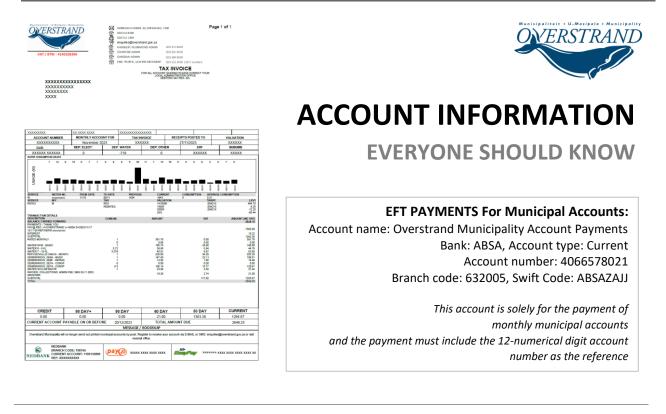
## **Overstrand - Account Information**

## You have Questions, We have Answers\_Q&A



	Q	A	
	METERED SERVICES		
1.	How do I shut off the mains water supply?	The main tap (stopcock) to your property is the main isolating valve. This is what you turn off to stop the water supply when you need to fix a leak. It can be in the form of a stopcock, or a ball valve located on the pipe on your property between the meter and the house. Since the pipe is usually laid underground, it can develop underground leaks. Always keep the area around the stopcock clear and clean to ensure you have immediate access to it in the event you have to shut off the water supply to the house.	
2.	Who is responsible for repairing leaks?	The owner or occupier is liable for repairs on the inside of property boundaries. When the meter is located inside the property boundary, the Municipality will repair the pipe up to the inlet side of the meter, and the meter itself. Please ensure that Overstrand Municipality staff has safe access to this pipe and the water meter.	
3.	I have fixed all the	Yes, Overstrand Municipality may, at its absolute discretion, provide a	

Overstrand Account Information Q&A\_v001\_20240701

leaks. Can I apply for	financial adjustment to the water rate tariff in accordance with the
any discount	Overstrand Municipal Customer Care, Credit Control and Debt Collection
	Policy. A discount will be applicable on the excess sewer consumption
	charge as calculated. The water leakage discounted tariff will not be
	considered in the instance of irrigation systems. An application will only be
	regarded as a valid application if complete information and documentation
	as prescribed here is received.