



522 Impala Road Glenvista 2058

P O Box 1127 Johannesburg 2000 South Africa Tel
(011) 682 0911 Fax (011) 682 0444/0555

RAND WATER WAYLEAVE APPLICATION PROCESS

PLEASE NOTE THAT THE WAYLEAVE APPLICATION THAT YOU SEND VIA THE CITY OF TSHWANE WAYLEAVE SYSTEM IS AFFECTING RAND WATER SERVICES. IN ORDER FOR RAND WATER TO ISSUE AN APPROVAL AND RELEASE THE APPLICATION ON THE COT SYSTEM THE APPLICANT NEEDS TO FOLLOW INSTRUCTIONS AND PROCESS BELOW.

APPLICANT TO APPLY TO RAND WATER DIRECTLY FOR A WAYLEAVE APPROVAL.

KINDLY NOTE THAT RAND WATER IS NOW PROCESSING WAYLEAVE APPLICATIONS ON AN ONLINE WEB-BASED SYSTEM. PLEASE SEND ALL YOUR APPLICATIONS IN THE ONLINE WEB-BASED SYSTEM TO ALLOW RAND WATER TO REVIEW AND PROCESS YOUR APPLICATIONS.

RAND WATER'S RESOURCES ARE ALL FOCUSED ON THE ONLINE APPLICATION SYSTEM, SO THEY ARE UNABLE TO HANDLE APPLICATIONS MANUALLY.

TO UTILIZE THE SYSTEM AND CONTINUE SENDING RAND WATER YOUR WAYLEAVE APPLICATIONS YOU WILL NEED TO REGISTER AND SET UP A PROFILE ON THE FOLLOWING URL ADDRESS; <https://wayleave.randwater.co.za/>

SHOULD YOU REQUIRE ASSISTANCE WITH REGISTRATION OR ENCOUNTER ANY PROBLEMS ON THE ONLINE SYSTEM PLEASE CONTACT ANY OF THE RAND WATER TEAM TO SCHEDULE A MS TEAMS MEETING.

RAND WATER'S PROCESSESS FOR APPROVALS OF WAYLEAVES:

1. APPLICATION WILL BE REVIEWED AND STAMPED – A NOTIFICATION WILL BE SENT ON STATUS OF APPLICATION
2. ANNOTATION OF THE APPLICATION WILL BE DONE BY SHOWING HOW RAND WATER SERVICES AND INFRASTRUCTURE IS AFFECTED
3. A FILE WILL BE OPENED FOR APPLICATION RECORDS
4. FOR INFORMATION ONLY LETTER WILL BE SENT OUT TO APPLICANT TO CONDUCT INVESTIGATIONS AND CROSS CUT INVESTIGATION.
5. APPLICANT TO UPLOAD THE FIO LETTER ON THE COT SYSTEM FOR THE APPLICATION TO BE RELEASED TO 2ND STAGE –CROSS CUT INVESTIGATION (**NOTE THIS IS STILL NOT AN APPROVAL FROM RAND WATER**)
6. APPLICANT TO SCHEDULE A SITE MEETING WITH THE DISTRICT SUPERINTENDENT (RW PERSONNEL) TO IDENTIFY THE AFFECTED AREA'S, ANY COMMENTS MADE ON SITE MUST BE WRITTEN IN ON LAST PAGE OF FIO LETTER AND SIGNED BY BOTH APPLICANT AND DS, AND RETURNED TO RW TEAM
7. APPLICANT TO SUBMIT DESIGN REPORT AND PACK OF DOCUMENTS AS PER ANNEXURE A CHECKLIST (THIS IS ISSUED WITH FIO LETTER FROM RAND WATER
8. COMPLETE SUBMISSION WILL BE REVIEWED AND IF ACCEPTED A WAYLEAVE APPROVAL WILL BE GRANTED

NOTE: THIS PROCESS TAKES APPROXIMATELY 2 TO 3 MONTHS DEPENDANT ON APPLICANTS SUBMISSION. TO FOLLOW UP, PLEASE CONTACT LINDIWE GAMEDE ON 011 682 0962/073 079 1282, LGAMEDE@RANDWATER.CO.ZA. FOR ESCALATIONS CONTACT CWENGILE MA-AWU NO. 0116820649/0670455276, CMAAWU@RANDWATER.CO.ZA OR ZESHA RAMRATHAN

NO. 0116820134/0827767245, ZRAMRATH@RANDWATER.CO.ZA OR PELEKA MASHELE, NO. 0116820260/0824071823, PMASHELE@RANDWATER.CO.ZA.

KIND REGARDS, RAND WATER.