

FREQUENTLY ASKED QUESTIONS FAQ





1. How is the prepaid water meter powered?
The prepaid Water Management Device (WMD) has internal batteries which can be replaced in the field
2. How is the keypad or User Interface Unit (UIU) powered?
The User Interface Unit has internal batteries which will last up to 7 years if the unit is used as intended and not abused
3. I am getting an Error when loading my token
Err004 – Token has already been loaded
Err017 – Meter number incorrect, token number entered incorrectly
4. Why is my keypad (UIU) not connecting to my meter?
The UIU uses radio frequency to communicate with the WMD at a maximum distance of 150m, provided there are no obstacles between the UIU and WMD, this will shorten the communication distance. Ensure you are close to your meter if communication delays are experienced.
5. Can anyone else check my credit or load tokens with their keypad?
No, each UIU is programmed specifically to a certain WMD. Unless being reprogrammed, the keypad cannot be used on another WMD.
6. Why is my credit lower when I check in the morning?
Credit may run out over night or during the day when the property is unoccupied because there may be a leak inside the property after the meter installation.
7. How do I know if I have a leak?
Consumers can check for a leak status by waking the UIU and waiting for the unit to pair. If the water droplet on the screen flashes, it means the unit has detected a leak.



8. How do I close my meter box if I want to repair a leak on my property?
Each meter box has a consumer ball valve on the property side of the meter box. If the valve faces vertically, it is open and is closed if facing horizontally.
9. Why is no water coming through my meter?
*The credit on the WMD may be depleted, the WMD may be in tamper mode – this will be shown on the UIU by displaying **OL** and/or no water droplet visible on the screen. Check also to see if the ball valve on the meter box is closed
Check also if your neighbour has water as there may be water interruptions for the area.*
10. Why is my credit on the WMD in negative?
If the WMD is left without loading credit, it may go into a negative credit. When the consumer loads credit afterwards, the negative will be cleared first before showing positive.
11. How do I know what the prepaid water tariffs are?
Water tariffs will be published on the municipality website and will be valid for one year from 01 July to 30 June before being revised annually.
12. Why do I get less water the more I purchase?
This is referred to as a step-tariff and will be indicated on the municipal water tariffs. For example: 0-6KL will be a set rate, 6-15kl will be a higher rate, etc. This promotes conservative water consumption.
13. What is the average household water consumption?
The average household of 4 people uses between 15kl and 20kl (15 000L to 20 000L) per month. Therefore, consumers can calculate their estimated budget based on the municipal water tariffs and determine whether to decrease their water usage.
14. What if I cannot afford to buy water because I am unemployed?
Unemployed consumers are encouraged to apply for "Indigent Status" at the municipality if not yet having done so. If you qualify for indigent status, 6000L will be allocated to you once a month with your first minimum purchase for the month. For



example: on the 1st of the month, you can buy R 5,00 of water and receive your indigent subsidy with your R 5,00 water.

15. I am Indigent and my water has run out before the end of the month.

Consumers are encouraged to carefully inspect their properties for leaks before the prepaid water meters are installed. Also, consumers are encouraged to monitor their current water consumption and to use water conservatively to ensure the free water lasts.

16. I am not a plumber; how do I know I have a leak on my property?

Consumers can check the following for leaks:

Dripping taps inside or outside

Green patches of grass outside on the lawn (may be an underground pipe leak)

Outside/Inside toilet cistern leaking (if unsure, add some food colouring to the cistern water and leave it for a while)

Geyser pressure relief valve or overflow dripping constantly

17. Who do I contact if I have leak?

If included in the project scope, a local partner company will be used to assist with identifying and repairing leaks. However, our onsite technicians can download a usage profile from the WMD which can indicate the size of the leak and when it occurred. Thereafter recommendations can be made to source a local plumber if not included in the scope.

18. Who can I contact if my water meter is faulty?

A dedicated call centre is usually established at the municipality to handle any consumer queries which will be passed on to the contractor. This is project specific and will be included in formal community communiques.

19. What happens if my water meter or keypad is damaged?

If a WMD or UIU is damaged or becomes faulty because of a manufacturing fault, it will be replaced at no charge to the consumer. However, if a WMD or UIU is damaged due to vandalism or negligence, a fee will be applicable to the consumer to replace the unit. This fee will be included in the municipal by-laws



Recommended best practices for prepaid water meters:

- *Monitor your daily consumption and see where you can save water*
- *Do not purchase too much water unnecessarily or you will be subjected to the monthly step-tariff.*
- *Keep your keypad (UIU) stored in a safe place where it cannot be damaged or abused*
- *Only use your keypad (UIU) as intended (check and load credit)*
- *If you suspect you have a leak on your property, close the consumer ball valve when water is not being used until the leak can be repaired.*
- *Do not sit or stand on the meter box*
- *Purchase an additional token to keep aside in case water runs out and use this token every three months and purchase another*
- *Do not tamper with the meter box or the components inside as this will set the WMD to tamper mode and water will be shut off.*
- *Do not bypass your prepaid water meter as consumption and purchases will be monitored monthly. Bypassing a meter could also see the consumer liable for a fine or in some cases a criminal charge depending on the municipal by-laws*

These devices are not intended to inconvenience consumers but rather to promote sustainable water usage habits. InzaloUMS and the municipality are always willing to assist where possible and request that consumers cooperate as far possible in order to make the project a success.

Should you require any further assistance, please contact your local call centre number or via email or dedicated Whatsapp group.