



# DANIE BARNARD

EXECUTIVE HEAD: CLAIMS - OLD MUTUAL INSURE



04 June 2025

Dear business partner

## Nationwide water maintenance plans – Important advisory

We would like to bring to your attention the nationwide water infrastructure maintenance plans that are currently being rolled out across the country by local municipalities and service providers.

These scheduled maintenance activities may result in temporary water supply interruptions in certain areas, potentially affecting your clients' homes and businesses. As your insurance partner, we encourage you to share this advisory with your clients to help them mitigate any potential risks associated with these water outages.

### Best practice guidelines during water outages:

To reduce the risk of water-related damage and ensure safety during scheduled outages, kindly remind your clients of the following best practices:

- 1. Turn off the Geyser**  
Switch off the geyser at the distribution board to prevent element burnout or overheating when the water supply is interrupted.
- 2. Keep taps closed**  
Ensure that taps, especially hot water taps, are turned off to avoid flooding when the water supply is restored.
- 3. Monitor appliances**  
Appliances such as washing machines and dishwashers should not be operated during a water outage, as this can cause mechanical damage or water leaks.
- 4. Check for leaks**  
Once the water supply resumes, clients should check for any leaks or burst pipes caused by pressure surges.
- 5. Communicate with local authorities**  
Encourage clients to stay informed about maintenance schedules by subscribing to updates from their local municipality or water utility.

**We're here to support**

We remain committed to helping your clients protect what matters most. Should any incidents arise as a result of these outages, our claims team is on standby to provide support and guidance.

Please do not hesitate to contact your claims relationship consultant for further assistance or if you need any claims-related support during this period.

Regards

**Danie**

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