

TERMINATION OF WATER SUPPLY

If the account is not settled on or before the due date, water supply will be disconnected without further notice as per standard reminder notice contained on the monthly tax invoice/statement of account. Such standard reminder message, ***“If account is not paid before or on due date, Services will be discontinued without any further notice”***, will be pre-printed on all accounts. This message is deemed suffice for disconnection of water without any further notice should the account be in arrears. Termination of water will be done from Mondays to Thursdays during working hours on any working day at any time.

Cut off list/s is comprehensively prepared by the Finance & HR Department immediately after the due date lapsed irrespective of the outstanding balance involved. Cut off list/s should be fully implemented on a day when it is handed out to the Planning & Technical Services Department. Such Cut off list/s should be handed over to the Artisan or any authorized person in the Planning & Technical Department immediately after it is approved by Credit Control officer or any authorized person in the Finance & HR Department.

No reconnection of water supply will be effected unless the client pays the full outstanding balance plus the reconnection fee or as per agreement reached between Council and Client in accordance with the Credit Control and Debt Collection Policy. Water supply will be deemed as discontinued once the client’s account appears in the cut off list even though the client may happen to fully settle his/her account before actual discontinuation thereof takes place. Such client should pay the normal reconnection fee otherwise Council will proceed with the discontinuation thereof.

Reconnection of water supply will be done within twenty-four (24) hours after the payment has been confirmed by Council and it will be done during normal working hours and may preferably be done only after fourteen (14) hours in the afternoon.

All procedures applicable for residential consumers will be applicable to non-residential consumers with an exception that attempts, be it in a verbal or written form, will be made to warn non-residential consumers about the possible termination of water supply should no settlement of arrears has been made within a given period of time as may be determined by the Senior Manager: Finance & HR Administration or anyone delegated by him/her.