

DEAR VALUED CUSTOMERS,

DROUGHT RELIEF TARIFFS AND PENALTIES

EFFECTIVE: 01ST MAY 2016

Sembcorp Silulumanzi hereby gives notice to all our Valued Customers of the implementation of water restrictions through the introduction of drought relief tariffs and penalties, effective 01st May 2016, until further notice. This is due to significantly below normal rainfall and extremely high temperatures, which led to official restrictions being issued by Mbombela Local Municipality to reduce its raw water abstraction from the Crocodile River, its tributaries and dams by 20% by the Inkomati-Usuthu Catchment Management Agency in terms of Schedule 3 of the National Water Act No. 36 of 1998. The tariffs will be affect as follows:

Tariff Structure (Domestic)			
Current Water Tariffs		Drought Tariffs	
up to 12kl	<i>No Charge</i>	up to 12kl	<i>No Charge</i>
12kl up to 20kl	11.90 per kl	12kl up to 20kl	0% 11.90 per kl
20kl up to 40kl	12.99 per kl	20kl up to 30kl	10% 14.29 per kl
40kl up to 150 kl	14.62 per kl	30kl up to 40kl	30% 16.89 per kl
Over 150kl	16.28 per kl	40kl up to 150 kl	30% 19.01 per kl
		Over 150kl	30% 21.16 per kl

Tariff Structure (Business)			
Current Water Tariffs		Drought Tariffs	
up to 50kl	14.10 per kl	up to 50kl	7.5% 15.16 per kl
50kl up to 100kl	16.89 per kl	50kl up to 100kl	10% 18.58 per kl
100kl up to 300kl	18.33 per kl	100kl up to 300kl	15% 21.08 per kl
300kl up to 500kl	17.74 per kl	300kl up to 500kl	10% 19.51 per kl
Over 500kl	16.72 per kl	Over 500kl	5% 17.56 per kl

PENALTIES

FINES (1st Offence)

(Domestic) Hosepipe/Irrigation	R 750.00
(Business) Hosepipe/Irrigation	R 1,500.00

FINES (2nd Offence)

(Domestic) Hosepipe/Irrigation	R 1,500.00
(Business) Hosepipe/Irrigation	R 3,000.00

FINES (3rd Offence)

(Domestic) Hosepipe/Irrigation	R 3,000.00
(Business) Hosepipe/Irrigation	R 6,000.00

All customers are urged to adhere to the following restrictions:

- No washing of hard surfaces or paved areas with drinking water allowed,
- Watering of gardens, flower beds, parks, lawns and other open spaces not allowed during the day. It can be done either before 09:00 or after 18:00,
- Washing of vehicles is only allowed with buckets or hosepipe wit automated self-closing devices or waterless products,
- No automatic top-up systems will be allowed for swimming pools,
- Possible changes in the water pressure might be experienced by residents due to low levels of raw water intake and, reservoir outlets might be closed at times to build pressure in the system.

For more information, please contact Sembcorp Silulumanzi Customer Services on (013) 752 6839 (24hrs).

Sembcorp Silulumanzi Management