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Purpose

This Electronic Newsletter gives consumers basic information about various issues related to Water and Sanitation. Every issue will address different topics on water, sanitation, health and hygiene and / or water conservation and demand management.

Did you know?

A leaking toilet can waste up to 100 000 litres of water in one year! That's enough to take 3 full baths every day.

Report all leaks at
012 358 2111 / 9999
or toll free:
080 1111 556

Frequently asked questions

1. What does water wise mean?

Conserve our precious water. Every drop Counts. All consumers need to help by saving water.

To be water wise is to be conscious of the value of water and how to use it wisely. It involves the following:

- Respecting water
- Not wasting water
- Not polluting water
- Paying for water services
- Reporting water problems

2. May I drink water from the tap?

Yes, you may. High-quality tap water is available almost everywhere, treated to be free from harmful micro organisms and chemical contaminants. Therefore, it is safe to drink water straight from the tap.

3. Is bottled water safer than tap water?

No. There is no assurance that just because water comes from a bottle it is any cleaner or safer than water from a tap. There is no need to buy bottled water. The City of Tshwane's water has been tested and conforms to the specifications set by the SABS for drinking water. This ensures that the water is suitable for lifetime consumption without any ill effects.

4. Are minerals added to the tap water?

Many of the substances present in your drinking water occur naturally in the water. These are elements like calcium, iron, zinc, potassium and sulphates. Chlorine is added in order to get rid of harmful organisms.

5. Is fluoride added to tap water?

The City of Tshwane does not add fluoride to the tap water.

6. Is tap water free from cholera?

Tap water supplied by the City of Tshwane is free from cholera and safe to drink.

However, do not drink water from rivers, streams and dams as they are prone to contamination.

7. Is tap water suitable for mixing infant formula?

Tap water is suitable for use in infant formula. There is no evidence to prove that tap water needs to be retreated for mixing infant formula.

8. What do I do in an emergency when I am not sure of the quality of the tap water?

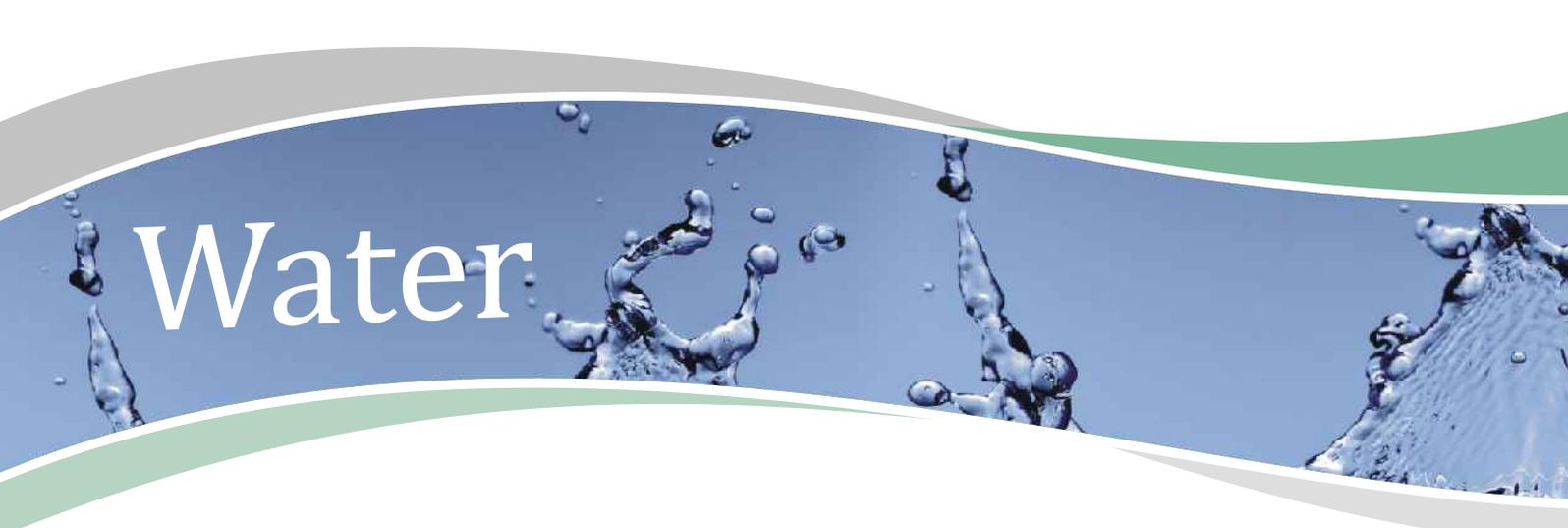
To prevent traveller's diarrhoea, boil the water for a minimum of three minutes. This will kill the bacteria that cause diarrhoea. However, the mineral composition of the water may also cause problems so be sure not to use the water for a long time without getting it tested.

9. What is the white precipitate in my kettle?

This is the calcium carbonate that is present in the drinking water. The water has a high calcium content and when the water is heated, the calcium becomes insoluble and precipitates on the element. This is not harmful to your health in any way, the kettle should just be cleaned on a regular basis.

10. Why does the water in the tap sometimes have an earthy smell?

During summer algae grows easily in raw water and releases geosmin, a harmless compound not removed by conventional purification, which has an earthy smell. When it reaches a certain level, the City of Tshwane uses activated carbon to remove the smell.



Water

11. Why does the water in the tap sometimes have a reddish brown appearance?

Generally, slight colour changes do not indicate a serious water problem. The water may have a reddish brown appearance caused by iron salts due to the corrosion of steel pipes and valves. The colour could also be due to repairs on the water mains and this usually disappears after 24 hours.

12. Where does our water come from?

- Rainwater flows into rivers and is stored in dams.
- From the dams it is piped to a water purification works, where it goes through a treatment process.

13. How does the water get to my house?

- Water from the purification works comes to your house through a network of pipes.
- The City of Tshwane installs and maintains the pipes in the street.
- The resident must maintain the pipe from the meter to the house as well as the pipes and fittings to the house.

Water facts

- A 5 minute shower uses 30 litres of water.
- A bath uses 90 litres of water.
- Flushing a toilet uses 9 litres of water.
- Washing dishes in a dishwasher uses 40 litres of water.
- Washing the car with a bucket uses 10 litres of water.
- A sprinkler uses 540 litres of water per hour.
- Cleaning your teeth with the tap running uses 6 litres of water.
- Washing your hands and / or face uses 4 litres of water.
- A paddling pool holds 400 litres of water.
- Filling a kettle uses 2.5 litres of water.
- Using a hose without a trigger nozzle uses 500 litres of water per hour.

14. What happens to water used in my house?

- Used water (sewage) from your house flows in pipes (sewers) to the waste-water treatment works.
- Here it is treated before it flows back into the rivers.

15. Why do we have to pay for water?

The water from of your tap has been treated with several chemicals and different processes to ensure that it is clean and safe to drink. The chemicals used in this process, the electricity to operate the treatment plants and pump stations and skilled staff to maintain and operate the water system, cost a lot of money.

16. How can I keep my water bills low?

- Each consumer has full control over his/her account.
- Conserve water to reduce your monthly account.
- Check water meter readings regularly.
- Don't let a tap drip or the toilet leak.
- Make sure external leaks are repaired immediately.

Interesting Facts

Industry in South Africa uses over 1 000 million litres of water every day! For example, it takes:

- One litre of water to make a gram chocolate
- Seven litres of water to make one litre of beer
- Nine litres of water to produce an average magazine
- 20 litres of water to produce one kilogram of coffee
- 450 000 litres of water to produce a small car

Water

Consumption of a water-wasting family against a water-wise family

Consumption of a water-wasting family:		Consumption of a water-wise family:
2 Baths at a depth of 150mm = 180 litres	Bath	1 Bath at a depth of 100mm = 60 litres
2 Showers at 15 litres per minute for 7 minutes each = 210 litres	Shower	3 showers at 6 litres per minute for 4 minutes each (close taps while soaping) = 72 litres
Water used freely = 30 litres	Wash basin	Water used sparingly = 10 litres
20 uses at 15 litres per flush = 300 litres	Toilet	Using a 6 litre/3 litre dual-flush toilet, 15 uses at 3 litres and 5 uses at 6 litres = 75 litres
5 uses per week = 90 litres	Washing machine	5 uses per week = 90 litres
Water used freely = 20 litres	Hand washing	Water used sparingly = 15 litres
15 litres	Cooking & drinking	15 litres
Sink filled with water each time = 40 litres	Dishwashing	Water used sparingly = 20 litres
775 litres PER HOUSEHOLD 194 litres PER PERSON DAILY	Total Water used	252 litres PER HOUSEHOLD 63 litres PER PERSON DAILY

REPORT -

no water supply; water pipes burst; leaking meters; and blocked street sewers
to 012 358 2111/9999 or 080 111 556 (toll-free)

Industrial effluent enquiries: 012 358 9067/9078/9999

Pollution spill response service: 012 358 9067/9078/9999