

## Questions you ask us most often:

### How do I open an account for water and electricity?

Rates accounts will automatically be created in your name as the new property owner as soon as transfer is registered at the Deeds Office. (Refuse and sanitation will also be linked to this account.) Please remember that there's a delay of around 10 weeks from date of transfer to the date the information is received by us and updated in our system.

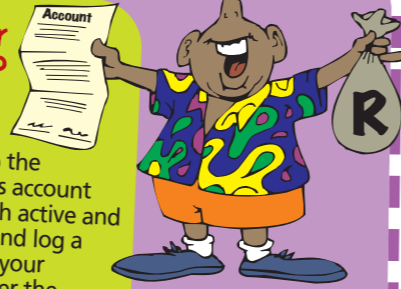
When opening a new account, please bring with you

- A valid ID book;
- If you are a tenant, the owner or his proxy must co-sign the application for services, a certified copy or original copy of the owner/proxy's ID book, and a certified copy of the lease agreement, stating date of occupation;
- Your Offer to Purchase, if the transfer has not yet taken place at the Deeds Office; and
- In the event that you as a new owner want to open an account for a new property, a copy of the Surveyor General's (SG) diagram (usually obtained from the developer).

You will need to pay a deposit which is approximately equal to two months average deemed consumption. The deemed consumption for new accounts will be averaged and automatically regulated after six months. Thereafter, the City will adjust the deposit and reflect it on your account as either a credit or debit.

**How do I apply for a refund?**

All requests for refunds must be in writing. If a property was sold, an attorney's letter must be sent to us. (Please note: All refunds from property sales are refunded to the transferring attorney.) A request for Finalisation of a Services account form must be completed. For refunds on overpayments (both active and inactive accounts), please call Joburg Connect 011 375 5555 and log a call. You'll be given a reference number. Alternatively, go to your nearest Customer Service Centre. For a refund on rates - as per the transferring attorney's instruction Refund for a water & electricity - to account holder unless otherwise instructed by transferring attorney



### When do you issue a refund?

- After finalisation of a service account.
- After an overpayment or credit was passed on an account.
- When an account is closed and the deposit is requested. (However, this deposit will first be used to offset any outstanding money on the relevant account. If the account is in credit, the money can be refunded to the account holder.)
- When an owner sells his/her property and the account is in credit after the property was registered in the new owner's name.

### What type of queries can be handled immediately at Joburg Connect?

- Account balance enquiries.
- Requesting of statements.
- Change of address.
- Phone in readings.
- Payment related queries.
- Deposit information.
- Change of contact details e.g. phone, mobile and email.

### How do I apply for a Clearance Certificate, and from where?

You need to complete a prescribed application form and your attorney applies on your behalf. This is the process that takes place:

1. An attorney has to apply for rates clearance figures. Clearance figures are valid for a minimum period of five months.
2. All arrear amounts for the two years preceding the date of application on the owner and tenant accounts will be included in the clearance figures.
3. All outstanding amounts must be paid before Clearance Certificates will be issued. Only bank guaranteed cheques, attorney's trust cheques, and cash will be accepted as payment on the clearance figures. Payments should only be made at Thuso House, 61 Jorissen St., Braamfontein.
4. The certificate will be issued within 24 hours upon payment of outstanding amounts.

### Can I pay my account online?

Yes, set up the City of Johannesburg as a beneficiary through your Internet banking facility. Click on Add New Beneficiary and choose from the Bank Approved Beneficiary list, under the letter C. Our bank is Absa and our account number is 4054398463.

### What is eServices?

eServices is designed to make your life easier by providing online access to a range of services for both the individual and business within the City, including

- viewing of your electricity and water accounts;
- receive your statement by e-mail;
- enter your meter readings online;
- log and query a problem online;
- update your billing address online; and
- download forms.

### Contact us:

Joburg Connect - one number for all billing queries related to the City of Johannesburg

**011 375 5555**

- Fraud and Corruption Hotline ☎ **0800 002 587**
- Emergency Connect – for life-threatening emergencies only ☎ **011 375 5911**
- Fax proof of payment for reconnections to the Credit Management Unit ☎ **011 358 3408/9**
- Tracking of building plan applications ☎ **011 407 6058 / 6217, or [www.joburg.org.za](http://www.joburg.org.za)**, select the e-services option and follow the Building Plan Progress buttons
- Log on to receive your statement via email [www.joburg.org.za](http://www.joburg.org.za), select the e-services option and click the Account By Email button
- Report change of postal address for statements ✉ [statements@joburg.org.za](mailto:statements@joburg.org.za) or ☎ **011 381 9377**
- Send proof of payments to ✉ [cashcollections@joburg.org.za](mailto:cashcollections@joburg.org.za), ☎ **011 358 3408/9** or deliver by hand to your nearest Customer Service Centre. ☎ **011 375 5555** to follow up after you've sent proof of payment
- For queries regarding the City's implementation of the National Credit Act, please ✉ [nca@joburg.org.za](mailto:nca@joburg.org.za)

### Contact details: City Buzz

Editor: Mandy Jean Woods, Revenue & Customer Relations Management Department. For queries contact us at ✉ [citybuzz@joburg.org.za](mailto:citybuzz@joburg.org.za). To get your electronic copy of this and previous issues of City Buzz, log on to [www.joburg.org.za](http://www.joburg.org.za), click on Residents, then City departments, then Revenue & Customer Relations Management, then Publications, and then Newsletters for customers.



a world class African city

# CITY BUZZ

CUSTOMER NEWSLETTER FOR THE RESIDENTS OF THE CITY OF JOHANNESBURG

Contact us:

**011 375 5555 / [joburgconnect@joburg.org.za](mailto:joburgconnect@joburg.org.za)**  
**[www.joburg.org.za](http://www.joburg.org.za) and select the option for e-services**



JULY / AUGUST 2008

## Understanding the City's new tariffs

We review our tariffs every year, and this year the changes are based on a variety of important financial, social and environmental factors:

- An increasing demand on limited and fast depleting resources;
- Current national electricity supply constraints;
- Projected shortage of water resources by 2025;
- Depleting landfill space;
- The need to respond positively to climate change initiatives to minimise the impact of global warming;
- Making the services affordable to indigent people; and
- A need to change user consumption behaviour to ensure resource conservation through education, awareness and incentives.

### Water and Sanitation

A structural change means that the tariffs will continue to be based on a rising block tariff structure, with the introduction of a new band. The current band for consumption of 21kl to 40kl has been divided into a band for consumption of 21kl to 30kl, and a further band for 31kl to 40kl has been created.

This allows for higher users of water to be charged increasingly higher rates, and for the cross-subsidisation of lower users by higher users. Additional objectives include:

- increasing water conservation by high consumers paying higher tariffs than low consumption consumers. The purpose is to encourage high consumers to start saving water;
- increasing the current free basic water from 6kl per month to 10kl per month for all registered indigents;
- in the case of consumers with a prepayment meter installed, a free annual allocation of 4kl per household for emergencies; and
- implementing a 2% surcharge on business tariffs.



### Refuse collection

The domestic tariffs have previously been determined on the basis of erf size. This has been changed as there's no direct correlation between the size of a property and the amount of general waste it generates.

A more appropriate basis of determining the tariffs is to link them to the value of a property, as there's a link between economic well-being and the amount of waste generated. We've achieved this by applying a stepped domestic tariff based on six different ranges of property values.

A City Cleaning Levy for households and businesses has been introduced to recover costs associated with this service. There is a 2% surcharge on business tariffs.

### Electricity

Increased input costs from both our suppliers (Kelvin Power and Eskom) have resulted in an increased electricity charge of 38.6%.

The City has formulated a step tariff to address, among others issues, energy efficiency. This step tariff will promote electricity conservation for various categories of customers.

Therefore, high consuming customers will pay higher tariffs for the same unit of electricity as used by lower consuming customers. This will help conserve the limited electricity supply in the country.

The following changes will also apply:

- Free basic electricity has been increased from 50 kWh to 100 kWh for customers who consume less than 300 kWh. This is in line with the Expanded Social Package.
- A 2 c/kWh (Demand Side Management) levy has been introduced to all tariff categories, excluding life-line.
- A 2% surcharge on all business tariffs is still applicable.



### Property Rates

As per the new Municipal Property Rates Act, effective as of 1 July 2008, a separate rate in the Rand is being charged for each category of property listed in the rates policy.

Property rates will be levied on the market value of a property. No rates will be levied on the first R150 000 of the market value of residential property.

Owners of Sectional Title properties will be directly charged for property rates, as well as domestic refuse and domestic sanitation charges.

# City Services Tariffs 2008 / 09

## Water and Sanitation

### Proposed domestic water tariff – Metered areas

Kilolitres per connection per month	2007/08 Tariff (R/kl)	2008/09 Tariff (R/kl)
0 - 6	Free	Free
7 - 10	R4,40	R4,40
11 - 15	R5,90	R6,27
16 - 20	R7,40	R7,93
21 - 30	R8,80	R9,52
31 - 40	R8,80	R9,61
41 +	R10,40	R11,46

Free basic water is increased from 6kl to 10kl per household per month for people receiving a municipal services subsidy.

### Proposed domestic water tariffs in previously deemed consumption areas fitted with metered connections as per the Gcin'amanzi Project

Kilolitres per connection per month	2007/08 Tariff (R/kl)	2008/09 Tariff (R/kl)
0 - 6	Free	Free
7 - 10	R3,40	R3,40
11 - 15	R4,00	R4,25
16 - 20	R6,20	R6,65
21 - 30	R8,50	R9,20
31 - 40	R8,50	R9,28
41 +	R10,40	R11,46

Free basic water is increased from 6kl to 10kl per household per month for people receiving a municipal services subsidy.

### Proposed institutional and industrial water tariffs

	2007/08 Tariff (R/kl)	2008/09 Tariff (R/kl)
Institutional	R7,60	R8,22
Industrial/Commercial	R10,40	R11,25

### Proposed private dwelling domestic sanitation tariffs

ERF Size (m <sup>2</sup> )	2007/08 Tariff (R/erf/month)	2008/09 Tariff (R/erf/month)
Up to and including 300m <sup>2</sup>	R54,30	R58,75
From 301m <sup>2</sup> to 1 000m <sup>2</sup>	R105,70	R114,37
From 1 001m <sup>2</sup> to 2 000m <sup>2</sup>	R159,90	R173,01
Larger than 2 000m <sup>2</sup>	R230,40	R249,29

### Proposed domestic sanitation tariffs in previously deemed consumption areas fitted with prepaid meter connections

Kilolitres per connection per month	2007/08 Tariff subsidised measured (R/kl)	2008/09 Tariff subsidised measured (R/kl)
0 - 6	Free	Free
7 - 10	R1,90	R1,90
11 - 15	R2,20	R2,34
16 - 20	R3,50	R3,75
21 - 30	R4,90	R5,30
31 - 40	R4,90	R5,35
41 - 50	R5,90	R6,50
50 +	R1,90	R2,09

Free basic sanitation for prepaid customers is increased from 6kl to 10kl per household per month for people receiving a municipal services subsidy.

## Electricity Supply

Description		2007/08	2008/09
Domestic Life-line 1 - Energy (c/kWh)	0 < 300 kWh	43,23c	49,37c
Domestic Life-line 2 - Energy (c/kWh)	300 < 500 kWh	43,23c	49,37c
Domestic Life-line 1 - Conventional (c/kWh)	0 < 300 kWh	45,54c	52,01c
Domestic Life-line 2 - Conventional (c/kWh)	300 < 500 kWh	45,54c	52,01c
Domestic single phase 1 - Prepaid (c/kWh)	0 < 500 kWh	45,54c	65,35c
Domestic single phase 2 - Prepaid (c/kWh)	500 < 1 000 kWh	45,54c	66,45c
Domestic single phase 3 - Prepaid (c/kWh)	1 000 < 2 000 kWh	45,54c	67,55c
Domestic single phase 4 - Prepaid (c/kWh)	2 000 < 3 000 kWh	45,54c	69,19c
Domestic single phase 5 - Prepaid (c/kWh)	>3 000 kWh		70,02c
Domestic single phase - Service charge (R/m)	60 A	R121,99	R147,12
Domestic single phase - Service charge (R/m)	80 A	R127,63	R153,92
Domestic single phase - Energy (c/kWh)		33,02c	39,82c
Domestic three phase - Service charge (R/m)	60 A	R141,86	R205,30
Domestic three phase - Service charge (R/m)	80 A	R151,41	R219,12
Domestic three phase - Energy (c/kWh)	0 < 500 kWh	33,02c	47,38c
	500 < 1 000 kWh	33,02c	48,18c
	1 000 < 2 000 kWh	33,02c	48,98c
	2 000 < 3 000 kWh	33,02c	50,17c
	> 3 000 kWh	33,02c	50,77c
Domestic single phase (seasonal) - Service charge (R/m)	60 A	R121,99	R169,19
Domestic single phase (seasonal) - Service charge (R/m)	80 A	R127,63	R177,01
Domestic single phase (seasonal) - Energy (c/kWh)	summer (all usage amounts)	27,77c	38,52c
	winter (all usage amounts)	41,80c	57,97c
Domestic three phase (seasonal) - Service charge (R/m)	60 A	R141,86	R196,75
Domestic three phase (seasonal) - Service charge (R/m)	80 A	R151,41	R209,99
Domestic three phase (seasonal) - Energy (c/kWh)	summer (all usage amounts)	27,77c	38,52c
	winter (all usage amounts)	41,80c	57,97c
Agricultural - Service charge (R/m)	<50 kVA	R161,23	R237,22
Agricultural - Service charge (R/m)	>50 kVA	R188,45	R277,27
Agricultural - Energy (c/kWh)	summer	26,28c	38,67c
	winter	39,57c	58,22c
Robot intersections - Energy (c/kWh)		43,84c	64,51c
Streetlight and billboard per luminaire		49,15c	72,31c
Business - Prepaid 1 (<50 kVA) flat		46,12c	63,92c
Business - Prepaid 2 (<100 kVA) flat		48,00c	63,92c
Business - Service charge (R/m)	<50 kVA	R151,34	R215,87
Business - Service charge (R/m)	<100 kVA	R171,44	R252,24
Business - Service charge (R/m)	<500 kVA	R230,27	R338,80
Business - Service charge (R/m)	>500 kVA	R340,41	R500,85
Business - Energy (c/kWh)	summer		
	0 < 500 kWh	33,85c	47,96c
	500 < 1 000 kWh	33,85c	50,29c
	1 000 < 2 000 kWh	33,85c	48,29c
	2 000 < 3 000 kWh	33,85c	52,10c
	> 3 000 kWh		52,46c

		2007/08	2008/09
	0 < 500 kWh	50,96c	74,98c
	500 < 1 000 kWh	50,96c	75,74c
	1 000 < 2 000 kWh	50,96c	72,71c
	2 000 < 3 000 kWh	50,96c	78,45c
	> 3 000 kWh	50,96c	78,97c
Reactive energy for LPU (c/kVArh)		4,16c	6,13c
kVA LPU Low voltage - Service charge (R/m)		R402,51	R597,08
kVA LPU Low voltage - Energy (c/kWh)	summer	16,94c	25,13c
	winter	25,05c	37,17c
kVA LPU Low voltage - Demand charge (R/kVA)	summer	R52,33	R77,63
	winter	R54,95	R81,52
kVA LPU Medium voltage - Service charge (R/m)		R805,01	R1 194,14
kVA LPU Medium voltage - Energy (c/kWh)	summer	15,81c	23,45c
	winter	23,38c	34,68c
kVA LPU Medium voltage - Demand charge (R/kVA)	summer	R52,74	R78,24
	winter	R54,38	R80,67
Time Of Use			
kVA LPU Low voltage - Service charge (R/m)			R2 948,67
kVA LPU Low voltage - Energy (c/kWh)	summer		
	peak	26,40c	39,17c
	standard	19,49c	28,91c
	off peak	16,14c	23,94c
	winter		
	peak	61,23c	90,83c
	standard	23,79c	35,29c
	off peak	17,05c	25,29c
kVA LPU Low voltage - Demand charge (R/m)	summer	R43,07	R63,89
	winter	R45,52	R67,53
kVA LPU Medium voltage - Service charge (R/m)		R3 626,28	R5 379,15
kVA LPU Medium voltage - Energy (c/kWh)	summer		
	peak	23,75c	35,23c
	standard	17,52c	25,99c
	off peak	14,52c	21,54c
	winter		
	peak	55,07c	81,69c
	standard	21,39c	31,72c
	off peak	15,33c	22,74c
kVA LPU Medium voltage - Demand charge	summer	R38,74	R57,48
	winter	R40,94	R60,74
kVA LPU High voltage - Service charge (R/m)		R3 626,28	R5 423,73
kVA LPU High voltage - Energy (c/kWh)	summer		
	peak	23,75c	27,85c
	standard	17,52c	20,55c
	off peak	14,52c	17,03c
	winter		
	peak	55,07c	64,56c
	standard	21,39c	25,08c
	off peak	15,33c	17,98c
kVA LPU High voltage - Demand charge	summer	R38,74	R47,51
	winter	R40,94	R49,89

Demand side management levy 2c per kWh  
2% Surcharge on Business customers

## REFUSE COLLECTION

Institution	R26,36	R50,00
Bin sale		
Description		
Sale of a 240 litre bin	R299,53 per bin	R320,00 per bin
<b>Business tariffs (for bulk refuse storage and collection)</b>		
Uncompacted	2007/08	2008/09
Capacity of 240 litre (per bin, per month, collection once a week)	R144,00	R163,59
Capacity of 1100 litre (per lift)	R165,00	R219,15
<b>Putrescible waste (dallies collected 5 times a week)</b>		
85 litre bins	R353,00	R384,06
120 litre		R523,72
240 litre bins	R950 per bin	R1 040,52
<b>Animal carcass removal</b>		
Small animals (e.g. cats and dogs) per carcass	R40,87	R44,47
Medium animals (e.g. sheep) per carcass	R87,26	R94,94
Large animals (e.g. horses) per carcass	R256,26	R278,82
Transport charge for the removal of carcasses		R9,03 per km

Tipping at the City's refuse disposal sites		
500 kg of refuse other than special industrial refuse	R47,05	R51,20
250 kg of refuse other than special industrial refuse	R47,05	R51,20
500 kg special refuse disposed off after 12:00 pm on Saturday, Sunday or public holiday	R57,87	R62,92
For each 1 000 kg or part thereof of soil or other material suitable for covering a refuse disposal site		R15,00
The charge in respect of any refuse removal service rendered and not provided for elsewhere in this tariff of charges shall be negotiated with Pikitup.		
The City reserves the right to refuse the rendering of any service if the rendering thereof is impractical.		
The City will not refund any monies unless notification is given in writing by the user. Rebates will only be backdated to a maximum of three months from the date of written notification.		
All the above charges are exclusive of VAT.		

Domestic (per month)		
Property value	Collection tariff	City Cleaning Levy
Up to R150 000	free	N/a
R150 000 to R300 000	R50	R10
R300 001 to R500 000	R60	R10
R500 001 to R700 000	R70	R10
R700 001 to R1 500 000	R80	R10
Greater than R1 500 000	R120	R10
Business (per month)		
Property value	City Cleaning Levy	
Up to R2 000 000	R70	
R2 000 000 to R5 000 000	R100	
R5 000 000 to R10 000 000	R150	
R10 000 000 to R30 000 000	R200	
Greater than R30 000 000	R250	

NB: The tariffs are now based on the value of the property

## Assessment Rates

Category	Cents in the Rand
Business, commercial and industrial	0,0120
Residential property	0,004
Residential property with consent use	0,008
Municipal property : not ratable	0
Municipal property : ratable	0,0048
Property owned by the state or an organ of state	0,006
Farming land used for bona fide farming	0,004
Public service infrastructure	0
Property used for multiple purpose	tariff for highest authorised use
Agricultural holdings used for agricultural purposes	0,004
Vacant land irrespective of zoning	0,0160
Mining property	0,0120
Education	0,004
Religious	0
Special	Applicable tariff for the determined use of such property