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## **GOVERNMENT NOTICE GOEWERMENTSKENNISGEWING**

### **DEPARTMENT OF WATER AFFAIRS AND FORESTRY DEPARTEMENT VAN WATERWESE EN BOSBOU**

**No. R. 509****8 June 2001**

### **WATER SERVICES ACT, 1997**

#### **REGULATIONS RELATING TO COMPULSORY NATIONAL STANDARDS AND MEASURES TO CONSERVE WATER**

The Minister of Water Affairs and Forestry has under sections 9(1) and 73(1)(j) of the Water Services Act, 1997 (Act No. 108 of 1997), made the Regulations in the Schedule.

**SCHEDULE****Definitions**

1. In these Regulations any word or expression to which a meaning has been assigned in the Act shall bear that meaning and, unless the context otherwise indicates –

“effluent” means human excreta, domestic sludge, domestic waste-water, grey water or waste water resulting from the commercial or industrial use of water;

“grey water” means waste water resulting from the use of water for domestic purposes, but does not include human excreta;

“supply zone” means an area, determined by a water services institution, within which all the consumer connections are provided with water supply services from the same bulk supply;

“the Act” means the Water Services Act, 1997 (Act No. 108 of 1997);

“the National Water Act” means the National Water Act, 1998 (Act No. 36 of 1998);

“user connection” means any connection through which a user can gain access to water services and includes any consumer installation and any bulk or communal connection.

“user sector” means the applicable category of users, being users categorised into at least either –

- (a) domestic;
  - (b) industrial; or
  - (c) commercial,
- sectors;

“water efficient device” means any product that reduces the excessive use of water.

**Basic sanitation**

2. The minimum standard for basic sanitation services is -

- (a) the provision of appropriate health and hygiene education; and
- (b) a toilet which is safe, reliable, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents the entry and exit of flies and other disease-carrying pests.

**Basic water supply**

3. The minimum standard for basic water supply services is -

- (a) the provision of appropriate education in respect of effective water use; and
- (b) a minimum quantity of potable water of 25 litres per person per day or 6 kilolitres per household per month -
  - (i) at a minimum flow rate of not less than 10 litres per minute;
  - (ii) within 200 metres of a household; and
  - (iii) with an effectiveness such that no consumer is without a supply for more than seven full days in any year.

**Interruption in provision of water services**

4. A water services institution must take steps to ensure that where the water services usually provided by or on behalf of that water services institution are interrupted for a period of more than 24 hours for reasons other than those contemplated in section 4 of the Act, a consumer has access to alternative water services comprising -

- (a) at least 10 litres of potable water per person per day; and
- (b) sanitation services sufficient to protect health.

## Quality of potable water

5. (1) Within two years of the promulgation of these Regulations, a water services authority must include a suitable programme for sampling the quality of potable water provided by it to consumers in its water services development plan.
- (2) The water quality sampling programme contemplated in subregulation (1) must specify the points at which potable water provided to consumers will be sampled, the frequency of sampling and for which substances and determinants the water will be tested.
- (3) A water services institution must compare the results obtained from the testing of the samples with SABS 241: Specifications for Drinking Water, or the South African Water Quality Guidelines published by the Department of Water Affairs and Forestry.
- (4) Should the comparison of the results as contemplated in subregulation (3) indicate that the water supplied poses a health risk, the water services institution must inform the Director-General of the Department of Water Affairs and Forestry and the head of the relevant Provincial Department of Health and it must take steps to inform its consumers -
  - (a) that the quality of the water that it supplies poses a health risk;
  - (b) of the reasons for the health risk;
  - (c) of any precautions to be taken by the consumers; and
  - (d) of the time frame, if any, within which it may be expected that water of a safe quality will be provided.

## Control of objectionable substances

6. (1) A water services institution must take measures to prevent any substance other than uncontaminated storm water to enter -
  - (a) any storm water drain; or
  - (b) any watercourse, except in accordance with the provisions of the National Water Act.

- (2) A water services institution must take measures to prevent storm water from entering its sewerage system.

### **Disposal of grey water**

7. A water services institution may impose limitations on the use of grey water if the use thereof may negatively affect health, the environment or available water resources.

### **Use of effluent**

- (1) A water services institution must ensure that the use of effluent for any purpose does not pose a health risk before approving that use.
- (2) Any tap or point of access through which effluent or non-potable water can be accessed, must be clearly marked with a durable notice indicating that the effluent or non-potable water is not suitable for potable purposes.
- (3) A notice contemplated in subregulation (2) must be in more than one official language and must include the PV5 symbolic sign for non-potable water as described in SABS 1186: Symbolic Safety Signs: Part 1: Standards, Signs and General Requirements.

### **Quantity and quality of industrial effluent discharged into a sewerage system**

9. A water services institution is only obliged to accept the quantity and quality of industrial effluent or any other substance into a sewerage system that the sewage treatment plant linked to that system is capable of purifying or treating to ensure that any discharge to a water resource complies with any standard prescribed under the National Water Act.

**Water services audit as a component in the Water Services Development Plan**

10. (1) A water services authority must include a water services audit in its annual report on the implementation of its water services development plan required in terms of section 18(1) of the Act.
- (2) A water services audit must contain details for the previous financial year and, if available, comparative figures for the preceding two financial years of –
- (a) the quantity of water services provided, including at least -
- (i) the quantity of water used by each user sector;
  - (ii) the quantity of water provided to the water services institution by another water services institution;
  - (iii) the quantity of effluent received at sewage treatment plants; and
  - (iv) the quantity of effluent not discharged to sewage treatment plants and approved for use by the water services institution;
- (b) the levels of services rendered, including at least -
- (i) the number of user connections in each user sector;
  - (ii) the number of households provided with water through communal water services works;
  - (iii) the number of consumers connected to a water reticulation system where pressures rise above 900 kPa at the consumer connection;
  - (iv) the number of households provided with sanitation services through consumer installations connected to the sewerage system;
  - (v) the number of households with access to basic sanitation services;
  - (vi) the number of new water supply connections made; and
  - (vii) the number of new sanitation connections made;
- (c) the numbers provided in compliance with paragraph (b) expressed as a

percentage of the total number of connections or households;

(d) cost recovery, including at least -

- (i) the tariff structures for each user sector;
- (ii) the income collected expressed as a percentage of total costs for water services provided; and
- (iii) unrecovered charges expressed as a percentage of total costs for water services provided;

(e) meter installation and meter testing, including at least -

- (i) the number of new meters installed at consumer installations; and
- (ii) the number of meters tested and the number of meters replaced expressed as a percentage of the total number of meters installed at consumer connections;

(f) the water quality sampling programme contemplated in regulation 5(1), the results of the comparison set out in regulation 5(3) and any occurrence reported in compliance with regulation 5(4); and

(g) water conservation and demand management, including at least -

- (i) the results of the water balance as set out in regulation 11;
- (ii) the total quantity of water unaccounted for;
- (iii) the demand management activities undertaken; and
- (iv) the progress made in the installation of water efficient devices.

**Water and effluent balance analysis and determination of water losses**

11. (1) Within two years of the promulgation of these Regulations, a water services institution must every month -

- (a) measure the quantity of water provided to each supply zone within its supply area;
- (b) determine the quantity of unaccounted for water by comparing the measured quantity of water provided to each supply zone with the total measured quantity of water provided to all user connections within that supply zone;
- (c) measure the quantity of effluent received at each sewage treatment plant; and
- (d) determine the quantity of water supplied but not discharged to sewage treatment plants by comparing the measured quantity of effluent received at all sewage treatment plants with the total measured quantity of water provided to all user connections.

(2) A water services institution must -

- (a) take steps to reduce the quantity of water unaccounted for; and
- (b) keep record of the quantities of water measured and of the calculations made.

**Repair of leaks**

12. A water services institution must repair any major, visible or reported leak in its water services system within 48 hours of becoming aware thereof.

**Measurement or control of water supplied**

13. (1) A water services institution must -
- (a) within two years after promulgation of these Regulations, fit a suitable water volume measuring device or volume controlling device to all user connections provided with water supply services that are existing at the time of commencement of these Regulations; and
  - (b) fit a suitable water volume measuring device or volume controlling device to every user connection made after the commencement of these Regulations.
- (2) If constructed or installed after promulgation of these Regulations, a suitable water volume measuring device or volume controlling device must be fitted to separately measure or control the water supply to every -
- (a) individual dwelling within a new sectional title development, group housing development or apartment building;
  - (b) individual building, having a maximum designed flow rate exceeding 60 litres per minute within any commercial or institutional complex; and
  - (c) irrigation system with a maximum designed flow rate exceeding 60 litres per minute that uses water supplied by a water services institution.
- (3) Where the water supplied is measured by way of a meter, that meter must comply with the Trade Metrology Act, 1973 (Act No. 77 of 1973), if of a size regulated under that Act.

**Consumer installations other than meters**

14. Every consumer installation must comply with SABS 0252: Water Supply and Drainage for Buildings and SABS 0254: The Installation of Fixed Electric Storage Water Heating Systems, or any similar substituting re-enactment or amendment thereof if the consumer installation is of a type regulated by either standard.

### Pressure in reticulation system

15. (1) A water services institution must design and maintain every water reticulation system installed after promulgation of these Regulations to operate below a maximum pressure of 900 kPa.  
  
(2) Where water pressure in a water reticulation system could rise above 900 kPa, a water services institution must install a pressure control device to prevent the pressure at any domestic consumer connection from rising above 900 kPa.

### Reporting of non-compliance

16. A water services institution must have a consumer service to which non-compliance with these regulations can be reported.

**No. R. 509****8 Junie 2001****WET OP WATERDIENSTE, 1997****REGULASIES MET BETREKKING TOT VERPLIGTE NASIONALE STANDAARDE EN MAATREëLS OM WATER TE BESPAAR**

Die Minister van Waterwese en Bosbou het ingevolge artikel 9(1) en 73(1)(j) van die Wet op Waterdienste, 1997 (Wet Nr. 108 van 1997) die Regulasies in die Bylae uitgevaardig.

**BYLAE****Woordomskrywing**

1. In hierdie Regulasies, tensy die samehang aandui dat 'n ander betekenis bedoel word, het enige term of uitdrukking wat gebruik word, die betekenis soos in die Wet omskryf, en voorts beteken -

“die Nasionale Waterwet” die Nasionale Waterwet, 1998 (Wet Nr. 36 van 1998);

“die Wet” die Wet op Waterdienste, 1997 (Wet Nr. 108 van 1997);

“gebruikersektor” gebruikers wat ten minste in die volgende kategorieë ingedeel is, waarvan toepassing -

- (a) huishoudelik;
- (b) nywerheid; en
- (c) kommersieel.

“gebruikerskonneksie” enige konneksie waardeur 'n gebruiker toegang tot waterdienste kan verkry en sluit enige verbruikersinstallasie en enige grootmaatvoorraad-of gemeenskapskonneksie in;

“grys water” afvalwater wat uit die gebruik van water vir huishoudelike doeleindes voortkom, uitsluitende menslike uitwerpsel;

“uitvloeisel” menslike uitwerpsel, huishoudelike slik, huishoudelike afvalwater, grys water of afvalwater wat uit uit die kommersiële of nywerheidsgebruik van water voortkom;

“voorsieningsone” 'n gebied, bepaal deur 'n waterdienste-instelling, waarbinne watervoorsieningsdienste vanaf dieselfde grootmaatvoorraad aan alle verbruikerskonneksies verskaf word;

“waterdoeltreffende toestel” enige produk wat die oormatige gebruik van water verminder.

**Basiese sanitasie**

2. Die minimum standaard van basiese sanitasiedienste is -

- (a) die verskaffing van gepaste onderrig betreffende gesondheid en higiëne; en
- (b) 'n toilet wat veilig, betroubaar en omgewingsgesond is, maklik is om skoon te maak, wat privaatheid en beskerming teen die weer bied, goed geventileer is, wat reuke tot die minimum beperk en wat die in-en uitgang van vlieë en ander sieketedraende peste beperk.

**Basiese watervoorsiening**

3. Die minimum standaard van basiese watervoorsiening is -

- (a) die verskaffing van gepaste onderrig betreffende doeltreffende watergebruik; en
- (b) 'n minimum hoeveelheid drinkbare water van 25 liter per persoon per dag of 6 kiloliters per huishouding per maand -
  - (i) teen 'n minimum vloeitempo van minstens 10 liter per minuut;
  - (ii) binne 200 meter van 'n huishouding; en
  - (iii) wat so doeltreffend is dat geen gebruiker sonder watervoorsiening is vir meer as sewe volle dae gedurende enige jaar nie.

**Onderbreking in die verskaffing van waterdienste**

4. 'n Waterdienste-instelling moet maatreëls tref om te verseker dat waar die waterdienste wat gewoonlik deur of namens daardie waterdienste-instelling verskaf word vir 'n tydperk van meer as 24 uur onderbreek word weens ander redes as dié waarvoor in artikel 4 van die Wet voorsiening gemaak word, 'n verbruiker toegang het tot alternatiewe waterdienste wat uit die volgende bestaan -

- (a) minstens 10 liter drinkbare water per persoon per dag; en
- (b) sanitasiedienste wat voldoende is om gesondheid te beskerm.

## Gehalte van drinkbare water

5. (1) Binne twee jaar vanaf uitvaardiging van hierdie Regulasies moet 'n waterdienste-owerheid 'n gesikte program instel vir die toetsing van die gehalte van drinkbare water wat aan verbruikers verskaf word in die waterdienste-ontwikkelingsplan van daardie waterdienste owerheid.
- (2) Die watergehaltetoetsprogram soos bedoel in subregulasie (1) moet spesifiseer op watter plekke monsters van drinkbare water wat aan verbruikers verskaf word, geneem sal word, hoe dikwels die monsters geneem sal word, en vir watter stowwe en determinante die water getoets sal word.
- (3) 'n Waterdienste-instelling moet die uitslae wat uit die toetsing van die monsters verkry is, vergelyk met SABS 241: *Specifications for Drinking Water, or The South African Water Quality Guidelines* wat deur die Departement van Waterwese en Bosbou gepubliseer is.
- (4) Indien die vergelyking van die resultate soos bedoel in subregulasie (3) aandui dat die water 'n gesondheidsgevaar inhoud, moet die waterdienste-instelling die Direkteur-Generaal van die Departement van Waterwese en Bosbou en die hoof van die betrokke Provinciale Departement van Gesondheid in kennis stel en moet die waterdienste-instelling stappe doen om die betrokke verbruikers in kennis te stel -
  - (a) dat die gehalte van die water wat voorsien word 'n gesondheidsgevaar inhoud;
  - (b) van die redes vir hierdie gesondheidsrisiko;
  - (c) van enige voorsorgmaatreëls wat deur die verbruikers getref moet word; en
  - (d) van die tydraamwerk, indien enige, waarbinne verwag kan word dat water van 'n veilige gehalte verskaf sal word.

**Beheer van aanstootlike stowwe**

6. (1) ‘n Waterdienste-instelling moet maatreëls tref om te verhoed dat enige ander stof as onbesoedelde afvoerwater -
  - (a) in enige afvoersloot beland; en
  - (b) in enige waterloop beland behalwe in ooreenstemming met die bepalings van die Nasionale Waterwet.
- (2) ‘n Waterdienste-instelling moet maatreëls tref om te voorkom dat afvoerwater in die instelling se rioolstelsel beland.

**Wegdoening van grys water**

7. ‘n Waterdienste-instelling mag beperkings op die gebruik van grys water instel indien die gebruik daarvan die gesondheid, die omgewing of die beskikbare waterbronne negatief kan beïnvloed.

**Gebruik van uitvloeisel**

8. (1) Voordat ‘n waterdienste-instelling die gebruik van uitvloeisel vir enige doel goedkeur, moet dit verseker dat sodanige gebruik nie ‘n gesondheidsgevaar inhou nie.
- (2) Enige kraan of toegangspunt waardeur toegang tot uitvloeisel of nie-drinkbare water verkry kan word, moet duidelik met ‘n duursame kennisgewing gemerk word wat aandui dat die uitvloeisel of nie-drinkbare water nie vir drinkdoeleindes geskik is nie.
- (3) ‘n Kennisgewing bedoel in subregulasie (2) moet in meer as een amptelike taal wees en moet die PV5-simboliese teken vir nie-drinkbare water, soos beskryf

in SABS 1186: *Symbolic Safety Signs: Part 1: Standards, Signs and General Requirements*, bevat.

### **Hoeveelheid en gehalte van nywerheidsuitvloeisel wat in 'n rioolstelsel losgelaat word**

9. Ten einde te verseker dat enige loslating na 'n waterbron aan enige standaarde wat ingevolge die Nasionale Waterwet voorgeskryf word, voldoen, hoef 'n waterdienste-instelling slegs die hoeveelheid en gehalte nywerheidsuitvloeisel of enige ander stof in 'n rioolstelsel te aanvaar wat die rioolvuil-behandelingsaanleg wat aan daardie stelsel gekoppel is, in staat is om te suwer of te behandel.

### **Waterdienste-oudit as 'n komponent van die waterdienste-ontwikkelingsplan**

10. (1) 'n Waterdienste-owerheid moet 'n waterdienste-oudit in die jaarverslag daarvan omtrent die implementering van die waterdienste-ontwikkelingsplan daarvan soos vereis deur artikel 18(1) van die Wet, insluit.

- (2) 'n Waterdienste-oudit moet besonderhede vir die vorige boekjaar bevatten en indien beskikbaar, vergelykende syfers vir die voorafgaande twee boekjare omtrent -
  - (a) die hoeveelheid waterdienste wat verskaf is, insluitende ten minste -
    - (i) die hoeveelheid water wat deur elke gebruikersektor gebruik is;
    - (ii) die hoeveelheid water wat deur 'n ander waterdienste-instelling aan die waterdienste-instelling verskaf is;
    - (iii) die hoeveelheid uitvloeisel wat by rioolvuil-behandelingsaanlegte ontvang is; en
    - (iv) die hoeveelheid uitvloeisel wat nie na rioolvuil-behandelingsaanlegte losgelaat is nie en wat deur die waterdienste-instelling vir gebruik goedgekeur is;

- (b) die vlakte van dienste wat gelewer is, insluitende ten minste -
- (i) die getal gebruikerskonneksies in elke gebruikersektor;
  - (ii) die getal huishoudings waaraan water verskaf is deur gemeenskaplike waterdienstewerke;
  - (iii) die getal verbruikers wat verbind is aan 'n waternetwerkstelsel waar druk by die gebruikerskonneksie bo 900 kPa styg;
  - (iv) die getal huishoudings wat van sanitasdienste voorsien is deur verbruikersinstallasies wat aan die rioolstelsel verbind is;
  - (v) die getal huishoudings wat tot basiese sanitasdienste toegang het;
  - (vi) die getal nuwe watervoorsieningskonneksies wat gemaak is; en
  - (vii) die getal nuwe sanitiekonneksies wat gemaak is;
- (c) die getalle onder paragraaf (b) verskaf, uitgedruk as 'n persentasie van die totale getal konneksies of huishoudings;
- (d) kosteverhaling insluitende ten minste -
- (i) die tariefstrukture vir elke gebruikersektor;
  - (ii) die inkomste ingesamel, uitgedruk as 'n persentasie van totale onkoste vir waterdienste wat verskaf is; en
  - (iii) onverhaalde vorderings uitgedruk as 'n persentasie van totale onkoste vir waterdienste wat verskaf is;
- (e) installering en toetsing van meters insluitende ten minste -
- (i) die getal nuwe meters wat by verbruikersinstallasies geïnstalleer is; en
  - (ii) die getal meters wat getoets is en die getal meters wat vervang is uitgedruk as 'n persentasie van die totale getal meters wat by gebruikerskonneksies geïnstalleer is;
- (f) die watergehaltetoetsprogram wat by regulasie 5(1) vereis word, die uitslae van die vergelyking in regulasie 5(3) uiteengesit, en enige voorvalle wat ingevolge regulasie 5(4) aangemeld is; en

- (g) waterbewaring en vraagbestuur insluitende ten minste –
- (i) die uitslae van die waterbalans soos in regulasie 11 uiteengesit;
  - (ii) die totale hoeveelheid water wat onverantwoord is;
  - (iii) die vraagbestuursbedrywighede wat onderneem is; en
  - (iv) die vordering wat met die installering van waterdoeltreffende toestelle gemaak is.

### **Water-en uitvloeisel-balansontleding en bepaling van waterverliese**

- 11. (1)** Binne twee jaar vanaf die uitvaardiging van hierdie Regulasies moet ‘n waterdienste-instelling elke maand –
- (a) die hoeveelheid water meet wat aan elke voorsieningsone binne daardie voorsieningsgebied verskaf word;
  - (b) vasstel watter hoeveelheid water onverantwoord is deur die gemete hoeveelheid water wat aan elke voorsieningsone verskaf is, te vergelyk met die totale gemete hoeveelheid water wat aan alle gebruikerskonneksies binne daardie voorsieningsone verskaf is;
  - (c) die hoeveelheid uitvloeisel meet wat by elke rioolvuil-behandelingsaanleg ontvang is; en
  - (d) vasstel watter hoeveelheid water voorsien is maar nie na rioolvuil-behandelingsaanlegte losgelaat is nie, deur die gemete hoeveelheid uitvloeisel wat by alle rioolvuil-behandelingsaanlegte ontvang is te vergelyk met die totale gemete hoeveelheid water wat aan alle gebruikerskonneksies verskaf is.
- (2)** ‘n Waterdienste-instelling moet –
- (a) maatreëls tref om die hoeveelheid onverantwoorde water te verminder; en
  - (b) rekord hou van die hoeveelhede water wat gemeet is en van die berekening wat gedoen is.

**Herstel van lekkasies**

12. 'n Waterdienste-instelling moet enige groot, sigbare of aangemelde lekkasie binne daardie waterdienste-stelsel binne 48 uur vanaf kennis van die lekkasie, herstel.

**Meting of beheer van water voorsien**

13. (1) 'n Waterdienste-instelling moet -

- (a) binne twee jaar na die uitvaardiging van hierdie Regulasies, aan alle gebruikerskonneksies waaraan watervoorsieningsdienste verskaf word en wat ten tyde van die inwerkingtreding van hierdie Regulasies bestaan, 'n geskikte watervolume-meettoestel of volume-beheertoestel aanbring; en
  - (b) 'n geskikte watervolume-meettoestel of volume-beheertoestel aan elke gebruikerskonneksie wat na die inwerkingtreding van hierdie Regulasies gemaak word, aanbring.
- (2) Indien dit na die inwerkingtreding van hierdie Regulasies opgerig of geïnstalleer word, moet 'n geskikte watervolume-meettoestel of volume-beheertoestel aangebring word sodat dit afsonderlik die watervoorsiening aan die volgende meet:
- (a) elke individuele woning binne 'n nuwe deeltitelontwikkeling, groepbehuisingsontwikkeling of woonstelgebou;
  - (b) elke individuele gebou wat 'n maksimum ontwerpte vloeitempo bo 60 liter per minuut het binne enige kommersiële of institusionele kompleks; en
  - (c) elke besproeiingstelsel met 'n maksimum ontwerpte vloeitempo bo 60 liter per minuut wat water gebruik wat deur 'n waterdienste-instelling voorsien word.
- (3) Waar die water wat voorsien word deur middel van 'n meter gemeet word, moet daardie meter voldoen aan die Wet op Handelsmetrologie, 1973 (Wet Nr. 77 van 1973) indien dit van 'n grootte is wat ingevolge daardie Wet gereguleer word.

## Ander verbruikersinstallasies as meters

14. Elke verbruikersinstallasie moet voldoen aan SABS 0252: *Water Supply and Drainage for Buildings* sowel as SABS 0254: *The Installation of Fixed Electric Storage Water Heating Systems*, of enige soortgelyke vervangende herverordening of wysiging daarvan indien die verbruikersinstallasie van 'n soort is wat deur enige van die standarde gereguleer word.

## Druk in netwerkstelsel

15. (1) 'n Waterdienste-instelling moet elke waternetwerkstelsel wat na die uitvaardiging van hierdie Regulasies geïnstalleer word, ontwerp en in stand hou om benede 'n maksimum druk van 900 kPa te werk.  
  
(2) Waar waterdruk in 'n waternetwerkstelsel bo 900 kPa sou kon styg, moet 'n waterdienste-instelling 'n drukbeheertoestel installeer om te verhoed dat die druk by enige huishoudelike gebruikerskonneksie bo 900 kPa styg.

## Aanmelding van nie-nakoming

- 
16. 'n Waterdienste-instelling moet 'n verbruikersdiens hê waar nie-nakoming van hierdie Regulasies aangemeld kan word.

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