STELLENBOSCH
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MUNICIPALITY • UMASIPALA • MUNISIPALITEIT

MUNICIPAL NOTICE 152/2026
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/ 8106/ 8107 or alternatively send an email to engineering.services@stellenbosch.gov.za or WhatsApp 076 951 0768.**

Directorate: Infrastructure Services
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