



STELLENBOSCH
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MUNICIPALITY • UMASIPALA • MUNISIPALITEIT

MUNICIPAL NOTICE 119/2024
INSTALLATION OF WATER MANAGEMENT DEVICES ROLLOUT FOR INDIGENT USERS

Good day residents,

The municipality takes note of recent complaints from water users regarding the installation and functioning of water management devices. We understand the concerns raised and aim to provide clarity on the functionality of these devices. The water management device is a tool implemented to assist users in managing their water consumption effectively, especially those who would like to keep their usage within the free allocation or near to it. Its primary function is to regulate the flow of water to ensure that households receive a fair allocation of this essential resource while also promoting water conservation efforts within the municipality.

Please note that Water Management Devices are being rolled out throughout the Municipality. National Legislation requires us to regulate effective water use and to extensively mitigate losses of potable water which is a very scarce resource in South Africa. Residents who would like to volunteer for the device can contact the Municipality on any of the numbers below, and the Municipality will also assess the site for any leaks on existing water meters etc.

Here's how the device works:

Flow Regulation: The device is designed to control the flow of water to the household/erf. It limits the volume of water accessible within a specific timeframe (24 hours), preventing excessive usage and ensuring a consistent supply for all users. The first 6 kilolitres (6,000 litres) of water are free of charge, and any additional water consumed will be charged as per the approved municipal water tariffs. The device can be set to 400, 750, or 1000 litres per day depending on the registration criteria of the household/erf.

Community Support: Users that are experiencing difficulties with the device are encouraged to reach out to the municipality for assistance. If there is a request to remove water use restrictions or increase water use volume per day, users must please contact the indigent offices of Stellenbosch/ Franschhoek by emailing tilla.koegelenberg@stellenbosch.gov.za or ☎021 808 -8626.

We recognize the importance of providing equitable access to water for all residents, particularly those facing financial constraints. The implementation of water management devices is intended to support users in managing their water consumption responsibly while also preserving our precious water resources.

Should you have any further questions or require assistance regarding the water management devices, please use any of the **Lets Fix It channels**: ☎021 808 8215 / 8953 / 8343 / 8957 or **alternatively send an email to** engineering.services@stellenbosch.gov.za or **WhatsApp 076 951 0768.**

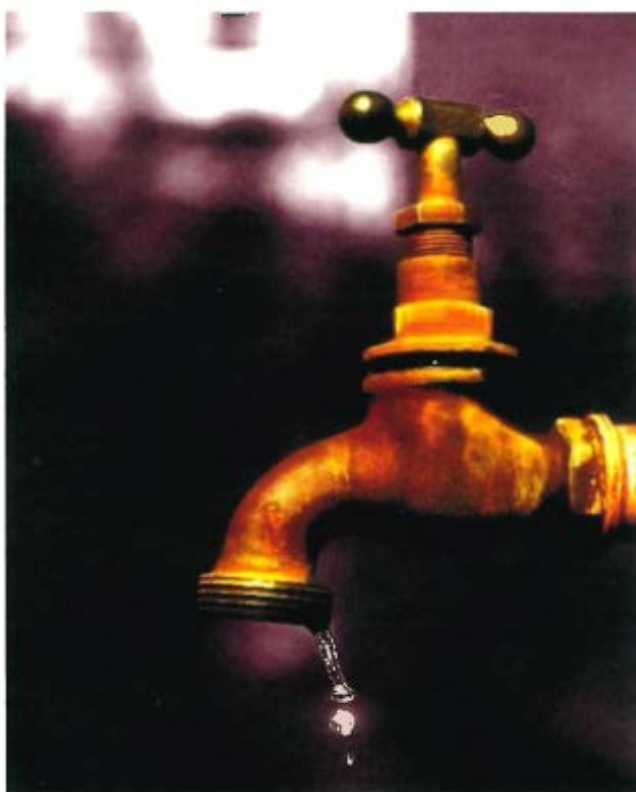
Directorate: Infrastructure Services
20240903 LH



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**Household Water Leak Repair Project & Free
Installation of a Water Management Device
(WMD)**

Household Water Leak Repair Project and Installation of a Water Management Device (WMD) at your property

Our municipality is subject to the National Water Act and maintains that the ultimate goal of water resource management is the sustainable use of water for the benefit of all residents.

Based on your historical water usage, there may be water leaks on your property. We will repair your leaks and faulty plumbing installations and install a water management device (WMD) on your water connection free of charge.

This initiative will help you as a resident manage your water consumption and ensure that your water bill is affordable. It will also help prevent the accumulation of overdue bills.

How will the water leak repair project and a WMD help you?

Our municipality recognizes that a large percentage of households struggle to pay for services such as water and sanitation. In line with our compassion policy, the municipality offers households an opportunity to improve their situation by managing their water consumption within acceptable levels. The municipality has established an assistance program for needy consumers whereby:

- All their faulty plumbing and household water leaks are repaired free of charge.
- A WMD is installed free of charge.

This will give you control over your water consumption and limit your water bill.

What is a WMD?:

- A programmable electronic device;
- Installed as part of your water connection in a water meter box; and
- Programmed to give you daily access to a predetermined volume of water based on what you can afford.

Currently, needy households receive a minimum of 400 litres of water per day. This is equivalent to 40 ten-litre buckets of water each day. This amount of water exceeds the minimum required by national legislation.

If you need more water based on the size of your household or other people living on the property, you can apply for a larger allocation at your nearest municipal office according to what you can afford.

Please remember that you must be the registered owner of the property and provide your ID, a copy of your municipal bill, and proof of income.

How does a WMD work?

The WMD is installed and programmed according to the needs and water consumption of each individual client. This agreed daily quota will be released at 04:00 in the morning.

Once this quota is used up, the WMD will stop releasing water. The WMD will resume releasing the same daily quota the following morning.

Any part of the quota that is not used during any day will be carried over to the next day and accumulated until the end of the month. This means a resident can build up and save their quota for a washing day, family gathering, etc.

Unused amounts at the end of the month will not be carried over, and residents will only be charged for the volume consumed above the allowed free quota.

Too little water everyday

If you have a WMD but never have enough water, and have made sure there are no water leaks on your property, it may be due to one of the following problems:

- You are using more water than the daily/monthly quota programmed on your WMD; or
- The WMD is not functioning properly or has been tampered with.

For any inquiries regarding the WMD installation, please call the call centre at 021 808 8111.