

## **GENERAL CUSTOMER INFORMATION DOCUMENT**

### ***Frequently asked questions***

#### **Meter Reading**

Silulumanzi reads all customers water meters once a month. If your area is being read for e.g. on the 04<sup>th</sup> of the month then every month it would be continuously read on the same date, irrespective whether that date be a weekend or a public holiday. It will be your responsibility to ensure that the meter readers have access to your meter at all times e.g. you must not put any rubble on the meter, do not block the meter e.g. parking of cars in such a way that the meter cannot be accessed etc. It is your responsibility to ensure meters are always kept clean, i.e. free from insects, bees, dirt, etc. Meter readings are captured electronically on hand held devices. Meter readers do not have any access to previous meter readings therefore they would not know what consumption is normally being used by any meter which makes it difficult for them to falsify any information. Water Meters will always remain the property of Silulumanzi.

#### **Meter Testing**

Should you for any reason doubt the credibility of your meter reading, then you may request to have your meter tested. The procedure for meter testing is as follows: Firstly, you need to come into our offices and ask any of our Customer Services Offices to have you meter tested. The Customer Services Officer will then advise you of the price for the meter testing which will be debited to your account immediately. Further you will need to pay for a new meter which will be installed while your current meter is being sent for testing – this will also be debited to your account immediately.

The meter will be sent to the manufacture in Johannesburg for testing. Once the results have been received you will be informed immediately. Should the meter be found to be registering correctly then the money that you had paid for the meter testing and the new meter, will be forfeited. However, should the meter be found to be faulty then the money you had paid for the meters testing and the new meter, will be credited to your account immediately. The new meters reading will then be taken over a period of three months and this reading will be used as an average to correct your account accordingly. Please bear in mind that if it is found that the old meter was under registering, then your account will be adjusted to the new meters readings which would lead to you receiving a debit on your account resulting in a higher bill.

#### **Estimations**

The only time Silulumanzi uses an estimated reading is if the meter readers cannot get access to your meter for various reasons as mentioned above e.g. rubble on the meter, car blocking the meter, if the meter is stuck or damaged, etc. The estimated reading is based on six months

previous usage to determine the average consumption being used. This is an automated process. Estimated readings are taken to keep your account up to date. When actual readings are finally taken, you will not be faced with a huge bill. After actual readings are taken, it is then subtracted from the last actual reading and this will give you an accurate bill. All the estimations that were been paid in between the two actual readings will automatically be credited to your account, giving you an accurate balance on your account.

### **Billing**

Once your meter has been read, the hand-held device is then downloaded onto our system which is then made ready for billing. The billing process goes through a three-step check process before it is authorized. This billed information is then printed and mailed out to you.

### **Payments**

Payments are expected by no later than the 07<sup>th</sup> of every month. There are various payment options available. You can pay directly at our offices at 16 Nel Street, Bateleur Building, Nelspruit. Cash, cheques and credit cards are welcome, or payments can be made at any Easy Pay point facility or payments can be deposited directly or via internet payments into our bank account.

Account Name: Silulumanzi  
Bank: ABSA  
Branch: Nelspruit  
Account Number: 4053446784  
Branch Code: 632005

Please take note, customers MUST at all time provide their ACCOUNT NUMBERS as REFERENCE when making payments, as Silulumanzi will not be held responsible if the above is not done and payments are allocated incorrectly.

### **Water 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 will award 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. This credit will not exceed more than four months. Please continue paying your account during this process to avoid any disruption in your water supply. Only one credit will be considered on your account over a twelve-month period for water leaks.

Considering 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 its 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 advice, assistance of a private plumber, etc.

### **Credit Control**

Your account will automatically fall into the debt management cycle if you fail to pay your account promptly and on time. Once this happens, a warning letter will be delivered to your physical address of which, you will be charged for. You will then be allowed seven days from date of that letter to come in and pay your account. If you fail to comply within the seven-day period, your water supply will be restricted / disconnected. Your water supply will only be connected 24 hours after payment has been received. All payments for disconnected meters are to be made directly at our offices at 16 Nel Street, Bateleur Building, Nelspruit. Only cash and credit cards will be considered for these payments. Cheques will not be considered.

### **Letting of your property.**

If you intend letting out your property for rental, then please ensure you get all the details from our Customer Service Department regarding the rules for properties that are being let out. Please do not ask or send your tenant to Silulumanzi as this is your responsibility as the owner.

### **Selling / Buying property**

Please take note when selling your property, it is your responsibility to notify Silulumanzi and please ensure that the new owner of the property comes into Silulumanzi's office and does a change of ownership. As long as the water accounts remains in your name, as the owner, Silulumanzi will hold you responsible for the account up until a change of ownership is done. Silulumanzi will not get involved between disputes as to who will be responsible for paying the water account.

When intending or buying any new property please ensure that the previous owner's water account has been paid up to date. In regard to the Local Government Systems Act 2000 section 118. (1)A, this responsibility lies on you and if there are any outstanding money for the water account you will become liable for it. You are welcome to ask our Customer Services Department for assistance regarding this matter.

### **Change of details**

The onus lies upon you, as the customer to notify Silulumanzi of any change of details that need to be updated on your account. E.g. change of postal address, contact numbers, etc. Accounts not paid due to statements not received, due to incorrect postal details etc., will not be considered as an excuse for non-payment.

If for any reason your statement is not received on time, please do not hesitate to contact our Customer Services Department who will gladly assist you.

### **Customer Services**

If you require the assistance of Silulumanzi for any reason you are welcome to contact our Customer Services Department and they will gladly assist you.

Walk in contact: 16 Nel Street, Bateleur Building, Nelspruit – Opposite City of Mbombela Local Municipality.

Telephone: (013) 752-6839 (Office hrs.)

Share Call: 0861 74 5858 (24 hrs.)

Standby number after hours: 083 269 1456

Fax: (013) 745-3816 or (013) 755-2618

E-Mail: [enquiries@silulumanzi.com](mailto:enquiries@silulumanzi.com)

Post: P.O. Box 12753

NELSPRUIT

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Website: [www.silulumanzi.com](http://www.silulumanzi.com)

### **Water Saving Tips**

- Fill a litre flat-based bottle with water. Place the bottle at the bottom of the toilet cistern. Make sure it doesn't disturb any other moving parts in the cistern or alternatively place two half bricks in the corners of the cistern, once again make sure it does not disturb any moving parts in the cistern. One of these two processes will ensure you have half a flush for liquids (Urine) which is good enough and you will have to flush twice for solids, full flush (Faeces).
- In order to check for leaks in your cistern, put a little food colouring in the cistern and take note if the colouring appears in the bowl below without flushing. If the food colouring does appear in the bowl below it means your cistern is not closing properly and you are losing water.
- Plan your garden. Group plants according to their water needs.
- Cover flowers / vegetables beds with mulch. Cut grass, leaves, sawdust, tree bark etc. can be used.
- Grow as many indigenous plants as possible. They need less water.
- Frequent watering makes your plants shallow rooted and more dependent on you for survival. Less watering will toughen the grass and your plants and encourage its roots to spread deeper.
- The leaves of plants and trees do not need to be watered. You can therefore focus all the water on the roots of the plants and trees to ensure that they absorb all the water you are giving them.
- Digging a small trench around the trees in your yard will allow the water to soak in instead of running off.
- Different varieties of lawn grass have differing water requirements. Consult your local nursery for varieties that are appropriate to your area.
- When mowing the lawn, do not cut the grass shorter than 2cm. If you do, the grass will not have enough leaf area to protect itself from the burning effects of the sun.
- Use a water-can rather than a hose pipe to water plants.
- Re-use bath / shower water – if possible.
- Collect rain water from gutters - if possible.
- Avoid watering your garden in the middle of the day. The best time to water your garden is early in the morning or late in the afternoon.
- Wash your car on the lawn / grass if possible.
- Repair damaged, leaking pipes, taps etc. as soon as they are detected.
- Do not use toilets as a rubbish bin. This causes you to flush the toilet unnecessarily and is also a major cause of sewer blockages.
- Take a short shower or a shallow bath. Do not fill your bath to its maximum.
- Keep a bottle in the fridge for cold water so you don't have to consistently run the tap for cold water.
- Don't allow sprinklers to spray over paths and driveways.

- Install rain sensitive sprinklers.
- Do not water your garden unnecessarily during rainy months.
- Do not water your garden on windy days or during the midday.
- Use a broom to clean paving, courtyards, driveways or pathways rather than a hosepipe.
- Cover your pool when not in use to save water from evaporating.
- Don't let the tap run when brushing your teeth.
- A tap leaking 50 drops a minute, adds up to 1838 litres a year.
- When washing dishes by hand, don't let the water run while rinsing. Fill one sink with wash water and the other with rinse water.
- Avoid washing vegetables under running water. Use a bowl instead, and afterwards empty it in the garden.
- If you have a dishwasher, only use it with a full load.
- Save water by not using your washing machine daily with a small load. Try to wash a full load every time.

### **Did you know?**

Flushing a toilet	up to 13 litres of water
Taking a full bath	up to 120 litres of water
A five-minute shower	up to 30 litres of water
A dripping tap	one litre every 20 min
Washing dishes in the sink	up to 18 litres of water
Automatic washing machine	up to 265 litres of water
Washing hands under a running tap	up to 5 litres of water
Washing a car with a hosepipe	up to 300 litres of water
Topping up the pool	up to 4000 litres of water

### **Purification method for water collected from rivers, dam's wells, springs, etc.**

1. Boil water for at least three minutes, or Take on cup of bleach (Jik, Ace or Milton).
2. Add to 25 litres of water.
3. Mix well.

Wait for 4 hours, then ready to use.

Store in a clean, closeable container.

Water is a valuable natural resource which most of mankind takes for granted. It is our responsibility as the generation of today to take care of this precious resource for the generations to come.

In terms of the above information we reserve the right to change any information / procedures without any prejudice to you as our customer.

We trust the above will give you better insight into the workings of Silulumanzi and how it affects you as the consumer and Silulumanzi within its means, will continue to strive to give you customer service of satisfaction.

Thank you for taking the time to read the above.