

YOU CAN ONLY APPLY FOR FINANCIAL ASSISTANCE IF THERE IS AN ITEM ON YOUR WATER ACCOUNT WHICH READS: WATER LOSS

SIZA WATER (RF) (PTY) Ltd

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FOR INDIVIDUALLY METERED DOMESTIC DWELLING UNITS & FLATS

Siza Water has purchased its own insurance for protection against possible bad debt owing to underground leaks within domestic consumer property. This could benefit you as the consumer:

Only monies recovered by Siza Water under their own insurance policy will be Credited to your water account up to a maximum of R16 425.00 for losses that occurred after the 01 July 2023.

You can, after an underground leak has been identified and/or fixed, apply to Siza Water for a rebate on the loss of water following:

- unintended leakage of water from the underground portion of the service pipes between the service provider's meter and your dwelling, unit or flat.

Calculation of Rebate

The rebate shall be limited to the actual cost of the lost water **during two leak periods** levied by Siza Water. This will be the amount in excess of the **preceding period usage**.

A metering period is the time interval between two successive billed meter readings but shall exclude any previous leak periods.

1. **The two leak periods** are defined as the metering period immediately prior to the date of repair of the leak and the metering period during which the leak is repaired. Each of these two periods is normally about 30 days.
2. **The preceding daily water usage** is calculated by adding together the daily water usages of the three metering periods *immediately* prior to the leak period (*as defined under 'The two leak periods,'*) and dividing by three.
3. **In the event that there are less than three metering periods**, prior to the leak period, the preceding daily water usage will be calculated from those that are available.
4. **In the event that there are no metering periods** prior to the leak period, the first metering period immediately following the leak period will be used.
5. **The loss of water for each of the two leak periods** will be calculated separately multiplied by the number of days in that leak period.
6. **The preceding daily water usage** does not, nor is it intended to, necessarily represent the normal or average water consumption through the water connection.

7. **(NB) Should a leak be left unattended** it may occur that the average consumption in calculating a rebate negates any refund. Hence, it is imperative that a consumer monitors their consumption and timeously repair any leaks so as not to prejudice a potential refund.

Financial Assistance

Siza Water will credit your account in respect of the cost of lost water where such amount is recovered for a legitimate rebate. Any further shortfall in the recovery of the cost will remain your responsibility.

Please Note:

1. Any request for water loss rebates must be submitted on the relevant Application Form available from SIZA WATER offices within 60 days of the date of repair failing which the rebate will not be considered.
2. Rebates will only relate to the cost of lost water due to leaks that occur underground and which are not readily visible.
3. All reasonable steps must be taken to reduce and/or eliminate the loss of water as soon as becoming aware of the leak.
4. Losses to be carried out by registered plumbers.
5. Siza Water shall not be responsible for more than 2 occurrences per consumer per year nor for an amount exceeding R16 425.00 for losses that occurred after the 01 July 2023 per rebate.
6. All Rebates will be subject to the Water Loss Service Charge having been paid.
7. Plumber's costs and any other costs associated with remedial work will not be covered under this water loss rebate.

Revision of Water Loss Service Charge

The service charge will be adjusted automatically in line with the cost as determined by the Company's Insurers.

The benefits disclosed herein do not form part of, nor are they intended to replace any form of insurance, which may be available to you as the consumer. The rebate provided is to assist the consumer for water lost and will not cover the entire charges over the leak period.

WATER LOSS REBATE APPLICATION

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DATE	12 May 2025

Rebate No.: (Office use only) _____ - Account No: _____ Meter No: _____

NB: REBATE APPLICATION TO BE SUBMITTED WITHIN 60 DAYS OF REPAIRS BEING CARRIED OUT.

1. The Plumber's invoice must accompany the rebate application, or if not available, must be submitted within 7 days after the rebate application has been submitted. Where repairs are not carried out by a registered plumber, an inspection may be conducted and an inspection fee of the cost +10% will be deducted from the rebate.

2. The actual date that the leak was repaired must be noted and the rebate application form must be signed.

Return completed rebate application & plumber's invoice to Siza Water (RF) (Pty) Ltd or Email:

info@sizawater.com

NB: PLEASE ENSURE YOU KEEP PROOF OF TRANSMISSION/DELIVERY

CONTACT DETAILS FOR QUERIES:

Siza Water (RF) (PTY) Ltd, Suite 1-4, Reypark House, Rey's Place, Avondale, Ballito Telephone

Number: 032 946 7200, Email: info@sizawater.com

Meter reading immediately after repair: Reading: _____ Date: _____

Account Holders Name: _____ ID No.: _____

Postal Address: _____

Telephone Number :(Home): _____ (Work): _____ (Cell): _____

Email Address: _____

Address where leak occurred: _____

Description of Dwelling: (Please mark with X) _____

1. Private Dwelling _____ 2. Block of Flats _____ 3. Duplex/Simplex _____

If 2 or 3 above are applicable, does each unit have its own individual water meter? Yes _____ No _____

Date water leak was repaired: _____

Name of Plumber _____ Tel No.: _____

Plumber's Number _____ Contractor's Number _____

State briefly the circumstances around the leak _____

If leak was caused by another party, provide details of person (s) responsible. Name _____

Address _____

Telephone Number (H) _____ (W) _____

Have you had any previous water loss rebates processed : Yes/No. _____ If yes, state date _____

Do you have a bond on the property? Yes/No. _____ If yes, State Name of Bond Holder & A/C No.: _____

Do you have Building/Contents insurance? Yes/No. _____ If yes, Name of Insurance Company & Policy No.: _____

I/ we hereby declare that the foregoing particulars are correct in every respect

Signed: _____ Date: _____

NB: BEFORE SUBMITTING YOUR REBATE APPLICATION, PLEASE ENSURE THAT THE METER HAS STOPPED MOVING WHEN NO WATER IS BEING USED.

REBATES WILL NOT BE PROCESSED WHERE THERE IS STILL A LEAK IN PROGRESS.