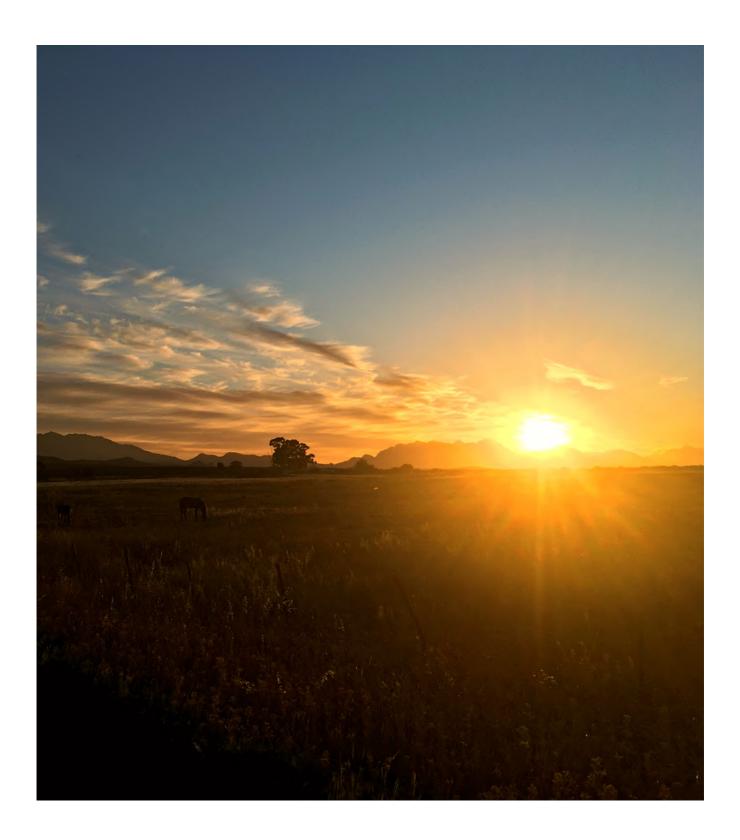


EXPRESS

EDITION 105 - FEBRUARY 2023



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LET YOUR WORK BE OUR NEXT COVER PHOTO.

Your photo/art could possibly be featured on the cover of the Express! Simply submit your photo (max 4 MB) highlighting the beauty of the Langeberg area to communications@langeberg.gov.za and we will be in contact with you.

CAPITAL PROJECTS UPDATE



UPGRADE WASTE WATER TREATMENT WORKS

- Project Status: Site establishment and the identification of services have taken place and minor excavations and construction related activities have commenced..
- Value of Project: R100 124 052.65 (Municipal Infrastructure Grant and own funding.)
- Location: Robertson Waste Water Treatment Works
- Commencement Date: 16 January 2023
- Estimated Completion Date: 20 October 2025



NEW MATERIAL RECOVERY FACILITY

- Project Status: Site establishment and the identification of services have taken place and minor excavations and construction related activities have commence.
- Value of project: R 19 022 223.06 (Municipal Infrastructure Grant and own funding)
- Location: Industrial Area, Ashton
- Commencement date: 16 January 2023
- Estimated completion date: 12 September 2023



PUMP STATION (3ML RESERVOIR, PIPELINE AND RELATED PIPEWORK

- Project Status: 88% complete with the top structure of the pump station building being finalised.
- Value of Project: R 24 300 999.60
- Location: Robertson
- Commencement Date: 25 March 2022
- Estimated Completion Date: 31 March 2023



NEW INFORMAL TRADING AREAS

- Project Status: 90% complete
- Value of Project: R2, 285 million (Montagu) & R793 000 (Bonnievale)
- Location: Mark Street, Montagu
- Commencement Date: 3 October 2022
- Estimated Completion Date: 28 February 2023

CLICK HERE TO VIEW THE STATUS REPORT ON ALL ACTIVE PROJECTS / WORKS AND ASSIGNMENTS PERFORMED BY THE PROJECT MANAGEMENT DEPARTMENT.

Load shedding checklist

PREPARE YOURSELF BY DOING THE FOLLOWING





Keep your cell phone fully charged when the power is on.

If your cellphone battery is low, remember that you can use your car charger in your car.

Invest in a small gas lamp for good quality lighting over a large area.

Prepare meals beforehand in

case of a power outage.

Install solar
powered
security and garden
lights and / or ensure
house / premises alarm
batteries are working.



Load shedding may result in alarm systems

not operating properly therefore **check with your insurer** if you are covered should you have a break in while the alarm is not powered. Remember to switch off your oven if it was on when the power outage started.



Keep boiled water in **thermos flasks** for hot drinks during a power outage.

Invest in a small gas cooker for essential cooking and to boil water for hot drinks - make sure you have an extra bottle of gas.

Make use of surge protection:

Electric surges are one of the biggest causes of damage to equipment during a power outage. Installing a surge protection device can help minimise damage. Have a surge protection device fitted to your electrical distribution board and switch off all devices when not in use – protects from surges, but also reduces energy use.

Keep **frozen bottled water** in your freezer to help **keep food cold** during a power outage.

Keep a battery- or solar-powered torch or candles in a place where it will be easy to find in the dark - make sure you have an extra set of fresh batteries.

Keep a small torch on your bedside table at all times - make sure you have an extra set of fresh batteries.

refrigerator and freezer doors closed at all times - a power outage of four hours should not cause food spoilage and a freezer should keep food frozen and safe for at least a day.

Access, security and safety always remain a top priority - Know where the manual release lever of your electric garage door opener is located and how to operate it.

Also keep a key to your house with you in case your usual access to your house uses an electricity connection.

Most medication that needs refrigeration can be kept in a closed

closed fridge for several hours without spoiling - it is essential that you check with your doctor or pharmacist to be sure about your type of medication.



Originally adapted from: Eskom Corporate Affairs, February 2015, For more info go to: www.eskom.co.za

Back up your data: Make it a priority to save your data offsite, in case of a hard drive crash or unforeseen electrical fault. Online "cloud-based" backups are very convenient and are mostly automated, which means that you have one less thing to worry about.



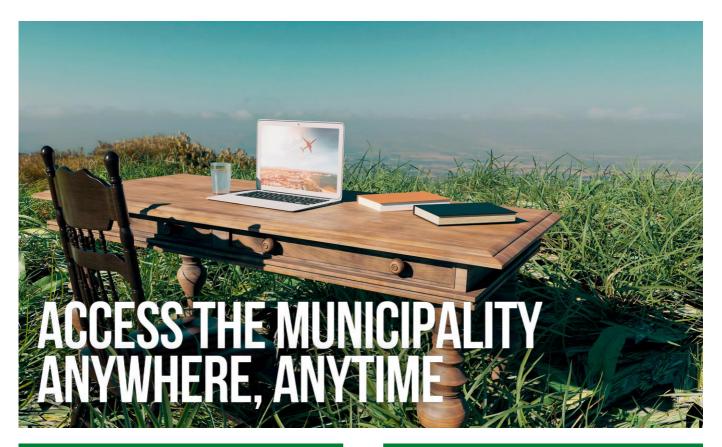


www.westerncape.gov.za/110green

Source: http://www.eskom.co.za/About Electricity/FactsFigures/Documents/LoadSheddingChecklist.pdf







KLIK HIER OM ARTIKEL IN AFRIKAANS TE LEES

There has been a noticeable surge in the usage of online and remote services, from shopping on the web to doctor's consultations via the phone. The municipality encourages residents to make use of the following existing online and remote services to conduct municipal affairs.

PAY YOUR ACCOUNT

Your municipal account can be paid via online banking, by adding the municipality as a beneficiary or making a direct deposit at your nearest bank.

Once you have registered, another online alternative, EasyPay, can be used to pay your municipal account. Banking Details of Langeberg Municipality are as follow:

• Account name: Langeberg Municipality

• Bank: ABSA Branch: Montagu

• Account number: 105 000 000 8

• Branch code: 334 513

• Reference: Your municipal account

number

Swift code: ABSA ZA JJ

COFA APHA UFUNDE NGESIXHOSA

BUY ELECTRICITY

You can buy pre-paid electricity by making use of banking apps or online banking services, if the option is offered by their selected bank. Once registered, Pay Portal, PayCity and Prepaid24 are additional online platforms residents can use to purchase electricity.

ENQUIRIES AND COMPLAINTS

As part of Langeberg Municipality's aim to continuously strive towards service delivery excellence a 24/7 WhatsApp line was introduced in 2019 to make the reporting of resident's service delivery complaints more convenient.

The WhatsApp line serves as an addition to the existing methods of reporting, such as e-mail and telephone, and is in operation 24 hours a day, 7 days a week. Please make use of the following contact information to log your service delivery complaint:

- The WhatsApp number is 065 211 7822.
- 24/7 Call Centre number at 0860 88 1111,
- email: info@langeberg.gov.za

Enquiries that are not service related, and not urgent or an emergency can also be reported via Langeberg Municipality's social media accounts on Facebook, Twitter and Instagram.

STAY UP TO DATE WITH MUNICIPAL NEWS AND NOTIFICATIONS

Read the latest municipal news and updates wherever you are with a digital copy of the Langeberg Express.

You can find the latest, as well as older, issues on the municipal website www.langeberg.gov.za for you to read wherever you are.

Receive SMS notifications from Langeberg Municipality by simply registering on the database. In order to register please provide us with the following information:

- Name & Surname
- Cell Number
- Street Address
- Municipal Account Number
- Language Preference (Afrikaans or English)
- Ward Number

The above information can be sent on any the following platforms:

- Email: debiteure@langeberg.gov.za
- SMS & WhatsApp: 066 101 1632 or 066 163 9862
- Facebook, Twitter & Instagram: Langeberg Municipality
- Website: www.langeberg.gov.za
- Or simply complete the SMS database register forms at the reception offices of all 5 towns.

BE SAFE ONLINE

With the increase of online users also comes an increase of viruses and hackers trying to get hold of user's information. Langeberg Municipality encourage residents to ensure they remain safe and have adequate security software. Here are 5 tips from Google's Safety Centre to help you stay more secure online:

- Create strong & unique passwords:
 Creating a strong, unique password is one of the most critical steps that you can take to protect your online accounts. Do not use the same password to log into multiple accounts, social media profiles and retail websites.
- Keep track of multiple passwords:
 A password manager helps protect and keep track of the passwords that you use on sites and apps.
- Defend against hackers with 2-Step Verification: 2-Step Verification helps keep out anyone who shouldn't have access to your account by requiring you to use a secondary factor on top of your username and password to log in to your account.
- Keep software up to date: To protect yourself from security vulnerabilities, always use up-to-date software across your web browser, operating system, plug-ins and document editors.
- **Keep potentially harmful apps off your phone:** Always download your mobile apps from a source that you trust (such as your phone's native application store).
- Use a screen lock: When you are not using your computer, laptop, tablet or phone, lock your screen to keep others from getting in to your device.



Illlegal dumping is escalating countrywide. Millions of rands are spent annually to clean up illegally dumped waste. Illegal dumping is becoming an increasingly tough challenge in the Langeberg municipal area too. It is an eyesore, creates a health risk and pushes up cleaning costs. Langeberg Municipality is doing its best to discourage illegal dumping, but now need our communities to join this fight too.

How does illegal dumping affect our communities?

- It compromises the overall cleanliness of areas.
- It creates health hazards.
- It creates perfect conditions for the outbreak of pests, bacteria, and rodents.
- It pollutes the environment and natural resources.
- It increases cleaning costs.

Why do people dump waste illegally?

- Excess waste generation.
- Bins are not put out in time on collection day, leaving too little bin space until the next collection date.
- Children are sent to dispose of waste in open spaces.
- Residents are unwilling to pay disposal costs at the waste facilities.
- Wheelie bins are emptied and used as transporting commodities.
- The construction industry does not comply with the conditions for building waste disposal.
- Informal traders, among others, do not adhere to the operating hours of waste facilities.

Where can additional waste be disposed of?

Private residents are entitled to dispose of one load of waste per month exceeding 1,000kg (1 ton) at our waste disposal facilities. Only waste from within the

Langeberg municipal boundaries is allowed. Residents must show their latest municipal account upon arrival.

What is Langeberg's current waste practices?

- Formal households, flats and businesses receive a weekly curb side refuse collection service.
- Waste is collected on specific days.
- Wheelie bins need to be placed on the kerbside by 8:00 on collection day.
- Homeowners and landlords are responsible for the waste of backyarders and tenants.
 Additional bins must be acquired to provide for the extra waste generated.
- Informal households receive a door-to-door black bag collection service. This practice forms part of the overall cleaning of informal and highdensity areas.
- Find your waste removal schedule **here**

What can be done to stop the illegally dumping of waste?

- Cooperate and take collective responsibility to eradicate illegal dumping.
- Assist law enforcement by reporting illegal dumping.
- Encourage and promote responsible waste management practices – reduce, re-use and recycling.
- Educate and raise awareness.
- Fence off your property to prevent illegal dumping on your premises
- Make others aware of the importance of keeping our environment clean and litter free.

We need your help

Report illegal dumping to our 24/7 Call Centre

- Call at 0860 88 1111
- WhatsApp 0652117822
- E-mail info@langeberg.gov.za



The offices of Langeberg Municipality are open to the public to facilitate the various services we offer. Our staff members are there to help residents with their inquiries and concerns. Our operating hours are as follow:

MUNICIPAL ADMINISTRATION OFFICES

OPERATE MONDAY'S - FRIDAY'S 08:00 - 16:30

Ashton Office	Bonnievale Office	Montagu Office	Robertson Office
28 Main Road	88 Main Road	03 Piet Retief Street	52 Church Street
Ashton	Bonnievale	Montagu	Robertson
6715	6730	6720	6705
023 615 8000	023 616 8000	023 614 8000	023 626 8200

Kommando Building	Robertson Thusong Centre	McGregor Office
04 Church Street,	Cnr Wesley & Paddy Street	24 Voortrekker Road
Robertson	Robertson	McGregor
6705	6705	6708
023 626 8201	023 626 3247	023 625 1630

MUNICIPAL TRAFFIC OFFICES

Ashton Traffic	Bonnievale Traffic	Montagu Traffic	Robertson Traffic
Industrial Area	Municipal Office	Municipal Office	01 Church Street
Abattoir Road	88 Main Road	03 Piet Retief Street	Robertson
Ashton	Bonnievale	Montagu	6705
6715	6730	6720	023 626 8200
023 615 8901	023 616 8000	023 614 8000	
			Mon-Thurs: 08:00-15:30
Mon-Thurs:	Tues and Thurs:	Mon, Wed and Fri:	Fri: 08:00-14:00
08:00-15:30	08:00-15:30	08:00-15:30	
Fri: 08:00-14:00			



GUIDE TO BEING A GOOD NEIGHBOUR

We all want to live in a harmonious and safe community where everyone is respected and treated with kindness. Whether you're a homeowner, a tenant, or just someone passing through, there are simple ways to be a good neighbour and make a positive impact on the community. Here are some points to help you get started:

- **Get to know your neighbours:** Introduce yourself and say hello when you see them. If you have time, invite them over for coffee or a drink. Building relationships with your neighbours will make it easier to communicate and resolve any problems that may arise.
- **Be respectful of noise levels:** Whether you're playing music, having a party, or just talking loudly, always be mindful of the noise you're making. Be considerate of your neighbours and keep the noise levels down, especially during late hours.
- Park in designated areas: If you live in an apartment complex or a neighbourhood with limited parking, make sure you park in designated areas only. Avoid parking in front of driveways or in a way that blocks your neighbours from getting in and out of their homes.
- **Be a responsible pet owner:** If you have pets, make sure they're properly trained and well-behaved. Keep your pets on a leash and clean up after them. If your pets are prone to barking excessively, make sure to take steps to address the problem.
- **Be mindful of your waste disposal**: Properly dispose of any waste, such as recyclables, food scraps, and household hazardous waste. This helps keep your community clean and reduces the risk of attracting pests.
- **Respect privacy:** Always respect your neighbours' privacy by avoiding any actions that invade their personal space, such as peeking through windows or looking into their yards.
- Offer help when needed: If your neighbour needs help with something, such as carrying groceries or shoveling snow, offer to assist. Small acts of kindness can go a long way in building a strong and supportive community.
- **Report any suspicious activity:** If you see any suspicious activity in your community, such as a break-in or a fire, immediately report it to the authorities. Your actions could help keep your neighbours and community safe.

Being a good neighbour and resident is about showing kindness, respect, and consideration for others. By following these points, you can help create a harmonious and safe community for everyone to enjoy. So, let's all strive to be the best neighbours and residents we can be.

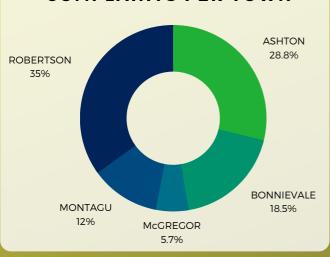
SERVICE REQUEST REPORT JANUARY 2023



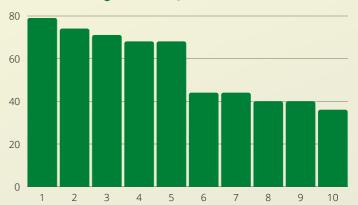
TOTAL NUMBER OF SERVICE REQUESTS/ COMPLAINTS RECEIVED BY THE CALL CENTRE

2062

SERVICE REQUESTS/ COMPLAINTS PER TOWN



TOP REQUESTS/ COMPLAINTS



- 1. Power Failures: Ward 2, Robertson 79 Complaints
- 2. Eskom Loadshedding: Ward 9, Robertson 74 Complaints
- 3. Power Failures: Ward 10, Robertson 71 Complaints
- 4. Temper Reset/Nuisance Tripping: Ward 2, Robertson 68 Complaints
- 5. Temper Reset/Nuisance Tripping: Ward 10, Ashton 68 Complaints
- 6. Temper Reset/Nuisance Tripping: Ward 9, Ashton 44 Complaints
- 7. Temper Reset/Nuisance Tripping: Ward 4, Bonnievale 44 Complaints
- 8. Power Failures: Ward 9, Ashton 40 Complaints
- 9. Sewerage Blockages: Ward 2, Robertson 40 Complaints
- 10. Sewerage Blockages: Ward 2, Robertson 36 Complaints

REPORT YOUR SERVICE COMPLAINTS MELD JOU DIENSKLAGTES/ XELA ISIKHALAZO SAKHO NGENKONZO

What type of complaints can be reported?

To speed up service delivery in your ward, the following type of complaints can be reported directly to the call centre:

- Water and Sanitation Services
- Streets and Storm Water
- Electricity Services
- Environmental Services

Watter soort klagtes kan aangemeld word?

Om die dienslewering in u afdeling to bespoedig, kan die volgende soort klagtes regstreeks by die inbelsentrum aangemeld word:

- Water and Sanitation Services
- Streets and Storm Water
- Electricity Services
- Environmental Services

Loluphi uhlobo lwezikhalazo ezinokuxelwa?

Ukukhawulezisa ukuhanjiswa kweenkonzo kwiwadi yakho, olu hlobo lwezikhalazo lulandelayo lunokuxelwa ngqo kwiziko lotsalela iminyeha

- linkonzo zaManzi kunve nezel indle
- Izitalato kunye naManzi Emvula
- linkonzo zoMhane
- Iinkonzo zokusiNggongileyo

Report your service complaints

The Langeberg Municipality has a 24 hour, seven-day-a-week Emergency and Customer Care Call Centre that has been in operation for more than a decade

Meld jou diensklagtes

Die Langeberg-munisipaliteit het 'n 24-uur-noodsentrum vir noodsituasies en klantediens wat langer as 'n dekade in werking is.

Xela isikhalazo sakho ngenkonzo

waseLangeberg uneZiko lokuTsalela Iminxeba kaXakeka nelokuKhathalelwa koLuntu elisebenza iiyure ezingama-24, iintsuku ezisixhenxe ngeveki esele lineminyaka engaphezu kweshumi lisebenza

How to report a complaint?

- Call: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-mail: complaints@langeberg.gov.za

Hoe moet ek 'n klagte aanmeld?

- Skakel: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-pos: complaints@langeberg.gov.za

Indlela yokuxela isikhalazo?

- Tsalela: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- I-imevile: complaints@langeberg gov za

PROTECT YOUR CHILDREN, KEEP MEASLES IMMUNISATIONS UP TO DATE

The Western Cape Government: Health and Wellness is calling on all parents and caregivers to ensure children's vaccinations are up to date, so that they are protected against diseases, such as measles, which can cause serious harm. Right now, too many children are without protection against measles and other vaccine preventable diseases. As a result, the risk of large outbreaks has seriously increased.

KLIK HIER OM ARTIKEL IN AFRIKAANS TE LEES

In line with a nationwide effort to contain outbreaks of measles, as several other provinces already experienced, the Western Cape Department of Health is making additional booster doses available for every child under the age of 15, until 31 March 2023. These additional measles boosters will ensure healthy and thriving children.

SIGNS AND SYMPTOMS OF MEASLES

Measles is a highly contagious, serious disease caused by a virus in the paramyxovirus family. It is normally passed through direct contact and through the air. The virus infects the respiratory tract, then spreads throughout the body.

The measles virus also weakens the immune system and makes a child more vulnerable to other infectious diseases like pneumonia and diarrhoea. Signs and symptoms of the disease include:

- A high fever, which begins about 10 to 12 days after exposure to the virus and lasts 4 to 7 days.
- A runny nose, a cough, red and watery eyes, and small white spots inside the cheeks can develop in the initial stage.
- After several days, a rash erupts, usually on the face and upper neck. Over about 3 days, the rash spreads, eventually reaching the hands and feet. The rash lasts for 5 to 6 days, and then fades. On average, the rash occurs 14 days after exposure to the virus (within a range of 7 to 18 days).

HOW CAN CHILDREN STAY PROTECTED

In South Africa, children are given measles immunisation at 6 months and again at 12 months.

Even if immunised, your child can still get measles. However, he/she will be less exposed to the dangers thereof. If you have any questions about immunisations, or about your child's immunisation schedule, or how to catch up if your child's immunisation was neglected, talk to a health practitioner at your local clinic.

WHILE NO SPECIFIC ANTIVIRAL
TREATMENT EXISTS FOR MEASLES
VIRUS, VACCINATION REMAINS
YOUR CHILD'S BEST DEFENCE.

MEASLES TREATMENT AND CARE

Severe complications from measles can be reduced with supportive care which ensures good nutrition, adequate fluid intake and treatment of dehydration.

A healthcare provider can prescribe antibiotics to treat eye and ear infections, and pneumonia.

Tips to care for a child who may have measles, at home:

- 1. Keep the child away from other people, until the rash is gone for four (4) days.
- 2. Keep the room where the child is resting, dark. Sunlight may harm the eyes.
- 3. Make sure the patient drink lots of clean water, or diluted juice. Cooled rooibos tea, mixed with a little bit of juice is also refreshing.
- 4. Ensure healthy eating.

WHO IS AT RISK?

- Unvaccinated, young children are at the highest risk of contracting measles and its complications, including death.
- Unvaccinated, pregnant women are also at risk.
- Any immune compromised person who has not been vaccinated, or who was vaccinated, but did not develop immunity, can be infected with the virus

Visit your nearest clinic in the Langeberg municipal area to get your child immunised. (See the complete list of healthcare facilities in the Langeberg Municipal area on the next page)



EMERGENCY NUMBERS

LANGEBERG MUNICIPALITY 24/7 CALL CENTRE 0860 88 1111



WHATSAPP: 065 211 7822

LANGEBERG'S DEDICATED FIRE LINE: 023 615 8911

LANGEBERG POLICE STATIONS

- ASHTON 023 615 8120/8121
- BONNIEVALE 023 616 8060/8062
- MCGREGOR 023 625 8000/8002
- MONTAGU 023 614 8300/8304
- ROBERTSON 023 626 8340/8346

NATIONAL EMERGENCY NUMBERS

- POLICE 10111
- AMBULANCE 10177
- EMERGENCY NUMBER (CELLULAR) 112



VELD, CHEMICAL AND MOUNTAIN FIRES CAPE WINELANDS DISTRICT MUNICIPALITY CALL CENTRE: 021 887 4446



BUREAU OF MISSING PERSONS 021 918 3512 / 3449 / 3452



HEALTH FACILITIES IN THE LANGEBERG MUNICIPAL AREA

HOSPITALS

- ROBERTSON HOSPITAL 023 626 8500
- MONTAGU HOSPITAL 023 614 8100

CLINICS

- BERGSIG, ROBERTSON 023 626 1035
- NKQUBELA, ROBERTSON 023 626 6613
- MCGREGOR 023 625 1932
- COGMANSKLOOF, ASHTON 023 615 2252
- ZOLANI, ASHTON 023 615 3288/3323
- HAPPY VALLEY, BONNIEVALE 023 616 3239

COMMUNITY DAY CENTRE

MONTAGU - 023 614 8100

DENTAL CLINIC

ROBERTSON - 023 626 1602

CLINIC AND CDC TIMES: 07:30 - 16:00 (MON - FRI) (CLOSED ON PUBLIC HOLIDAYS)



MOUNTAIN RESCUE 021 948 9900



SNAKE CATCHER 063 556 6338



POISONS INFORMATION HELPLINE OF THE W-CAPE

0861 555 777



GENDER-BASED VIOLENCE COMMAND CENTRE

0800 428 428 or *120*7867#

12 & OLDER? CLICK HERE TO REGISTER FOR COVID-19 VACCINE

GET CONNECTED FOR OUR LATEST NEWS & UPDATES



on Facebook - Langeberg Municipality



on Twitter @Langeberg_Muni



on Instagram @langebergmuncipality



- REQUEST AND REPORT SERVICE DELIVERY ISSUES VIA OUR WHATSAPP LINE
- ACTIVE 24 HOURS, 7 DAYS A WEEK
- FOLLOW UP ON SERVICE DELIVERY COMPLAINTS

OR SCAN THE OR CODE



QUERIES OR SUGGESTIONS?

Do you have any suggestions on how we can improve our communication with you? Or, do you perhaps have queries about any of our articles? Please contact Willy-John Gordon at wgordon@langeberg.gov.za

NAVRAE OF VOORSTELLE?

Het u dalk enige voorstelle oor hoe ons ons kommunikasie met u kan verbeter? Of het u dalk navrae omtrent enige van ons artikels? Kontak Willy-John Gordon by wgordon@langeberg.gov.za

IMIBUZO OKANYE IINGCEBISO?

Ingaba unazo kusini na iinngcebiso
malunga nendlela esinokuphucula ngalo
unxibelwano kunye nawe? Okanye, ingaba
unemibuzo ethile malunga nelinye
lamangaku ethu? Nceda ke
uqhagamshelane
no-Willy-John Gordon, kuwgordon@langeberg.gov.za



WATER RESULTS - JANUARY 2023



TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
pH (at 25°C)	≥5.00 - ≤9.70	7,14	7,43	7,41	7,41	6,58
Conductivity (at 25°C)	≤170	79,7	71,4	9,8	63,5	6,3
Turbitity (NTU)	≤1.0 Operational ≤5.0 -Aeshetic	0,84	0,69	0,6	0,29	1,9
Colour (mg/L as Pt)	≤15	<4	1,1	<4	<4	<4
Aluminium (μg/L as Al)	≤300	94	165	176	<40	194
Iron (μg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	22	<20	41	<20	83
Free Chlorine (mg/L)	>0.0 - ≤5	1,4	1,1	1,2	0,29	0,15
E.Coli (cnt/100ml)	Not Detected	<1	<1	1	<1	<1
Total Coliform Bacteria	≤10	<1	<1	1	5	<1