

PERSVERKLARING / PRESS RELEASE

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SEPTIC AND CONSERVANCY TANK MAINTENANCE

Residents who have conservancy or septic tanks and cannot connect to a sewerage network, must remember that, where possible, at least two days' lead time is required for effective sewerage tanker service.

For the Gansbaai and Kleinmond Administrations, it is recommended that clients make a set arrangement in terms of a scheduled service of the conservancy/septic tank. This will assist the responsible staff with planning their daily activities and allocating a specific tanker to a certain area.

As you can imagine, these services are placed under tremendous strain especially during the holidays when more people are visiting.

Although we would love to respond to *"Come quickly - our drain is overflowing!"*, it is not possible to deliver a service on demand, and delays may be experienced. However, sewerage tanker teams start early in the morning and will do their utmost to complete work scheduled for a particular day. Under normal circumstances, no tankers will be sent out before 06:00 or after 22:00.

After-hour levy

Do note that any tanker services requested after 15:00 will be subject to an after-hour levy.

Should you request that your sewage tank be pumped but it is found that the suction point is broken and/or inaccessible, you will have to pay for the callout fee.

Tips for home-owners using a septic tank:

- Try to order the service at least two days in advance – this appeal is specially for the Hangklip-Kleinmond Administration
- When requesting a tanker service in a residential area, please quote your erf number. Quote your account number if you are staying on a farm
- Monitor the level of your conservancy tank closely. Users must check sewerage levels in the tanks to avoid unnecessary tanker service request. (A simple device such as a ball valve on a stick placed inside the tank or an ultrasonic level indicator will help you to order the service timeously.)
- Keep in mind that if a sewage tank cannot be pumped for whatever reason after a service has been requested, a call-out fee will be charged to recover costs.
- Ensure that sewerage tanker teams can gain access to the sewage suction point at all times: Remember, suction points ought to be placed on the erf boundary closest to the street.

- Conservancy tanks must be water tight to prevent ingress of groundwater into the tank, as this also puts additional pressure on our tanker system and the waste water treatment plant where the sewerage is off-loaded.

Tariffs

The service of emptying conservancy and septic tanks is offered at a prescribed tariff and consumers should remember that they can apply to have their tariff changed at the beginning of a financial year before 30 September, or with a change in the property's occupancy status.

These are the options:

Residential Option 1:

Pay a basic fee of R98.50 plus the infrastructure levy of only R14.98 per month with the understanding that every time a tanker service is requested, this service will be charged at R672.46 per 6kℓ (5kℓ in Kleinmond) or part thereof (office hours, i.e. weekdays before 15:00) or R1 344.91 per 6kℓ (5kℓ in Kleinmond) or part thereof (after hours) per removal.

Residential Option 2:

Pay a basic fee of R146.19 plus R16.46 per kℓ of water used per month, based on a maximum of 35 kℓ per month (70% of 50 kℓ), plus the infrastructure levy of R14.98 per month, which will entitle you to tanker call-outs during office hours at no additional charge. As per option 1 above, all after hours service requests, will be charged at R1 344.91 per 6kℓ (5kℓ in Kleinmond) or part thereof.

Any queries with regard to the above tariffs, can be directed to Overstrand's Rates and Data Control Office at tel no 028 313 8000 or via email to enquiries@overstrand.gov.za.

To request a tanker service, phone

Overstrand Switchboard	028 313 8000 (the 24-hour after-hour number is: 028 3138111)
Kleinmond	028 271 8400/8404/8435
Hermanus	028 313 8111/8096/8090
Stanford	028 341 8500/8516
Gansbaai	028 384 8300/8328/8367



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