WATER CONSUMPTION MANAGEMENT METER

USER MANUAL

English, Afrikaans, Sesotho, Zulu

blue drop
CERTIFIED
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City of Ekurhuleni

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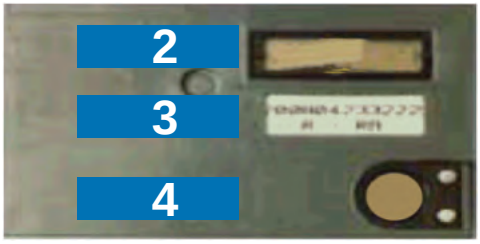
Water Consumption Meter



Tag

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Introduction

You are now the proud owner of the Water Consumption Management (WCM) Water Meter. The meter has been installed by one of our experienced installation teams, and you are now ready to use the meter.

Depending on how your meter is set-up you will be able to access only some of the functions described in this manual. Options referred to in this manual include:

- Operation of the meter in Conventional Mode;
- Free Basic Water;
- Lifeline; and
- Special Needs – Indigent.

Conventional Mode of operation

The WCM Water Meter is designed to operate in a number of modes. This User Manual describes the operation of the meter in the Conventional Mode.

In Conventional Mode, the meter will still be read by the Municipality on a regular basis and the consumer will receive a bill that has to be paid. However, in Conventional Mode the meter will display the amount of water used (excluding Free Basic Water) for the calendar month to date, plus the approximate Rand value of the water consumed.

In this way, consumers can monitor their water usage (and Rand value of that water) so there are no surprises when the bill arrives. However, the values displayed on the meter (litres and Rands) are only estimates and are calculated on the basis of calendar months. The Municipal billing cycle may operate on different dates, and there may be slight differences in the values displayed on the meter and the values actually billed.

Free Basic Water Allowance (optional)

If the Municipality provides a monthly Free Basic Water (FBW) then this amount of water is automatically made available each month. While FBW is available on the meter (see relevant section) the meter will not add the water consumed to the accumulated debt. As soon as the FBW allowance is finished, the meter will automatically start to accumulate debt which will be displayed on the meter during the scrolling routine.

In certain circumstances, for example where residents are designated as indigent, residences may be given an additional allowance of FBW. Details on how to obtain additional allowances are available at your municipal offices.

Getting to know your new meter

There are two ways you can check your meter data:

1. With the use of a user tag. When your meter was installed, you may have been issued with a user tag. A tag is not necessarily required to operate the meter in Conventional Mode but if you were already issued with one, please lock it away as this will no longer be required for operating your meter. The municipality will, therefore, ensure that your meter is programmed to comply with the other process - “finger contact”.

2. Wet finger contact. Place any wet finger on the two pins to the side of the contact reader. Press and hold for three (3) seconds then scrolling routine will start. **WARNING:** Licking a finger to moisten it will also work but this can result in unhygienic conditions.

The meter has an embedded isolation valve that needs a special key to operate. The valve is installed for the purpose of the municipality to shut off water supply if need be and/or other maintenance reasons and not for the consumer’s use. The municipality’s by-laws and promulgated tariffs state that the consumer should have a shut off valve on the consumer side for closing of water purposes. Please access the said regulations on www.ekurhuleni.gov.za for the purpose of having an isolating valve installed.

The messages that scroll across the screen will be different, depending on the current status of your water supply (FBW or debt) and the functions available on your meter. The following pages show a number of examples of the “scrolling routine” of the meter under various circumstances that you may encounter.

The meter will display “READING” and the current totalisor reading of the meter (the total amount of water that has passed through the meter since it was first installed). The amount is displayed in two parts. In this example the totalisor reading is 89.630 kilolitres.

After a delay of several seconds the meter will display “DETAIL” if you still have free water (FBW) available for the month, then the display will show “FREE” and then how many litres of free water you have left. If the meter has detected a possible water leak on your property then it will display “LEAK”, followed by the estimated value of that leak in Rands.

NB: Current use will not display if FBW is still available.

If there is no leak detected then the scrolling will go straight to “PREVIOUS”, which shows the Rand value of water consumed in the previous calendar month. As mentioned previously, this will be an estimate of the bill that you will be receiving from the Municipality.

Meter display
if you are using Free Water
(Conventional)
READING
89.
_.630
Break of 3 seconds then
DETAIL
FREE
4523 L
CURRENT
0 L
R 0.00
LEAK
R 4.67 +-
PREVIOUS
R 86.57

Meter display if you are accumulating debt
(Conventional)
READING
89.
_.630
Break of 3 seconds then
DETAIL
CURRENT
8250 L
R 27.76
LEAK
R 4.67 +-
PREVIOUS
R 86.57
TARIFF 2
R 13.80 /Kl

Lifeline

Some local authorities recognise that there may be occasions when credit control may be required. If your Municipality has selected the option of installing your meter with a lifeline valve fitted. This means that even when your meter has been locked by the Municipality, the meter will continue to dispense a small amount (trickle) of water. This feature is designed to provide the residence with an amount of water to provide for basic needs.

If the lifeline is being used then the scrolling routine will be the same as when you are accumulating debt.

You will still receive your Free Basic Water allowance at full-flow at the beginning of each month. Once the FBW is finished the lifeline will kick in again.

Special Needs - Indigent (optional)

Some local authorities recognise that there may be occasions when an additional water allowance may be required. If this option is offered by your Municipality, and you feel that you are entitled to extra water because of “special needs”, please consult your Municipality offices for details of how to apply.

For successful applicants, the water will be transferred onto the meter.

Meter Messages

At any time during the month, the meter may display a number of messages. In this section we show you each of the messages and describe the action you should take.

Message	Reason
CONTACT INVALID PWD ERR BAD TAG	When you apply your wet finger to the contact port of the meter, you may see one of these messages on the display. In this case your finger is not able to establish a clean contact with the meter. You need to remove the finger and lightly clean the contact port. Try again. If the contact is still not there after three tries, report the problem to the Municipality office
LIMIT	Your meter has reached the municipal daily limit. This function will only apply to you in the case where council is implementing its credit control policy
X-AREA	When this message is displayed, in the case of using a user tag, it means that the tag is for another area
BAD M NUM	In the case of using a user tag, it means the tag belongs to another meter
POSSIBLE LEAK	The meter is designed to detect any leaks in your pipes that may not be obvious to you. If the meter suspects there is a leak somewhere on your side of the meter it will display this message. In addition, a leak could mean that you may be losing water. See Troubleshooting
RE-APPLY	This is a meter instruction when using a user tag. Remove the tag from the meter and after RE-APPLY is cleared, re-apply the tag
TAMPER-M	If this is displayed, it means that someone has tried to tamper with the normal operation of the meter. The meter should re-set itself after a period of time if the meter is damaged, meter will not dispense

Message	Reason
COVER-X	If this is displayed, it means that someone has tried to remove the meter. This needs to be reported as a technician must come and re-set the meter
MUN LOCK	If this message appears on the meter display then your meter has been locked by a Municipal official. Contact the nearest Municipal office as soon as possible
FLAT BAT PICKUP	If either of these messages appear on the meter display then you need to report it as soon as possible and a technician will be sent to repair the meter for you

Trouble Shooting

It is possible that at some stage you will encounter a problem with your meter. Before reporting the problem, check the following to ensure that the correct problem is reported:

Problem	Action
Meter not dispensing	If your meter suddenly stops dispensing water for no obvious reason, you need to check the following: • Is your area experiencing a general disruption of the water supply? You may have received a 'Water Disruption Notice', which means that the local authority is working on the supply lines; • Has somebody locked the meter at some stage? Check that the meter is unlocked; • Check that your isolation valve is open; • Finally, check with your neighbours to see if they have water. If there is no apparent reason for the problem then report the fault to your Municipality.

Problem	Action
Water is consumed more quickly than you expect	If your free basic water is being used up quickly then there may be a leak. You should closely monitor the usage of water in the household and check for leaks. If you suspect a leak then you need to repair it as soon as possible.
Contact or Bad Tag or Pwd Error or Invalid	These messages will appear if the contact is not properly placed on the meter or is not making good contact. The contact and the contact reader should be cleaned lightly. Place the contact on the meter again. If the problem persists after three tries report fault to the Municipality offices.
Possible leak	If the meter detects that there could be a leak somewhere in the household, the meter will indicate “POSSIBLE LEAK”. Close the valve on the meter and have the leak repaired immediately. If you are having problems determining where the leak may be, please report the problem. NB: Please note that any leak on plumbing fixtures or pipe work occurring after the meter, inside the boundary is the responsibility of the customer to repair. The municipality maintains and repairs the water mains up to the water meter. All piping from the meter onto private property is the responsibility of the owner or tenant, depending on the lease agreement.
Flat battery / not displaying	If there is no message displayed on the meter when apply your finger contact or tag, for 3 seconds then the battery may need to be replaced. Report the problem as soon as possible.

Reporting Faults

At some point, you may want to report a fault with your meter. Contact your Municipality using the normal means of , such as visiting a Customer Care Centre or phoning the Municipality on 011 999 5668 (Office Hours) 0860 543 000 (After Hours) e-mail (wcmmeters@ekurhuleni.gov.za)

Acronyms

WCM Water Consumption Management

FBW Free Basic Water

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Inleiding

U is nou die trotse eienaar van ‘n “Water Consumption Management Water Meter”. Die meter is geïnstalleer deur een van ons ervare spanne, en is nou reg om gebruik te word.

Afhangende van hoe u meter opgestel is, sal u slegs sommige van die funksies kan gebruik soos beskryf in hierdie handleiding.

Opsies waarna verwys word in hierdie handleiding:

- Werking van die meter in Konvensionele Metode
- Gratis Basiese Water
- “Lifeline”
- Spesiale Behoeftes - Hulpbehoewendes

Werking van Konvensionele Metode

Die Intelligente Water Meter is ontwerp om in verskillende metodes te werk. Die handleiding beskryf die werking van die meter in konvensionele metode.

In konvensionele metode, sal die meter nogsteeds op ‘n gereelde basis deur die munisipaliteit gelees word, en die verbruiker sal nogsteeds ‘n rekening ontvang wat betaal moet word. Egter, in konvensionele metode, sal die meter the bedrag vertoon wat gebruik is (uitsluitend die gratis basiese water) vir die kalender maand tot op datum, plus die benaderde Rand waarde van die water verbruik.

Op hierdie manier kan verbruikers hul water verbruik monitor (en Rand waarde van die water) dus is daar geen verrassings met die rekening nie. Egter, die waarde wat vertoon op die meter (liters & rand) is slegs skattings en word bereken op ‘n basis van kalender maande. Die Munisipale rekening – siklus kan werk op verskillende datums en daar mag effense verskille in die waarde vertoon op die meter en die waarde eintlik bereken.

Gratis Basiese Water Toelaag (opsioneel)

Indien die Munisipaliteit maandelikse gratis water verskaf, is die bedrag van die water outomaties beskikbaar elke maand. Terwyl gratis water beskikbaar is op die meter (sien betrokke afdeling) sal die gratis water wat verbruik word nie by die uitstaande rekening bygevoeg word nie. Sodra die gratis water toelaag klaar is, sal die meter outomaties begin

om die skuld the akkumuleer wat op die meter sal verskyn tydens die “Scrolling Routine”.

In sekere omstandighede, byvoorbeeld waar inwoners aangewys is as hulpbehoewendes, mag daar ‘n addisionele toelaag vir gratis water gegee word. Besonderhede oor hoe om addisionele toelae te kry, is beskikbaar by ons Munisipale kantore.

4. Leer Ken u Nuwe Meter

Daar is twee maniere waarop u die data op u meter kan nagaan:

1. Met die gebruik van ‘n “user tag”: Toe u meter geïnstalleer is, sou u dalk ‘n “user tag” ontvang het. Dit is nie noodwendig nodig om die “tag” te gebruik wanneer u met die meter wil werk in Konvensionele Metode nie, maar indien u wel ‘n “tag” ontvang het kan u dit op ‘n veilige plek bewaar, omdat dit nie meer nodig sal wees om met hierdie “tag” op die meter te werk nie. Die munisipaliteit sal wel seker maak dat u meter geprogrameer word om met die “vinger kontak” proses te kan werk.

2. Vogtige vinger kontak: Plaas enige vogtige vinger op die twee pennetjies aan die kant van die kontak leser op die meter. Druk en hou vir drie (3) sekondes sal die *“scrolling routine”* begin. **WAARSKUWING:** Om u vinger te lek om dit klam te maak sal ook werk, maar dit kan lei tot onhigiëniese toestande.

Die meter het ‘n ingeboude isolasie klep wat ‘n spesiale sleutel benodig om dit te bedryf. Die klep se doel is sodat die munisipaliteit watertoevoer kan afsluit as dit nodig is, en/of vir ander instandhouding redes, en dit is nie vir die verbruiker se gebruik geïnstalleer nie. Die munisipaliteit se bywette en gepromulgeerde tariewe meld dat die verbruiker ‘n afsluitklep moet he aan die verbruiker se kant vir die afsluiting van die water. Vir die doel van ‘n geïnstalleerde afsluitkraan, besoek asseblief die regulasies by www.ekurhuleni.gov.za.

Die boodskappe sal verskil, afhangende van die huidige status van die water verbruik (“FBW” of “debt”), en die funksies beskikbaar op die meter. Die volgende bladsye wys verskillende voorbeelde van die meter se “scrolling routine” onder verskeie omstandighede wat u kan teëkom.

Die meter sal “READING” vertoon en die huidige totalisor lesing van die meter (die totale hoeveelheid water wat deur die meter gevloei het vandat die meter vir die eers keer geïnstalleer is). Die bedrag word vertoon in twee dele. In hierdie voorbeeld is die totalisor lesing 89,630 kiloliter.

Na verskeie sekondes sal die meter “DETAIL” vertoon, en indien u nog gratis water beskikbaar het vir die maand, dan sal dit “FREE” vertoon en die hoeveelheid gratis liter water wat u oor het. Indien die meter ‘n moontlike water lek op die eiendom opspoor, dan sal dit “LEAK ” vertoon, gevolg deur die geskatte waarde van die lek in Rande.

NB: Huidige gebruik sal nie vertoon word as gratis water nog beskikbaar is nie.

Indien daar geen lek opgespoor is nie, dan sal die “scrolling” direk wys na “PREVIOUS” wat die Rand waarde van die water wys wat in die vorige kalender maand gebruik is. Soos genoem voorheen, hierdie is net ‘n skatting van die rekening wat u sal ontvang van die munisipaliteit.

Meter vertoon as u gratis water gebruik
(Konvensioneel)
READING
89.
_.630
Breek van 3 sekondes
DETAIL
FREE
4523 L
CURRENT
0 L
R 0.00
LEAK
R 4.67 +-
PREVIOUS
R 86.57

Meter vertoon as u skuld opbou
(Konvensioneel)
READING
89.
_.630
Breek van 3 sekondes
DETAIL
CURRENT
8250 L
R 27.76
LEAK
R 4.67 +-
PREVIOUS
R 86.57
TARIFF 2
R 13.80 /Kl

“Lifeline”

Sommige plaaslike Munisipaliteite erken dat daar gevalle kan wees wanneer krediet beheer nodig is. Die Munisipaliteit het die opsie gekies om die meter met ‘n “Lifeline” klep te installeer. Dit beteken as die Munisipaliteit u meter geblok het, sal die meter nogsteeds ‘n klein hoeveelheid water deurlaat. Hierdie funksie is ontwerp om vir inwoners water te voorsien vir basiese benodighede.

Indien die “Lifeline” gebruik word, sal die “scrolling routine” dieselfde wees as wanneer u skuld opbou.

U sal nogsteeds die gratis basiese water toelaag ontvang in die begin van elke maand. Sodra die gratis basiese water klaar is, sal die “Lifeline” weer begin werk.

Spesiale Behoeftes – Hulpbehoewendes (opsioneel)

Sommige plaaslike Munisipaliteite erken dat daar gevalle is waar addisionele water toelae vereis word. Indien hierdie opsie deur u Munisipaliteit aangebied word, en u voel dat u geregtig is op ekstra water as gevolg van “spesiale behoeftes”, dan kan u die Munisipale kantore besoek vir besonderhede oor hoe om aansoek te doen.

Die water sal op die suksesvolle aansoeker se meter oorgedra word.

Meter Boodskappe

Enige tyd gedurende die maand kan die meter ‘n aantal boodskappe vertoon. In hierdie artikel gaan ons vir u elke boodskap wys en verduidelik watter stappe om te neem.

Boodsakp	Rede
CONTACT INVALID PWD ERR BAD TAG	Wanneer u vogtige vinger op die meter geplaas word, sal u dalk een van hierdie boodskappe op die vertoon skerm sien. In hierdie geval is u vinger nie in staat om in skoon kontak te kom met die meter nie. Verwyder u vinger en maak die “contact-port” liggies skoon. Probeer weer. Indien daar steeds ‘n probleem is na drie probeerslae, moet u die plaaslike Munisipale kantoor kontak.

Boodsakp	Rede
LIMIT	U meter het die munisipale daaglikse limiet bereik. Hierdie funksie is slegs op u van toepassing in die geval waar die Raad ‘n krdiet beheer beleid in werking stel.
X-AREA	Wanneer hierdie boodskap vertoon word, beteken dit dat die “user-tag” vir ‘n ander gebied geprogrameer is.
BAD M NUM	In die geval waar ‘n “user-tag” gebruik word, beteken die boodskap dat die “user-tag” aan ‘n ander meter behoort.
POSSIBLE LEAK	Die meter is ontwerp om enige lekkasies op te spoor in u pype wat dalk nie vir u voor die hand liggend is nie. As die meter vermoed daar is ‘n lek iewers aan u kant van die meter, sal dit die boodskap vertoon. Boonop kan ‘n lek beteken dat u besig is om u water te verloor. Sien afdeling “Foutopsporing”.
RE-APPLY	Hierdie is ‘n meter instruksie wanneer u ‘n “user-tag” gebruik. Verwyder die “user-tag” van die meter en nadat die boodskap verdwyn het, plaas die “user-tag” weer terug op die meter.
TAMPER-M	Indien hierdie boodskap vertoon word, beteken dit dat iemand met die normale werking van die meter gepeuter het. Die meter is veronderstel om na ‘n tydperk outomaties te herstel. Indien die meter beskadig is, sal die meter nie water vrystel nie.
COVER-X	Indien dit vertoon word, beteken dit dat iemand probeer het om die meter te verwyder. Dit moet by die Munisipaliteit gerapporteer word, omdat ‘n tegnikus uitgestuur moet word om die meter te herstel.
MUN LOCK	Wanneer hierdie boodskap op u meter vertoon, beteken dit dat u meter gesluit is deur ‘n Munisipale amptenaar. Kontak die naaste Munisipale kantoor so gou as moontlik.
FLAT BAT PICKUP	Indien een van hierdie boodskappe op die meter vertoon word, moet u dit dadelik rapporteer sodat ‘n tegnikus uitgestuur kan word om die meter te herstel.

Foutopsporing

Dit is moontlik dat u op ‘n stadium ‘n probleem sal ondervind met u meter. Voordat u die probleem aanmeld, maak eers seker van die volgende inligting, om te verseker dat die korrekte probleem gerapporteer word.

Probleem	Aksie
Meter voer nie water deur nie	Indien u meter skielik ophou om water te gee vir geen duidelike rede nie, moet u die volgende nagaan: • Ondervind u gebied ‘n algemene ontwrigting van waterto-evoer? U kon ‘n “Water Ontwrigting Kennis” ontvang het, wat beteken dat die plaaslike Munisipaliteit aan die toevoer lyne werk. • Het iemand die meter op ‘n stadium gesluit? Maak seker dat die meter oopgesluit is. • Maak seker dat die meter se isolasie klep oop is. • Ten slotte, vind uit by u bure of hulle water het. As daar geen klaarblyklike rede vir die probleem is nie, dan moet u die fout by u plaaslike Munisipaliteit rapporteer.
Water word vinniger gebruik as wat u verwag het	Indien u gratis basiese water vinnig opgebruik word, dan mag daar ‘n lek wees. U moet noukeurig die verbruik van water in die huis monitor en kyk vir lekkasies. Indien u ‘n lekkasie vermoed, dan moet u dit so gou as moontlik herstel.
Kontak of Slegte “user tag” of Pw Error of Ongeldig	Hierdie boodskappe sal verskyn as u vinger nie korrek op die meter geplaas word nie, of nie goeie kontak maak nie. U vinger en die kontak leser moet liggies skoongemaak word. Plaas u vinger weer op die meter. Rapporteer die fout by u plaaslike Munisipaliteit, as die probleem voortduur na drie probeerslae.

Probleem	Aksie
Moontlike lek	Indien die meter vasstel dat daar ‘n lek iewers in die woning is, sal die meter aandui “POSSIBLE LEAK”. Maak die klep op die meter toe en laat die lekkasie dadelik herstel word. Indien u probleme teëkom om te bepaal waar die lekkasie is, dan kan u die probleem rapporteer. NB: Neem asseblief kennis dat herstelwerk die verbruiker se verantwoordelikheid is, indien daar lekkasies op die loodgieter werke of pype is wat vanaf die meter na die woning aangelê is. Die Ekurhuleni Metropolitaanse Munisipaliteit onderhou en herstel die waterleiding tot by die water meter. Die pype en waterleiding vanaf die meter op private eiendom is die verantwoordelikheid van die eienaar of van die huurder, na gelang van die huurkontrak.
Pap battery / nie vertoon	Indien daar geen boodskap vertoon word na 3 sekondes wanneer u u vinger of “user tag” op die meter plaas nie, dan is dit moontlik dat die battery vervang moet word. Rapporteer die probleem so gou as moontlik.

Aanmelding van Foute

Op ‘n stadium sal u dalk ’n fout op u meter wil rapporteer. Kontak u plaaslike Munisipaliteit op die gewone manier. Byvoorbeeld: besoek ‘n dienssentrum of skakel u plaaslike Munisipaliteit op 011 999 5668 (tydens besigheids ure), 0860 543 0000 (na-ure), e-pos (wcmmeters@ekurhuleni.gov.za).

Afkortings

FBW Free Basic Water

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Selelekela

Hona jwale o motlotlo hore ebe o na le Mithara ya Metsi ya Water Consumption Management (WCM). Mithara ene e kentswe ke se seng sa dihlopha tsa rona tse nang le boitsebelo tabeng ya ho kenya dimithara, mme hona jwale o se o loketse hore o ka sebedisa mithara.

Ho itshetlehile ka hore na mithara ya hao e radilwe jwang, o tla kgona ho sebedisa mekgwa e itseng feela e boletsweng Bukeng ena. Dintho tseo o ka kgethang ho tsona bukeng ena di akarelletsa:

- Tshebediso ya mithara ka Tsela e Nepahetseng;
- Metsi a Motheo a Mahala;
- Metsi a Diphallelo; le
- Ditlhoko Tse Kgethehileng - Bofutsana.

Tshebediso ya mithara ka Tsela e Nepahetseng

Mithara ya Metsi ya WCM e reretswe ho sebetsa ka ditsela tse sa tshwaneng. Buka ya Motho ya e Sebedisang e hlalosa mosebetsi wa mithara ha e sebediswa ka tsela e Nepahetseng.

Ha mithara e sebetsa ka Tsela e Nepahetseng, Masepala o ntse a tla e bala kgafetsa mme motho ya sebedisang mithara o tla fumana lengolo la mokitlane oo a lokelang ho o lefa. Leha ho le jwalo, ha mithara e sebediswa ka tsela e Nepahetseng, mithara e tla hlahisa hore na ho sebedisitswe metsi a makae (ka ntle ho Metsi a Motheo a Mahala) kgweding e hlahlojwang hammoho le kgakanyo ya hore na tekanyo ya Ranta ya metsi a sebedisitsweng.

Ka tsela ena, batho ba sebedisang dimithara ba tla beha leihlo tshebediso ya bona ya metsi (le tekanyo ya Ranta ya metsi) e le hore ho se be le ntho e ba makatsang ha ba fumana lengolo la mokitlane. Leha ho jwalo, ditekanyo tse hlahang mithareng (dilithara le diranta) e mpa e le dikgakanyo feela mme di kopanngwa motheong wa dikgwedi tsa alemanaka. Masepala a nna a sebetsa mekitlane ka dinako tse sa tshwaneng mme ho ka nna ha ba le phapano e nyenyane ditekanyong tse bontshitsweng mithareng le ditekanyo tsa metsi a hlileng a lokelang ho lefellwa.

Phepelo ya Metsi a Motheo a Mahala (ha a batla)

Masepala o fana ka Metsi a Motheo a Mahala (FBW) kgwedi le kgwedi mme metsi ao a tla fanwa ka ho toba kgwedi le kgwedi. Le hoja metsi a FBW a fumaneha mithareng (sheba karolo e amehang) mithara e ke ke ya kenyelletsa metsi a sebedisitsweng mokitlaneng o seng o ntse o le teng. Ha ha metsi a fanwang a FBW a fela, mithara e tla qala ho bala metsi a mokitlane a tla hlaha mithareng ka ho thathamisa dinomoro tse hlahang mithareng.

Ka mohlala, maemong a mang moo baahi ba nkwang e le mafutsana, baahi ba ka fuwa metsi a eketsehileng a FBW. Motho a ka fumana lesedi le eketsehileng mabapi le ho fumana metsi ao diofising tsa Masepala.

Ho tseba mithara wa hao o motjha

Ho na le ditsela tse pedi tsa ho hlahloba mithara ya hao:

1. O sebedisa theke ya ho sebedisa mithara. Ha mithara ya hao e se e kentswe, o tla fuwa theke ya ho e sebedisa. Hase hakaalo hore ho sa ntse ho hlokahala hore o kenye theke hore o sebedise mithara ka Tsela e Nepahetseng empa haeba o se o e filwe, ka kopo e behe hantle kaha ha e sa tla hlokahala ha o sebedisa mithara. Ka hona, masepala o tla tiisa hore mithara ya hao e setwa ka tsela yeo e ka tsamaisanang le mokgwa o mong - “wa ho e thetsa ka monwana”.

2. Ho e thetsa ka monwana o metsi. Beha monwana leha e le ofe o metsi diphining tse pedi tse ka lehlakoreng la motjhine o balang wa mithara. Beha monwana metsotswana e meraro (3) sekerining ho tla hlaha lethathamo le tlwaelehileng. **TEMOSO:** Ho nyeka monwana ka mathe le hona ho ka sebetsa empa ho ka fella ka maemo a sa hlwekang a ka bakang malwetse.

Mithara ena e na le valve e kwetsweng e sebetsang ka senotlolo se kgethehileng. Valve ena e kentswe ka morero wa hore ha ho hlokahala masepala a kwale phepelo ya metsi le/kapa ka mabaka a mang a ho lokisa eseng ka morero wa hore e sebediswe ke moreki wa metsi. Melao yeo masepala a e amohetseng le ya ditefiso tse tsebisitsweng setjhaba e bontsha hore moreki o lokela ho ba le valve e kwetsweng jareteng ya hae ka mabaka a hore ho kwalwe metsi. Ka kopo fumana melao ena ho www.ekurhuleni.gov.za ka morero wa hore ho kenngwe valve e ka thoko.

Dintho tse hlahang mithareng ha mokitlane o phaellana.

Melaetsa e hlahang sekirineng e tla fapana ho itshetlehile ka boemo ba hona jwale ba phepelo ya hao ya metsi (ya FBW kapa ya sekoloto) le mesebetsi e etswang ke mithara ya hao. Maqephe a latelang a bontsha mehlala e mmalwa ya “hlahisa thathamisa lipalo” tsa

mithara tlasa maemo a sa tshwaneng ao o ka kopanang le wona.

Mithara e tla hlahisa “READING” le kakaretso ya hona jwale ya dipalo tse hlahang mithareng (kakaretso ya metsi wohle a fetileng mithareng ho tloha a e kenngwa ka lekgetlo la pele). Tekanyo yeo o bontshwa ka dikarolong tse pedi. Mohlaleng o bontshitsweng, kakaretso ya metsi ke dikhilolithara tse 89.630.

Ka mora metsotswana e mmalwa mithara e tla hlahisa “DETAIL” haeba o sa ntse o na le metsi a mahala (FBW) a setseng kgweding yeo, ebe ho hlaha “FREE” ka mora moo ho hlahe hore na o saletswe ke dilithara tse kae tsa metsi a mahala. Haeba mithara e utlwa hore mohlomong ho na le moo metsi a dutlang jareteng ya hao, e tla hlahisa “LEAK”, e latelwe ke kgakanyo ya hore na metsi a dutlang a ja Diranta tse kae.

NB: Tsela yeo e sebetsang ka yona hona jwale e ke ke ya bontsha haeba a FBW a sa ntse a le teng.

Haeba mithara e sa bone ho na le moo ho dutlang teng, e tla thathamisa ka ho toba “PREVIOUS”, e bontshang hore na metsi a sebedisitsweng kgweding e fetileng a ja Diranta tse kae. Jwalokaha ho bontshitswe pejana, ena e tla ba kgakanyo ya mokitlane oo o tla o fumana ho tswa ho Masepala.

Se hlahang ho mithara haeba o sebedisa Metsi a Mahala	Dintho tse hlahang mithareng ha mokitlane o phaellana
(E Sebetsa ka Tsela Nepahetseng)	(E sebetsa ka tsela e Nepahetseng)
READING	READING
89.	89.
_.630	_.630
Kgefu ya metsotswana e 3 ebe ho hlaha	Kgefu ya metsotswana e 3 ebe ho hlaha
DETAIL	DETAIL
	CURRENT
FREE	8250 L
4523 L	R 27.76
CURRENT	LEAK
0 L	R 4.67 +-
R 0.00	PREVIOUS
LEAK	R 86.57
R 4.67 +-	
PREVIOUS	TARIFF 2
R 86.57	R 13.80 /Kl

Metsi a Diphallelo

Ba boholong dibakeng tse ding baa hlokomela hore ho ka ba le maemo ao ho hlokahalang taolo ya mokitlane ho wona. Haeba Masepala wa hao a kgethile ho o kenyetsa mithara e nang le valve ya metsi a diphallelo, sena se bolela hore Masepala o kwetse esita le mithara ya hao, mme mithara e tla tswela pele ho ntsha lerothodi la metsi a manyenyane (a rothang). Tshobotsi ena e etseditswe ho fa baahi metsi a itseng bakeng sa ditlhoko tsa motheo.

Haeba ho sebediswa metsi a diphallelo, lethathamo la dinomoro le tla tshwana le ha ho phaellana mokitlane.

O ntse o tla fumana phepelo ya Metsi a Motheo a Mahala a phallang ka ho feletseng qalong ya kgwedi ka nngwe. Hang ha metsi a FBW a fedile, metsi a diphallelo a tla qala hape.

Ditlhoko tse kgethehileng - Bofutsana (Ha a batla)

Batho ba bang ba boholong baa elellwa hore ho ka nna ha ba le maemo ao ho wona ho ka hlokahalang phepelo e eketsehileng ya metsi. Haeba Masepala wa heno a entse tokisetso ena, mme le nka hore hore le na le tokelo ya ho fumana metsi a eketsehileng ka lebaka la “ditlhoko tse kgethehileng,” ka kopo ikopanyeng le ba diofising tsa Masepala hore le fumane ditsela tsa ho etsa kopo.

Batho bao dikopo tsa bona di atlehileng, metsi a bona a tla kenngwa dimithareng.

Melaetsa ya Mithara

Neng kapa neng hara kgwedi, mithara e ka hlahisa melaetsa ena. Karolo ena e tla o bontsha molaetsa ka mong mme e hlalose bohato boo o lokelang ho bo nka.

Molaetsa	Lebaka
CONTACT INVALID PWD ERR BAD TAG	Ha thetsa karolo ya mithara yeo o lokelang ho e thetsa ka monwana o metsi, melaetsa e latelang e tla hlaha. Boemong bona monwana wa hao ha o so kgone ho thetsa mithara ka tsela e hlwekileng. O lokela ho tlosa monwana ebe o hlwekisa habobebe karolo yeo ya mithara. Leka hape. Haeba ka mora ho leka jwalo ka makgetlo a mararo ho ntse ho sa loke, tlaleha bothata bona ofising ya Masepala wa heno.

Molaetsa	Lebaka
LIMIT	Mithara ya hao e fihlile tekanyo ya letsatsi le letsatsi yeo masepala a e behileng. Tshebetso ena e tla hlaha ho wena feela ha khanselara a kenya tshebetsong leano la taolo ya mokitlane.
X-AREA	Ha ho hlaha molaetsa ona, seo se bolela hore ke theke ya sebaka se seng
BAD M NUM	Theke yeo ke ya mithara e nngwe
POSSIBLE LEAK	Mithara e qapuwe ka tsela yeo e utlwang ha diphaephe tsa hao di dutla mme wena o se bone seo. Haeba mithara e belaella hore ho ne le moo ho dutlang e tla hlahisa molaetsa ona. Ho feta moo, ho dutla hoo ho ka nna ha bolela hore o o lahlehelwa. Sheba Tharollo
RE-APPLY	Ena ke taelo ya mithara ha o sebedisa theke ya bareki ba metsi. Ntsha theke mithareng mme ha molaetsa o reng RE-APPLY o se o tlohile, kenya theke hape
TAMPER-M	Haeba ho hlaha molaetsa ona, seo se bolela hore ho na le motho ya lekang ho sitisa tshebetso e tlwaelehileng ya mithara. Mithara e lokela ho iseta hape. Haeba mithara e senyehile, mithara e ke ke ya ntsha metsi ka mora nako e itseng.
COVER-X	Ha ho hlaha molaetsa ona, ke hore ho na le motho ya lekileng ho ntsha mithara. O lokela ho tlaleha sena ho masepala kaha setei se lokela ho tla mme se sete mithara ya hao hape
MUN LOCK	Ha molaetsa ona o hlaha mithareng, mosebetsi wa Masepala o notletse mithara ya hao. E ya diofising tsa Masepala ya haufi kapele kamoo ho ka kgonehang
FLAT BAT PICKUP	Haeba o mong wa melaetsa ena e hlaha mithareng, o lokela ho o tlaleha kapele kamoo ho ka kgonehang mme ho tla romelwa setei hore se tlo lokisa mithara ya hao

Tharollo

Ho ka etsahala hore ka nako e nngwe mithara ya hao e o fe bothata. Pele o tlaleha bothata boo, hlahloba dintho tse latelang ho tiisa hore o tlaleha bothata bo nepahetseng:

Bothata	Bohato
Mithara ha e ntshe metsi	Haeba ka tshohanyetso mithara ya hao e kgaotsa ho ntsha metsi mme o sa tsebe hore na lebaka ke eng, o lokela ho hlahloba dintho tse latelang. • Na sebaka sa heno se na le bothara bo tshwanang ba ho kgaotsa ha phepelo ya metsi? Mohlomong o fumane 'Tlho-komediso ya ho Kgaotsa ha Metsi' e leng se bolelang hore ba boholong sebakeng sa heno ba ntse ba sebetsana le diphaephe tsa phepelo • Na ho na le motho ya notletseng mithara ya hao ka nako e nngwe? Sheba hore na mithara ha ya notlelwa, • Sheba hore na valve e ka thoko e bulehile • Qetellong botsa baahelani ba hao hore na ba na le metsi. Haeba o sa bona hore na bothata bo bakwa ke eng, tlalehela Masepala bothata boo
Metsi a fela kapele hore kamoo o neng o lebeletse	Haeba metsi a motheo a mahala a fela kapele, ho ka etsahala hore ho na le phaephe e dutlang. O lokela ho beha leihlo hore na metsi a sebediswa jwang lapeng mme o shebe hore na ha ho na moo a dutlang. Haeba o belaella hore diphaephe dia dutla, o lokela ho di lokisa kapele kamoo ho ka kgonehang
Molaetsa o reng Contact kapa Bad Tag kapa Pwd Error kapa Invalid	Melaetsa ena e tla hlaha haeba theke e sa kenngwa mithareng hantle kapa haeba di sa kopane hantle. Theke le motjhine o balang theke di lokela ho hlwekiswa habonolo feela. Beha theke hodima mithara hape. Haeba bothata bo tswela pele ka mora ho leka ka makgetlo a mararo, tlaleha bothata bona Masepaleng wa heno.

Bothata	Bohato
Kgonahalo ya ho dutla	Haeba mithara o bontsha hore mohlomong ho na le phaephe e dutlang lapeng leo, mithara e tla hlahisa molaetsa o re “POSSIBLE LEAK”. Kwala pompo ya mithara mme o lokisetse hore bothata ba ho dutla bo lokiswe ka potlako. Haeba o sa kgone ho fumana hore na ho dutla hokae, re kopa hore o tlalehe bothata boo. NB: Ka kopo hlokomela hore ke boikarabelo ba motho ya rekang metsi ho lokisa eng kapa eng e dutlang thepeng ya tsamaiso ya metsi kapa tseleng yeo diphaephe di sebetsang ka yona ha mithara o se o kentswe. Masepala o hlokomela le ho lokisa diphaephe tse kgolo tsa metsi tse isang metsi dimithareng. Mosebetsi wohle wa ho kenya diphaephe setsheng sa motho ke boikarabelo ba monga sebaka kapa motho ya dulang moo, ho itshetlehile ka tumellano ya lise.
Betiri e feletsweng ke matla / ha e hlahise letho	Haeba ho sena molaetsa o hlahang mithareng ha o bea theke ya hao metsotswana e meraro e kanna yaeba betiri e lokelwa ho tjhentjhwa.Tlaleha bothata bona kapele.

Ho Tlaleha Mathata

Ka dinako tse ding, o ka nna wa batla ho tlaleha bothata ba mithara ya hao. Ikopanye le Masepala wa heno o sebedisa ditsela tse tlwaelehileng tsa ho etsa jwalo. j.k., ho etela Setsing sa Ditshebeletso Tsa Bareki kapa ho letsetsa Masepala ho 011 999 5668 (Dihoreng Tsa Mosebetsi) 0860 543 000 (Dihoreng Tsa ka Mora Mosebetsi) kapa wa mo ngolla e-mail(wcmmeters@ekurhuleni.gov.za)

Mantswe e Entsweng ka Ditlhaku Tse Qalang

WCM Water Consumption Management *kapa Tsamaiso ya Tshebediso ya Metsi*

FBW Free Basic Water *kapa Metsi a Motheo a Mahala*

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Isethulo

Manje ungumnikazi oneqholo we-Water Consumption Management (WCM) Water Meter. Le mitha ifakwe ngomunye wethimba lethu elinolwazi lokufaka lezi zinto, futhi manje usukulungele ukuyisebenzisa imitha.

Kuye ngokuthi imitha yakho ihlelwe kanjani uzokwazi ukusebenzisa izingxenye zezinto ezichazwe kule Ncwadi Yeziqondiso. Izinto ongakhetha kuzo ezichazwe kule ncwadi zihlanganisa:

- Ukusebenzisa imitha ngeModi Evamile
- Amanzi Ayisisekelo Amahhala
- I-Lifeline; kanye
- Nezidingo Ezikhethekile - Abasweleyo

Ukusebenzisa imitha ngemodi evamile

I-WCM Water Meter iklanyelwe ukuba isebenze ngamamodi ambadlwana. Le Ncwadi Yeziqondiso ichaza ukusebenza kwemitha ngemodi Evamile.

Emodini evamile, imithi isazofundwa nguMasipala njalo futhi umninimuzi uzothola isitatimende okufanele asikhokhele. Kodwa-ke, kumodi Evamile imitha izobonisa umthamo wamanzi asetshenzisiwe (ngaphandle kwaManzi Ayisisekelo Amahhala (i-FBW)) kuleyo nyanga kuze kube yilolo suku kanye nenani elingamaRandi lamanzi asetshenzisiwe.

Ngale ndlela, umninimuzi angaqapha ukuthi uwasebenzisa kanjani amanzi (kanye namaRandi entengo yalawo manzi) ukuze angamangali lapho kufika isitatimende. Kodwa-ke, izibalo ezibonakala kwimitha (amalitha amanzi kanye namaRandi) ezokuhlawumbisela kuphela futhi zibalwa ngesisekelo sezinsuku zenyanga. Umjikelezo wezitatimende zikaMasipala ungase usebenze ngezinsuku ezihlukile futhi kungase kube nomehluko omncane emananini aboniswa yimitha kanye nezibalo zangempela ezisesitatimendeni.

Amanzi Ayisisekelo Amahhala (uma ekhona)

Uma uMasipala ehlinzeka ngaManzi Ayisisekelo Amahhala (Free Basic Water (FBW)) khona-ke lo mthamo wamanzi wenziwa utholakale inyanga ngayinye. Nakuba aManzi

Ayisisekelo Amahhala etholakala kwimitha (bheka ingxenye efanele) imitha ngeke inezele amanzi eniwasebenzisile esikweletini esinqwabelene. Ngokushesha uma aManzi Ayisisekelo Amahhala esephelile imitha izoqala ngokwayo ibale isikweleti esizobonakala kwimitha lapho ihlolwa.

Ezimweni ezithile, ngokwesibonelo uma izakhamuzi zichazwa njengeziswele, imizi ingase inikezwe aManzi Amahhala engeziwe. Imininingwane yokuthola amanzi engeziwe isemahhovisi kaMasipala wenu.

Ukwazi imitha yakho entsha

Kunezindlela ezimbili ongahlola ngazo lokho okushiwo yimitha yakho:

1. Ngokusebenzisa i-user tag. Ngesikhathi kufakwa imitha yakho, kungenzeka wanikezwa i-user tag. Le thegi ayidingeki ngempela ukuze usebenzise imitha uma ikuModi Evamile (Conventional Mode) kodwa uma wawuyinikeziwe, sicela uyigcine kahle ngoba ngeke isadingeka ukuze usebenzise imitha yakho. Ngakho-ke, umasipala uzoqinisekisa ukuthi imitha yakho ihlelwe ukuze ivumelane nenye inqubo – i-“finger contact” (ukuthinta ngomunwe).

2. Ukuthinta ngomunwe omanzi (wet finger contact). Beka noma yimuphi umunwe omanzi kumaphini amabili aseceleni le-contact reader. Qindezala imizuzwana emithathu (3) ungayeki imiyalezo izoqala ukuvela. **ISIXWAYISO:** Ukukhotha umunwe ukuze uwuthambise nakho kuzosebenza kodwa lokhu kungadala izimo ezingenayo ngempela inhlanzeko.

Imitha inevalufu ngaphakathi ehlukanisayo edinga ukhiye okhethekile ukuze isebenze. Le valufu ifakelwe ukuba umasipala akwazi ukuvala amanzi uma kudingeka futhi/noma ngezinye izizathu zokunakekela amapayipi hhayi ukuba isetshenziswe yikhasimende. Imitheshwana kamasipala kanye nezinhlawulo ezibekiwe zithi ikhasimende kufanele libe nevalufu evaliwe ohlangothini lwekhasimende ukuze kuvalwe amanzi. Sicela ubheke le mithetho okukhulunywa ngayo engosini ye-inthanethi ethi www.ekurhuleni.gov.za ngenjongo yokuba ufakelwe ivalufu yokuhlukanisa.

Imiyalezo ebonakala kwimitha izohlukahluka, kuye ngesimo samanje somthamo wamanzi akho (i-FBW noma isikweletu) kanye nezindlela zokusebenza ezitholakala kwimitha yakho. Amakhasi alandelayo abonisa izibonelo ezimbalwa “zendlela yokufunda” imitha ngaphansi kwezimo ezihlukahlukene ongase ubhekane nazo.

Imitha izobonisa ukuthi “READING” kanye nenani lamanje elisekugcineni lombhalo wemitha (lonke inani lamanzi adlule kwimitha kusukela yafakwa). Leli nani liboniswa ezingxenyeni ezimbili. Kulesi sibonelo inani lonke lingamakhilolitha angu-89.630.

Ngemva kwesikhawu semizuzwana embalwa imitha izobonisa ukuthi “DETAIL” uma usenamanzi amahhala (FBW) asele kuleyo nyanga, khona-ke kuzobonakala ukuthi “FREE” nokuthi mangaki amalitha amanzi amahhala onawo asele. Uma imitha ibonisa ukuthi kungenzeka kunamanzi avuzayo kwakho khona-ke iyobonisa ukuthi “LEAK”, kulandelwe inani elihlawumbiselayo lalokho kuvuza ngenani elingamaRandi.

QAPHELA: Ukuthi usebenzise amanzi angakanani manje ngeke kubonakale uma kusekhona i-FBW.

Uma kungenandawo evuzayo etholakalayo khona-ke umbhalo wemitha uzodlulela ngokuqondile kwesithi “PREVIOUS”, okubonisa inani elingamaRandi lamanzi asetshenziswe enyangeni edlule. Njengoba sekushiwo ngaphambili, lokhu kuyobe kuwukuhlawumbisela kwesitatimende ozosithola sivela kuMasipala.

Okubonakala kwimitha uma usebenzisa aManzi Amahhala
(Okuvamile)
READING
89.
_.630
Isikhawu semizuzwana engu-3 bese
DETAIL
FREE
4523 L
CURRENT
0 L
R 0.00
LEAK
R 4.67 +-
PREVIOUS
R 86.57

Okubonakala kwimitha uma unesikweletu esinqwabelanayo
(Okuvamile)
READING
89.
_.630
Isikhawu semizuzwana engu-3 bese
DETAIL
CURRENT
8250 L
R 27.76
LEAK
R 4.67 +-
PREVIOUS
R 86.57
TARIFF 2
R 13.80 /Kl

I-Lifeline

Abanye omasipala bayaqaphela ukuthi kungase kube nezikhathi lapho kungase kudingeke khona ukuba balawule izikweletu. Uma uMasipala wenu ekhethe ukufaka imitha yakho nevalufu ye-lifeline. Lokhu kusho ukuthi ngisho noma imitha yakho ivalwe nguMasipala imitha izoqhubeka ikhipha ingcosana yamanzi. Lokhu kwenzelwe ukuthi umuzi ube namanzi adingekayo ezidingo eziyisisekelo.

Uma i-Lifeline isetshenziswa khona-ke izibalo zemitha ziyoba ezifanayo nalapho unesikweletu esinqwabelanayo.

Usazoqhubeka uthola aManzi Ayisisekelo Amahhala ageleza kahle ekuqaleni kwenyanga ngayinye. Uma i-FBW isiphelile i-lifeline izoqala ukusebenza futhi.

Izidingo Ezikhethekile – Abasweleyo (uma kukhona)

Abanye omasipala bayaqaphela ukuthi kungase kube nezikhathi lapho kudingeka khona amanzi amahhala engeziwe. Uma uMasipala wenu ekuhlinzeka ngalokhu, futhi unomuzwa wokuthi kufanele uwathole la manzi amahhala ngenxa “yezidingo ezikhethekile” sicela uthintane namahhovisi kaMasipala wenu ukuze uthole imininingwane yokuthi usifaka kanjani isicelo.

Kulabo abaphumelele ekufakeni isicelo, amanzi azodluliselwa kwimitha.

Imiyalezo Yemitha

Nganoma yisiphi isikhathi phakathi nenyanga, imitha ingase ibonise imiyalezo embadlwana. Kule ngxenye sizokubonisa umyalezo ngamunye sichaze nesinyathelo okufanele usithathe.

Umyalezo	Isizathu
CONTACT INVALID PWD ERR BAD TAG	Uma ubeka umunwe wakho omanzi kuphothi yokuthinta yemitha, ungase ubone omunye wale miyalezo. Kulesi simo umunwe wakho awuthintani ngendlela efanele nemitha. Kufanele uwususe umunwe uthi ukusulasula iphothi yokuthinta. Zama futhi. Uma kungathinteki kahle futhi ngemva kokuzama kathathu, bika leyo nkinga ehhovisi likaMasipala

Umyalezo	Isizathu
LIMIT	Imitha yakho isifinyelele emngceleni wansuku zonke kamasipala. Lokhu kuzokwenzeka kuwe kuphela uma umkhandlu kamasipala usebenzisa indlela yokulawula izikweletu
X-AREA	Uma lo myalezo uvela, lapho usebenzisa i-user tag, lokhu kusho ukuthi ithegi eyakwenye indawo
BAD M NUM	Ithegi eyakwenye imitha
POSSIBLE LEAK	Imitha yenzelwe ukuthungatha konke ukuvuza kwamapayipi okungenzeka awukuboni. Uma imitha isola ukuthi kukhona okuvuzayo ohlangothini lwakho lwemitha izoveza lo myalezo. Ngaphezu kwalokho, ukuvuza kungase kusho ukuthi kunamanzi akulahlekelayo. Bheka uSizo Lwezinkinga
RE-APPLY	Lesi isiyalezo semitha uma usebenzisa i-user tag. Susa ithegi kwimitha futhi uma u-RE-APPLY esesukile, beka ithegi futhi
TAMPER-M	Uma kuvela lokhu, kusho ukuthi othile uzame ukuhlupha ukusebenza okuvamile kwemitha. Imitha kufanele izirisethe yona ngemva kwesikhathi esithile. Uma imitha ilimele, ngeke ikhiphe amanzi
COVER-X	Uma kuvela lokhu, kusho ukuthi othile ubezama ukukhipha imitha. Lokhu kufanele kubikwe kumasipala ngoba kufanele kuze uchwepheshe azorisetha imitha
MUN LOCK	Uma lo myalezo uvela kwimitha yakho khona-ke imitha yakho ivalwe yisikhulu sikaMasipala. Thinta ihhovisi likaMasipala eliseduze ngokushesha okukhulu
FLAT BAT PICKUP	Uma omunye wale miyalezo uvela kwimitha yakho kufanele uyibike ngokushesha okukhulu futhi kuzothunyelwa uchwepheshe azokulungisela imitha yakho

Usizo Lwezinkinga

Kungenzeka eqophelweni elithile uzoba nenkinga ngemitha yakho. Ngaphambi kokuba ubike inkinga, bheka okulandelayo ukuze uqiniseke ukuthi ubika inkinga efanele

Inkinga	Isinyathelo
Imitha ayikhiphi amanzi	Uma imitha yakho imane iyeke ukukhipha amanzi ngaphandle kwesizathu, kufanele uhlole okulandelayo. • Ingabe kuvalwe amanzi endaweni yakini? Kungenzeka utholé 'Isaziso Sokuvalwa Kwamanzi' okusho ukuthi umasipala usebenza ngamapayipi • Ingabe ukhona owake wavala imitha? Hlola ukuthi imitha ivuliwe yini, • Hlola ukuthi ivalufu ehlukanisayo ivuliwe yini • Okokugcina, buza komakhelwane ukuthi banawo yini amanzi. Uma kungenasizathu esisobala senkinga bika leli phutha kuMasipala wenu.
Amanzi aphela ngokushesha kunalokho okulindele	Uma amanzi akho amahhala noma esikweletu ephela ngokushesha kungenzeka kunendawo evuzayo. Kufanele ukubeke iso elibukhali ukusebenza kwamanzi emzini wakho futhi uhlole ukuvuza. Uma usola ukuvuza kufanele ukulungise ngokushesha okukhulu.
Ithegi Engathinti noma Elimele noma Iphutha le-Pwd noma Ayisebenzi	Le miyalezo izovela uma ungathintanga kahle kwimitha noma uma kungathinteki ngendlela efanele. Indawo yokuthinta kanye ne-contact reader kufanele zithi ukusulwasulwa. Thinta kwimitha futhi. Uma inkinga iqhubeka ngemva kokuzama kathathu bika leli phutha emahhovisi kaMasipala.

Inkinga	Isinyathelo
Kungenzeka kuyavuza	Uma imitha isola ukuthi kungenzeka kuyavuza ndawana-thile kwakho, imitha izobonisa ukuthi “POSSIBLE LEAK”. Vala ivalufu kwimitha futhi ulungise ukuvuza ngokushesha. Uma unenkinga yokuthola ukuthi kuvuza kuphi, bika inkinga QAPHELA: Sicela uqaphele ukuthi noma yikuphi ukuvuza kompompi noma kwamapayipi okwenzeka ngemva kwemitha, ngaphakathi komngcele kuwumthwalo wekhasimende ukukulungisa. Umasipala unakekela futhi alungise amapayipi amanzi kuze kuyofinyelela kwimitha. Wonke amapayipi asuka kwimitha ayongena endaweni yomuntu awumthwalo womnikazi noma umqashi, kuye ngesivumelwano sokuqashiswa kwendawo.
Ibhetri liyafa / akubonakali lutho	Uma kungenamyalezo ovela kwimitha uma ubeka umunwe noma ithegi imizuzwana emithathu (3) kungenzeka ibhetri kufanele lishintshwe. Bika le nkinga ngokushesha okukhulu.

Ukubika Amaphutha

Esikhathini esithile, ungase ufune ukubika amaphutha ngemitha yakho. Thinta uMasipala wenu ngendlela evamile, isib., ngokuvakashela iSikhungo Sokunakekelwa Kwamakhasimende noma ngokushayela uMasipala kule nombolo 011 999 5668 (Ngesikhathi Somsebenzi) 0860 543 000 (Ngemva Komsebenzi) e-mail (wcmmeters@ekurhuleni.gov.za)

Izifushaniso

WCM Water Consumption Management

FBW Free Basic Water

Notes

Call Centre Number

Office Hours: 011 999 5668

After Hours: 0860 543 000

wcmmeters@ekurhuleni.gov.za

City of
Ekurhuleni

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