



## water & sanitation

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

### INTERNET ARTICLE

#### **Water users are encouraged to pay their debt**

**07 April 2016**

The Department of Water and Sanitation as the custodian of water resources, is embarking on a consultative process with all water users that are not registered on the departmental WARMS database. This is one measure by the department to ensure that all bulk water users are registered and billed as per the volumes registered on their licences. All bulk water users must pay their debt to enable the department to build and manage its dams.

The sector requires a significant investment to ensure water sustainability. DWS is mandated by the legislation to ensure that the country's water resources are protected, managed, used, developed, conserved and controlled by regulating the delivery of effective water supply and sanitation.

Norman Mudau, Director Management Account, says while there are water users who received their licences prior to 2010 and are still in a process of registering on the DWS WARMS database, they need to pay their water bill as per their meter readings. "The intention is to make sure that all those who use bulk water pay. The department is willing to enter into a payment arrangement with the end users whose debts are high since the debt could be dating back to 2010", says Mudau.

The department will issue invoices three times a year. Domestic and industrial users will receive an invoice monthly while irrigators and forestry industries receive invoices bi-annually or annually.

The call of government is to make sure that every user has a say in terms of water resources management and assists the department as part of a team, whilst being compliant with the National Water Act (NWA 36 of 1998).

As a way forward, water users will be required to acknowledge their debts.

**Issued by the Department of Water & Sanitation**



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