

# WHAT TO DO ABOUT WATER LEAKS



When it comes to water leaks, residents are often unclear about whose responsibility it is to fix leaks. This handy guide will help you to take the right course of action.

**Leaks can lead to huge water losses. Please report them as soon as you see them and help us save water!**

## IF THE LEAK OR PROBLEM IS ON YOUR PROPERTY:

The Municipality's responsibility ends at your water meter. All piping from the meter inwards towards a private home or private property is the responsibility of the owner.

- The property owner is therefore responsible for fixing the problem.
- Please call your own plumber to attend to the required repair.
- Check your household insurance to see if the costs will be covered.
- If you call the Municipality to fix the leak, you will be charged a call-out fee.
- Don't just leave it! The water wastage will increase your consumption and your water bill.
- You may apply to the Municipality for a water rebate, if the leak was below ground, but the rebate will only cover 50% of the cost of the water loss.
- No water rebate is offered for above ground leaks, such as leaks at taps and geysers.
- Leaking water meters will, however, be replaced by the NMBM free of charge.

## IF THE LEAK OR PROBLEM IS OUTSIDE YOUR PROPERTY:

The Municipality is responsible for fixing problems beyond the boundary of your property (from your water meter outwards). This includes streets, verges, public areas and Council property.

- If you notice a burst pipe in the street, please call the Water Leaks number below.
- The Municipality will repair the leak free of charge and the person reporting the problem will not be charged.
- Help us fix it faster by providing the street address or any landmark closest to the leak and by describing the problem.
- Please report all water leaks immediately.

## ASSISTANCE TO THE POOR (ATTP) WATER USERS:

ATTP households are entitled to free basic services. Water leaks are repaired free of charge, as part of the ATTP Leak Repair Programme.

- If you are a poor household and the total income of ALL occupants on your property does not exceed R3 560 per month, the account holder/owner may qualify to become an ATTP consumer.
- To apply to become an ATTP beneficiary, please visit your nearest NMBM Customer Care Centre.
- Once you are registered as an ATTP beneficiary and you report a water leak on your property, the Municipality will assist by fixing the leak free of charge.



**WE  
FIX  
LEAKS**

FOR ATTP BENEFICIARIES

**REPORT LEAKS AND WATER ABUSE  
0800 20 50 50**



Nelson Mandela Bay Municipality



[www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)



[waterleaks@mandelametro.gov.za](mailto:waterleaks@mandelametro.gov.za)

## 2019/20 TARIFF INCREASES AS FROM 1 JULY 2019

Notice is hereby given that Council, by resolution taken by majority of its full number on 21 June 2019 levies the following tariffs for the period 1 July 2019 to 30 June 2020, in respect of the various services and categories as set out below:

### PROPERTY RATES

Category	2019/20
	Rand/Cent
Agricultural Property	0.2519
Business and Commercial Property	2.5186
Industrial Property	3.1483
Public Benefit Organisations Property	0.3148
Public Service Infrastructure Property	0.3148
Residential Property	1.2593
Vacant Land	3.1483

### ELECTRICITY

Non-ATTP Domestic Customer

IBT Bracket	Approved 2018/19 (Excl VAT)	Approved 2019/20 (Excl VAT)
0 - 350 kWh	R 1.38	R 1.56
350 - 600kWh	R 1.66	R 1.88
600 - 900 kWh	R 1.84	R 2.08
900 + kWh	R 1.91	R 2.16

### WATER

Part B: Within the Municipal area (per kl) (During water shortage – Critical but not emergency)	Approved 2018/19 (Excl VAT)	Approved 2019/20 (Excl VAT)
(i) Treated water for residential premises:		
Up to 0,4 kl/d	R 13.75	R 14.78
Next 0,4kl/d	R 17.24	R 18.53
Next 0.8kl/d	R 38.33	R 41.20
Next 1kl/d	R 46.46	R 49.94
Additional consumption (per kl)	R116.14	R 124.85
(ii) Treated water commercial and industrial	R 13.75	R 14.78
<p><b>For a detailed list please visit the NMBM website on <a href="http://www.nelsonmandelabay.gov.za">www.nelsonmandelabay.gov.za</a> – search under “Residents”, “Documents” &amp; “Tariffs”</b></p>		