



FRANSCHÉ HOEK

AGRICULTURAL ESTATE

20 March 2018

Policy concerning Catastrophic Water System Failures

The board has approved the following policy which covers the situation where a member is faced with a very large bill as a result of a catastrophic water system failure on his property. Please study the contents and ensure that you take decisions accordingly.

- This policy is only applicable to failures which occur whilst the estate is supplying water from its own boreholes. When municipal supply is utilised to supply the estate, the policy does not apply to drinking water since the estate will not receive any credits from the municipality.
- A catastrophic failure is defined as an unforeseen sudden discharge of water at flow rates which would occur when resistance to flow is reduced to zero. Examples would be pipe or geyser bursts. Leaking taps, toilets, taps left running etc will not qualify.
- If a member experiences a catastrophic failure such member may make representation to the board for a credit on his resulting water bill. Such representation must include proof in the form of invoices for repair, photographic evidence of the failure and any other relevant documentary evidence.
- The board may upon receipt of such representation, consider the request, and may if it so decides ask for further evidence and or institute investigations of its own to determine all the relevant details associated with the loss of water.
- Provided that the member had installed;
 - the board suggested protection system and can prove that the pressure reducing valve was operational and in a good state or repair at the time of the failure and
 - providing that the board having considered all the evidence is satisfied that a catastrophic failure has occurred which could not have been prevented by for example proper maintenance of the system including the protection system equipment,

the board may at its sole discretion agree to pass a credit calculated by applying the penalty element in the tariffs against the total water consumption for the month in which the failure occurred.

- In an effort to be fair and also as a sign of goodwill bearing in mind that up to the end of January 2018 members had not had the benefit of knowledge of the board's suggested protection system the board may upon representation by a member consider passing a credit calculated by applying the penalty element in the tariff against the water consumption in the month in which the failure occurred. The same burden of proof will rest on such member making the representation as would be applied to those experiencing failures in future. Such representations may only be made for the period 1 July 2017 up to 28 February 2018
- Under no circumstances will requests be considered in future from members who have failed to install the board's suggested protection system which as a minimum must include a

working pressure reducing valve and pressure gauge indicating that it is working and has been set up and maintained properly.

In an effort to assist members in minimizing water losses due to pipe bursts and equipment failures it is suggested that you review the connections to the estate main supply of your **irrigation and drinking water** arrangements.

The HOA suggests that you consider adopting the connection arrangement detailed in the schematic below if you do not already have a similar arrangement in place. It is aimed at minimising losses due to pressure fluctuations in the main supply line. Please note this is merely a suggestion and is not a recommendation. You should consult your own professionals should you have any concerns.

Under no circumstances will the HOA or its officers bear any responsibility or liability for damages or losses that may result or still occur should you follow this suggestion. Utilizing qualified plumbers and engineers to do these installations is very important to ensure that good quality equipment is used and properly installed. The HOA in-house company Mycelium can also be of assistance. These items must all be housed in a proper box designed for this purpose and be protected and so located as to prevent accidental damage due to poor location etc.

