



## HOW THE CITY OF CAPE TOWN USES THE WATER METERS

The City sends out meter readers on a monthly basis to read the meters. Sometimes the meter reader cannot read the meter because there is something covering it or the gate to the property is locked. In this case the City estimates the reading based on the consumption during the same period the previous year.

The City uses the meter reading to calculate the consumption for the period since the last meter reading for a number of reasons:

1. To calculate the account for water used and sewage disposed and send out a bill.
2. To estimate any water that is lost in the pipe system that delivers water to the individual properties.
3. To calculate the tariffs for the financial year.

Remember you should report queries and problems. This will help the City and Water Services deliver a better service to you.

Report problems and queries with your

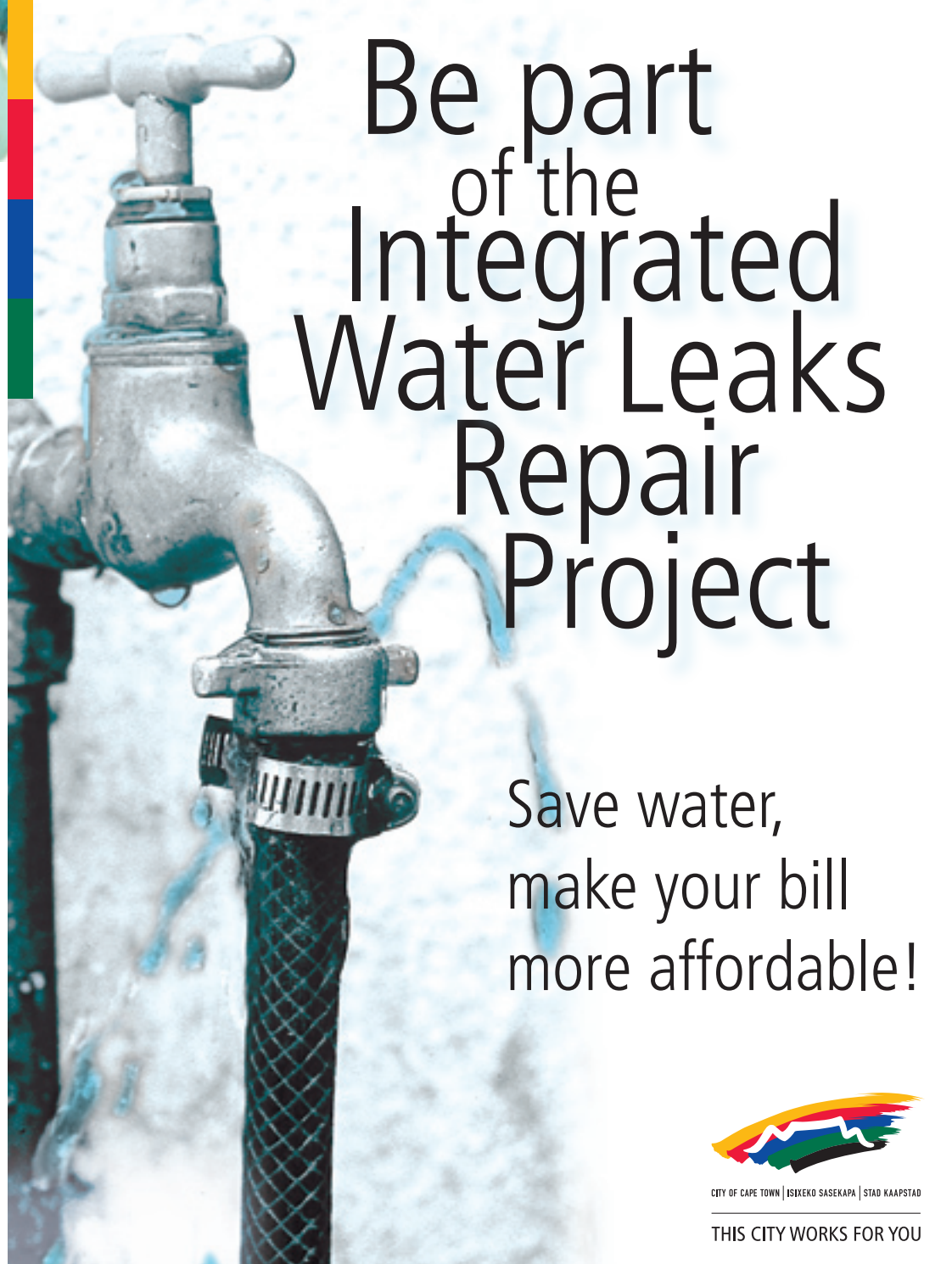
- meter reading
- consumption and
- account to the CITY CALL CENTRE NUMBER at 0860 10 30 89

Report

- pipes burst and water leaks on the Council side of the meter and in the street.
- sewer overflows and blockages that are not on private property.
- low water pressure to the WATER HOTLINE NUMBER at 086 0103054.

During the project please visit the project office at the Mfuleni Council Office if you have any queries.

'we will be saving water  
because saving water is a  
way of life'



# Be part of the Integrated Water Leaks Repair Project

Save water,  
make your bill  
more affordable!



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

**WATER HOTLINE 0860 103 054**



## WHY THE WATER LEAKS REPAIR PROJECT?

The City of Cape Town has committed itself to a comprehensive and sustainable Water Conservation and Water Demand Management Strategy that has been revised and intensified during 2005. One of the most important components of this new strategy is the 'Integrated Water Leaks Repair Project'.

Although the project is referred to as a 'leaks repair' projects, the purpose is to ensure that all aspects around delivery of water and sanitation services to poor communities are addressed. The end goal is to save water and ensure households only consume that the amount of water they need and can afford. Future leaks must be minimised and repairs must be affordable to households. Look at all aspects including, social, regulatory, commercial and technical that will enable water supply to become efficient, affordable and sustainable targeting mainly the poor and informal communities of Cape Town.

The project that is currently undertaken in Mfuleni area is the first one under this programme. The City seeks to work in partnership with its citizens and stakeholders to develop a long-term strategy to safeguard our water resources. During the course of the project all household water leaks will be repaired **FREE OF CHARGE**. This will be a **one-off opportunity**. Thereafter the individual household owners will again be responsible for the **repair of all leaks** within the boundaries of their properties.

## THE CITY AND THE WATER SERVICES DEPARTMENT RESPONSIBILITIES

- To build dams and infrastructure that transport water from the big dams (that are far away from the City) to your doorstep.
- To provide for water treatment, thus ensuring that when you get water from your tap, it is clean and safe for drinking, cooking and washing.
- Provide you, within reason, with continuous water and sewage services.
- Minimise service downtime caused by repairing burst and leaking municipal water pipes and blocked municipal sewage pipes.
- Maintain the water system at a sufficient pressure.
- Read your water meter accurately on a monthly basis.
- Provide you with an accurate bill.

## WHO IS RESPONSIBLE FOR FIXING A BURST/ LEAKING PIPE OR ANY LEAKS THAT ARE WITHIN THE BOUNDARIES OF YOUR PROPERTY?

The owner of the property is responsible for any leaks of water that occur within the boundaries of his/her property. The City of Cape Town is **NOT RESPONSIBLE** for repairs and leaks on private property. If a repair is attended to quickly, you will not have to pay a high water account.

## WHO IS RESPONSIBLE FOR FIXING A BURST OR LEAKING PIPE IN YOUR STREET?

The City of Cape Town is responsible but YOU must:

- Contact the WATER HOTLINE on 0860 103 054 to report the leak, burst pipe, sewer blockage or any other service fault.
- Give accurate information and include the:
  - a description of the water leak
  - street name
  - house or stand number closest to the problem fault

## REMEMBER

- Detailed information will help the City of Cape Town to fix a burst pipe fault as soon as possible.
- Burst or leaking pipes on the street will not affect your individual water meter or your account.
- Remember, we are one community and when we report a leak in the street we help the whole community.

## YOUR RESPONSIBILITIES

On your property you must:

- Maintain your plumbing in good order.
- Make sure you stop water leaks on your property as soon as they appear (by closing the stopcock).
- Repair water leaks as soon as possible at your own cost.
- Keep checking for water leaks by reading your meter often.
- Reduce your water consumption to only what you need.
- Reduce the amount of water you use to a bill you can afford.
- Work together with Water Services to make water and waste water services work for your community.
- Pay for the services above free basic and the R20 Indigent Grant.
- not flush foreign objects, used oil and materials into the sewer system
- not discharge rain / surface water to the sewer system
- ensure that the water meter and sewer boundary chamber are always accessible