

HOW TO MANAGE YOUR WATER

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

Silulumanzi is responsible, but you should contact one of our Water Help line Services and report the leak. Give accurate information.

Please submit us with the following:

- Is there lots of water being lost?
- Is there damage to any property?
- The street name and number
- Your telephone numbers

We will let you know when the leak has been fixed.

Silulumanzi fixes damages to all pipes in the street FREE OF CHARGE. No one is allowed to charge you for repairs to pipes in the street.

WHO IS RESPONSIBLE FOR BURST OR LEAKING PIPES ON YOUR PROPERTY?

The By-Laws state that tenant or owner of the property is responsible for burst pipes on the property. Silulumanzi is only responsible for fixing leaks and burst pipes in the street up to the meter.

It is in your own interest to attend to any known leakage promptly as all water lost will result in a higher than normal meter reading and subsequently higher bill.

WATER LEAKS ON YOUR PROPERTY?

It is in your best interest to monitor your consumption by reading the meter. We would recommend that you read your meter at least once a month and compare your readings with those on your account.



Directors:

Prof. Jv P Shongwe (Chairman); M van Aardt (Managing Director); H Joubert (Finance Director); S P Misra; M J van Wyk; C L Lloyd; M J A Golding; C F Siame

Co Secretary: H Joubert

If your meter is running when no one in your home is using water, then it means that there is a leak between your meter & your taps.

To check if there is a leak:

- Go around your home and make sure there are no taps running.
- Go and look at your meter. If the meter is still running, then you have a water leak on your property.

To prevent the meter recording this water loss, you should get this leak fixed as soon as possible. If you can prove to us that you have had a leak and repaired it, then we will consider reducing your charges.