Mossel Bay
MUNICIPALITY

OFFICIAL NOTICE OF MONTHLY SEWAGE SUCTION SERVICES

IMPORTANT INFORMATION AND CONDITIONS

The Municipality wishes to inform all residents utilising conservancy and septic tanks that several operational challenges have been identified in the provision of the sewage suction service.

Recently an increasing number of complaints have been received with regards to the sewage vacuum trucks entering properties to render the sewage suction service and there is also a trend that consumers have started constructing larger size tanks and are expecting the municipality to drive more than one trip to empty a tank at a single property.

In order to ensure continued provision of the service to the properties registered for municipal sewage suction services the following terms and conditions apply.

- The service entitles a consumer to have one tank emptied **to a maximum of the truck's capacity** once a month. (The tucks capacity varies from 6kl – 8kl depending on the available truck.)
- In the event that more than one truck load is required by a property the additional load will be charged at the prescribed rate (working hours R1 150.00/load or part of a load, after hours R2300.00/load or part of a load)
- The service is only available to single residential properties in areas where no sewage infrastructure is available.
- No business properties, guest houses or communal tanks will qualify for monthly service.
- No monthly service will be rendered in rural/farm areas.
- **In terms of the Water Services By-law**, the municipality may require the owner or customer to indemnify the municipality, in writing, against any liability for any damages that may result from rendering of that service as a condition for emptying the tank.
- **In terms of the Water Services By-law**, where the municipality's vehicle has to traverse private premises for the emptying of a conservancy tank, the owner shall provide a roadway at least 3.5m wide , so hardened as to be capable of withstanding a wheel load of 4metric tons in all weather, and shall ensure that no gateway through which the vehicle is required to pass to reach the tank , shall be less than 3.5m wide for such purposes.

- The monthly service is only available during business hours, and no monthly service will be rendered after hours, weekends or on public holidays. Relevant additional charges will be applicable after hours, on weekends or on public holidays.
- The servicing of sewage tanks is only available from the 1st to the 25th of each month.
- If for whatever reason the service cannot be rendered, then the service charges will be refunded for the applicable month, and a new booking will be required for the service for the following month. **No monthly service will carry over into the following month.**
- While the municipality strives to accommodate preferred dates, no requests for specific times and dates can be guaranteed and service will be rendered as close as possible to booked date, based on truck availability.
- In the event where the municipal vehicle must enter from a neighboring property the property owner of the neighboring property as well as the owner of the property for which the service is intended must sign an indemnity form.
- All property owners/account holders that are currently registered for the monthly service must complete and sign the attached indemnity form and return it **before 30 September 2026** to continue receiving the monthly service as stipulated above.

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MUNICIPAL MANAGER