



- **Illegal water connections**
- **Indigent management**
- **Customer care services**
- **Water losses**

LEAVE NO ONE BEHIND



New improved smart water metering solutions

SDM is transitioning to the new smart water metering system to improve the quality of basic services to its clients across the district.

Under the current conventional system of water metering:

- the municipality is unable to detect any water leaks.
- The water infrastructure is old with high maintenance costs.
- There is lack of monitoring tools on our bulk lines and household consumption.
- No dedicated customer support line.
- Estimated readings on household consumption due to some incorrect water meter installations.
- Client involvement limited around the functionality of the water meters

Introduction of the new smart water metering solutions



Under the new smart water metering solutions:

- Water consumption and supply is monitored electronically by
- municipality and client.
- client will be trained by the municipality on how to utilize the smart system.
- Pre-paid water metering solutions for households with vending facilities.
- Automated tools of measuring possible water leaks and consumption.
- There is a dedicated customer support function available on different platforms (**Email, Telephone, WhatsApp**).
- Accurate readings on water consumption.
- Improved turnaround times in resolving technical issues reported by clients.

ILLEGAL WATER CONNECTIONS



- The municipality has a high number of illegal water connections.
- The municipality has introduced controls internally and around the water infrastructure to discourage any illegal water connections. Fetakgomo Tubatse, Groblersdal and Marble Hall have a high number of illegal connections recorded.

- We request members of the communities to refrain from tempering with the water pipeline systems and connecting illegally to their households.
- The municipality is currently implementing an acceleration plan to complete the delayed bulk water projects in areas of FetakgomoTubatse, Makhuduthamaga, Elias Motsoaledi and Ephraim Mogale.
- A borehole program as an intervention being implemented across the district. 1st phase is currently at 65%, supplying equipment and reticulation of water infrastructure for the 81 traditional leaders and their villages.

ILLEGAL WATER CONNECTIONS



ILLEGAL WATER CONNECTIONS



WATER LOSSES

The municipality has suffered financially due to the high number of the illegal connections.



Indigent Management System

WATER LOSSES

The indigent management system of the municipality is currently undergoing through processes of data cleansing and maintenance to assist the municipal council in financially helping those affected families that are not able to afford the basic services offered by the municipality.

The municipality is inviting new applications by members of the community, applications are obtainable at no cost from the following facilities:

- Municipal website
- Our main offices in Groblersdal, Bareki Mall

WATER LOSSES



The following financial losses were reported over the past few years:

- 2023/24 audited water loss R 38 120 360
- 2022/23 audited water loss R 59 310 437
- 2021/22 audited water loss R 54 908 483
- The financial loss suffered in the recent 2023/24 financial year is evident that the control measures put in place by the administration are effectively reducing the reported losses.infrastructure network.

WATER LOSSES



- We're humbly pleading with members of our respectful communities to assist the municipality in eliminating these financial losses by refraining from illegally connecting to the municipal water

Customer care & support services



This unit will focus only on queries relating to account statements, arrear accounts, payment of services, water leakages, pre-paid water coupons, new smart water metering system.

CONTACTS

WhatsApp Line: 076 395 2054

Direct line for enquiry: 013 262 7641

email: accountsqueries@sekhukhune.gov.za

The unit will also post promotional material and invite feedback on customer services through the following platforms: Facebook

Customer care & support services

Customer care unit is established within the budget and treasury office to effectively and efficiently resolve all customer related queries 24 hours.

- Cashier offices at Ephraim Mogale Local Municipality
- Cashier offices at FetakgomoTubatse Local Municipality
- Cashier offices at Makhuduthamaga Local Municipality

All municipal offices are open weekdays between 07:30 and 16:30 Monday till Thursdays, 07:30 till 13:30 on Fridays.

The municipal website is available 24 hours a day, Monday till Sunday.

