

## **ARE YOU HAVING A HUGE WATER BILL?**

**There are three possible reasons:**

- 1. Leaks**
- 2. Not paying bills every month**
- 3. Using too much water**

### **1. LEAKS:**

**Do a meter reading and check to see if you have a leak.**

**Step 1.** Take meter reading

**Step 2.** Turn off all taps and do not flush the toilet -

**Step 3.** Wait for 10 minutes

**Step 4.** Take meter reading again

If the reading has changed then water has passed through your meter and you have a leak

**Where is it?**

**Tips for finding leaks**

You need to fix the leak as soon as possible so you don't waste water and accumulate a high bill.

For above ground leaks look for dripping taps or leaking toilets. For underground leaks, look for wet patches or green grass.

You can fix the leak yourself, obtain the services of a qualified plumber or request eThekwini Water and Sanitation to fix the leak at a charge.

**Who pays for the leaks?**

Leaks and repairs inside your property and after the meter must be fixed and paid for by the owner of the property.

If you rent a house get the owner to fix the leak as soon as possible

Get water insurance, keep your account up to date and you will be covered for two month's cost of water lost due to an underground leak.

eThekwini Water and Sanitation is responsible for leaks and repairs **OUTSIDE** your property and **BEFORE** the meter. Call eThekwini Water and Sanitation Helpline on **080 13 13 013** to fix the leak on WhatsApp no: **073 148 3477**

## 2. NOT PAYING BILLS EVERY MONTH

### **Water is only free when it falls from the sky**

Water Supplied to your house costs money

Pay your bill every month so that you don't end up with a huge bill (arrears).

## 3. USING TOO MUCH WATER

Water is not expensive if we use it responsibly

### **Big water users**

A lifeline support of water 6kl (200 litres per day) is supplied at no cost on both full-pressure and semi-pressure systems.

## DO'S AND DON'TS

### **Tips for saving water**

**REDUCE** the amount of water you use each day

**REUSE** water whenever possible

**REPAIR** leaks as soon as possible

**READ** your meter regularly

Visit your local eThekweni Water and Sanitation office to discuss your high bill, disconnections and customer details to:

- **3 Prior Road, Durban;**
- **58 Anderson Road, Hammersdale;**
- **Civic Centre, Kings Road, Pinetown;**
- **Gracedale Road, Kingsburgh.**

Alternatively, you call us on toll free **080 13 13 01 3 OR** WhatsApp no. **073 148 3477**