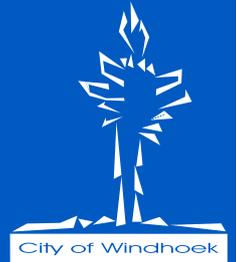


CITY OF WINDHOEK

Department of Infrastructure, Water & Technical Services Bulk Water & Waste Water Division APPLICATION FORM: Rebate for Water Leaks



ONLY FOR ACCOUNTS AFFECTED BY BLOCK TARIFFS

GENERAL INFORMATION:

1. Rebates for the water consumption tariff is only applicable where penalty tariffs were applied.
2. Rebate periods are limited as defined in the Water Management Plan of the COW.
3. Accounts are sent on or about the 25th of each month. If your account has not reached you by the 5th of the following month you should contact the Enquiry Clerk at tel. no: 290-2105/-2222.
4. The account must be settled on or before the 15th of each month to avoid penalties and/or water disconnection. (Account arrangements are possible at Dept. Management)
5. Rebate applications are credited to the account. The application process takes up to six months.
6. Submit rebate application at Customer Care Centre of COW, Metering Enquiry Counter. 290-2694 or by email to the following address: callcentre@windhoekcc.org.na

Name of Applicant: _____ Date of application: _____
Name of account holder: _____ (NEW) Account no: _____
Township: _____ Erf no: _____

Dates of water leak period; Starting date: _____ End date: _____
Rebate type: Private water leak; Yes / No or Other leak: _____
Brief description of water leak event:(where and what leaked, has leak been repaired)

Supporting documents required:

		Attached	
		Yes	No
1)	The relevant COW invoice as reference.	<input type="checkbox"/>	<input type="checkbox"/>
2)	Plumber's account or material account	<input type="checkbox"/>	<input type="checkbox"/>
3)	Police declaration: If no plumber's invoice is available	<input type="checkbox"/>	<input type="checkbox"/>



Weekly consumption evaluation: Take the water meter reading accurate to (3 decimals) one litre.

Target domestic consumption is **90 litres/ person/ day**. The upper consumption limit would be **120 l/p/d**.

Repair day	Reading:	(Current reading- previous reading)	(Consumption/ days past)
Day 1	Reading: _____	Consumption: _____	Con/day: _____
Day 2	Reading: _____	Consumption: _____	Con/day: _____
Day 3	Reading: _____	Consumption: _____	Con/day: _____
Day 4	Reading: _____	Consumption: _____	Con/day: _____
Week 1	Reading: _____	Consumption: _____	Con/day: _____
Week 2	Reading: _____	Consumption: _____	Con/day: _____
Week 3	Reading: _____	Consumption: _____	Con/day: _____
Week 4	Reading: _____	Consumption: _____	Con/day: _____
Week 5	Reading: _____	Consumption: _____	Con/day: _____
Week 6	Reading: _____	Consumption: _____	Con/day: _____
Week 7	Reading: _____	Consumption: _____	Con/day: _____
Week 8	Reading: _____	Consumption: _____	Con/day: _____
Week 9	Reading: _____	Consumption: _____	Con/day: _____
Week 10	Reading: _____	Consumption: _____	Con/day: _____

Know your average daily water consumption in order to evaluate that no water leaks continue.

Signature: _____ Date: _____ Doc. Update: Feb.2021

Water Leaks Rebate Process

Only for accounts affected by block tariffs

1. **Rebates for leaking water installations are only applicable to accounts which are based on block tariffs**, if accompanied by the conditions specified in "point 3." below.

Rebate principal: The considered of a leak to an unintentional event resulting in a water loss, if repaired within a reasonable period of time. Rebate supports the difference between the penalty tariff and the middle block tariff. Rebate is however limited to two months or less as defined in the Water Management Plan of the City of Windhoek.

According to the MCA 1998-06-01, the rebate for leaks is based on the following clause 4:

"That it be accepted as policy that if water leakages on premises do occur, block tariffs not be applied for the water lost through the water leak on premises and that the flat rate of the middle tariff be charged under the special agreement as per regulation."

2. **Conditions:**

- Only customers that are charged according to block tariff codes, examples: (WC10 and WC13), are considered for rebate in the case of a leak.
- Relevant domestic account holders are advised not to submit requests for rebate, if their monthly consumption has not exceeded 30 kl.
- Customers are urged to monitor the water consumption for at least one month, to ensure that all leaks are repaired, before submitting the leak rebate request. (Submit weekly readings & consumption evaluation as part of the rebate application)

3. **Support documents to be submitted by Customer:**

- Letter requesting for rebate in the event of a leak & relevant copy of the account.
- In the case where the leak has been repaired by the owner: Copy of declaration submitted at a police station, stating the event of the water leak, together with relevant invoice or proves, where possible.

OR

- In the case where a plumber's invoice is available, no police declaration is required.
- Submit weekly readings & consumption evaluation for two months after the repair.

4. **BWWW** to monitor the water consumption for three consecutive months after the leak has been repaired. Only thereafter will the rebate request be evaluated and recommendation made to the Finance Department, to apply a rebate to the account. Therefore, the process generally takes four to six months for processing.

5. **NOTE:** Consumers are urged to implement an off-payment arrangement with Debt Management if the account is in arrears due to water losses.

