CONSUMER RESPONSIBILITIES

Protecting water resources, practicing good health & hygiene habits and paying for water used is part of your responsibilities as a consumer.

Do not pollute your drinking water

- Overflowing sewage systems: When people dump solid waste into toilets and drains, the sewage system gets blocked and overflow. Blockages cost a lot of money to clear and cause residential areas to become unhealthy.
- It is only through the cooperation and commitment as consumers that the Water and Sanitation Division can operate and maintain an efficient water and sanitation infrastructure.

A1 Rubbish left lying around on the ground pollutes water and can kill animals.

Do not connect illegally

- A person who has an illegal connection and does not pay for water, places a burden on other members of the community who pay. Paying members subsidise those with illegal connections.

B1 Illegal water consumers will be prosecuted and fined.

Repair and report your leaks

- All leaks must be reported and repaired to minimise the loss of water. Remember, the Council’s responsibility stops at the water meter.

C Be waterwise

- Every drop counts! All consumers need to help by saving water in their homes.
- Reduce your daily usage of water.
- Reuse water whenever possible
- Repair leaking pipes, taps & toilet systems.

REPORTING

- 012 358 9999 / 080 1111 556

No water supply; Water pipe bursts
Leaking meters; Blocked street sewers
Illegal water connections - 012 358 9060
Non payment - 012 345 8514
Account enquiries - 012 358 9999