

## **INTERNAL LEAKS**

Silulumanzi is not obliged to give credit for water leaks. Customers are responsible for all water consumption that goes through their water meter including leaks that take place after the meter, i.e. on the inside of the meter going towards the property. If water leaks are detected on the inside of your water meter it will be for your responsibility to hire the services of a private plumber and have the leaks repaired as soon as possible.

However, Silulumanzi will assist with water leaks, at its discretion in the following manner: Once the leak/s has been detected and repaired, retain your invoice for the cost of the repair and hand it in at our Customer Services Department. We will then keep the invoice on file and monitor your account for three months. After this, if it is established that your water consumption has dropped, Silulumanzi, at its discretion may award you with a sewer credit for the period of the leak and charge you an average for what you normally pay for sewer. This average will be calculated using the latest three months reading after the leak has been repaired. The credit however will not exceed more than four months.

While monitoring period takes place, please continue paying your account to avoid interests accumulating on your accounts and possible disruptions to your water supply. Only one credit will be considered on your account over a twelve month period for water leaks.

In light of the above, if it is found that after you have repaired the leak and your consumption still remains consistent, then no credits will be passed on your account and you will be responsible for settling your account in full.

### **Leak Detection**

We urge customers to make it a habit at least once every three months to check for internal water leaks. The procedure to do this is simple. Close all taps, ensure geyser and toilet cistern is full and then proceed to your meter. Check the first dial on the right hand side of the meter, if this dial is standing still, then you have nothing to worry about but if you see it turning then there is a possibility of a water leak somewhere. If this is detected you can follow the procedure as mentioned above - asking the advise, assistance of a private plumber, etc.