



**STELLENBOSCH**

STELLENBOSCH • PNIEL • FRANSCHHOEK

MUNISIPALITEIT • UMASIPALA • MUNICIPALITY

# REQUESTING A REBATE ON WATER LOSS

**Our Water Service By-Law has been promulgated on 14 August 2017 and updated in 2020. In terms of this By-Law the public may put in a claim for a rebate on water that was lost due to a mishap such as a burst main or burst hot water cylinder.**

## **There are however a few rules to abide to:**

- A request for a rebate must be submitted within **7 working days** after such a mishap has been repaired.
- Where a pipe has been repaired before the next account has been received and the owner/user only saw that this has caused the usage of a large amount of water on his next account, then an application must reach us within **7 working days** from receiving this account.
- An approved plumber certificate and proof of payment must be supplied or a sworn affidavit that the burst main or hot water cylinder was hidden, underground, within a wall, under a floor or within the ceiling void and could therefore not have been detected. A rebate will not be paid if the leak could easily have been detected, such as a leaking tap, a tap left open, a leaking toilet, overflowing hot water cylinder or a burst irrigation system.
- Note that a tap left open can easily consume 100kl over 48 hours and in this case no rebate will be allowed. We are also not allowed to give a rebate or right this off, in terms of the By-Law.