



# **MATJHABENG LOCAL MUNICIPALITY**

## **POLICY FRAMEWORK**

### **RULES AND PROCEDURES REGARDING WATER DISTRIBUTION AND METERING IN THE MATJHABENG MUNICIPALITY AREA OF SUPPLY**

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## 1. ADMINISTRATIVE INFORMATION

MATJHABENG LOCAL MUNICIPALITY		DIRECTORATE INFRASTRUCTURE : CIVIL ENGINEERING	
<b>Document</b>	Policy Framework	<b>Reference</b>	Council Resolution Item No:
<b>Subject</b>	Rules and Procedures relating Water Distribution and Metering	<b>Date of Approval</b>	
<b>Compiled by</b>	Water Demand Management	<b>Review</b>	3 years from date of approval by Council
<b>Effective Date</b>			

## 2. POLICY OBJECTIVES AND APPLICATION

### (1) Objective

(a) The objective of this Policy Framework provide guidance with regard to the execution of actions and the manner in which actions are to be executed, which will ensure effect to the relevant provisions in the Municipality's Water Services By-law. The Policy Framework aims:

- (i) To ensure a uniform, equitable, consistent and procedurally fair implementation of the relevant provisions of the Water Services By-law;
- (ii) To clearly define the obligations of the Municipality and all categories water users, in achieving Subsection 2.(1)(i)(a).

### (2) Application of the Policy Framework

This Policy Framework is applicable and binding to the Municipality and an Organ of State and all water users within it's jurisdiction and are subjected to the relevant provisions in the Municipality's Water Services By-law and/or other relevant legislation.

## 3. LEGAL AND POLICY POSITION

- (1) The Constitution of the Republic of South Africa Act no 108 of 1996 as amended
- (2) The Municipal Systems Act no 32 of 2000
- (3) The Water Services Act no 108 of 1997
- (4) Matjhabeng Municipality Water Services By-law
- (5) Matjhabeng Municipality Credit Control and Debt Collection Policy.
- (6) Matjhabeng Municipality Indigent Policy.

## 4. TRANSITIONAL ARRANGEMENTS

- (1) Agreements entered into and any approval or consent granted under this Policy Framework, shall remain valid until such time that the Municipality institute transitional arrangements to ensure a uniform and consistent approach, to distribute and meter water to all category Users in its jurisdiction;

- (2) Any conflict between this Policy Framework and any other Policy Framework, the most recently approved Policy Framework will prevail.
- (3) Agreements entered into and any approval or consent granted prior to the adoption of this Policy Framework, shall be subjected to the Municipality's decision to institute transitional arrangements to ensure a uniform and consistent approach to distribute and meter water to all category Users in its jurisdiction.

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## 5. DEFINITIONS

For the purpose of this Policy Framework, any word or expressions to which a meaning has been assigned in the Matjhabeng Municipality Water Services By-law, shall bear the same meaning in this document, unless the context indicates otherwise and a word in any one gender shall be read as referring also, to the other gender:

**“Account”** means a notification by means of a statement of account to a person liable for payment of any amount for which he or she is liable to pay the Municipality in respect of water services provided;

**“Agreement”** means a contractual relationship between the Municipality and a Customer that arises, either as a result of the Municipality's approval of a written application for municipal services made in terms of the Municipality's policy relating to credit control and debt collection;

**“Approved”** means approved by the Municipality in writing;

**“Authorised Agent” means -**

- (a) any person who has been authorised by the Municipality to administer, implement or enforce the provisions of these Policy and Procedures;
- (b) any person whom the Municipality has delegated the performance of certain rights, duties and obligations in respect of providing water services; or
- (c) any person appointed by the Municipality in a written contract as a Service Provider for the provision of water services to customers on its behalf, to the extent authorized in such contract.

**“Basic Water Supply”** means the minimum standard of water supply services necessary for the reliable supply of water to households to support life and personal hygiene, prescribed in terms of the Water Services Act, 108 of 1997 under regulation 3 of Government Notice R509 of 8 June 2001, as amended from time to time, or any substitution for that regulation;

**“Borehole”** means a hole sunk into the earth for the purpose of locating, abstracting or using subterranean water and includes a spring;

**“Building Regulations”** means the National Building Regulations made in terms of the National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977);

**“Charge”** means the rate, charge, tariff, flat rate or subsidy prescribed by the Municipal Council;

**“Combined water and fire-fighting installation”** means a water installation used for fire-fighting and domestic, commercial or industrial purposes;

**“Commercial Customer”** means any customer other than domestic customer, including, but not limited to, a business, industrial, governmental or institutional customers;

**“Communal Water Connection”** means a connection through which water services are supplied to more than one customer and "communal water services work" has a corresponding meaning;

**“Connection”** means the point at which a customer gains access to Water Services;

**“Connection Pipe”** means a pipe, owned by the Municipality and installed by it for the purpose of conveying water from a main to the Customer's water installation, and includes a “water communication pipe” referred to in SANS 0252 Part I;

**“Customer”** means a person with whom the Municipality has concluded an agreement, or is deemed to have concluded, an agreement for the provision a municipal service as provided for in the Municipality's policy relating to credit control and debt collection and includes a consumer as defined in the Water Services Act, 108 of 1997;

**“Determined”** means a decision made by the Municipality;

**“Domestic Customer”** means a Customer who, primarily for residential purposes, occupies a dwelling, structure or premises;

**“Domestic Purposes”** in relation to the supply of services means services supplied to premises used predominantly for residential purposes;

**“Emergency”** means any situation that poses a risk or potential risk to life, health, the environment or property;

**“Estimated Consumption”** means the consumption that a customer, whose consumption is not measured or accurately measured during a specific period is deemed to have consumed during a specific period, based on an estimate by the Municipality on rational grounds such as the average consumption of municipal services by the users of a service within the area where the service is rendered or the average consumption of municipal services by the Customer during a prior or later period;

**“Fire Installation”** means a potable water installation that conveys water for fire-fighting purposes only;

**“Finance Department”** means the Office of the Chief Financial Officer or his/her Authorized Agent;

**“General Surcharge”** means an additional charge to the normal prescribed charge;

**“Household”** means a family unit, as determined by the Municipality as constituting a household by taking into account the number of persons comprising a household, the relationship between the members of a household, the age of the persons who are members of it and any other factor that the Municipality considers to be relevant;

**“Infrastructure”** means the facilities, installations or devices required for the rendering of a municipal service, or for the functioning of a community including, but not limited to, facilities, installation or devices relating to water, power, electricity, transport, sewerage and waste disposal;

**“Infrastructure Department”** means the Office of the Executive Director Infrastructure or his/her Authorized Agent;

**“Informal Settlement”** means has the same meaning assigned by Statistics Africa;

**“Installation Work”** means any work done in respect of a water installation, including construction, rehabilitation, improvement and maintenance;

**“Main”** means a pipe, other than a connection pipe, of which the ownership vests in the Municipality and which is used by it for the purpose of conveying water to customers;

**“Meter”** means any meter, method, procedure, process, device, apparatus or installation that enables the quantity of water services provided to be quantified and includes any method, procedure or process whereby the quantity is estimated or assumed;

**“Municipality”** means—

- (a) The Matjhabeng Municipality, a local municipality established in terms of section 2 of the Structures Act and its successors-in-title; or
- (b) the Municipal Manager or
- (c) an authorised official or agent of the Municipality;

**“Municipal Council”** means a municipal council as referred to in section 157(1) of the Constitution of the Republic of South Africa, 1996;

**“Municipal Services”** means, for purposes of this Policy and Procedure, services provided by a municipality, including refuse removal, water supply, sanitation, electricity services and rates;

**“Occupier”** includes any person who occupies any, or any part of any, land, building, structure or premises without regard to the title under which he or she occupies it or them, and includes any person who, for someone else’s remuneration or reward, allows a lodger or tenant, or any other similar person, to use or occupy any, or any part of any, land, building, structure or premises;

**“Owner”** means—

- (a) the person in whose name the ownership of the premises is registered from time to time or his agent;
- (b) where the registered owner of the premises is insolvent or deceased, or for any reason lacks legal capacity, or is under any form of legal disability, that has the effect of preventing him from being able to perform a legal act on his own behalf, the person in whom the administration and control of such premises is vested as curator, trustee, executor, administrator, judicial manager, liquidator or other legal representative;
- (c) where the Municipality is unable to determine the identity of the owner, a person who has a legal right in, or the benefit of the use of, any premises, building, or any part of a building, situated on them;
- (d) where a lease has been entered into for a period of 30 (thirty) years or longer, or for the natural life of the lessee or any other person mentioned in the lease, or is renewable from time to time at the will of the lessee indefinitely or for a period or periods which, together with the first period of the lease, amounts to 30 years, the lessee or any other person to whom he has ceded his right title and interest under the lease, or any gratuitous successor to the lessee;
- (e) in relation to—
  - (i) a piece of land delineated on a sectional plan registered in terms of the Sectional Titles Act, 95 of 1986, the developer or the body corporate in respect of the common property, or
  - (ii) a section as defined in the Sectional Titles Act, the person in whose name such section is registered under a sectional title deed and includes the lawfully appointed agent of such a person; or
  - (iii) a person occupying land under a register held by a tribal authority or in accordance with a sworn affidavit made by a tribal authority;

**“Person”** means any person, whether natural or juristic;

**“Phase 2”** means a semi-permanent or restriction at the water meter;

**“Phase 3”** means a permanent disconnection of a water installation from the connection pipe. After disconnection, a Customer must re-apply for a Connection and pay the prescribed charge.

**“Pollution”** means the introduction of any substance into the water supply system, a water installation or a water resource that may make the water harmful to health or environment or impair its quality for the use for which it is normally intended;

**“Pre-payment Meter”** is a measuring device that includes a mechanism that limits the volume of water supplied through the measuring device to a free basic amount per month and an amount in excess of the free basic amount in proportion to the amount pre-paid by the customer;

**“Premises”** means any piece of land, the external surface boundaries of which are delineated on—

- (a) a general plan or diagram registered in terms of the Land Survey Act 8 of 1997 or in terms of the Deeds Registries Act 47 of 1937;
- (b) a sectional plan registered in terms of the Sectional Titles Act 95 1986 ; or
- (c) a register held by a tribal authority or in accordance with a sworn affidavit made by a tribal authority;

**“Prescribed”** means adopted by the Municipal Council by means of a Council resolution.

**“Public Notice”** means publication in the media including one or more of the following:

- (a) publication of a notice, in the official languages determined by the Municipal Council:
  - (i) in any local newspaper or newspapers circulating in the area of supply of the Municipality;
  - (ii) in the newspaper or newspapers circulating in the area of supply of the Municipality determined by the Municipal Council as a newspaper of record; or;
  - (iii) on the official website of the Municipality;
  - (iv) by means of radio broadcasts covering the area of supply of the Municipality;
- (b) displaying a notice in or at any premises, office, library or pay-point of either the Municipality, or of its authorised agent, to which the public has reasonable access; and
- (c) communication with customers through public meetings and ward committee meetings;

**“SANS”** means the South African National Standards;

**“Service Pipe”** means a pipe which is part of a water installation provided and installed on any premises by the owner or occupier and which is connected or to be connected to a connection pipe to serve the water installation on the premises;

**“Standpipe”** means a tap and associated fittings that is free standing and is located outside of any structure;

**“Unauthorised Connection”** means; but is not limited to;

- a) A connection which has not been Approved;



- b) A connection which was made by an unauthorised person;
- c) A connection which have been made with unapproved fittings;
- d) A connection which is providing services for an unapproved use;

**“Unauthorised Service”** means the receipt, use or consumption of any municipal service which is not in terms of an agreement with, authorised or approved by, the Municipality;

**“Water Installation”** means the pipes and water fittings which are situated on any premises and ownership thereof vests in the owner thereof and is used or intended to be used in connection with the use of water on such premises, and includes a pipe and water fitting situated outside the boundary of the premises, which either connects to the connection pipe relating to such premises or is otherwise laid with the permission of the Municipality;

**“Water Services”** means water supply services and sanitation services;

**“Water Services Intermediaries”** has the same meaning as that assigned in the Water Services Act.

**“Water Supply Services”** has the same meaning assigned to it in terms of the Water Services Act and includes for purposes of this Policy Framework, water for industrial purposes and fire extinguishing services;

**“Water Supply System”** means the structures, aqueducts, pipes, valves, pumps, meters or other apparatus relating thereto of which the ownership vests in the Municipality and which are used or intended to be used by it in connection with the supply of water, and includes any part of the system;

**“Wayleave”** means the right to cross Municipal Land and/or Municipal Infrastructure.

## 6. CONDITIONS FOR WATER SUPPLY SERVICES AND AGREEMENT

**The objective of the Policy is to establish a written agreement between the Municipality and Customers and prescribe procedures which must be followed in order to conclude such agreement.**

### (1) Level 1 and 2 Water Supply Services for Informal Settlements

(a) An Application for a Water Connection form, must be completed by the relevant Ward Councillor and submitted to the Office of the Municipal Manager for approval.

(b) The approved application form must be submitted to the Finance Department to:

- (i) Create an account number against which consumption of water supplied can be charged.
- (ii) Charge the installation cost against the relevant vote number.

(c) The approved application form must be submitted to the Infrastructure Department:

- (i) Install a Communal Water Connection, water meter and stand pipe in line with standards set by the Guidelines for Human Settlement Planning and Design (2004).
- (ii) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes.

### (2) Level 3 and 4 Water Supply Services for Domestic Customers

If an Agreement for Water Supply Services in respect of a Premises have been concluded in accordance with the Municipality's Credit Control and Debt Collection policy, a Customer must apply from the Municipality to:

(a) Install a new water connection where no connection exists; or

(b) Modify or upgrade the existing water supply system; by

- (i) Completing the approved Application for a Water Connection form and submit it to the Infrastructure Department;
- (ii) After approval by the Infrastructure Department, submit the application and pay the prescribed charge and/or any general surcharge as determined, at the Finance Department;

(c) The Infrastructure Department must, after the application is processed by the Finance Department:

- (i) Install a water connection and water meter.
- (ii) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes.

### (3) Level 3 and 4 Water Supply Services for Domestic Customers not connected and/or metered during housing developments.

If a Customer was not connected to a connection pipe during a project implemented by any Organ of State, an Agreement for Water Supply Services must be concluded in accordance with the Municipality's Credit Control and Debt Collection policy. The Customer must apply from the Municipality to:

- (a) install a connection pipe and water meter, by completing the approved Application for a Water Connection form and submit it to the Infrastructure Department,
  - (b) The Infrastructure Department must :
    - (i) Request written comments from the Municipality's Department of Human Settlements and Land Affairs to establish the reason for exclusion during the project implementation phase;
    - (ii) Establish if the Contractor appointed by the other Organ of State would be able to complete the installation; If not practical;
    - (iii) Install a water connection pipe and water meter.
    - (iv) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes.
  - (c) The Finance Department must issue an account to the responsible Organ of State and implement the Municipality's Credit Control and Debt Collection Policy to recover the cost of the installation.
- (4) If a Customer was connected to a connection pipe, but no water meter was installed during a project implemented by any Organ of State, an Agreement for Water Supply Services must be concluded in accordance with the Municipality's Credit Control and Debt Collection policy. The Infrastructure Department must :
- (a) Request written comments from the Municipality's Department of Human Settlements and Land Affairs to establish the reason for exclusion during the project implementation phase;
  - (b) Establish if the Contractor appointed by the other Organ of State would be able to complete the installation; If not practical;
  - (c) Install a water meter;
  - (d) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes;
  - (e) The Finance Department must issue an account to the responsible Organ of State and implement the Municipality's Credit Control and Debt Collection Policy to recover the cost of the installation.
- (5) Level 3 and 4 Water Supply Services for Domestic Customers of new developments of RDP Housing
- After completion of the development of RDP Housing by the Provincial Department of Human Settlement, the Municipality's Department of Human Settlements and Land Affairs must:
- (a) Complete the approved Application for a Water Connection form for each beneficiary and submit it to the Infrastructure Department.
  - (b) The Infrastructure Department must:
    - (i) inspect the water connection pipes and water meters at the relevant sites;
    - (ii) after approval of the installations, complete the relevant sections on the application form (water meter numbers and readings at the time of the inspection) and submit it to the Finance Department;

(c) The Finance Department must enter into an Agreement for Water Supply Services in accordance with the Municipality's Credit Control and Debt Collection policy.

(6) Level 3 and 4 for Commercial Customers

If an Agreement for Water Supply Services in respect of Premises has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy, a Customer must apply from the Municipality to:

(a) Install a new water connection pipe and water meter where no connection exists; or

(b) Install a water meter where a water supply connection exists; or

(c) Modify or upgrade the existing water connection pipe; by

(i) Completing the approved Application for Water Connection form and submit it at the Infrastructure Department;

(ii) Pay the prescribed charge and/or any general surcharge, at the Finance Department.

(d) The Infrastructure Department must:

(i) Request for comments from the Municipality's Fire Department regarding legislative requirements for fire connections for commercial buildings;

(ii) Upon approval of the application, install a water connection pipe and water meter.

(iii) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes.

(7) Temporary Water Supply Connection Pipe and Water Meter

If an Agreement for Water Supply Services in respect of Premises has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy, a Customer must apply from the Municipality to:

(a) Install a temporary water connection for purposes of construction, entertainment or any other reason deemed acceptable to the Municipality; by

(i) Completing the approved Application for Water Connection form and submit it at the Infrastructure Department;

(ii) After approval by the Infrastructure Department, submit the application and pay the prescribed charge and/or general surcharge at the Finance Department.

(b) The Infrastructure Department must, after the application is processed by the Finance Department,

(i) install a temporary water connection pipe and water meter.

(ii) Provide the water meter number to the Finance Department for capturing on the financial system for billing purposes

(c) The Customer must, upon completion of activities, notify the Municipality in writing of the suspension of such activities, by:

(i) Completing a Notice to Terminate Water Services at the Infrastructure Department.

- (d) The Infrastructure Department must, after termination of the water supply services, provide such information to the financial department, together with a final reading of the water meter, for final billing purposes.

(8) Water Supply Connection Pipe and Water Meter to Fire Service Connections

If an Agreement for Water Supply Services in respect of Premises has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy, a Customer must apply from the Municipality to:

- (a) Upgrade/install a connection pipe to a fire extinguishing installation by completing the approved Application for Water Connection form and submit it at the Fire Department;
- (b) The Fire department must submit the Application to the Infrastructure Department for comments before approval can be granted;
- (c) After approval by the Fire Department, submit the application and pay the prescribed charge and/or general surcharge at the Finance Department.

## 7. CONNECTION TO THE WATER SUPPLY SYSTEM

**The objective of the Policy is:**

- ❖ **To standardise the types of meters installed in the Water Supply Network to ensure operational efficiency that is financially sustainable and within the budget adopted annually by the Municipal Council.**
- ❖ **To promote the installation of pre-payment meters in the Water Supply Network in line with the Municipality's Credit Control and Debt Collection Policy.**

- (1) The Executive Director Infrastructure or an Authorized Agent, must ensure that information regarding the location of the water supply connection pipe must be captured on the site plan by the relevant department.
- (2) The type of water meters stipulated in **Schedule A** of this Policy will be the only accepted and approved meters which are suitable for the different applications and infrastructure requirements of the existing water supply network;
- (3) Where the Municipality have installed a pre-payment meter, replacement thereof with a credit meter is not permitted.

## 8. DISPUTE BY A CUSTOMER FOR WATER CONSUMPTION CHARGED TO AN ACCOUNT

**The objective of the Policy is to give effect to Sections 15, 16 and 17 of the Water Services By-law by prescribing procedures which must be followed in order to resolve a dispute received from a Customer, regarding water consumption(s) charged to his/her Account.**

- (1) Where a Customer dispute the number of water meters charged to his/her account:
  - (a) The Customer must complete the Dispute Form and submit the completed form to Customer Care Section;
  - (b) The Customer Care Section must:
    - (i) Issue a reference number to the Customer;

- (ii) Refer the Dispute Form to the Infrastructure Department.
  - (c) The Municipality must institute proceedings to resolve the dispute within fourteen (14) working days;
  - (d) If the Municipality, due to capacity constraints, cannot institute proceedings to resolve the dispute within fourteen (14) working days, an alternative date must be communicated to the Customer;
  - (e) The outcome of the dispute or a progress report must be communicated to the Customer within twenty one (21) working days.
- (2) Where a Customer disputes the readings charged on his/her account;
- (a) The Customer must complete the Dispute Form and submit it to the Customer Care Section.
  - (b) The Customer Care Section must:
    - (i) Issue reference number to the Customer;
    - (ii) Refer the Dispute Form to the Infrastructure Department.
  - (c) The Municipality must institute proceedings to resolve the dispute within fourteen (14) working days;
  - (d) If the Municipality, due to capacity constraints, cannot institute proceedings to resolve the dispute within fourteen (14) working days, an alternative date must be communicated to the Customer;
  - (e) Where the investigation confirms a discrepancy, a report must be compiled and submitted to the Finance Department with the correct information.
  - (f) Where a correction to the account of the Customer is warranted, such must be implemented as soon as possible, but at least before the next billing date following the date on which the investigation was completed.
  - (g) The outcome of the investigation or a progress report must be communicated to the Customer within twenty one (21) working days.
- (3) Where a Customer lodge a dispute regarding a defective water meter,
- (a) The Customer must complete the Dispute Form and submit it to the Customer Care Section.
  - (b) The Customer Care Section must:
    - (i) Issue a reference number to the Customer;
    - (ii) Refer the Dispute Form to the Infrastructure Department.
  - (c) The Municipality must institute proceedings to resolve the dispute within fourteen (14) working days;
  - (d) If the Municipality, due to capacity constraints, cannot institute proceedings to resolve the dispute within fourteen (14) working days, an alternative date must be communicated to the Customer;
  - (e) The outcome of the investigation or a progress report must be communicated to the Customer within twenty one (21) working days.
  - (f) If a Customer is not satisfied with the outcome of the investigation, the Customer may, within twenty one (21) working days:

- (i) Apply for the testing of the water meter in dispute by completing the Request for Testing of Water meter Form;
- (ii) Pay the prescribed charge and submit the completed form with proof of payment to the Infrastructure Department;
- (g) The Municipality must make the necessary arrangement for the water meter to be tested in a SANAS Accredited Test Laboratory in terms of SANS10378, within fourteen (14) working days.
- (h) If the Municipality, due to capacity constraints, cannot make such an arrangement within fourteen (14) working days, an alternative date must be communicated to the Customer.
- (i) Where a water meter conform to the standards set by SANS1529-1 and test within the maximum and minimum permissible error envelope as prescribed by SANS 1529-1, the Municipality must:
  - (i) Inform the Customer in writing regarding the outcome of the dispute;
  - (ii) Issue a copy of the Testing Certificate to the Customer;
  - (iii) Inform the Customer regarding the intension to proceed with the implementation of Credit Control and Debt Collection measures against the Customer.
- (j) Where a water meter do not conform to the standards set by SANS1529-1 and test outside the maximum and minimum permissible error envelope as prescribe by SANS1529-1, the Customer will receive the benefit of the doubt and an agreement must be reached between the two parties to decide:
  - (i) Whether historical consumption information based on an average of between two (2) to three (3) months, which ever possible, will be charged to the Account for the consumption which is in dispute; or
  - (ii) Whether the water meter must be monitored for three (3) months after the new meter is installed and the average thereof will be applied for the consumption under dispute.
- (k) In case of Subsection 8(3)(j), the Municipality must credit the prescribed charge paid by the Customer to the Customer's account;
- (l) In case of Subsection 8(3)(i), the Customer shall forfeit the prescribed charge paid for the testing of the meter.
- (m) If a Customer is not satisfied with the outcome of the dispute as communicated in Subsection 8.(3)(i)(i), the Customer may lodge an appeal in terms of the Municipality's Policy Framework for Section 62 Appeals.

## 9. METER READINGS

**The objective of the Policy is to give effect to Section 18 of the Water Services By-law and prescribe standards for the reading of water meters in the Municipal water supply network.**

- (1) The Municipality must, subject to capacity and financial capability, ensure that:
  - (a) A minimum of 70% and a maximum of 100% of water meters registered on the financial system must be read at least once in a twelve month period.



- (b) Where meter readings cannot be obtained in a particular month, an estimated consumption, based on an average historical consumption between three (3) months, be charged to the account, until such time an actual meter reading can be obtained.
- (2) The Municipality must put measures in place where:
  - (a) Consumers can submit a photo of their meter readings, where the meter number and reading is clearly visible on the photo, to the finance Department via the following communication platforms:
    - (i) Walk-in to any Municipal Finance Office;
    - (ii) Submit the photo via e-mail to an e-mail address (es) as determined and published at least once every twelve (12) months.
  - (b) Consumers can complete a meter reading card and submit it to the Municipality via platforms communicated to the Customers via Public Notice.

## 10. DISCONNECTION OF WATER SUPPLY

**The objective of the Policy give effect of Sections 7, 76, 77, 78 and 79 of the Matjhabeng Municipality Water Services By-law and prescribe the procedures which must be followed when implementing a decision to disconnect the water installation from the connection pipe.**

The Municipality may disconnect a water installation from a connection pipe and remove the connection pipe under the following circumstances:

- (1) On termination of an agreement for the provision of Water Supply Services in accordance with the Municipality's Credit Control and Debt Collection Policy, where:
  - (e) A written notice must be submitted to the Finance Department;
- (2) When a Customer submit an application for the disconnection of a water supply. The Customer must:
  - (a) Complete a Notice to Terminate Water Services form;
  - (b) Pay the prescribed charge at the Finance Department;
  - (c) The Municipality must disconnect services within fourteen (14) working days.
- (3) Due to violation of the Credit Control and Debt Collection Policy, whereby an instruction to disconnect water supply due to non-payment of an Account is received from the Finance Department;
  - (a) The Municipality must implement a Phase 2 disconnection;
  - (b) Where the Infrastructure Department cannot get access to the premises, the water supply connection pipe must be disconnected on the side walk outside the premises;
  - (c) A general surcharge as determined by the Executive Director Infrastructure must be added to the account in case of subsection 10.(3)(b).
  - (d) Connection will only be reinstated on written notice by the Finance Department.
- (4) Where the Owner or Occupier has unlawfully interfered with the water supply system serving the premises concerned. The following procedures will be implemented:



- (a) A notice of disconnection of services must be issued to the Customer;
  - (b) The connection will immediately be disconnected from the main;
  - (c) Refer the matter to the By-law Section for the issuing of a fine and/or any other appropriate action prescribed by the Water Services By-law;
  - (d) The Infrastructure Department must determine any other costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to be charged to the account of the Customer (where necessary);
  - (e) The water connection will only be reconnected upon receipt of proof that:
    - (iii) An Agreement for Water Supply Services has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy; and
    - (iv) The Customer paid the prescribed charge for a new connection;
- (5) Where a Person, Owner or Occupier gained access to water services through an unauthorized connection. The following procedures will be implemented:
- (a) The connection will immediately be disconnected from the main;
  - (b) A notice, informing the Person, Owner or Occupier of the violation and action must be issued;
  - (c) Refer the matter to the By-law Section for the issuing of a fine and/or any other appropriate action prescribed by the Water Services By-law or any other relevant legislation;
  - (d) The Infrastructure Department must determine any other costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to be charged to the account of the Customer (where necessary).
  - (e) The water connection will only be reconnected upon receipt of proof that:
    - (i) An Agreement for Water Supply Services has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy; and
    - (ii) The Customer paid the prescribed charge for a new connection;
- (6) Where a Person, Owner or Occupier interfered with the infrastructure for the provision of water services: The following procedure will be followed:
- (a) A seven (7) days written notice, signed by the Executive Director Infrastructure, must be issued to the Person, Occupier or Owner, instructing them to restore the infrastructure to it's original state;
  - (b) If a Person, Owner or Occupier fails to act on the written notice, the Municipality will, without further notice restore the infrastructure to it's original state;
  - (c) Refer the matter to the By-law Section for the issuing of a fine and/or any other appropriate action prescribed by the Water Services By-law.
  - (d) The Infrastructure Department must determine any other costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to be charged to the account of the Customer, Owner or Occupier (where necessary).

- (e) The water connection will only be reconnected upon receipt of proof that:
  - (i) An Agreement for Water Supply Services has been concluded in accordance with the Municipality's Credit Control and Debt Collection policy;
  - (ii) The Customer paid the prescribed charge for a new connection;
- (7) Where a Person, Occupier or Owner obstructed access to Infrastructure through which water services are provided. The following procedure will be followed:
  - (a) A seven (7) days written notice, signed by the Executive Director Infrastructure, will be issued to the Person, Occupier or Owner, instructing them to restore access to the infrastructure;
  - (b) If a Person, Owner or Occupier fails to act on the written notice, the Municipality will, without further notice restore access the infrastructure;
  - (c) Refer the matter to the By-law Section for the issuing of a fine and/or any other appropriate action prescribed by the Water Services By-law.
  - (d) The Infrastructure Department must determine any costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to be charged to the account of the Customer, Owner or Occupier.
- (8) Where a Person, Occupier or Owner is responsible for the waste of water. The following procedure will be followed:
  - (a) A written notice, signed by the Executive Director Infrastructure, will be issued, instructing the Person, Occupier or Owner to repair a leakage within twenty-four (24) hours to stop the water loss;
  - (b) If a Person, Owner or Occupier fails to act on the written notice, the Municipality will, without further notice, disconnect the water supply to the premises;
  - (c) The Infrastructure Department must determine any costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to be charged to the account of the Customer (where necessary);
  - (d) Reconnect the water supply within forty eight (48) hours if written proof is submitted that the infrastructure which causes the waste is repaired and all other costs as determined, is paid.

## 11. WAYLEAVES

**The objective of the Policy is to safeguard Municipal Infrastructure without the written consent of the Municipality and prescribe the procedures which must be followed in order to obtain a Wayleave Permit from the Municipality.**

- (1) Any Person or Customer who wishes to put infrastructure or services in place which involves crossing the Municipality's land and/or infrastructure, must:
  - (a) Apply for approval from the Municipality by completing an approved Application for a Wayleave form;
  - (b) Pay the prescribed charge and submit the application and proof of payment to the Infrastructure Department;

- (c) The Municipality must:
- (i) Process the application within fourteen (14) working days;
  - (ii) Issue a Permit to the Applicant after signing of the Wayleave Agreement.
- (2) Where any Person or Customer who interfere with Municipal Infrastructure without a Permit, the following procedure must be followed:
- (a) A written notice, signed by the Executive Director Infrastructure, must be issued to the Person or Customer, to suspend all works and restore the infrastructure to it's original state;
  - (b) If a Person or Customer fails to act on the written notice, the Executive Director Infrastructure shall refer the matter to the Legal Services Department to institute the for appropriate action to enforce compliance to the notice issued in terms of Subsection (2)(a).
  - (c) The Infrastructure Department must, without further notice restore the infrastructure to it's original state;
  - (d) The Infrastructure Department must refer the matter to the By-law Section for the issuing of a fine and/or any other appropriate action prescribed by the Water Services By-law and/or any other relevant legislation.
  - (e) The Infrastructure Department must determine costs incurred by the Municipality due to the violation and submit a cost sheet to the Finance Department to issue an Account and implement credit control and debt collection policy.

## 12. DETERMINATION OF AMOUNT (KL) OF WATER WASTED

**The objective of the Policy is to prescribe a standard for calculating the value of water wasted.**

- (1) Where water is wasted due to negligence, unauthorized connections or any other violations described in the Policy, the following formula will be applied to determine the value of water wasted:

$$Q = \frac{VA}{t}$$

**Where:**

$Q$	<i>Flow rate</i>
$V$	<i>Velocity of the Fluid</i>
$A$	<i>Cross-sectional area of the pipe</i>
$t$	<i>Time (Period water was wasted)</i>

Or

The Hazen-Williams Chart, which-ever necessary.

### 13. BOREHOLES

**The objective of the Policy is to give effect to Section 29 of the Water Services By-law by prescribing procedures which must be followed by a Customer in order to notify the municipality regarding his / her intention to drill a borehole.**

- (1) Where a Customer intend to drill a Borehole for the first time, he/she must:
  - (a) Complete the approved Notification to Drill a Borehole form and submit it to the Infrastructure Department.
  - (b) Only commence with drilling of a Borehole after written consent is provided by the Municipality.
- (2) The Municipality must provide feedback to the Customer within twenty one (21) working days.

### 14. APPEALS

**The objective of the Policy is to give effect to Section 85 of the Water Services By-law by prescribing procedures which must be followed where a decision of the Municipality in terms of the Water Services By-law is appealed.**

- (1) A Person, Customer, Owner or Occupier may lodge an appeal in terms of the Municipality's Policy Framework for Section 62 Appeals, if he/she is not satisfied with:
  - (a) The outcome of a dispute lodged in terms of this Policy;
  - (c) Any action instituted by the Municipality in terms of the Water Services By-law and/or this Policy;

## SCHEDULE A

### 15. APPROVED WATER METERS, METER BOXES AND STANDARD TRANSFER SPECIFICATIONS

Application	Typical range (mm)	Meter types	SABS Approval for Water Meters and Meter Boxes	Meter class	Meter Box	Special Specifications
<b>Domestic</b> (single stand)	15mm(114) 20mm(165) 25mm(198) 30mm	Volumetric V110 NRV KSM Polymer body wet dial V110T KSM with non-return valve Electronic pulse output	DEPARTMENT OF TRADE METROLOGY SANS 1529-1: 2006 SANS 1529-9:2008	C	Zonke LITE above ground polymer meter box which is pre-paid configured	Installation must be fitted with a Pre-paid Water Controller (PWC 100) System must be operable with different STS compliant vending platforms
<b>Domestic Consumers</b> Municipal flats SMME Kiosks Municipal Hostels	15mm(114) 20mm(165) 25mm(198) 30mm	Volumetric V110 NRV KSM Polymer body wet dial V110T KSM with non-return valve Electronic pulse output		C	Wall mounted pre-paid meter box	Installation must be fitted with a Pre-paid Water Controller (PWC 100) System must be operable with different STS compliant vending platforms
<b>Large Consumers</b>	40mm 50mm 80mm 100mm 150mm	1. Helix H5000 Hybrid Woltman 2. C4000 in-line Combination consisting of: 2.1 H4000 Woltman helical vante inferential type water meter and 2.2 Integral V220 bypass water meter (Class C).		B	Meter and strainer must be mounted in Stainless steel arch pipe	All new Installations must be fitted with a H4010 in-line strainer System must be operable with different STS compliant vending platforms
<b>Communal Stand Pipes</b> As per standards set by the Guidelines for Human Settlement Planning and Design (2004).	25 – 30mm	Standard Transfer Specifications Pre-paid water meter		C	Stainless steel meter box	Tamper detection Manage free basic water System must be operable with different STS compliant vending platforms

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