



03 OCTOBER 2003

MR A N OTHER  
64 SOME ADDRESS  
DURBAN  
4000

Dear Sir / Madam

CONSOLIDATED BILL REFERENCE: YOUR NUMBER  
CONSUMPTION ADDRESS: YOUR ADDRESS  
METER NO.: YOUR METER NUMBER

A water meter reading of 1057 was taken on 29-09-2003, indicating that your water consumption is higher than normal.

Your normal average consumption is 0.6 kl per day, whereas according to the above reading, your consumption is 2.7 kl per day.

Should you be satisfied with the increased consumption, kindly ignore this letter.

However, if the additional consumption was not anticipated, the following suggestions are offered to assist you in resolving the matter:-

- (a) As a first step, it is suggested that you check the reading to make sure that it is not a simple reading error on our part.
- (b) To check for a leak, ensure all waterworks fittings on your property are operating correctly and are watertight when closed, ensure that all water consuming devices (e.g. geysers, toilet cisterns, taps) are not in operation.
  - (i) Take a reading on the meter, and after an interval of approximately 10 minutes, take another reading. If the meter has advanced during this test period, a leak is present on the property. It should be noted that the meter will only advance if water passes through it.
  - (ii) The Water and Waste Department (Telephone: 302-4706) may assist in the detection of leaks upon payment of a prescribed fee, or you may engage the services of a plumber registered with DURBAN METRO WATER.

If you are a member of the Waterloss Insurance Scheme, a claim form must be submitted to this address within 30 days from date of repair.

Please record the reading after the repairs have been completed on the claim form.

As this is a computer generated letter all enquires are to be made to the Toll-free accounts help line no.

3 Prior Road  
Durban 4001P O Box 1038  
Durban 4000Tel (031) 302 4911 3490  
Toll-Free Line 0800 301 811  
Fax (031) 302 4699