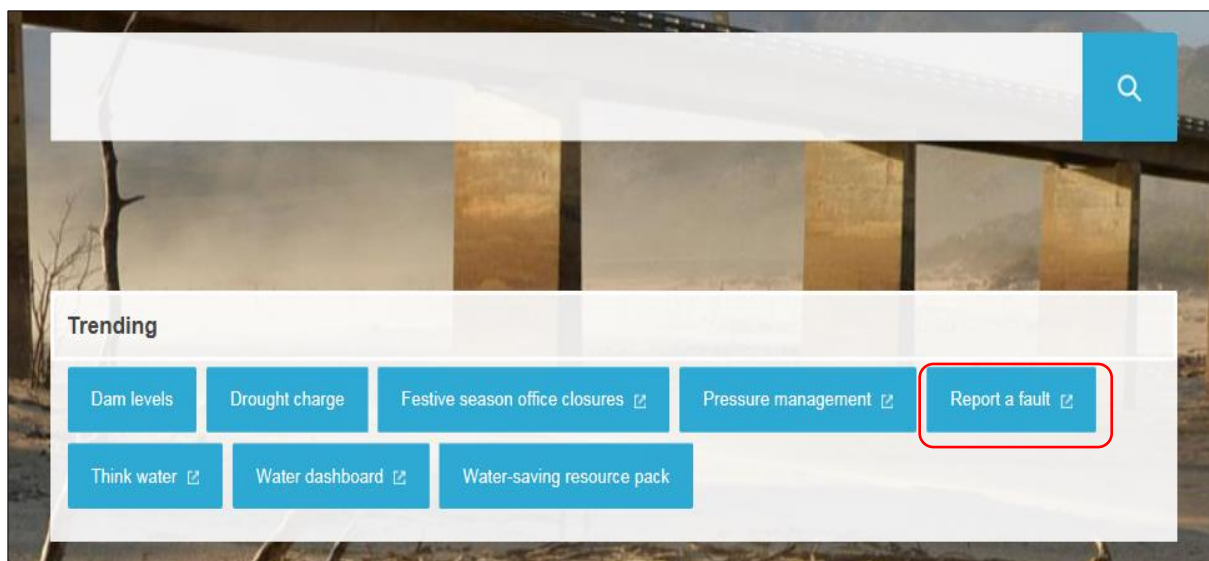
Follow the steps

Complete the application form and submit it electronically via the City's service requests tool by following the steps below:

Step 1:

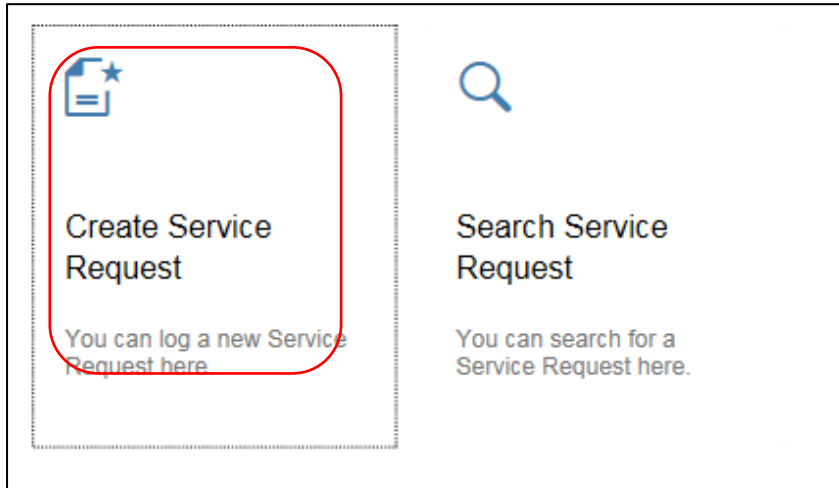
Report a fault

You can visit the service request tool at www.capetown.gov.za/servicerequests or select 'Report a fault' from the trending bar on the City's homepage.



Create a service request

Select 'Create Service Request' from the options that appear.



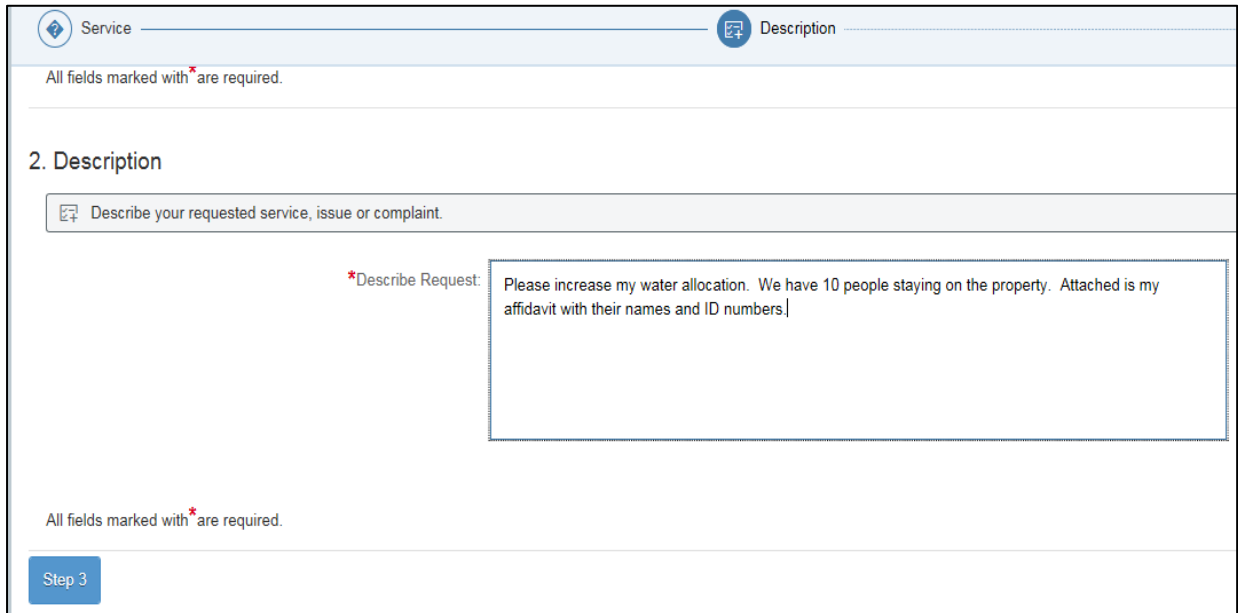
Indicate which service you are requesting

Indicate which service you are requesting by selecting 'Water Restrictions' from the group dropdown menu and 'Water Restrictions Quota Increase' from the service dropdown menu, then click on Step 2 in the bottom left hand corner to proceed.

A screenshot of a web form titled '1. Service'. At the top, there are two tabs: 'Service' (active) and 'Description'. Below the tabs, a question mark icon is followed by the text 'What is the nature of your request?'. There are two dropdown menus. The first is labeled '*Group:' and has 'Water Restrictions' selected. The second is labeled '*Service:' and has 'Water Restrictions Quota Increase' selected. Both dropdown menus have a red square with a white downward arrow icon. At the bottom left, there is a blue button labeled 'Step 2' with a red border. Above the button, there is a note: 'All fields marked with * are required.'

Step 2: Short description

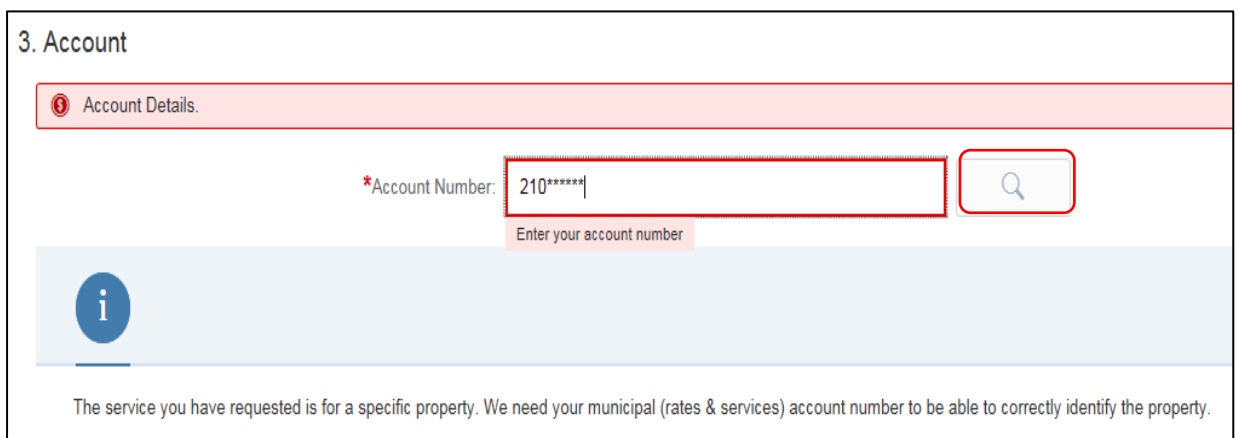
Enter a short description (see example below) of your request in the description field and then click on Step 3



The screenshot shows a web form titled "2. Description". At the top, there are two tabs: "Service" and "Description", with "Description" being the active tab. Below the tabs, a message states: "All fields marked with * are required." The main heading "2. Description" is followed by a sub-heading "Describe your requested service, issue or complaint." Below this is a large text area. A red asterisk is placed before the label "Describe Request:". The text entered in the field is: "Please increase my water allocation. We have 10 people staying on the property. Attached is my affidavit with their names and ID numbers." At the bottom of the form, there is a blue button labeled "Step 3". Another message "All fields marked with * are required." is visible at the bottom left of the form area.

Step 3: Enter your municipal account number

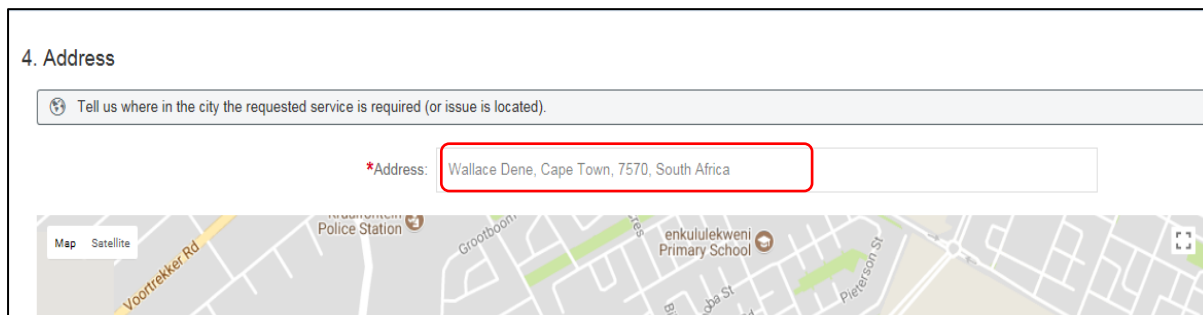
Enter your municipal account number and select the search icon or press enter. (Please note that this is a compulsory field as we need to be able to link your request to your property). Continue to Step 4.



The screenshot shows a web form titled "3. Account". At the top, there is a red bar with a white "i" icon and the text "Account Details." Below this, the label "*Account Number:" is followed by a text input field containing "210*****". To the right of the input field is a search icon (magnifying glass) inside a red-bordered box. Below the input field, a red error message reads: "Enter your account number". At the bottom left, there is a blue circular icon with a white "i". At the bottom of the form, a message states: "The service you have requested is for a specific property. We need your municipal (rates & services) account number to be able to correctly identify the property."

Step 4: Property address

Your property address will now display in the address field. Continue to Step 5.



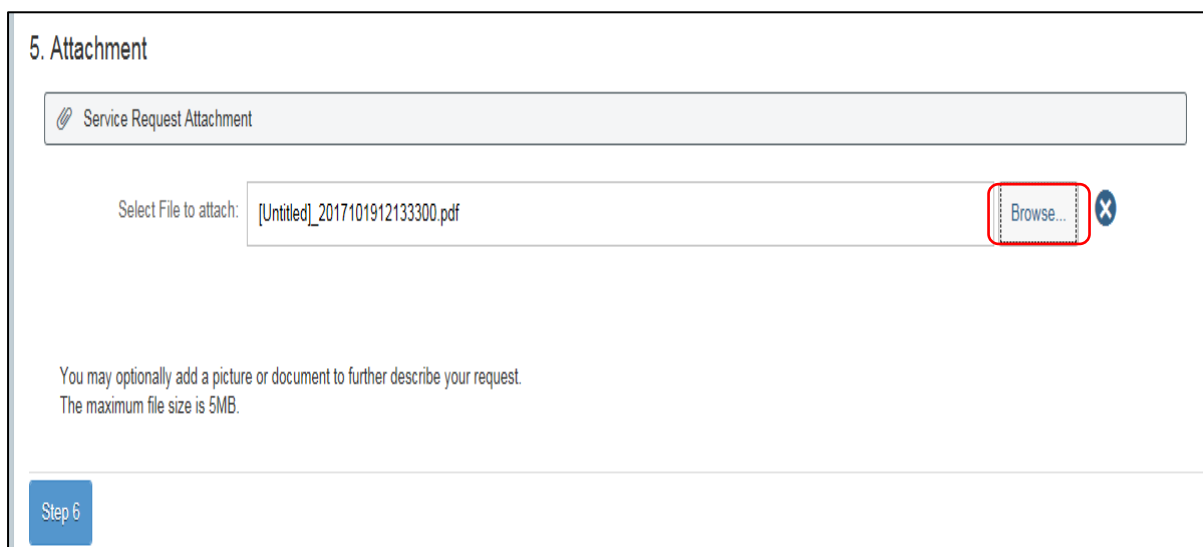
The screenshot shows a web form titled "4. Address". At the top, there is a text input field with a location pin icon and the placeholder text "Tell us where in the city the requested service is required (or issue is located)". Below this, a red asterisk is followed by the label "Address:" and a text box containing "Wallace Dene, Cape Town, 7570, South Africa". The text box is highlighted with a red rectangle. Below the text box is a map showing a street grid. Labels on the map include "Voorrekker Rd", "Police Station", "Grootboom", "enkululekweni Primary School", "Joba St", and "Piereson St". Map controls for "Map" and "Satellite" are visible on the left.

Step 5: Upload completed form

Combine your completed application form with the supporting documents (i.e. ID copies of all household members) into **ONE PDF.**

Note: We will only accept your file in PDF format. The maximum file size is 5MB.

Upload your completed application form.



The screenshot shows a web form titled "5. Attachment". It features a "Service Request Attachment" section with a paperclip icon. Below this is a "Select File to attach:" label followed by a text box containing "[Untitled]_2017101912133300.pdf". To the right of the text box is a "Browse..." button with a blue 'X' icon, which is highlighted with a red rectangle. Below the file selection area, there is a note: "You may optionally add a picture or document to further describe your request. The maximum file size is 5MB." At the bottom left of the form is a blue button labeled "Step 6".

Step 6: Submit

Enter your name and contact details, select your preferred method of communication and submit.

6. Contact Details

Contact Details.

*First Name: John

*Surname: Smith

*Mobile: 0830000000

Email:

*Preferred feedback method: ☐ Email ☒ Mobile

All fields marked with * are required.

Review

Submit Cancel

Your reference number

You will receive the reference number for your request within seconds of submitting it via your preferred method of communication. This confirms that your request has been submitted to the Water Department for consideration. The reference number can be used to check the status of your request in the [service request tool](#).