



# ETHEKWINI WATER AND SANITATION

## WATER AMNESTY

### The Challenge

More than 40% of all water bought by eThekweni Municipality from uMgeni Water cannot be accounted for. A large portion of this un-accounted for water gets lost through illegal connections. The Municipality cannot sustain this situation.

### How does the Municipality plan to solve the problem?

It is noted that some water users connect illegally out of desperation. However, evidence also exists that there are groups in the communities who encourage consumers to connect to the network illegally in return for a fee. This practice is not acceptable and it hampers service delivery and Council cannot afford to allow this to continue.

In order to reduce illegal water connections, the Council adopted a policy to deal with the problem. The policy to Reduce Illegal Water Connections (as approved by all councillors on 3<sup>rd</sup> December 2009) in the eThekweni Metropolitan Municipality recommends, amongst other things, that consumers who have connected illegally to the network be given the opportunity of applying for **AMNESTY**.

### How Does EWS Water AMNESTY Work?

- It offers an amnesty (initially for three months) to any domestic customer who is connected illegally to the network (including the bypassing of meters)
- It offers an opportunity for the reinstatement of connections to domestic customers whose meters have been removed for various reasons illegally
- The **AMNESTY** programme was widely publicised

### What do you need to do?

If you are connected illegally you need to:

- Come forward and disclose the location of your illegal connection
- Fill in prescribed application forms
- Pay the tariff rectification fee of R250.00 (vat incl.) at an EWS office for the connection to be regularised
- Refrain from paying any municipal worker, contractor or other interested groups to reconnect illegally

## What will happen if you do not apply for AMNESTY?

After the expiry of the **AMNESTY** period and/or should you be caught with an illegal connection before voluntarily coming forward to take advantage of the AMNESTY, the Municipality will:

- Trace and remove all illegal connections
- Prosecute those benefiting from the illegal use of water, where such legal action is considered to be justified
- Three (3) years of estimated consumption arrears will be charged to your account

## Who to contact for more information

You may contact the following:

- EWS Contact Centre 080 311 1111 (Toll Free)
- Ward Councillor's office
- Your nearest EWS office
- E-mail: [eservices@durban.gov.za](mailto:eservices@durban.gov.za)
- WhatsApp line: 073 148 3477

## Contact Centres:

### **Prior Road Head Office**

3 Prior Road, Durban

Weekdays: 07h15 - 15h30

Saturdays: 07h30 - 11h30

### **Verulam Sizakala Customer Care**

151 Wicks Street, Verulam

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30

### **Pinetown Sizakala Customer Care (Civic Centre)**

60 Kings Road, Pinetown

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30

### **Hammarisdale Water Office**

58 Anderson Road, Hammarisdale

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30

### **Kingsburgh Sizakala Customer Care**

729 Mayors Mews, Kingsburgh

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30

### **Mega City Sizakala Customer Care**

50 Mangosuthu Highway, Umlazi

Weekdays: 07h15 - 15h30

Saturdays: 07h30 - 11h30

### **Illovu Sizakala Customer Care**

Lot 10994 Street 10451, Illovu

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30

### **Hillcrest Sizakala Customer Care**

22 Delamore Road, Hillcrest

Weekdays: 07h30 - 15h30

Saturdays: 07h30 - 11h30, open on first and last Saturday of each month