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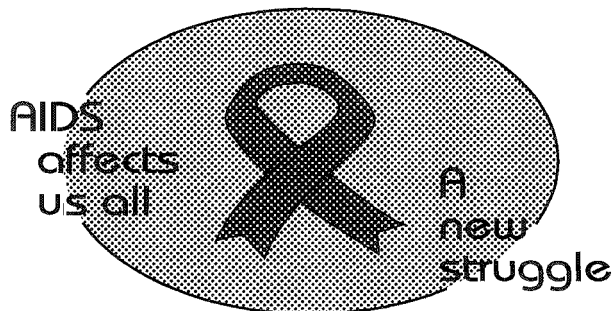
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**No. 194**

**We all have the power to prevent AIDS**



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**Prevention is the cure**

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**MUNICIPAL NOTICE**

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No. 44

14 November 2008

# **ZULULAND DISTRICT MUNICIPALITY**



## **WATER**

**Including rates, tariffs, credit control and  
debt collection policy  
for Water Services**

**DRAFT 7.1**

April 2008



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# **Section 1**

## **Overview and General Policy**



## 1 Overview and General Policy

### 1.1 Preamble

This document provides the policy framework within which the Zululand District Municipality will exercise its powers, discharge its duties and perform its functions as water services authority (WSA) and water services provider (WSP). The policy complies with relevant national legislation and policies and is given effect by the municipality's bylaws.

In this policy the term '*water services*' refers to both water supply and sanitation services as defined in the Water Services Act (Act 108 of 1997). All terms will have the same meaning as in national legislation, specifically the Water Services Act.

In this document, the term '*municipality*' will be used to refer to the Zululand District Municipality.

### 1.2 Vision

The vision for the provision of water services in the municipality is to achieve the progressive provision of basic affordable, sustainable and potable water services throughout the area of jurisdiction of the municipality.

### 1.3 Objectives of this Policy

The rationale for this policy framework is to provide the foundation upon which all water services provision within the municipality is planned, implemented and managed. The policy embodies the municipality's approach, vision, aims and objectives for the provision of water and sanitation in its area of jurisdiction. The objectives are to:

- Define appropriate service delivery standards suited to the constituency of the municipality and to differentiate where such standards shall apply;
- Enable the development of programmes for provision of water services to consumers and the communities within the standards determined; and
- Develop appropriate institutional, operational and management systems and structures to ensure sustainable water services delivery in the long term.

### 1.4 Institutional Arrangements (including Legislative Framework)

In terms of the Local Government: Municipal Structures Amendment Act, 1998, the function of water services was allocated to all Metropolitan and District Municipalities, including Zululand. The function is defined in the Constitution as "potable water supply systems" and "domestic wastewater and disposal systems". Additional to that, this policy document also defines the policy framework for water for agricultural and industrial use, as well as water for economic use and development, insofar as that water is supplied by the municipality or forms part of the municipality's other initiatives, such as local economic development.

This function is performed for the entire area of jurisdiction of the Zululand District Municipality, including all the areas of the local municipalities within the District.

Other legislation that has a direct impact on the way in which the Zululand District Municipality is required to fulfil its function includes:

- Constitution of South Africa (Act 108 of 1996)
- Water Services Act (Act 108 of 1997)





- National Water Act (Act 36 of 1998)
- Government Notice 9225 (18/5/84 – concerning wastewater)
- Municipal Systems (Act 32 of 2000)
- Municipal Fiscal Powers and Functions (Act 12 of 2007)

The municipality has compiled a water services development plan (WSDP) which was approved by the Municipal Council. This document is available to view at the municipal offices.

### 1.5 Roles and Responsibilities of the Water Services Authority (WSA)

In terms of the Constitution of the Republic of South Africa and prevailing national legislation, the municipality, as WSA, has a duty to all current and potential consumers in its entire area of jurisdiction to progressively ensure efficient, affordable, economical and sustainable access to water services. In terms of municipal legislation, it is representative of its area of jurisdiction and should therefore have an understanding of its constituency's interests and needs, and translate these into service delivery objectives.

The Water Services Act, 1997 distinguishes between the WSA and WSP functions, where the WSA function is the overall governance function and the WSP function is the actual operational function. In terms of the Water Services Act, discharging this responsibility depends upon the WSA performing the following governance functions:

- Ensuring water services provision to all consumers.
- Planning (WSDP and IDP) as the basis for ensuring access to water services for all consumers.
- Making bylaws (develop and adopt) as the framework within which water services are provided in terms of standards, costs and conditions of supply.
- Tariff setting for the provision of water services within its area of jurisdiction.
- WSP decision making for suitable arrangements for water services provision which are best suited to local conditions including:
  - Bulk water services provision,
  - Retail water services provision,
  - Maintenance and purchasing,
  - Sanitation promotion,
  - Ongoing monitoring and evaluation of the provision of water services, and
  - Management of WSPs; including dispute resolution between WSPs and consumers where disputes and tensions arise.

For the purpose of application of policies and standards contained in this policy framework, the term *water services authority (WSA)* shall be deemed to include all WSPs or other agents that may be contracted to provide portions the WSP provider function. The term 'municipality' will refer to Zululand District Municipality in its function and capacity as WSA for its area of jurisdiction.

### 1.6 Water Use at Public Places

The municipality may provide water to public places and may introduce conditions of use of such water and associated charges.

### 1.7 General Policies

The following general policies are applicable:



### **1.7.1 Compliance**

In order for the municipality to implement and operate effective and sustainable water services within its area of jurisdiction consumers using its facilities and services, as well as owners of properties, shall comply with the conditions contained within this policy.

Any exemption to these requirements shall only be allowed for as defined in the appropriate application procedures and forms in Section 10 (Appendix B) of this policy.

### **1.7.2 Unauthorised Use and Interference with Water Services**

No unauthorised person or organisation is permitted to interfere with the municipality's water and sanitation systems. The municipality shall ensure that use of water services/facilities without formal agreement between the municipality and the consumer concerned, is dealt with in an appropriate manner which will involve ensuring compliance with norms, standards and conditions as set by the municipality, as well as instituting legal or other proceedings as may be required.

### **1.7.3 Trespass and Damage**

All water and sanitation facilities, works and schemes are protected by provisions within the bylaws against unlawful damage. These provisions shall include assets located within servitudes on land not owned or controlled by the municipality.

It is an offence for unauthorised persons to enter into an area or structure defined as a water services work or scheme used by the municipality for the purposes of providing water services.

### **1.7.4 Notice**

Clearly defined procedures and conditions to serve notices on owners and consumers shall be included in the bylaws in order to institute legal proceedings or to ensure compliance. The municipality may issue such notice or it may delegate such function to its authorised agent. Where a person fails to comply with conditions contained in such a notice, appropriate penalties which are allowed for in the bylaws shall be implemented by the municipality.

### **1.7.5 Availability of Bylaws**

In order to ensure compliance, the municipality shall make its bylaws and policy documents easily available to consumers within its area of jurisdiction. The municipality shall undertake awareness campaigns and ensure accessibility to its bylaws, regulations and policy documents through appropriate municipal offices throughout its area of jurisdiction.

### **1.7.6 Pollution**

All consumers are responsible for the prevention of pollution of ground or surface water sources. The municipality shall create awareness among consumers of the negative impacts in terms of costs, inconvenience and health, associated with pollution.

Owing to the limitations on the availability of potable water and the costs associated with treatment, the municipality shall establish comprehensive regulations and procedures for the protection of surface and ground water sources consistent with appropriate legislation such as the National Water Act and the National Environment Management Act.

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### **1.7.7 Offences**

In order for the principles contained within this policy document and the provisions within the bylaws to be effective in achieving the vision of municipality in water and sanitation provision, offences are created in the bylaws and will be enforced through them.

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## **Section 2**

# **Water Services Provision**



## **2 Water Services Provision Policy**

### **2.1 General Conditions of Water Supply Service**

The municipality, as the water services authority (WSA) is responsible for the provision of water services in terms of this policy framework and the associated bylaws.

All services rendered by water services providers (WSPs) and Support Services Agents (SSAs) contracted to the municipality within the area of jurisdiction shall comply with this policy framework and associated bylaws.

All consumers located within the area of jurisdiction of the municipality are bound by the conditions contained in the bylaws. This may be applied to new or existing connections.

The municipality may perform the WSP function, or alternately, contract an agent to perform the WSP function. Where another WSP is appointed, the procurement procedure followed shall take into account the provisions of the Water Services Act as well as procedures defined in the Local Government: Municipal Systems Act, 2000.

If the municipality appoints a WSP for a certain defined area, or an agent to perform certain functions on behalf of the municipality, the contract will define all conditions as well as any local conditions peculiar to the successful operation of the particular scheme.

The municipality may intervene in the installation or management of any water services infrastructure on any property (other than municipality owned property) if it considers the installations or management thereof to be detrimental to the consumers or the municipality's management of its own system. This may include preventing access, determining interventions and enforcing these. If this still does not address the situation, the municipality may undertake the actions and hold the owner liable for the costs associated with the intervention. The municipality may also resort to disconnection of the consumer in the case of non-compliance.

### **2.2 Application for a Connection**

Any person wishing to obtain water from the municipal supply system must apply for such a connection.

No person may gain access to water services unless it is in terms of an agreement entered into with the municipality for the rendering of those services, unless agreed to in writing by the municipality. No person other than the municipality shall manage, operate or maintain infrastructure through which water services are provided.

The municipality may recover any costs associated with repairing damage caused as a result of tampering. The municipality may recover the full cost associated with repairing the damage and includes, but is not restricted to, any exploratory investigation, surveys, plans, specifications, schedules of quantities, supervision, administration charge, the use of tools, the expenditure of labour involved in disturbing or rehabilitation of any part of a street or ground affected by the repairs and the environmental cost.

Any new application for a connection must be accompanied by detailed building plans. No development that requires a water connection may be implemented unless approval has been obtained from the municipality. The municipality may require changes to the plans to align with the municipal water systems requirements. If this is not adhered to, the municipality may resort to intervention as defined in 2.1.



### **2.3 Provision of a Connection Pipe**

If an agreement for water supply services in respect of premises has been concluded and no connection pipe exists in respect of the premises, the owner shall make application on the prescribed form and pay the determined charge for the installation of such a pipe.

If an application is made for water supply services which are of such an extent or so situated that it is necessary to extend, modify or upgrade the water supply system in order to supply water to the premises, the municipality may agree to the extension provided that the owner shall pay for the cost of the extension, as determined by the municipality.

Only the municipality may install a connection pipe but the owner or consumer may connect the water installation to the connection pipe only after written approval from the municipality and may be subject to conditions.

A connection pipe provided and installed by the municipality shall be located in a position determined by the municipality and be of a suitable size as determined by the municipality and terminate at the boundary of the land owned by or vested in the municipality, or over which it has a servitude or other right; or at the outlet of the water meter or isolating valve if it is situated on the premises.

The municipality may at the request of any person agree, subject to such conditions as the municipality may impose, to a connection to a main other than that which is most readily available for the provision of water supply to the premises; provided that the applicant shall be responsible for any extension of the water installation to the connecting point designated by the municipality and for obtaining at his cost, any servitudes over other premises that may be necessary.

An owner may be required to pay the determined connection charge in advance before a water connection can be effected.

### **2.4 Conditions of Connection to the Municipal System**

The municipality shall identify conditions associated with consumers wishing to connect to the water supply system. These conditions shall deal with the following issues:

- Location of a connection pipe on the property boundary or at the outlet of a water meter.
- Provision of a single water connection to supply several consumers where responsibility for the payment of water used and for the works, is clearly defined.
- No provision shall be made for interconnection between individual sites.
- Provision for communal water services to several consumers at a location deemed to be appropriate.
- Temporary supply from a hydrant to meet emergency conditions where measurement of volume and apportioning of costs is essential to the efficient and sustainable supply of water by the municipality.

### **2.5 New Developments**

All new developments must apply to the municipality for a connection from the municipal system. A developer may only develop its own source if the municipality is unable to supply the development. On application, the developer must submit:

- Detailed building plans of the development.
- Estimated water balance for the development.



- Any additional information the municipality may require in order to make a decision on the supply of water services to the development.

The municipality may prescribe specifications for water services infrastructure to be installed on site by the developer. This may include:

- Metering of services and types of metres to be installed.
- Quality of water supplied to domestic consumers.
- Specifications for management of the system, including managing unaccounted for water.

## **2.6 Sanitation Services and Industrial Effluent**

The municipality, as WSA, is responsible for the provision of water services in terms of this policy framework and the associated bylaws.

All services rendered by WSPs and SSAs contracted to the municipality within the area of jurisdiction shall comply with this policy framework and associated bylaws.

All consumers located within the area of jurisdiction of the municipality are bound by the conditions contained in the policy and bylaws.

The municipality may perform the WSP function, or alternately, contract an agent to perform the WSP function. Where another WSP is appointed, the procurement procedure followed shall take into account the provisions of the Water Services Act as well as procedures defined in the Local Government: Municipal Systems Act, 2000.

If the municipality appoints a WSP for a certain defined area, or an agent to perform certain functions on behalf of the municipality, the contract will define all conditions as well as any local conditions peculiar to the successful operation of the particular scheme.

All premises on which sewage is produced must be connected to the municipality's sanitation system if a connecting sewer is available or if it is reasonably possible or cost effective for the municipality to install a connecting sewer, unless approval for the use of on-site sanitation services was obtained in accordance with bylaws. The municipality may, by notice, require the owner of premises not connected to the municipality's sanitation system to connect to the sanitation system. The municipality may require the owner to contribute towards any cost of connecting sewers.

## **2.7 Sewage Disposal**

The municipality hereby defines the conditions under which sewage may be disposed, by means of either:

- Connection to the formal sewerage systems and the measurement of volume produced as a percentage of water supplied by the municipality; or
- Disposal of sewage in a treatment works from septic tanks (conservancy), bucket disposal and pit latrine systems involving road haulage to the works.

The municipality will specify the type of sewage and the conditions under which it may be accepted at a works, as set out in this policy, should the municipality consider the effluent to have a detrimental impact on the infrastructure or processes used to treat the effluent. This may be applied to new or existing connections. The municipality may require an applicant to implement certain steps to address the quality of effluent before such effluent may be discharged into the municipal sewerage system, at the cost of the applicant. This may be applied to new or existing connections.



An application shall be made to the municipality for both individual and bulk connections and disposal by road haulage. This must be done in terms of the application procedure and form as set out in section 10.9 of this policy. Specifications and conditions of road haulage of sewage are set out in section 9.4 of this policy.

No person may discharge or cause or permit any sewage to be discharged directly or indirectly into a storm water drain, river, stream or other watercourse, whether natural or artificial.

## **2.8 Types of Sewage Disposal Services**

The municipality has defined the types and levels of service that it offers in sections 3.2 and 3.3 of this policy. The municipality has determined the procedures to be followed and the tariffs, fees and charges associated with the provision of these services in Sections 10 and 11 of this policy respectively.

In determining this system of on-site sanitation disposal, the municipality has:

- Set design standards to ensure the safety of users.
- Required proper ventilation to ensure the health of end users.
- Required special attention to ground conditions and the potential of water pollution associated with implementation of pit latrines en masse in low income housing developments.
- Made provision for the emptying of pits.

Design specifications are set out in section 9.4 of this Policy.

The municipality (or its authorised agents) will ensure that the construction of pit latrines in all new developments conform to the standards set in this policy and in older developments where upgrading is necessary.

## **2.9 Disposal of Industrial Effluent**

Disposal of industrial effluent into the municipality's sewerage system requires that a formal application is made for the service in terms of the procedures and forms as set out in Section 7 of this policy. Upon receipt of a formal application, the municipality shall evaluate the type of effluent that requires disposal and, subject it to being compatible with the biological processes involved with sewage disposal, grant written approval for such connection.

The written approval shall contain conditions associated with disposal of effluent in terms of both the type and method of disposal where standards shall be rigorously applied by the WSA to protect against health risks and rising costs.

In order to ensure accurate monitoring of effluent discharge into the sewage system, the municipality shall specify that appropriate measuring devices are installed to the satisfaction of the municipality, by the industry concerned. The applicant's reporting and monitoring shall also express the volume of effluent as a percentage of water supplied to the premises.

## **2.10 Drainage Installations**

All consumers are required to properly install and maintain water services infrastructure and installations in terms of Section 3 of this document.





The municipality may prescribe the point in the sewer, and the depth below the ground, at which any drainage installation is to be connected and the route to be followed by the drain to the connecting point, and may also require the owner not to commence the construction or connection of the drainage installation until the municipality's connecting sewer has been laid. Any drainage installation that has been constructed or installed must comply with any applicable specifications in terms of the Building Regulations and any standard prescribed in terms of the Water Services Act.

The municipality may approve the connection of a drainage installation to stables, cowsheds, dairies, kennels, other premises for the accommodation of animals, and tanneries, subject to the payment of all applicable charges and the fulfilment of any condition that the municipality may impose; but on condition that the floor of the premises is paved by impervious materials that are approved by the municipality and graded to a silt trap, grease trap or gully of adequate capacity; and every part of the floor of the premises is covered by a roof, or another protective device, in a way that adequately prevents the entry of rain or storm water into the drainage installation.

The municipality may approve the connection or incorporation of a mechanical waste food disposal from any disposal unit or garbage grinder, into a drainage installation that has a capacity in excess of 500W, subject to the payment of all applicable charges and to any condition that the municipality may impose.

### **2.11 Measuring of Quantity**

The measuring of quantities of water supplied to the users is a primary function of the municipality and shall form part of the overall monitoring system.

To reconcile its income and expenditure timeously to avoid serious deficit problems, the municipality may prescribe conditions of access to measuring devices to ensure that the municipality has access to volumes sold at all times.

Water audits shall be conducted on an annual basis by water users consuming in excess of 3600 kl per annum or 300 kl per month, as well as any other users that the municipality may require by means of a written notice. Any costs associated with such audits shall be borne by the consumer, unless otherwise stated by the municipality.

Where water supplied by the municipality to any premises is in any way taken by the consumer without the water passing through any measuring device provided by the municipality, the municipality may, for the purpose of rendering an account, estimate the quantity of water supplied to the consumer during the period that water is so taken by the consumer.

The meter and its related installations will remain the property of the municipality, unless specifically otherwise stated by municipality.

### **2.12 Measuring of Quality**

The quality of water sold to consumers shall meet the standards set by SANS Code 0241, unless otherwise specified by the municipality in this policy. Where concerns are raised by consumers over quality, the municipality shall sample such water as part of its normal operation and maintenance function. Where water is found to be below the standard, the municipality shall assume responsibility for remedying the situation. Relaxing of standards for specific cases or incidents will be considered by the municipality and communicated by public notice.



### **2.13 Termination and Discontinuation**

The responsibility relating to conditions under which termination and/or discontinuation takes place rests with the municipality. The sustainability of water services provision depends upon effective cost recovery and the ability to implement penalties where consumers fail to comply with their contractual commitments.

Conditions within which the municipality may proceed with termination or discontinuation of services are defined in the Water Services bylaws and will be enforced through the bylaws.

Termination of water services may take place at the request of the consumer as a result of non-use of the service or as a result of failure to comply with provisions of the bylaws.

The municipality or its authorised agent may discontinue a service where there has been a failure on the part of the consumer to meet arrears payments or to comply with contractual arrangements or the relevant bylaws.

The municipality may discontinue a service under extraordinary circumstances such as an emergency, demolition, interference or non-usage.

### **2.14 Change in Purpose of Water Services**

Where the purpose for, or extent to which, any municipal service is changed, the consumer must promptly advise the municipality of the change and enter into a new agreement with the municipality in terms of the procedure and forms as set out in section 10.6 of this policy.

### **2.15 Supply of Non-Potable Water**

The municipality may make provision for the supply of non-potable water to consumers requesting such service for non-domestic purposes. Protection for the municipality is allowed for into the bylaws against actions that may be taken against the municipality in this regard, particularly in relation to health in cases where such water is used illegally for domestic purposes.

### **2.16 Temporary Water Supply**

The municipality may authorise and provide a temporary supply of water where such supply may be needed, subject to such conditions and for any period that may be prescribed by the municipality and payment of such applicable charges, including a deposit, as may be determined by the municipality. A person who wishes to obtain a temporary supply of water must apply for such a water supply service on the form in section 10.10.

All temporary supplies will be metered and charged at the rate determined by the municipality. A portable meter and all other fittings and apparatus provided for the temporary supply of water will remain the property of the municipality and must be returned to the municipality on termination of the temporary supply.

### **2.17 Consumer Care**

The municipality is committed to ensuring water services provision to all consumers within its area and will operate and require all its service providers and agents to operate according to the Consumer Charter as included in Section 12 (Appendix D).

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### **2.18 Adjoining WSAs**

Where water or sanitation services are required by consumers from the Zululand District Municipality's system in an adjoining WSA area of jurisdiction, provision may be done by Zululand, subject to an appropriate agreement between the affected WSAs and subject to the defined application conditions, procedures and forms in section 10.2 of this policy.

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## **Section 3**

# **Norms, Standards and Specifications**



### **3 Norms, Standards and Specifications**

#### **3.1 Service Levels: General**

The municipality provides different levels of service that are affordable and that meet specified norms and standards contained in the relevant bylaws. These service levels apply to the entire area of jurisdiction of the municipality (see sections 3.2 and 3.3 of this policy). The municipality will ensure that minimum requirement for standards of service are accessible to all persons in its area of jurisdiction within a time frame defined in the water services development plan (WSDP).

The municipality has determined the design standards for water services installations and infrastructure appended to this policy in Section 9 (Appendix A). These standards are compliant to Regulations promulgated in term of section 9 of the Water Services Act.

The municipality shall review standards in relation to local water production and supply conditions and the socio-economic profile of consumers. Such factors could serve to reduce recommended standards according to actual conditions at a specific locality. The conditions that shall apply in the municipality area shall be considered in the light of prevailing circumstances and shall be included into the appropriate bylaws. Such conditions shall determine:

- Minimum volumes per household per day.
- Recommended and affordable quality.
- Walking distances to be water point.
- Testing of pressure in water supply systems.
- Pollution of water by consumers.
- Water restrictions (Section 6).

#### **3.2 Service Levels: Domestic Consumers**

The municipality has adopted an approach of progressive realisation with regard to access to services. The nature of the municipality is as follows:

- It is more than 80% rural and indigent.
- It is a mountainous area with scattered settlements.

Due to the investment levels required to get to the national standards of 25 litres per person per day within 200 metres of each dwelling, universal coverage will not be achieved in the foreseeable future (it is estimated to take 20 years). Therefore the concept of rudimentary systems was introduced based on the 'some for all' principle. Rudimentary services are interim service levels aimed at giving everyone access to some level of service until such time that they can access the national (RDP) defined levels of service.



The following levels of service for domestic consumers are available from the municipality:

<b>Domestic Water Supply</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards</b>
DW1	Full pressure conventional house connection	Full pressure unrestricted individual erf/yard connection	Stepped block tariff	Design specifications (Section 9)
DW2	Yard tank (RDP standard)	Restricted (to 200l per day) individual erf connection with tank in yard or flow control mechanism	No charge	Design specifications (Section 9)
DW3	Communal street taps (RDP standards)	Unrestricted full pressure standpipe not further than 200m from dwellings (shared by a number of consumers)	No charge	Design specifications (Section 9)
DW4	Rudimentary	Formalised supply: <ul style="list-style-type: none"> <li>• Borehole equipped with hand pump</li> <li>• Protected spring</li> <li>• Communal standpipe further than 200m from dwellings</li> </ul>	No charge	Design specifications (Section 9)
<b>Domestic Sanitation</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards</b>
DS1	Water borne	Unrestricted connection to municipal sewerage system	Water consumption based tariff structure included in water tariff, or flat rate	Design specifications (Section 9)
DS2	Conservancy tank	Localised temporary sewage storage facility	Rate per load disposed by municipality	Design specifications (Section 9)
DS3	Septic tanks	On-site disposal (self treatment)	No charge	Design specifications (Section 9)
DS4	Ventilated improved pit (VIP)	Dry pit with sufficient capacity on-site disposal based on set standards	No charge	Design specifications (Section 9)



### 3.3 Service Levels: Industrial, Commercial and Institutional Consumers

The following levels of service for industrial, commercial and institutional consumers are available from Zululand District Municipality. Specific charges may be levied in cases of specific effluent loads. These will be individually assessed by the municipality and approved by means of a council resolution.

<b>Industrial Water Supply</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards (?)</b>
IW1	Full connection	Unrestricted individual erf full pressure individually metered	Industrial stepped block tariff	Design specifications (Section 9)
<b>Industrial Sanitation</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards (?)</b>
IS1	Water borne	Connection to municipal sewerage system restricted by quality and quantity standards set by municipality, or conservancy/septic tank if connection to municipal system not viable	Industrial tariff structure based on effluent volume and quality	Design specifications (Section 9)
<b>Commercial and Institutional Water Supply</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards (?)</b>
CW1	Full connection	Unrestricted individual erf full pressure individually metered	Commercial and institutional stepped block tariff	Design specifications (Section 9)
<b>Commercial and Institutional Sanitation</b>				
<b>Service Level Number</b>	<b>Level of Service</b>	<b>Definition</b>	<b>Applicable Tariff Structure</b>	<b>Norms and Standards (?)</b>
CS1	Water borne	Unrestricted connection to municipal sewerage system	Water consumption based tariff structure	Design specifications (Section 9)
CS2	Conservancy tank	Localised temporary sewage storage facility	Rate per load disposed by municipality	Design specifications (Section 9)
CS3	Septic tanks	On-site disposal (self treatment)	No charge	Design specifications

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				<b>(Section 9)</b>
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Note: 'Institutional' consumers are non-municipal public institutions and include schools, hospitals, clinics, police stations, courts and prisons.





### **3.4 Installations**

All installations must comply with SANS 0252, and all fixed electrical storage water heaters shall comply with SANS 0254.

The municipality must approve of all installation work not done by the municipality or its approved service provider, as outlined in bylaws.

The owner of an installation on his own property is responsible for maintaining his installation at his own cost.

No person shall, without the prior written authority of the municipality, install or use a pipe or water fitting in a water installation within the municipality's area of jurisdiction unless it is included in the Schedule of Approved Pipes and Fittings as compiled by the municipality, as set out in section 9.5 of this policy. Application for the inclusion of a pipe or water fitting in the Schedule must be done in terms of the procedure and forms as set out in section 10.9 of this policy document.

All pipes or water fittings must bear the standardisation mark of the South African Bureau of Standards in respect of the relevant SANS specification issued by the Bureau.

### **3.5 Measuring Devices**

All measuring devices must be approved by the municipality and must conform to the specifications outlined in section 9.7 of this policy document.

### **3.6 Pit Latrines**

Norms and standards as set in this policy complies with regulations promulgated in terms of Section 9 of the Water Services Act. Where drainage installation is a pit latrine, it shall be of the ventilated improved pit (VIP) latrine type having:

- A pit of 2m<sup>3</sup> capacity;
- Lined as required;
- A slab designed to support the superimposed loading;
- Protection to avoid people from falling into the pit;

As determined by the municipality in the design standards code and specifications (section 9.4).

### **3.7 Standards for Discharge of Effluent**

All effluent discharged into the municipal sewage disposal systems shall meet the standards prescribed by the municipality to ensure that:

- Water may be recycled.
- Sludge from sewerage may be re-used for agricultural production.
- The health of consumers and people drawing water directly from rivers is not negatively impacted.

The limits of concentration for various elements and parameters are included in section 9.2.



### **3.8 Pollution of Water Sources**

It is the responsibility of all institutions and citizens not to pollute the environment, including the aquatic environment. The National Water Act (Act 36 of 1998) is based on this principle and defines how South Africa's water resources will be managed to the benefit of the public at large.

All consumers are responsible to prevent pollution of water sources as defined in the National Environmental Management Act (Act 107 of 1998) as follows:

- (4) (a) *Sustainable development requires the consideration of all relevant factors including the following:*
- (ii) *that pollution and degradation of the environment are avoided, or, where they cannot be altogether avoided, are minimised and remedied;*

### **3.9 Design Specifications**

All design specifications are developed by the municipality and approved by a delegated official. These are attached to this policy as Appendix A (Section 9).

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## **Section 4**

# **Free Basic Water Services Policy**



## 4 Free Basic Water Services Policy

### 4.1 Free Basic Water

The municipality has adopted a free basic water policy based on the following principles:

- All households will receive six kilolitres of potable water free of charge for domestic use.
- All water supplied from communal standpipes and rudimentary systems will be free of charge.
- Industrial, commercial and institutional consumers do not qualify for free basic services.

The following table defines this policy in detail:

Service Level Number	Level of Water Service	Definition	Free Basic Water Policy
DW1	Full pressure conventional house connection	Direct unrestricted full pressure (24m) connection to the reticulation system, metered and billed	Stepped block tariff (with first block at zero charge free only to selected <del>selected or all</del> households in specified areas)
DW2	Yard tank (RDP standard)	Restricted (to 200l per day) individual erf connection with tank in yard	All water at no charge
DW3	Communal tap (RDP standard)	Unrestricted full pressure standpipe not further than 200m from dwellings (shared by a number of consumers)	All water at no charge
DW4	Rudimentary system	Formalised supply: <ul style="list-style-type: none"> <li>• Borehole equipped with hand pump</li> <li>• Protected spring</li> <li>• Communal standpipe further than 200m from dwellings</li> </ul>	All water at no charge

Where a household has an unrestricted volume yard connection (even where this does not supply into the dwelling), this will be treated as service level DW1 for the purposes of free basic water. This policy may be revised from time to time at the discretion of the municipality.



#### 4.2 Free Basic Sanitation

Zululand has adopted the following policy for free basic sanitation:

Service Level Number	Level of Sanitation Service	Definition	Free Basic Sanitation Policy
DS1	Water borne sewage	Unrestricted connection to municipal sewerage system	Included in free basic water allocation
DS2	Septic tank or similar facility	On-site disposal (self treatment)	No charge
DS3	Conservancy tank	Localised sewage temporary storage facility	No charge to selected households in specific areas as determined by the municipality, aligned to free basic water policy for service level W4
DS4	Ventilated improved pit (VIP) latrine	Dry pit with sufficient capacity on-site disposal based on set standards	No charge

#### 4.3 Revision of Policy

The developmental approach and motivation for the various levels of service offered by the municipality is explained in section 3.2 of this policy. This free basic services policy is based on the same approach and is also subject to affordability and economic viability, so the municipality may review the policy based on practical realities with regard to consumption and financial viability of metering and billing from time to time.

The municipality is aware that consumption in rural areas is steadily increasing. To measure consumption in unmetered zones, the municipality uses the water balance to determine consumption. Although the free basic water policy is implemented and no metering is intended in these zones immediately, the financial viability threshold (based on consumption and costs) will determine whether and when metering and/or billing may be introduced.

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## **Section 5**

# **Water Services Provision on Privately Owned Land Policy**



## **5 Water Services Provision on Privately Owned Land Policy**

According to the *Strategic Framework for Water Services* (SFWS) approved by Cabinet in September 2003, the municipality as the water services authority (WSA) has a universal service obligation, which means a responsibility to ensure that *all people* living within their jurisdiction are progressively provided with at least basic water and sanitation services. This includes people living on privately owned land and those provided by water services intermediaries.

The policy regarding metering and credit control of multiple occupancy residential developments is contained in section 8.3.

### **5.1 Water Services Intermediaries**

A water services intermediary is defined by the Water Services Act as someone who provides water services as part of a contract for another purpose, for example mine or farm workers living on mine or farm owned land who receive water services as part of their employment conditions. The following are types of privately owned land where water services may be provided incidental to another contract:

- Commercial farms
- Mine owned land
- Church owned land
- Industrial owned land including privately owned enterprises
- Sectional title / residential complexes and estates
- Game parks

Intermediaries are required to provide at least the basic levels of service as defined by national government, but should also strive to provide more than just the basic water services wherever practical and feasible. Preference should be given to the provision of yard taps and adequate sanitation facilities for each family or dwelling.

Intermediaries may be required to register with the municipality. This will be done in a phased manner and communicated by means of public notices. Once registered, intermediaries may be required to report to the municipality on services provided.

The municipality may also contribute towards development of water services infrastructure on privately owned land. In such a case, a formal agreement will be entered into with the intermediary regarding any possible contributions and such agreement will define the roles, responsibilities and obligations of each party.

Based on this the municipality will monitor the provision of services on privately owned land to ensure that all people get access to appropriate services.

### **5.2 Compliance with this Policy**

All intermediaries must comply with the policies set out in this document, including specifications for installations and any charges levied for services provided. The municipal bylaws contain a chapter on intermediaries that will regulate the activities of intermediaries.

An intermediary may charge a fee for water services. Any tariffs charged by a water services intermediary must comply with norms and standards prescribed by the Minister, and the municipality's policy and bylaws.



### **5.3 New Developments**

All new developments must apply to the municipality for a connection from the municipal system. A developer may only develop its own source if the municipality is unable to supply the development. See section 2.5 for more detail.

### **5.4 Other Privately Developed Water Services Systems**

Where consumers fall outside of the supply area of a water services scheme area, but still within the WSA boundaries, and services are required, or where private individuals and/or communities elect to make provision for their own water and sanitation services, this shall be undertaken with the full knowledge and approval of the municipality in accordance with this policy and associated bylaws.

### **5.5 Privately Funded Boreholes**

The municipality requires notification of existing and planned boreholes on public and private land with the view to ensuring that they comply with requirements of the National Water Act and that where the need arises, their possible availability for use in the provision of water by the municipality. The municipality will develop a database of all boreholes within its area and will require all boreholes to be registered on the database. The municipality will communicate details regarding this system by means of public notice. When an intermediary registers with the municipality, this information will also be required.

### **5.6 Private Townships**

A private township is any area or premises used for residential purposes which has not or will not be established in terms of the municipal township establishment process and includes residential areas established in terms of the Development Facilitation Act, (Act 67 of 1995).

When a private township is to be established in terms of the Development Facilitation Act, within the area of jurisdiction of the municipality, and where water services will be provided to consumers, the owner or developer must apply to the municipality for water and sewerage connections as defined by this policy. The municipality may decide whether it will be able to supply such services, or else allow the developer or owner to develop its own sources and infrastructure. All owners and developers of private townships must comply with the policies set out in this document, including specifications for installations and any charges levied for services provided.

The municipality may require a contribution to be paid to address any planning or bulk infrastructure costs required to supply services to the mentioned township. The amount of contributions will be determined by the municipality in terms of the bylaws dealing with this issue.



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## **Section 6**

# **Water Conservation and Water Demand Management Policy**



## **6 Water Conservation and Water Demand Management Policy**

### **6.1 Water Conservation**

All consumers are expected to use water wisely and responsibly. The municipality will from time to time publish guidelines for consumers for wise water use.

No consumer shall permit:

- The purposeless or wasteful discharge of water from terminal water fittings.
- Pipes or water fittings to leak.
- The use of maladjusted or defective water fittings.
- An overflow of water to persist.

All owners and consumers shall repair or replace any part of the water and sanitation installation which is in such a state of disrepair that it is either causing or is likely to cause an occurrence as listed.

The municipality will manage the municipal supply system as such as to optimise the use of scarce resources, which may include water restrictions as defined below.

The municipality may prohibit the use by a consumer of any equipment in a water or sanitation installation if, in its opinion, its use of water is inefficient. Such equipment shall not be returned to use until its efficiency has been restored and a written application to do so has been approved by the municipality. The list of prohibited equipment and installations is included in section 9.7.

### **6.2 Water Demand Management**

Since water is a scarce resource in South Africa, it is very important that proper water demand management is practiced to ensure "some for all for ever". To achieve this, the municipality will apply the following limitations and restrictions:

- In any water installation where the dynamic water pressure is more than 200 kPa at any shower control valve, and where the plumbing has been designed to balance the water pressures on the hot and cold water supplies to the shower control valve, a shower head with a maximum flow rate of greater than 10 litres per minute may not be installed.
- The maximum flow rate from any tap installed on a wash hand basin may not exceed 6 litres per minute.
- No cistern with a capacity of greater than 9 (nine) litres may be installed.
- All cisterns not intended for public use must be fitted with flushing devices allowing interruptible or multiple flushes, but such flushing device is not required in a cistern with a capacity of 4.5 (four point five) litres or less.
- No flushing urinal that is not user-activated may be installed or continue to operate. All flushing urinals that are not user-activated which were installed prior to the date on which the municipality adopted this policy, must be converted to user-activated urinals within two years of the adoption of this policy.



### **6.3 Leak Repairs**

It is the duty of all consumers to inform the municipality of any leak in municipal infrastructure at any of its offices. The municipality will endeavour to repair any such leak within 48 (forty eight) hours.

It is the duty of each consumer to repair any leaks within their property, dwelling or yard. The municipality reserves the right to repair some installations within private property if required, but in such case the consumer may be charged for services rendered. All repairs within an individual property or yard, workmanship and fittings must confirm to norms and standards set by the municipality in terms of this policy and municipal bylaws.

### **6.4 Water Demand Management and Restrictions**

The municipality may for purposes of water conservation or where, in its opinion, drought conditions are imminent, prohibit or restrict the consumption of water in the whole or part of its area of jurisdiction by public notice. This may be done:

- in general or for specified purposes, or
- during specified hours of the day or on specified days; and
- in a specified manner.

The municipality may also determine and impose a restriction on the quantity of water that may be consumed over a specified period and charge according to emergency tariffs as set in tariff structure in respect of the supply of water in excess of a restriction. It may even levy general surcharge on the determined charges in respect of the supply of water and impose restrictions or prohibitions on the use or manner of use or disposition of an appliance by means of which water is used or consumed, or on the connection of such appliances to the water installation.

The municipality may restrict the application of the provisions of a notice to specified areas and categories of consumers or users of premises, and activities, and may permit deviations and exemptions from, and the relaxation of, any of its provisions where there is reason to do so. The municipality may take, or by written notice require, a consumer at his own expense to take such measures (including the installation of measurement devices and devices for restricting the flow of water) as may in its opinion be necessary to ensure compliance with a public notice. Else the municipality may, subject to notice, and for such period as it may consider fit, restrict the supply of water to any premises in the event of a contravention of these bylaws that takes place on or in such premises or a failure to comply with the terms of a public notice. Where the supply has been discontinued it may restore supply only when the determined charge for discontinuation and reconnecting the supply has been paid.

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## **Section 7**

# **Tariffs and Charges Policy**



## **7 Tariffs and Charges Policy**

### **7.1 Setting of Tariffs**

The Municipal Council of Zululand annually approves a tariff structure for the municipality based on the costs of water. This includes costs of the water related services offered, such as cost of new connections, the moving of meters, testing of water meters etc. This policy document will only address the water tariff policy and the water connection tariff policy.

Different tariffs are charged for domestic consumers based on the type of water connection they have and the amount of water they use in a 30 day period. Consumers with a full pressure water connection may also pay a fixed charge (based on the size of the water meters) if monthly consumption is greater than 6kl. If a domestic connection supplies more than one legally separate unit, then each unit is allocated 6kl of free basic water for each 30 day period.

In cases where the rateable value of the property is below the value annually proclaimed by the municipality no fixed charge is payable. Such value may be revised annually as set out in section 11.7 of this policy.

All consumers other than domestic consumers are charged using a single tariff structure for the water that they use. In addition a monthly fixed charge is paid, based on the size of the water meter, for all full pressure water connections.

The tariff structure will be calculated to recover costs of overheads, normal operational and maintenance costs, costs of capital and depreciation, including ongoing augmentation of the system. Capital grants for basic services shall not be included in determining the cost of capital to be recovered in tariffs.

A distinction shall be made between bulk and reticulation tariffs as follows:

- Bulk: Provision shall be made for the different types and scale of treatment works and for treated and un-treated water.
- Reticulation: Provision shall be made to accommodate the different types of reticulation systems and the different users as well as the costs associated with operating the different schemes.

In terms of differentiating users, the main distinction would be between bulk (municipal and industry) and smaller domestic and business users. In addition, distinction shall be made between different levels of domestic users based on affordability that ranges from boreholes, standpipes through to fully reticulated household connections with an unrestricted supply.

The municipality is progressively working towards a single consistent tariff structure linked to predetermined levels of service, as set out in Section 11 (Appendix C) of this policy.

The municipality will publish the formula it uses to determine the actual tariff annually, as well as actual tariffs, as set out in this policy.

The quantity of domestic effluent discharged shall be determined as a percentage of water supplied by the municipality; provided that where the municipality is of the opinion that such a percentage in respect of specific premises is excessive, having regard to the purposes for which water is consumed on those premises, the municipality may reduce the percentage applicable to those premises to a figure which, in its opinion and in the light of the available information, reflects the proportion between the likely quantity of sewage discharged from the premises and the quantity of water supplied.



A person shall be entitled to a reduction in the quantity of effluent discharged where the quantity of water on which a percentage is calculated, was measured during a period where water was wasted or a leakage went undetected, if the consumer demonstrates to the satisfaction of the municipality that the water was not discharged into the sanitation system. Such a reduction in the quantity shall be based on the quantity of water lost through leakage or wastage during the leak period.

## 7.2 Water Connection Charges

In order to make water available to consumers at an affordable cost, the levels of service as set out in sections 3.1, 3.2 and 3.3 of this policy are offered to domestic consumers. In providing an agreed level of water service, it is very important that a matching level of sewerage service is provided, so as not to cause public health problems. For example, a full pressure water supply is not appropriate where a ventilated improved pit (VIP) toilet is used and equally a ground tank water supply is not appropriate where full water borne sewerage system is used. The charges for water connections and availability charges are set out in Part 11 (Appendix C) of this policy.

## 7.3 Formula for the Calculation of Effluent Discharge Charges

The municipality will determine the additional charge for disposal of industrial effluent for the disposal of high strength sewage to a waste water treatment plant by means of a formula. The municipality may change the formula from time to time by amendment to this policy and by public notice. Until further notice, the additional charge shall be determined in accordance with the following formula:

$$T_c = Q_c t \left[ a \left( \frac{COD_c - COD_d}{COD_d} \right) + b \left( \frac{P_c - P_d}{P_d} \right) + c \left( \frac{N_c - N_d}{N_d} \right) \right]$$

Where

- $T_c$  = Extraordinary treatment cost to consumer
- $Q_c$  = Waste water volume discharged by consumer in kl
- $t$  = Unit treatment cost of waste water in R/ kl
- $COD_c$  = Total COD of waste water discharged by consumer in milligrams per litre and is inclusive of both the biodegradable and non-biodegradable portion of the COD
- $COD_d$  = Total COD of domestic waste water in milligrams per litre
- $P_c$  = Ortho-phosphate concentration of waste water discharged by consumer in milligrams phosphorus per litre
- $P_d$  = Ortho-phosphate concentration of domestic waste water in milligrams phosphorus per litre
- $N_c$  = Ammonia concentration of waste water discharged by consumer in milligrams of nitrogen per litre
- $N_d$  = Ammonia concentration of domestic waste water in milligrams of nitrogen per litre
- $a$  = Portion of the costs directly related to COD
- $b$  = Portion of the costs directly related to the removal of phosphates
- $c$  = Portion of the costs directly related to the removal of nitrates



Different terms	Value
T	R0.82/ kl
COD <sub>d</sub>	600 mg/l
P <sub>d</sub>	10 mg/l
N <sub>d</sub>	25 mg/l
A	0.6
B	0.25
C	0.15

#### 7.4 Actual Tariffs, Fees and Charges

The actual tariffs, fees and charges are approved by the Municipal Council annually for each financial year. These are included in Section 11 (Appendix C).

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## **Section 8**

# **Credit Control and Debt Collection Policy**





## **8 Credit Control and Debt Collection Policy**

### **8.1 Metering**

The municipality will install meters with all full service level DW1, IW1 and CW1 connections. The ownership of the meters will remain with the municipality. All meters may be tested at 5 year intervals, but a consumer may request the testing of a meter if it is suspected of being inaccurate. Meters will be replaced if inaccurate at the cost of the municipality.

### **8.2 Meter Reading**

Meters will be read monthly by the municipality to determine the volume used by a consumer on which the monthly account will be based.

### **8.3 Metering of Multiple Occupancy Residential Developments**

Refer to section 2.5 for conditions of service to new developments. On application for a connection by the developer, the developer of a new multiple occupancy residential development may be required by the municipality to either:

- Install and pay for the installation of a bulk water connection, metered at the road boundary, and also pay for the installation of individual water meters located on the water pipe feeding each separate dwelling unit, or
- Install and pay for the installation of individual water connections to be positioned at the road boundary to enable the municipality to properly read the meter for billing purposes,

depending on which meters will be read by the municipality.

The municipality may either:

- Read only the bulk meter and either:
  - charge the body corporate for the entire bulk reading, or
  - charge each individual unit separately based on the bulk reading; or
- Read individual units' meter and use the readings on the individual meters to distribute the total consumption measured by the bulk meter to each separately metered dwelling unit.

Where the municipality reads individual units' meters:

- The Body Corporate may be charged a tariff to undertake the reading of the meters and the distribution of the consumption to each unit by the municipality.
- Each unit will be charged for water by the municipality according to the level of service chosen, based on the metered consumption for each unit plus that unit's pro rata share of the difference between the consumption measured on the bulk meter and the sum of the consumption measured on the individual meters.
- In the event of non-payment of an account, each unit will be regarded as a direct consumer of the municipality and be subjected to normal debt collection policies including the installation of flow restrictors and flow limiters.

In the event of non payment of the monthly management fee by the Body Corporate, any water connection in the name of the Body Corporate may be disconnected and the debt will be handed over for collection.

In the case of existing developments, supplied through a bulk meter:



- The Body Corporate may be permitted to apply for the installation of separate meters to each dwelling unit, subject to payment of the prescribed charges.
- Where the account is in arrears and subject to disconnection for non-payment of the account, the municipality may elect to require the installation of separate meters to each unit and the payment of the prescribed charges.

The municipality may be willing to accept transfer of internal water services systems in order to optimise its operations. This will require all such systems to comply with norms and standards set by the municipality. Any such transfer must be negotiated between the municipality and the developer or Body Corporate, and will be effected by means of a transfer contract.

The tariffs payable by multiple occupancy residential developments are defined in Appendix C (section 11.3) of this policy.

All these policies may also apply to existing developments; the municipality will determine to which extent they apply and the requirements of the developer or Body Corporate.

#### **8.4 Payment**

All consumers shall be required to make application for connection to the service through the completion and submission of the prescribed application form, as set out in section 10.1 of this policy and, prior to connection, shall be required to pay a deposit to the municipality or its authorised agent, which shall be a predetermined sum equal to an estimated usage for a specified period – see Section 11 (Appendix C) of this policy

The consumer is responsible - in terms of the municipal bylaws - to pay for services rendered in accordance with the prescribed tariffs which may vary according to the level and type of service delivered, as defined in this policy.

#### **8.5 Deposits**

Domestic consumers are required to provide a deposit of 3 months estimated consumption charges in cases where they own the premises on which water is consumed.

#### **8.6 Accounts**

In the case of non-prepaid meter systems or fixed monthly payments, the municipality shall be responsible for the rendering of accounts on a regular basis in respect of actual volumes or estimates of water consumed. The accounts shall be rendered in a format communicated from time to time by the municipality and communicated as per its communication policy.

In the case of prepaid meter systems, the municipality shall institute and maintain an appropriate cost recovery system that is efficient, user friendly and provides the municipality with a proper system of monitoring water consumption.

The municipality shall implement a procedure whereby consumers are able to lodge complaints or raise queries in respect of technical faults, service delivery, account queries, etc.

The payment procedures instituted by the municipality shall include an appeals' process where consumers have the right to contest in respect of queries and complaints. These procedures shall be detailed in appropriate bylaws which clearly set out the basis upon which the municipality is able to assess and make balanced and informed decisions related to consumer complaints.



## **8.7 Estimated Accounts**

Where it is not possible to read a meter in a month, an estimated account will be issued. An estimated account is determined by calculating an average of the past six month's consumption. The amount appearing on the bill is shown as an estimate, without any meter readings. This estimated charge is then adjusted once an actual reading is taken the following month and the actual charge is then raised. Estimated accounts are therefore only a temporary measure which enables us to charge consumers every month for water, so that they do not receive a large account in the month(s) after we have not read a water meter.

## **8.8 High Accounts**

High accounts result from four main causes:

### **8.8.1 The Meter is Read Incorrectly**

In this case the account is adjusted immediately the error is detected.

### **8.8.2 The Water Meter is Faulty**

This can be proved by testing the meter in a calibrated test facility. A fixed amount of water is passed through the water meter and measured accurately into a tank. The readings on the meter are then compared against the volume measured in the tank, to determine the accuracy of the meter. If the meter is found to be inaccurate by more than 5% then the account is adjusted. Meters are almost always found to be accurate.

### **8.8.3 There is a Leak on the Property**

Here it is the consumer's responsibility to repair the leak and pay the account for water. If a high water consumption is detected through meter readings then municipal policy is to send a standard letter to the consumer immediately informing the consumer that a high account is about to be posted, and giving guidance as to how to deal with the problem.

### **8.8.4 The Water has been used**

In this case the consumer is liable for the charges.

Where water consumption for a consumer in a previously disadvantaged area is greater than 6kl and the consumption at that level is not normal for the property, the municipality may assess the property to determine why the consumption is high. If it is found that there is a leak on the property a letter may be left indicating to the consumer what action should be taken to restore the account to a normal level. A record of the visit will be maintained on the system notes.

In all areas of the municipality where domestic consumption is found to be greater than what is deemed to be higher than accepted by the municipality in each case in a month, the site may be visited in order to find any reason for such a high account. If a leak is found a letter will be left with the consumer explaining what action should be taken. A record of the visit will be maintained on the system notes.

## **8.9 Arrears**

When a water account is not paid in full by the due date, it falls into arrears and additional interest and administration charges are raised on the outstanding amount. A notice will be



sent to a defaulting consumer as set out in section 11.8 of this policy. This notice is also printed on the letter in isiZulu.

In the case of domestic households, if there is no response from the consumer, the water supply is then restricted to a flow of one litre per minute through the use of a specially designed flow limiting device. As soon as a consumer makes an arrangement with the municipality to settle the unpaid water account, the water supply to the property is restored. The options available to consumers to settle an unpaid water account are as follows:

- Pay the outstanding amount in full.
- Sign a credit agreement. Such procedure and agreement is defined in section 10.6 of this policy and any related charges as set out in Section 11 (Appendix C) of this policy.
- Request the installation of a flow limiting device and attend a 15 minute training session. In this case the outstanding debt is “frozen” and does not attract any further interest charges. The flow limiting device will be removed once the outstanding amount is paid in full and the charge to remove the device is paid. This will be done upon payment of the prescribed flow limiting device removal charge. The training programme in this case is vital as it makes consumers aware of how to manage with 200 litres of water per day.

The consumer is also made aware that if the flow limiting device is tampered with in any way and the supply of water to the property increases above 200 litres a day and the tampering is detected by the municipality then the supply of water to the property will be permanently disconnected until the amounts owing have been paid in full (including the cost of a new water connection). In this regard interest will again be due on the “frozen” amount from the date that the tampering is detected by municipality.

#### **8.10 Standpipes**

The municipality is authorised to make water available to informal communities through the use of standpipes that are generally no more than 200 meters away from any informal dwelling, with the cost of these installations being met by the municipality. Water supplied through these standpipes is free of charge. As and when such standpipes are installed to supply water to an informal community, all the illegal connections to such communities will be removed immediately after the standpipes have been installed.

If any member of the informal community, served by standpipes, wishes to receive a higher level of service, the higher level of service will be considered, depending on the capabilities from a technical perspective.

The provision of a free standpipe and water will be strictly limited to supplying people who are living in informal communities. Where an informal community is located on privately owned land, the permission of the private land owner must be given before such a service can be provided.

#### **8.11 Limitation, Restriction and Disconnection Policy**

The municipality has the right to restrict and disconnect water services if the procedures have been followed, as defined in this policy and attached application forms and agreements.

All limitations of water supply and disconnections will be done in terms of a fair and transparent process and as a result of the failure of a consumer to fulfil its obligations in terms of the consumer’s application contract.



Where the costs associated with limiting water services will have a substantial and significant impact on the sustainable provision of water services to the broader community, water services may be disconnected after defined procedures have been followed.

### **8.11.1 Commercial and Industrial Consumers**

Any commercial or industrial consumer that breaches its contract (application) with the municipality and does not pay its water services account may be disconnected. Commercial and industrial consumers are required to pay any outstanding debt in full, or sign a credit agreement within 14 days of being advised that their account is in arrears. If this is not done the water supply to the premises is totally disconnected. Reconnection will be charged at the rate as defined in section 11.4.

### **8.11.2 Domestic Consumers**

Water supply to domestic consumers will only be restricted if they fail to respond to the municipality's request to make arrangements to settle an outstanding water debt. Restriction is a short term measure intended to force the consumer to make contact with the municipality in order to resolve the matter.

A flow restrictor will be installed in the water connection of a domestic consumer who has not paid for water for 60 days and who owes the municipality more than the amount defined in section 11.4 of this policy. The restrictor will allow a daily consumption of approximately 200 litres in a 24 hour period but at a low flow rate. When a flow restrictor is installed in the connection, a card is left with the consumer to inform him of the consequences of tampering with the restrictor. When a restrictor is installed, interest will continued to be charged on the outstanding balance.

If the flow restrictor is tampered with on 3 occasions then the complete water connection will be removed. If the flow limiter is tampered with then the complete water connection will be removed. Each time a connection is found to be have been tampered with, a notice will be left at the consumer's house, informing him of the consequences of meter tampering and encouraging him to make contact with the municipality to make arrangements to settle his water debt.

In areas where connections are completely removed, a standpipe may be installed at the closest municipal premises, to be used by these consumers to access the free basic water allowance, or water will be made available at other means as deemed appropriate, for instance by means of a water tank/tanker. If the connection to a domestic consumer has been removed then the water supply will be restored, together with a flow limiting device installed, in terms of the following process:

- If a family is indigent, the consumer must make contact with the municipality to determine how much money should be paid (if any) before the water supply is restored. The consumer will be required to sign an affidavit to confirm the family income.
- If a family is not indigent, the consumer must pay an initial amount before the connection is replaced and also agree to pay a certain amount each month to pay off the debt. The minimum amounts payable are as follows:
  - The consumer must sign an acknowledgement of debt (AOD) before the connection is replaced. The AOD includes a commitment to pay the minimum monthly amount. The AOD also contains a clause about the consequences of further tampering (the connection will again be removed and not replaced until all amounts owing are paid).
  - The cost of the new connection and all penalty charges will be added to the outstanding debt.



- Where the connection to a domestic consumer has been removed for non payment, then the connection will be replaced at no cost to the consumer, but a flow limiter will be installed in the water supply.

NOTE: If a consumer has received a new connection and then tampers with it again then the connection will be removed and will not be replaced until all outstanding water debts have been paid.

### **8.11.3 Application for a Flow Limiting Device**

A consumer may apply for a flow limiting device to limit his consumption, in which case the flow to the connection is restored to a normal flow and merely limited to 200 litres per day. In this case debt will be frozen.

### **8.11.4 Disconnection and Reconnection Charges**

The charge for disconnecting a water supply due to non payment is set out in section 11.4 of this policy. If it is found that a consumer has illegally reconnected their water supply, then he is charged a fee as set out in section 11.5. If a consumer illegally reconnects the water supply on three or more occasions, then the entire water connection to the property will be removed.

Consumers have the following payment options in order to have their water supply restored:

- If a consumer makes arrangements to pay the outstanding amount on the same day as the water supply was disconnected then the water supply will be reinstated at no charge.
- If the consumer makes arrangements to settle the water account on any day following the day on which the water supply was disconnected and is prepared to have the water supply reinstated on the day following the day in which he has settled his account, the water supply will also be reinstated at a charge as defined in section 11.5 of this policy.
- If the consumer requires the water supply to be reinstated on the day that he pays, having paid on any day following the date on which the water supply was disconnected, then a charge as defined in section 11.5 of this policy will be applicable (normal disconnection fee plus additional fee).

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# **Appendix A**

## **Design Standards and Specifications**



## **9 Appendix A: Design Specifications**

### **9.1 Design Standards for Water Supply Systems**

### **9.2 Design Specifications for Sewage Disposal Systems**

### **9.3 Standards for Disposal of Effluent into Municipal Sewage System**

#### **9.3.1 Limits of Concentration**

#### **9.3.2 Metals**

#### **9.3.3 Other Elements**

#### **9.3.4 Grease Traps**

#### **9.3.5 Radio Active Wastes**

#### **9.3.6 Method of Testing**

### **9.4 Design Specifications for On-Site Sanitation**

### **9.5 Specifications for Road Haulage of Sewage**

### **9.6 Schedule of Approved Pipes and Fittings**

### **9.7 Specifications for Measuring Devices**

### **9.8 List of Prohibited Equipment and Installations**



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# **Appendix B**

## **Application Procedures, Forms and Formats**



## **10 Appendix B: Application Procedures, Forms and Formats**

This Appendix to the document contains application procedures and forms for all the services that may be applied for from the Zululand District Municipality, as follows:

### **10.1 Application to Receive Domestic Water and Sanitation Services Connection**

Any consumer wishing to obtain water supply or sanitation services from the municipality shall make formal application to the municipality for access to such services. Only levels of service as defined in this policy are available.

### **10.2 Application for a Connection Pipe**

### **10.3 Application to Receive Commercial or Industrial Water Services Connection**

### **10.4 Application for Water Services from Zululand District Municipality from Consumers in Adjoining WSAs**

Any consumer located within an adjoining water services authority (WSA) area of jurisdiction wishing to obtain water supply or sanitation services from the Zululand District Municipality shall make formal application to the municipality for access to such service on the prescribed form. Such service will only be provided on agreement by the WSA within which the consumer is located. Only levels of service as defined in this policy are available.

### **10.5 Consumer Agreements**

There will be separate forms for water supply only, and for both water and sanitation.

### **10.6 Credit Agreement**

### **10.7 Change in Purpose of Water Use (Application Form)**

### **10.8 Disposal of Industrial Effluent (Application Form)**

### **10.9 Road Haulage of Sewage**

### **10.10 Inclusion of Pipe or Fitting into Municipality's Approved Schedule of Pipes and Fittings**

### **10.11 Application for Temporary Water Supply**

### **10.12 Application for Reconnection of Domestic Water and Sanitation Connection**

### **10.13 Application for Reconnection of Commercial or Industrial Water and Sanitation Connection**

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# **Appendix C**

## **Water Services Tariffs, Fees and Charges**



## **11 Appendix C: Water Services Tariffs, Fees and Charges**

### **11.1 Water Tariffs for Financial Year 2008/09**

### **11.2 Connection fees for Financial Year 2008/09**

### **11.3 Tariffs Payable for Multiple Occupancy Residential Developments**

### **11.4 Disconnection and Reconnection Charges**

### **11.5 Reinstatement of Water Connection Charges for 2008/09**

### **11.6 Definition of Tariff Structures as Applied to Free Basic Water**

### **11.7 Rateable Value of Property**

### **11.8 Water Account Arrears Notice Format**

**11.8.1 Notice is printed on the Bill for Accounts which are in Arrears**

**11.8.2 Letter for Domestic Consumers if Payment is not Received Immediately (Posted to the Account Address)**

### **11.9 Final Demand Notice**

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# **Appendix D**

## **Consumer Charter**

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## 12 Appendix D: Consumer Charter



