



Account Details

Claim Number (Office Use Only):		
Account Number:		
Connection Number:		
Meter reading immediately after repair:	Reading:	
	Date:	

Account Holder's Details

Account Holders Name:	
Identity Number:	
Postal Address:	

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. The Date the 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

Telephone No.: (031) 336 9400 | Fax No.: (031) 304 2443 | Email: waterloss@wwib.co.za

Dwelling Details

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				Yes:	
				No:	
Date Water Leak Was Repaired:					
Name of Plumber:					
Plumber's Contact Number:					
State Briefly the Circumstances of Loss					

Third Party

If Loss Was Caused by Another Party, Please State:

Name:	
Address:	
Tel No:	
Work No:	

Insured's Details

Have you had any previous claims?	Yes:		No:		
If Yes, State Date:					
Do You Have a Bond on The Property?	Yes:		No:		
<i>If Yes, Please State the Following:</i>					
Name of Bond Holder:					
Account Number:					
Do You Have Any Building or Content Insurance?	Yes:		No:		
If Yes, Name of Insurer:					
Policy Number:					

Declarations

I / we hereby declare that the foregoing particulars are correct in every respect	
Signature of insured	
Date	

NB: Before submitting your claim please ensure the meter has stopped moving when no water is being used. We cannot pay claims where there is still a leak in progress.