



WATER LOSS SCHEME FLYER

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**YOU ARE ONLY COVERED IF THERE IS AN ITEM ON YOUR WATER ACCOUNT WHICH READS:
WATER LOSS**

SEMBCORP SIZA WATER (PTY) Ltd

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FOR INDIVIDUALLY METERED DOMESTIC DWELLING UNITS & FLATS

Cover

In consideration of the Consumer having paid the monthly charge in respect of an individually metered domestic dwelling unit or flat as reflected on their respective water account from SEMBCORP SIZA WATER (PTY) LTD (hereinafter referred to as Sembcorp), they can, after the leak has been fixed, apply for a rebate on water lost following:

1. Unintended leakage of water from the underground portion of the service pipes after the service provider's meter, including loss following corrosion of said service pipes.
2. Rupturing of underground or above ground piping by the action of third parties providing the Consumer.
 - I. shall not have contractually signed away his rights of recovery against such third parties and
 - II. shall not settle with any such third party without Sembcorp's consent
 - III. shall grant Sembcorp subrogation rights against such third party

Special Exceptions

Sembcorp shall not be liable in respect of any loss directly or indirectly caused by or resulting from:

- (i) subsidence or landslip
- (ii) refilling of swimming or other pools or ponds whether following leakage or otherwise
- (iii) the deliberate act of the Consumer, or any person acting on his behalf if such act results in loss of water
- (iv) water installations that do not conform to the applicable Water Bylaws of the respective local authority
- (v) water installations that are not registered with Sembcorp as required by the applicable Water Bylaws

Basis of Indemnity

The indemnity shall be limited to the actual cost of the lost water during two leak periods levied by the supply authority to the Consumer.

1. **A metering period** is the time interval between two successive billed meter readings but shall exclude previous leak periods.
2. **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, but each of these two periods will not in any event exceed 60 days.
3. **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.
4. **In the event that there are less than three metering periods**, but at least one metering period prior to the leak period, the preceding daily water usage will be calculated from those that are available.
5. 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.

6. **The loss of water for each of the two leak periods** will be calculated separately. The loss of water will be the difference between the daily water usage during a leak period and the preceding daily water usage multiplied by the number of days in that leak period.
7. Compensation for each of the two leak periods will be calculated separately and added together to arrive at the total compensation due.
8. In the case of new dwellings where no previous consumption history exists, a Representative or Agent of Sembcorp shall after due consideration of all relevant information, determine the lost water consumption.
9. The preceding daily water usage does not, nor is it intended to, necessarily represent the normal or average water consumption through the water connection.

Loss Settlement

Sembcorp will pay all monies due to the Consumer in terms of this agreement in respect of the cost of lost water by means of crediting the Consumer's account.

Special Conditions

1. All losses must be submitted on the relevant Notification Form available from SEMBCORP offices within 60 days of the date of repair failing which the claim will not be considered.
2. Compensation under this agreement will only relate to the cost of lost water due to leaks that occur below ground and which are not readily visible.
3. The consumer shall take all reasonable steps to reduce and/or eliminate the loss as soon as he becomes aware of the leak. Any claim with three readings above normal average prior to the claims readings will be rejected.
4. Repairs carried out by people other than registered plumbers will be inspected by a plumber appointed by Sembcorp for which a fee of "Cost + 10%" will be charged and deducted from the sum due under this agreement. The receipted account from the registered plumber clearly reflecting the date the work was undertaken should be submitted together with the Claim Form.
5. Sembcorp shall not be liable for more than 2 claims per Consumer in any 12 month period nor for an amount in excess of the cost of 2000kl of water at the tariff applicable at the time of the loss during such period.
6. Subject to all other terms and conditions, compensation under this agreement will be subject to the levy having been paid for the metered period affected or pro-rata for a lesser period.

Sembcorp reserves the right to withdraw/suspend cover under this agreement on a particular water installation which from the records available to them appears sub-standard.

Revision of Levy

The agreement levy will be adjusted automatically by the net percentage increase in the domestic water tariff applicable to consumption.

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