

## **Dunning Process**

| ITEM NO | DESCRIPTION                                                                                                                                                                                                | UNIT | Estimated Quantities per year |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------|
| 1       | Hand deliver a letter to the property or a notice to occupier or owner. Record action on mobile device.                                                                                                    |      | 200 000                       |
| 1.1     | Hand deliver letter                                                                                                                                                                                        | Each |                               |
| 2       | Restrict water supply by means of Installation of a flow-limiting device at water meter of a residential property. Record action on mobile device.                                                         |      | 5000                          |
| 2.1     | Restrict water meter                                                                                                                                                                                       | Each |                               |
| 3       | Restrict water supply by means of trickling supply at water meter of a residential property using the City Council stopcock. Record action on mobile device.                                               |      | 1500                          |
| 3.1     | Trickle Supply                                                                                                                                                                                             | Each |                               |
| 4       | Restrict water supply by means of shutting off supply at water meter of a commercial/industrial property using the City Council stopcock/valve. Record action on mobile device.                            |      | 10                            |
| 4.1     | Shut-off supply                                                                                                                                                                                            | Each |                               |
| 5       | Restore water supply by means of removal of a flow-limiting device at water meter of a residential property and confirming water supply with the customer. Record action on mobile device.                 |      | 20                            |
| 5.1     | Remove flow-limiting device                                                                                                                                                                                | Each |                               |
| 6       | Restore water supply by means of opening the City Council stopcock at water meter of a residential property and confirming water supply with the customer. Record action on mobile device.                 |      | 20                            |
| 6.1     | Reverse Trickle water supply                                                                                                                                                                               | Each |                               |
| 7       | Restore water supply by means of opening the City Council stopcock/valve at water meter of a commercial/industrial property and confirming water supply with the customer. Record action on mobile device. |      | 10                            |
| 7.1     | Reverse shut-off water supply                                                                                                                                                                              | Each |                               |
| 8       | Visitation fee when disconnection/restriction/reconnection/restoration Action not possible. Record action on mobile device.                                                                                |      | 5000                          |
| 8.1     | Visitation                                                                                                                                                                                                 | Each |                               |

## **Excessive User Process**

| ITEM NO | DESCRIPTION                                                                                                                                                                                                | UNIT | Estimated Quantities per year |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------|
| 9       | Hand deliver a letter to the property or a notice to occupier or owner. Record action on mobile device.                                                                                                    |      | 100 000                       |
| 9.1     | Hand deliver letter                                                                                                                                                                                        | Each |                               |
| 10      | Restrict water supply by means of Installation of a flow-limiting device at water meter of a residential property. Record action on mobile device.                                                         |      | 30 000                        |
| 10.1    | Restrict water meter                                                                                                                                                                                       | Each |                               |
| 11      | Restrict water supply by means of trickling supply at water meter of a residential property using the City Council stopcock. Record action on mobile device.                                               |      | 10 000                        |
| 11.1    | Trickle Supply                                                                                                                                                                                             | Each |                               |
| 12      | Restore water supply by means of removal of a flow-limiting device at water meter of a residential property and confirming water supply with the customer. Record action on mobile device.                 |      | 15 000                        |
| 12.1    | Remove flow-limiting device                                                                                                                                                                                | Each |                               |
| 13      | Restore water supply by means of opening the City Council stopcock at water meter of a residential property and confirming water supply with the customer. Record action on mobile device.                 |      | 5000                          |
| 13.1    | Reverse Trickle water supply                                                                                                                                                                               | Each |                               |
| 14      | Restore water supply by means of opening the City Council stopcock/valve at water meter of a commercial/industrial property and confirming water supply with the customer. Record action on mobile device. |      | 10                            |
| 14.1    | Reverse shut-off water supply                                                                                                                                                                              | Each |                               |
| 15      | Setting of Water Management Device at a residential property. Record action on mobile device.                                                                                                              |      | 1500                          |
| 15.1    | Setting of water meter                                                                                                                                                                                     | Each |                               |
| 16      | Visitation fee when disconnection/restriction/reconnection/restoration action not possible. Record action on mobile device.                                                                                |      | 20 000                        |
| 16.1    | Visitation                                                                                                                                                                                                 | Each |                               |