



Water Claim Form

Claim Number (Office Use Only):	
Account Number:	
Connection Number:	
NB: CLAIM FORM TO BE SUBMITTED WITHIN 60 DAYS OF REPAIRS BEING CARRIED OUT.	
1. The Plumber's invoice must accompany the claim form, or if not available, must be submitted within a reasonable period after the claim form has been submitted. Where repairs are carried out by a Non – Metro approved plumber, an inspection will be done and an inspection fee of R100.00 will be deducted from the claim.	
2. Date leak was repaired must be noted and claim form must be signed.	
Return completed claim form & plumbers' invoice to eThekweni Water Services or FAX: 031 3118220 or email: eservices@durban.gov.za	
NB: PLEASE ENSURE YOU KEEP PROOF OF FAX TRANSMISSION/DELIVERY	
CONTACT DETAILS FOR QUERIES:	
Santoni House, 7 Sinembe Crescent, Sinembe Business Park, La Lucia Ridge, 4019	
KwaZulu-Natal, 4000 Telephone Number: (031) 3369400 * Fax Number: (031) 3042443 * Email: waterloss@wwib.co.za	
Meter reading immediately after repair:	Reading: _____
	Date: _____
Account Holders Name:	
Identity Number:	
Postal Address:	
Contact Number:	
Address Where Loss Occurred	
Description Of Dwelling: (Please Indicate Which of The Following)	Private Dwelling: _____
	Block Of Flats: _____
	Duplex/Simplex: _____
If More Than 2 of The Above Are Applicable, Does Each Unit Have Its Own Water Meter (Please Indicate Yes/No)	
Date Water Leak Was Repaired:	
Name Of Plumber:	
Plumber's Contact Number:	
State Briefly the Circumstances of Loss	
If Loss Was Caused by Another Party, Please State:	
Name:	
Address:	
Tel No:	
Work: No:	
Have You Had Any Previous Claims? (Yes / No)	
If Yes, State Date:	
Do You Have a Bond on The Property? (Yes / No)	
If Yes, Please State the Following:	
Name of Bond Holder:	
Account Number:	
Do You Have Any Building or Content Insurance? (Yes / No)	
If Yes, Name of Insurer:	
Policy Number:	

I / we hereby declare that the foregoing particulars are correct in every respect

Signed: _____ Date: _____

NB: BEFORE SUBMITTING YOUR CLAIM PLEASE ENSURE THAT THE METER HAS STOPPED MOVING WHEN NO WATER IS BEING USED. WE CANNOT PAY CLAIMS WHERE THERE IS STILL A LEAK IN PROGRESS.