

## BRR Annexure M – Acknowledgement Estate Water Management Letter

SG number: \_\_\_\_\_

### Estate Water Management and Billing Information:

Here is a breakdown explaining the roles and responsibilities of all the involved parties in providing you with water:

#### Drakenstein Municipality

Drakenstein Municipality supplies potable water to the Estate and bills the HOA for the total amount of water delivered. Pearl Valley (served by Voltano) and Val de Vie (served by Val de Vie Utilities) are on different systems for water metering and billing. No matter where you live, all residents within the Drakenstein Municipal area are charged according to the same water tariffs. Drakenstein water tariffs work on a sliding scale that goes up significantly when large amounts of water are used. The more water you use, the higher rate you pay.

For a copy of Drakenstein's current tariff scale, please email the HOA at [info@pvhoa.co.za](mailto:info@pvhoa.co.za) to send you the document. Please remember that the scale is adjusted depending on the number of days in each month's billing cycle, as highlighted in the following *example*:

Water February 2023 Usage
Water meter number: C-BRM9999
Reading date previous month
2023/01/27
Reading date current month
2023/02/24
<b>Billing period: 28 days</b>
Reading previous month (kl): 1811.38
Reading current month (kl): 1910.06
Water usage current month (kl): 98.7

#### PV HOA

The HOA manages the entire water function on the Estate, effectively acting as an agent for Drakenstein Municipality. This entails taking on significant risk as the HOA is required to settle the monthly Drakenstein Municipality bulk water account whilst also trying to recoup individual water accounts from residents. It is for this reason that the HOA has adopted a policy of requiring payment of water accounts on presentation of invoices.

The HOA is specifically responsible for:

- paying the bulk water account to Drakenstein Municipality,
- supplying and metering the Estate's total water consumption via the respective 'children' meters,
- metering and calculating individual homeowners' monthly water usage,
- calculating and producing individual water bills for homeowners, and finally
- collecting payments on accounts sent.

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# PEARL VALLEY

— HOME OWNERS ASSOCIATION —

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## **Voltano**

Voltano's sole purpose is to assist homeowners with technical support. Several years ago, smart water meters were installed across the Estate. These meters enable homeowners to easily monitor and manage their water accounts. The smart meters provide homeowners with notifications in respect of slow leaks or burst alarms, as well as the ability for homeowners to log into Voltano's website to track real-time/daily/monthly consumption. Voltano's ClientApp is a quick and simple application that allows homeowners to check their consumption, report water leaks, and view account balances.

## **Residents**

Residents are responsible for managing their water consumption and paying their water accounts. In the event of a new build in Pearl Valley, the building contractor is responsible for the water account during the construction period before occupation is granted. Once the HOA grants occupation, it becomes the owner's responsibility.

Subsequently, in The Acres, the owner is billed from the beginning when the site has been handed over to the building contractor. A new water meter is installed on the property when construction starts.

If homeowners need any further information regarding their water statement and/or account, please do not hesitate to get in touch with Ina Nieuwoudt ([ina.nieuwoudt@pvhoa.co.za](mailto:ina.nieuwoudt@pvhoa.co.za)) of the Pearl Valley HOA finance office.

## **How much water does an average domestic irrigation system use:**

Many people are not aware of the amount of water that an average domestic irrigation system uses:

Typically, a standard irrigation system delivers a water flow rate of about 45 litres per minute, or 2 700 litres per hour. Using an example of a garden that has 10 stations, running at 10 minutes per station per day, it follows that:

- Total water consumption of only the irrigation system would amount to  $45 \times 10 \times 10 = 4\,500$  litres per day.
- Running this cycle every day for a 30-day month would equate to 135 000 litres of water consumed, only on the garden.
- According to the prevailing Drakenstein Water Tariffs, this alone would result in a bill of R9 730.
- Running this same cycle twice a day would however result in a bill of R23 334 (excluding all other household consumption).
- If for any reason (e.g. loadshedding throwing the system out of its normal timing cycles) an irrigation system runs for longer than intended, it could disperse over 10 000 litres in less than 4 hours.

Residents who are not yet doing so to use the Voltano ClientApp to monitor their water consumption directly. The ClientApp is a very useful tool which enables users to track water consumption on a daily and monthly basis. For hourly readings, residents are advised to contact Voltano directly. In order to register for the ClientApp, please send an email request with your erf number to [info@voltano.com](mailto:info@voltano.com).

## **Preventive measures to avoid unexpected increases in water bills:**

- Watering the garden more than usual and frequently topping up swimming pools can quickly lead to big increases in water bills.
- Automated irrigation systems are capable of dispersing huge amounts of water in short periods of time. Some systems are programmed to automatically increase the watering periods when temperatures rise above a set level.

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# PEARL VALLEY

— HOME OWNERS ASSOCIATION —

- Load shedding can also cause automated irrigation systems to malfunction, resulting in excessive water usage. It's therefore strongly recommended that residents check all irrigation system settings on a regular basis.
- Always check and be aware of what your service providers (gardeners, garden service companies, and landscaping contractors) are doing in terms of water usage on your property.
- If you are going to be away from home for even a few days, make arrangements with a neighbour or a friend to check your property for any water-related issues while you are away (e.g. taps or sprinklers running when not supposed to be).
- Monitor your water consumption regularly (use the Voltano app or physically check your water meter and make a note of the readings).

We, the undersigned, acknowledge that we have read the Estate Water Management Letter and understand the following:

- a. The role and the responsibility of the HOA
- b. The role and responsibility of Voltano and the advantage of using their ClientApp
- c. The role and responsibility of Drakenstein Municipality
- d. The role and responsibility of a homeowner
- e. The role and responsibility of a building contractor
- f. The Drakenstein Water Tariffs and the associated sliding scale
- g. The various factors that play a role in high water bills (e.g., costs of filling swimming pools, installing new gardens, and irrigation systems).

Signed at \_\_\_\_\_ on \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
*Name of builder (representative)*

\_\_\_\_\_  
*Signature*

Signed at \_\_\_\_\_ on \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
*Name of owner (representative)*

\_\_\_\_\_  
*Signature*