

POLICY 023/2016 RAADSBELEID

SUBJECT/ONDERWERP: INSTALLATION AND TAMPERING OF PRE-PAID WATER METERS POLICY

REFERENCE/VERWYSING: 16.1.1.B

RESOLUTION NO/BESLUIT NR: 30.24/06/2016

DATE/DATUM: 7 June 2016

POLICY OBJECTIVES: To establish and regulate the roles and responsibilities of both the //Khara Hais Municipality and its customers in terms of the installation, management and safe guarding of pre paid water meters, in order to ensure the efficient, equitable and measurable supply of drinking water to residential customers, that is affordable, controllable and cost-reflective.

POLICY PHILOSOPHY

Council is committed towards the provision of consistent, effective, efficient, affordable, cost-reflective and equitable supply of drinking water that meets the provisions of the Water Services Framework, approved by Cabinet in 2003.

DEFINITION OF KEY WORDS

In this policy the following words shall have the meanings assigned as follows: -

Khara Hais/The Municipality means the //Khara Hais Local Municipality,

Council means the elected Council of the //Khara Hais Local Municipality,

Accounting Officer refers to the Municipal Manager of the municipality,

Chief Financial Officer or CFO refers to the Director of the Finance Directorate,

MFMA refers to the Municipal Finance Management Act, 2003, [Act 56 of 2003],

Minister refers to a Cabinet member responsible for Water and Sanitation,

DWS/DWA/DWAF means the National Department of Water & Sanitation

Key management personnel is defined as the Municipal Manager and all other managers reporting directly to the Municipal Manager or as designated by the Municipal Manager.

Policy refers to the Water Services Standard Policy of the //Khara Hais Municipality

Water Services refers to both drinking/potable water services as well as waste water/sanitation services or any part thereof

1. POLICY PHILOSOPHY AND PRINCIPLES

The //Khara Hais Municipal Council is committed towards the provision of consistent, effective, efficient, affordable, cost-reflective and equitable supply of drinking water that meets the provisions of the Water Services Framework, approved by Cabinet in 2003.

2. POLICY OBJECTIVES

The objective of the Installation and Tempering of pre-paid water meter policy is to establish and regulate the roles and responsibilities of both the //Khara Hais Municipality and its residential customers in terms of the installation, management and safe guarding of pre paid water meters, in order to ensure the efficient, equitable and measurable supply of drinking water to residential customers, that is affordable, controllable and cost-reflective.

The policy is only applicable to residential water use.

3. PROCEDURES

Installation of Water Meters

1. It is the intention of Council to put in place regulations and procedures for the installation and management of pre-paid meters in its area of jurisdiction.
2. This policy shall be effective as from the date of approval by Council.
3. This provision shall be read in conjunction with Council's Customer Care, Credit Control, Debt Collection and Indigent Support policy, dated 30 May 2014). Should a provision in this policy be in contrast to a provision with Council's Customer Care, Credit Control, Debt Collection and Indigent Support policy, the provision in the Customer Care, Credit Control, Debt Collection and Indigent Support policy will take preference and will be applicable.
4. This provision shall be read in conjunction with Council's Water Services Bylaw (Bylaw 7 of 2007). Should a provision in this policy be in contrast to a provision with Council's Water Services Bylaw, the provision in the Water Services Bylaw will take preference and will be applicable.
5. All water connections (whether house connection or erf connection) and water use should be metered, either by means of a pre-paid meter or a conventional meter.
6. The applicable water meter type (pre-paid or conventional) shall be determined by the provisions of this policy.
7. Water meters measure the amount of water used and this measurement assist to accurately charge users for the amount of water used. It also assist the user to gauge and control the amount of water used, usage patterns and service payments to be made.

8. Residential customers shall access to only one water connection per erf, except in cases where specific permission was granted by Council for an additional water connection. If more than one connection exist on a erf, and Council has not given specific permission for such additional water connection, Council shall have the right to remove the additional connection at the cost of the customer.
9. Council is responsible to supply and install a water meter (either pre-paid or conventional as determined by the provisions of this policy), the cost of which shall be borne by the property owner and as determined from time to time in the applicable tariff bundle.
10. The water meter and related installation shall remain the property of the Council.
11. The size of the connection and the related water meter installation shall be determined Council's Director for Civil Engineering Services or any other person as delegated by Council.
12. The cost of inspections, maintenance and replacement of water meters shall be borne by Council, except in cases where the maintenance and replacement of water meters are deemed to be necessary as a result of willful damage by the property owner, in which case the maintenance or replacement cost shall be recovered from the property owner.
13. Water meters are to be installed and maintained by Council staff (or Council appointed contractors).
14. A pre-paid water meter will be installed for all water connections where a residential property owner has been registered as indigent (as per the provisions of Council's Customer Care, Credit Control, Debt Collection and Indigent Support policy). The cost of such meter installation shall be borne by Council.
15. Should a property owner be de-registered as indigent (as per the provisions of Council's Customer Care, Credit Control, Debt Collection and Indigent Support policy), the pre-paid meter shall not be removed or changed for a conventional meter.
16. A pre-paid meter shall be installed for all residential properties where Council is still the registered owner and where occupation right has been given to another person(s).
17. Should a residential property where Council is the registered owner and where occupation right has been given to another person(s) be transferred to the name of another person, the pre-paid meter shall not be removed or changed for a conventional meter.

18. A pre-paid meter shall be installed for all residential properties where Council is the registered owner and which is being leased to another person(s).
19. Should a residential property where Council is the registered owner and which is being leased to another person(s) be sold, the pre-paid meter shall not be removed or changed for a conventional meter.

Tempering of Water Meters

1. No person may temper with or alter a water meter installation without the specific permission of Council or the person(s) as delegated by Council.
2. Should it be found that tempering or alteration of a water meter installation has taken place a fine shall be imposed in terms of the provisions of this policy.
3. Should it be found that a water meter installation has been damaged, a fine shall be imposed in terms of the provisions of this policy.
4. Should a water meter need to be replaced due to the tempering of the water meter or damage thereof, the full cost for the replacement of the meter shall be borne by the property owner.
5. Council shall have the right to disconnect the electricity supply to such a property where a water meter installation has been tampered with or damaged, until such time as the applicable fine, applicable electricity re-connection and the replacement cost for the water meter installation have been paid in full.
6. The following fines shall apply:
 - (a) Tempering with a water meter: R500
 - (b) Damage to a water meter: R500

4. ROLES

Council;
Director Civil Engineering Services; and
Other delegated person(s) as applicable.

5. RELATED POLICIES

Customer Care, Credit Control, Debt Collection and Indigent Support policy, dated 30 May 2014.

6. RECALLING AND/OR AMENDMENTS

None.