

# POLICY AND PROCEDURE TO CURB THE ILLEGAL USAGE OF WATER

Item A-IS (13-2006)(MI) CM 25/5/2006	MI: WS (O) (NR) (2006/02/019): WATER SERVICES — FINAL REPORT POLICY AND PROCEDURE TO CURB THE ILLEGAL USAGE OF WATER
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(16/1/P)

## RESOLVED:

1. **That** the contents of the report for the approval of a policy and procedure to curb the illegal usage of water and to authorise water services officials to financially recover water loss in accordance with the Ekurhuleni Metropolitan Municipality Water Supply Tariffs, **BE NOTED**.
2. **That** the policy to curb the illegal usage of water as set out in **Annexure “A”** attached to the report **BE APPROVED**.

POLICY*Procedure*

After considering many alternatives, the following was found to be the most effective and least time-consuming procedure:

Step 1:

Building plans are received from the Roads, Transport and Civil Works Department for comments by the Water Services Division and logged. The Water Inspectors will then be sent out to check whether the property has a metered connection and whether construction has commenced. The WEMM system will also be checked to ensure that an application has been received and paid for.

Step 2:

If there is no meter and construction has commenced, the inspector will issue the attached letter which is self-explanatory. Please refer to **attached Annexure A1**.

The Water Inspectors must also keep a photographic record, which has the time and date incorporated in the photograph, of the site (Illegal connection and building works on site). This photo must then be attached to the inspection form. Please refer to **attached Annexure A2**.

If the connection is not clear then the SDA's teams must expose it so that we can be sure of our case. If an illegal connection is identified on site, whether or not the contractor is using a water cart, ready mixed concrete, etc. the recovery amounts are still applicable.

The promulgated fee for illegal connections and / or consumptions and damages to services, is therefore, billed in accordance with the water supply tariffs and is applicable per stand or unit to cover the water usage.

The inspection fees should also be levied as detailed in the promulgated tariffs.

Please note that the inspection at which the letter (Annexure A1) is issued is regarded as the first inspection. The Water Inspectors are to continue these inspections, within the 48 hour rectification period and will charge the abovementioned amounts, according to the inspection number, to the owners account if illegal water usage is identified at the following inspections.

As of the 1<sup>st</sup> of July 2005, all developers of security townships or clusters must install bulk water meters at the connection point/points to the township at their own cost and pay the required deposit. These meters must be linked to the private road in the township and water usage can be recovered accordingly. The township owner will not be able to transfer the stands within the township until all accounts are settled. If no bulk meter is installed then the fee must be issued for every stand or unit.

With regards to contractor's meters, it would be difficult to prove that the contractor is actually using the metered connect and not an un-metered connection. If it is noticed on site that the contractor is using an un-metered connection although they have a metered connection, then the letter must be issued for every stand or unit on the property that is completed or in the process of construction. The letter must also be issued to the registered office of the developer / contractor.

Step 3:

The Engineer / Engineer Technician: Technical Support is to load the total amount calculated onto the owner / developers account (Recovery amounts + Inspection Fees)

through the e-Venus system in order to prevent delays which could result in transfers going through without the recovery amounts being paid. The owner/developer is forced to pay this amount or his/her water service to the property will be disconnected through the standard procedure if he/her account are in arrears. Furthermore, the property cannot be sold until all accounts have been settled.

Should the illegal usage of water continue after the 48 hour rectification period or the proof of payment not be submitted, the Operations Section of each Water Services SDA will remove the connection and the case will be handed over to the Ekurhuleni Metropolitan Municipality Corporate and Legal Department for further prosecution.



**Save Water!**



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METROPOLITAN MUNICIPALITY

**MUNICIPAL INFRASTRUCTURE**

[www.ekurhuleni.com](http://www.ekurhuleni.com)

**From:**

**To: The Owner / Contractor / Developer**

**Our Ref: 13/7**

**Enquiries:**

**Email:**

**Tel: (011)**

**Fax: (011)**

**Date: / /2006**

**NOTIFICATION: ILLEGAL USAGE OF COUNCIL WATER: TERMINATION OF WATER SERVICE**

<b>Stand / Erf No.</b>	
<b>Township:</b>	
<b>Extension:</b>	
<b>Physical Street Address:</b>	

During an inspection done at the above address on .....(date and time) by ..... (Full name of inspector), it was found that the water meter was removed/ bypassed/ tampered with and access to the Councils water supply was by means of an illegal connection. It has therefore been found that water used at your property is not supplied through a registered water meter.

You are therefore in contravention of Clause 5 of Chapter 1 of the EMM Water Supply By-laws. A fee of **\*R5,500,00 ( per unit/stand/item being develop )**, which is in accordance with Clause \*4 of the EMM Water Supply Tariffs, will be levied on your account with immediate effect to cover the unauthorized water usage and revenue lost by council as it is not possible to calculate the exact volume of water used.

You are kindly requested to apply for a metered water connection at the relevant council offices and pay the specified fees. Proof of payment must be submitted to .....(SDA) MI Water Services offices, within 48 hours of this letter, which can be contacted on ..... (Telephone Number) during office hours. In order to reinstate the water connection to its original operation, tariffs or charges is payable in respect of the installation of connections which is in accordance with Clause\* 3 of the EMM Tariffs Water Supply and payment can be made at the Finance Department.

Please note that there will be further inspections of your premises, after the 48 hour rectification period, and should the illegal usage of water continue, then the follow inspection fees, which are in accordance with Clause \*7 of the water supply tariffs, will also be levied on your account.

1st inspection	No charge
1st follow-up inspection subsequent to a notice of rectification	R 300,00*
2 <sup>nd</sup> follow-up inspection subsequent to the notice of rectification intended above	R 1 100,00*
3 <sup>rd</sup> or subsequent follow-up inspections to the notice of rectification intended above	R 2 750,00*

(\* SUBJECT TO AMENDMENT FROM TIME TO TIME)

Should the illegal usage of water continue after the 48 hour rectification period or the proof of payment not be submitted, the case will be handed over to the Ekurhuleni Metropolitan Municipality Corporate and Legal Department for further prosecution which may result in an additional fine of up to **R 20 000,00** which is in accordance with Clause 90 of the EMM Water Supply By-laws.

Yours faithfully

.....  
**Chief Area Engineer**  
**MI Water Service**

**Proof of Delivery:** \_\_\_\_\_

\_\_\_\_\_  
**Name of Inspector**

\_\_\_\_\_  
**Name of Owner**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Inspector**

\_\_\_\_\_  
**Signature of Owner / Representative**



**Save Water!**



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**From:**

**To: The Owner / Contractor / Developer**

**INSPECTION REPORT: ILLEGAL USAGE OF COUNCIL PROPERTY**

**INSPECTION DETAILS:**

<b>Name of Inspector:</b>	
<b>Date of Inspection:</b>	
<b>Time of Inspection:</b>	
<b>Stand / Erf No.</b>	
<b>Township:</b>	
<b>Extension:</b>	
<b>Physical Address:</b>	
<b>Signature of Inspector:</b>	

**NOTIFICATION ISSUED TO OWNER/REPRESENTATIVE**

<b>NAME:</b>	
<b>SIGNATURE:</b>	

**INSPECTION PHOTOGRAPHIC RECORD:**

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