

City of Johannesburg Council 2024-03-19/20

COJ : MAYORAL COMMITTEE 2024-03-13

**JOHANNESBURG WATER (SOC) LTD**

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**58 AMENDMENT OF TARIFF CHARGES  
FOR WATER SERVICES AND SEWERAGE  
AND SANITATION SERVICES: 2024/25**

**1 STRATEGIC THRUST**

Enhancing Financial Sustainability

**2 OBJECTIVE**

The purpose of this report is for Council to consider the amendments made to the Tariff Charges for Water, Sewerage and Sanitation Services in order to initiate the process of public consultation.

**3 PROPOSED TARIFF INCREASE**

The proposed tariff increases for the 2024/25 financial year are as follows:

- First 6 kl to be provided free for residential customers.
- All the other residential post-paid and prepaid water bands to be increased on average by 7.7%.
- Residential post-paid and prepaid sanitation tariffs to be increased on average by 7.7%.
- Institutional tariffs to be increased by 7.7%.
- Industrial/Commercial tariffs to be increased by 7.7%
- Demand Levy to be increased by 7.7%
- All other tariffs to be increased by an average of 7.7%

The average tariff increases for 2024/25 is 7.7%. The tariff increases for 2025/26 and 2026/27 are purely indicative.

**4 MOTIVATION**

The following are guidelines motivating the proposed tariff:

- Water as a scarce resource

Studies indicate that the continued supply of water internationally will continue to be under threat. South Africa is considered a country in which water scarcity is a real threat. The approach to the structure of the proposed tariff is to emphasise the importance of water as a scarce resource and create a culture of controlled consumption.

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The entity will continue to provide the 6kl free water. In the future tariffs, the entity intends to re-introduce a charge on the first 6kl of water for all other residents. High consumers will continue to pay at a higher rate in order to incentivise the saving of water.

- Provisions of the Municipal systems Act.
  - Tariffs must reflect the cost reasonably associated with rendering the service, including capital, operating, maintenance, administration and replacement costs, and interest charges.
  - Tariffs must be set at levels that facilitate the financial sustainability of the service, taking into account subsidisation from sources other than the service concerned.
  - The economic, efficient and effective use of resources and other appropriate environmental objectives will be encouraged.
- Provisions for deemed areas and prepaid roll-out

The metering of previously deemed consumption areas through the Soweto Infrastructure Project, in conjunction with the favourable tariff structure, is an important step towards the objective of the economic, efficient and effective use of resources. The initiative strongly supports demand side management.

The amount individual users pay for services should generally be in proportion to the use of that service and users of municipal services should be treated equitably in the application of tariffs.

Deemed consumption charges are currently not uniform across the City. Soweto is billed on deemed consumption of 20kl per connection per month, whereas Alexandra as well as Orange farm is billed on a deemed consumption of 10kl and 5kl per connection per month respectively. The entity continues to pilot prepaid metering projects for the purposes of converting the deemed areas to consumption-based metering.

For 2024/25 the pre-paid tariff would continue to be based on a rising block tariff structure. The subsidised rising block tariff for ex-deemed consumption areas (introduced in 2003/4) ensure that these customers are now charged proportional to usage following the Soweto Infrastructure Project interventions.

*For households benefiting from the Soweto Infrastructure Project in deemed consumption areas and new private developments such as Protea Glen Ext 4; Lehae and Cosmos City, the following apply:*

- A subsidised water and sanitation rising block tariff.
- A consumption-based tariff for both water and sanitation.
- Incentive based debt write-off policy.

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Customers who have prepayment meters installed, qualify for a progressive monthly write-off effective from the date of meter installation, over a three-year period. Defaulting customers in terms of transgression of by-laws will have the debt written off reversed retrospectively with interest.

- For households in informal settlements
  - Free rudimentary Service (LOS 1) service levels
  - Free water tanker services.
  - Free vacuum tanker services
- Should a decision be made in future to roll out the prepaid meters to all areas in the city, the prepaid tariff has to be brought in line with the conventional tariff.
- The Managing Director of Johannesburg Water will have the authority to negotiate with customers who receive a special tariff, due to older arrangements with the City, to bring these special tariffs in line with the regular tariff.

#### ➤ **Other considerations**

- Removal of flats definition for sanitation purposes

Johannesburg water has received several queries against the entity's tariff policy to charge multi-dwellings differently from flats. The argument presented is that there is no rationale for distinguishing between a flat and a multi-dwelling from a sewer service perspective.

From a Johannesburg Water perspective, the distinction between the two was not intended to differentiate between the usage of the service between the two categories but rather to facilitate a subsidy.

Johannesburg water has now removed the flat category and all properties previously considered as flats will now be categorized as multi-dwellings. A subsidy will be provided to qualifying multi-dwellings. The qualifying criteria is proposed as being a multi-dwelling with a property market value of less than R700 000.00.

- Industrial effluent

Several gaps were identified in the industrial effluent tariffs relating to the discharge of yeast and biodegradable carbon.

The amended tariffs will now include a separate provision for yeast and a clear qualifying criteria for the biodegradable rebate.

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### **PROPOSED TARIFFS FOR THE 2024/25 to 2026/27 FINANCIAL YEARS**

The 2024/25 water and sanitation tariffs listed below reflect the various rate increases proposed above:

#### **Residential Water customers**

##### **Proposed Domestic Water Tariff – Conventional Water Meters**

| <b>Bands</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> | <b>2026/27</b> |
|--------------|----------------|----------------|----------------|----------------|
|              | Tariff (R/kl)  | Tariff (R/kl)  | Tariff (R/kl)  | Tariff (R/kl)  |
| 0-6          | -              | -              | -              | -              |
| >6-10        | 24.33          | 26.20          | 28.22          | 30.39          |
| >10-15       | 25.39          | 27.35          | 29.45          | 31.72          |
| >15-20       | 35.60          | 38.34          | 41.29          | 44.47          |
| >20-30       | 49.20          | 52.99          | 57.07          | 61.46          |
| >30-40       | 53.81          | 57.95          | 62.42          | 67.22          |
| >40-50       | 67.89          | 73.12          | 78.75          | 84.81          |
| >50          | 72.75          | 78.35          | 84.38          | 90.88          |

Prices exclude the demand management levy and VAT.

##### **Proposed Domestic Water Tariff – Prepayment Meters**

| <b>Bands</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> | <b>2026/27</b> |
|--------------|----------------|----------------|----------------|----------------|
|              | Tariff (R/kl)  | Tariff (R/kl)  | Tariff (R/kl)  | Tariff (R/kl)  |
| 0-6          | -              | -              | -              | -              |
| >6-10        | 20.95          | 22.56          | 24.30          | 26.17          |
| >10-15       | 21.62          | 23.28          | 25.08          | 27.01          |
| >15-20       | 25.83          | 27.82          | 29.96          | 32.27          |
| >20-30       | 46.76          | 50.36          | 54.24          | 58.41          |
| >30-40       | 50.33          | 54.21          | 58.38          | 62.87          |
| >40-50       | 62.90          | 67.74          | 72.96          | 78.58          |
| >50          | 68.78          | 74.08          | 79.78          | 85.92          |

Prices exclude the demand management levy and VAT.

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### **Proposed Domestic Water Restriction Tariff – Conventional Water Meters Areas**

In the event that the Department of Water and Sanitation imposes water restrictions, the Water Restriction Tariff will apply as per Annexure A

### **Proposed Domestic Water Restriction Tariff - Prepayment Meters**

In the event that the Department of Water and Sanitation imposes water restrictions, the Water Restriction Tariff will apply as per Annexure A

### **Proposed Water tariffs for indigents as part of the Expanded Social Package**

| <b>Indigent Category</b> | <b>Score on Prevailing COJ Poverty Index</b> | <b>Monthly allocation cap of free water per household limited to the actual consumption if actual consumption is less than the allocated cap. Monthly allocation cap of free water per household</b> |
|--------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Band 1                   | Between 1 and 15                             | Not applicable                                                                                                                                                                                       |
| Band 2                   | Between 15 and 30                            | 10kl.                                                                                                                                                                                                |
| Band 3                   | Between 30 and 70                            | 12kl.                                                                                                                                                                                                |
| Band 4                   | 70 and above                                 | 15kl.                                                                                                                                                                                                |

Note:

- (a) Band 1 refers to individuals / households on the lowest vulnerable score defined by the approved CoJ Poverty index of the expanded social package policy.
- (b) Band 2 refers to individuals / households within the low vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (c) Band 3 refers to individuals / households within the mid-range vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (d) Band 4 refers to individuals / households within the higher vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.

Note: These benefits are applicable to the 2024/25 financial year.

### **Proposed Institutional Water Tariffs**

|                                | <b>2023/24</b>       | <b>2024/25</b>       | <b>2025/26</b>       | <b>2026/27</b>       |
|--------------------------------|----------------------|----------------------|----------------------|----------------------|
| <b>Bands</b>                   | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> |
| Consumption up to 200kl        | 45.62                | 49.13                | 52.38                | 55.83                |
| Consumption exceeding to 200kl | 53.43                | 57.54                | 61.34                | 65.39                |

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Prices exclude the demand management levy and VAT.

**Proposed Prepayment and Non-Prepayment Industrial/Commercial Water Tariffs (3%)**

|                                | 2023/24              | 2024/25              | 2025/26              | 2026/27              |
|--------------------------------|----------------------|----------------------|----------------------|----------------------|
| <b>Bands</b>                   | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> | <b>Tariff (R/kl)</b> |
| Consumption up to 200kl        | 57.61                | 62.05                | 66.14                | 70.51                |
| Consumption exceeding to 200kl | 60.78                | 65.46                | 69.78                | 74.39                |

Prices exclude the demand management levy and VAT.

**Proposed Private Dwelling Domestic Sanitation Tariffs**

| <b>ERF Size (m<sup>2</sup>)</b>                      | 2023/24              | 2024/25              | 2025/26              | 2026/27              |
|------------------------------------------------------|----------------------|----------------------|----------------------|----------------------|
|                                                      | <b>Tariff</b>        | <b>Tariff</b>        | <b>Tariff</b>        | <b>Tariff</b>        |
|                                                      | <b>(R/erf/month)</b> | <b>(R/erf/month)</b> | <b>(R/erf/month)</b> | <b>(R/erf/month)</b> |
| Up to and including 300m <sup>2</sup>                | 292.18               | 314.68               | 338.91               | 365.00               |
| Larger than 300m <sup>2</sup> to 1000m <sup>2</sup>  | 568.78               | 612.58               | 659.74               | 710.54               |
| Larger than 1000m <sup>2</sup> to 2000m <sup>2</sup> | 860.45               | 926.70               | 998.06               | 1 074.91             |
| Larger than 2000m <sup>2</sup>                       | 1 239.77             | 1 335.23             | 1 438.05             | 1 548.77             |

Prices exclude the demand management levy and VAT.

**Proposed Domestic Sanitation Tariffs – Prepayment Meters**

|             | 2023/24       | 2024/25       | 2025/26       | 2026/27       |
|-------------|---------------|---------------|---------------|---------------|
|             | <b>Tariff</b> | <b>Tariff</b> | <b>Tariff</b> | <b>Tariff</b> |
| <b>Band</b> | <b>(R/kl)</b> | <b>(R/kl)</b> | <b>(R/kl)</b> | <b>(R/kl)</b> |
| 0-6         | -             | -             | -             | -             |
| >6-10       | 12.08         | 13.01         | 14.01         | 15.09         |
| >10-15      | 15.29         | 16.47         | 17.74         | 19.10         |
| >15-20      | 17.13         | 18.45         | 19.87         | 21.40         |
| >20-30      | 25.42         | 27.38         | 29.49         | 31.76         |
| >30-40      | 25.42         | 27.38         | 29.49         | 31.76         |
| >40-60      | 25.42         | 27.38         | 29.49         | 31.76         |
| >60         | 25.42         | 27.38         | 29.49         | 31.76         |

Prices exclude the demand management levy and VAT.

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### **Proposed Non-residential Sewer Tariffs**

|             | <b>2023/24<br/>- Per kl</b> | <b>2024/25<br/>-Per kl</b> | <b>2025/26<br/>- Per kl</b> | <b>2026/27<br/>- Per kl</b> |
|-------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|
| Institution | 34.25                       | 36.89                      | 39.32                       | 41.92                       |
| Commercial  | 43.08                       | 46.40                      | 49.46                       | 52.72                       |

Prices exclude the demand management levy and VAT.

### **Proposed sanitation tariffs for indigents as part of the Expanded Social Package**

| <b>Indigent Category</b> | <b>Score on<br/>Prevailing COJ<br/>Poverty Index</b> | <b>Reduction in sewerage tariff charge for<br/>applicable indigent band.</b> |
|--------------------------|------------------------------------------------------|------------------------------------------------------------------------------|
| Band 1                   | Between 1 and 15                                     | Not applicable                                                               |
| Band 2                   | Between 15 and 30                                    | 100%                                                                         |
| Band 3                   | Between 30 and 70                                    | 100%                                                                         |
| Band 4                   | 70 and above                                         | 100%                                                                         |

Note:

- (a) Band 1 refers to individuals / households on the lowest vulnerable score defined by the approved CoJ Poverty index of the expanded social package policy.
- (b) Band 2 refers to individuals / households within the low vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (c) Band 3 refers to individuals / households within the mid-range vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (d) Band 4 refers to individuals / households within the higher vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.

Note: These benefits are applicable to the 2024/25 financial year.

### **Water Demand management levy**

The demand levy charge is a fixed charge for each water connection to cover the network costs and cost of the base water installation over the lifespan of the meter, irrespective of the consumption.

**For domestic properties** - A water demand management levy of R36.59 per month will be charged. It will be applicable to the following:

- Residential consumers conventional water meters per dwelling
- Residential consumers' prepayment meters per dwelling

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- Residential indigent consumers per dwelling when using more than free water (e.g. 15kl)
- Multi dwelling per dwelling
- Multi dwelling prepayment meters per dwelling
- Mixed use per dwelling

For non-domestic customers, a monthly water demand management levy of R322.97 per month per stand will be charged. It will be applicable to the following:

- businesses,
- institutions,
- industrial customers; and
- commercial customers
- mixed use per stand

*Note: All the above charges are exclusive of VAT.*

#### **Effluent re-use tariff**

Effluent re-use will be charged where the off take is from the treatment plant at the cost of the user. Where any infrastructure has to be provided, additional charges will apply on a case-by-case basis dependant on the cost to Johannesburg Water and the period of the agreement.

| <b>Name of Catchment</b>            | <b>2024/25<br/>(R/kl)</b> |
|-------------------------------------|---------------------------|
| Integrated Vaal River System (IVRS) | R7.125                    |
| Crocodile West Marico               | R7.361                    |

The Water Treatment Works that dispense effluent to both Integrated Vaal River System and Crocodile West Marico are listed below:

#### **Integrated Vaal River System (IVRS)**

- Olifantsvlei works
- Bushkoppies works
- Goudkoppies works
- Ennerdale works

#### **Crocodile West Marico**

- Driefontein works
- Northern works



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### **5 POLICY IMPLICATIONS**

The proposed increases are in line with the City of Johannesburg's guiding principles on the determination of tariffs in that tariffs should be equitable and affordable.

### **6 LEGAL AND CONSTITUTIONAL IMPLICATIONS**

This report has been finalized in conjunction with Legal and Compliance to ensure compliance with all relevant Legislation. In terms of section 28 (6) of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003), once the new tariffs have been determined in respect of the 2024/2025 Financial Year, it may not be further increased during that financial year, except when required in terms of a financial recovery plan as contemplated in the Act.

### **7 FINANCIAL IMPLICATIONS**

The proposed tariff structure allows Johannesburg Water to comply with its commitments of financial sustainability and the pursuance of the upgrading and enhancement of the water and sanitation infrastructure and other service delivery initiatives.

### **8 ECONOMIC IMPLICATIONS**

The economic implications of the proposed tariff are to ensure that the increases in the various tariff bands are maintained at reasonable levels but having regard to the principle of higher tariffs for the high-level consumption customers.

### **9 COMMUNICATION IMPLICATIONS**

The relevant information regarding the amended tariffs will be communicated to all role players in the manner prescribed by law.

### **10 OTHER DEPARTMENTS/BODIES CONSULTED**

The following bodies have been consulted prior to submission of this proposal:

1. Environmental, Infrastructure and Services department.
2. Legal and Compliance.

### **11 KEY PERFORMANCE INDICATOR**

The report relates to the Johannesburg Water Revenue key performance indicator.

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**IT IS RECOMMENDED**

1. That, in terms of Sections 11(3)(i) and 75A (1) of the Local Government: Municipal Systems Act 2000, (Act 32 of 2000) as amended, read with Section 16(2) of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003), the City of Johannesburg declares its intention to amend with effect from 1 July 2024 its Tariff of Charges for:
  - (a) Water Services as set out in Annexure "A" and
  - (b) Sewerage and Sanitary Services as set out in Annexure "B"
2. That, in terms of Sections 17(3) (a) (ii) and 22(a) of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) and Sections 21, 21A (1) and 2 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) as amended, the City of Johannesburg:
  - (a) Displays the notice and the documents and notice in the manner prescribed.
  - (b) Seeks to convey to the local community by means of radio broadcasts covering the area of the City, the information contemplated in Section 21A(c) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) as amended; and
  - (c) Publishes a notice in the manner prescribed and invites the local community to submit written comments or representations in respect of the City's declared intention to amend or determine Tariffs of Charges.
3. That in terms of Section 22(b) of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) a copy of the notice and documents be sent forthwith to the National and Provincial Treasury; MEC for local government; as well any other organ of state or municipality affected by the budget to solicit their views
4. That the Group Chief Financial Officer in conjunction with Director: Legal and Compliance, in consultation with the Council's relevant Departments and all interested parties, report on the comments received in terms of paragraph 2 above with recommendations on the final draft of the Tariffs of Charges for approval;
5. That the report be submitted to a relevant Section 79 Committee for comment.

(JOHANNESBURG WATER (SOC) LTD)  
(tc)

THE NEXT ITEM FOLLOWS THE ANNEXURES TO THIS ITEM

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**ANNEXURE "A"**

**CITY OF JOHANNESBURG**

**AMENDMENT OF TARIFF OF CHARGES FOR WATER SERVICES**

In terms of:

The Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) as amended: Sections 17(3)(a)(ii), and 22(a)(i) and (ii) ;  
the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) as amended: Sections 21(1) and (3), 21A and 75A(3) and (4) ;, it is hereby notified that the City of Johannesburg has, in terms of Sections 11(3)(i) and 75A(1) and (2) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) as amended, read with Section 24(2)(c)a(ii) of the Local Government: Municipal Financial Management Act, 2003 (Act 56 of 2003), amended its tariff of charges for Water Services with effect from 1 July 2024. A 2% surcharge is levied on business customers.

**1. DEFINITIONS**

For the purposes of this tariff charges, the following definitions will apply:

- 1.1. "Dwelling unit" means one or more rooms including kitchen/s designed as a unit for occupancy for purpose of cooking, living and sleeping which includes nearby outbuildings, sheds and granny flats within the curtilage of the property excluding multi dwellings and flats.
- 1.2. "Multi-dwelling" means any arrangement of premises that comprises more than one dwelling unit, including semi-detached houses, simplex units, townhouses, block of flats and any other arrangement of residential premises.
- 1.3. "Mixed use" means any dwelling, with or without appurtenant outbuildings, and used for more than one purpose (excluding any such units used merely for purposes incidental to such other purposes which constitute the main activities on the premises), where water consumed in all such units is metered by one meter supplied by Johannesburg Water for any quantity of water supplied, the aggregate consumption be divided by the number of dwelling units.
- 1.4. "Service Level 1" shall mean a service delivery option consisting of water supply from communal water points located within 200 metres of each other.

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- 1.5. "Service Level 3" shall mean a service delivery option consisting of a metered pressured water connection to each stand or erf that can legally be connected by the developer/owner to the dwelling (or any other point on the property).
- 1.6. "ESP" means Expanded Social Package policy.
- 1.7. "Residential purposes" shall be deemed not to include the letting of accommodation units for any category of hotel uses, which shall be deemed to constitute use for commercial purposes.
- 1.8. "Institution" means public tertiary educational institutions, public schools, public hospitals; orphanages, old aged homes and other welfare organisation registered under social development; sport clubs or premises used for public worship, including halls or other buildings used for religious purposes. Student accommodation owned by institutions as defined herein will be covered under institutions.
- 1.9. "Commercial / Industrial" refers to the supply of water to premises other than those provided for in clauses 2, 3 and 4.2.
- 1.10. "Prepayment meter" means a meter that can be programmed to limit the flow of water into a water installation to the amount which has been previously purchased.
- 1.11. "Conventional water meter" refers to the where the account is issued subsequent to the consumption of water.
- 1.12. "Per month" in the tariffs is based on a meter reading period of 365.25 days per year divided by 12 months in a year which equals 30,4375 days. Meter reading periods that are longer or shorter are adjusted proportionately.
- 1.13. "Disconnection" means interrupting, restriction or terminating the supply of water to a meter as a consequence of credit control measures or the commission of an offence in terms of the By-laws.
- 1.14. "Level 1 Disconnection" refers to the disconnection or restriction or termination of water services, which is instituted as a credit control measure.
- 1.15. "Level 3 Disconnection" refers to the complete removal of a water connection to a property from the water distribution supply pipe up to and including the water meter.

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1.16. "Illegal Connection" means any connection or reconnection to a water system and or tampering with such system through which water services are provided including the meter, which is not authorised or approved by the Municipality or an Authorised Official in contravention of the By-Laws, any other by-laws of the Municipality, Act or Regulation.

1.17. "Repeat Offender means a customer who has committed an illegal connection more than three (3) times within a period of twelve-month and or whose services were disconnected with a Level 3 Disconnection within a period of five (5) years.

**2. Residential Consumers**

**2.1 Conventional water meters**

**2.1.1 Dwelling unit:**

The supply of water to any dwelling where such a dwelling unit has its own meter supplied by Johannesburg Water and is used for residential purposes.

- (a) For the first 6 kilolitres: Free
- (b) In excess of 6 kilolitres up to 10 kilolitres: R26.20 per kilolitre per month.
- (c) In excess of 10 kilolitres up to 15 kilolitres: R27.35 per kilolitre per month.
- (d) In excess of 15 kilolitres up to 20 kilolitres: R38.34 per kilolitre per month.
- (e) In excess of 20 kilolitres up to 30 kilolitres: R52.99 per kilolitre per month.
- (f) In excess of 30 kilolitres up to 40 kilolitres: R57.95 per kilolitre per month.
- (g) In excess of 40 kilolitres up to 50 kilolitres: R73.12 per kilolitre per month.
- (h) In excess of 50 kilolitres: R78.35 per kilolitre per month.
- (i) A water demand management levy of R36.59 per calendar month per unit.

**2.1.2 Multi dwelling units:**

The supply of water to multi dwelling where water consumed in all such units are metered by one or a combination of meters supplied by Johannesburg Water, but not individually metered by meters: the combined aggregate consumption be divided by the number of dwelling units:

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- (a) For the first 6 kilolitres: Free
- (b) In excess of 6 kilolitres up to 10 kilolitres: R26.20 per kilolitre per month.
- (c) In excess of 10 kilolitres up to 15 kilolitres: R27.35 per kilolitre per month.
- (d) In excess of 15 kilolitres up to 20 kilolitres: R38.34 per kilolitre per month.
- (e) In excess of 20 kilolitres up to 30 kilolitres: R52.99 per kilolitre per month.
- (f) In excess of 30 kilolitres up to 40 kilolitres: R57.95 per kilolitre per month.
- (g) In excess of 40 kilolitres up to 50 kilolitres: R73.12 per kilolitre per month.
- (h) In excess of 50 kilolitres: R78.35 per kilolitre per month.
- (i) A water demand management levy of R36.59 per calendar month per unit.

2.1.3 Tariffs when there's water restriction – (Dwelling unit and multi dwelling units)

For the supply of water where at least a Water restriction has been declared by the Department of Water and Sanitation.

|        | 2024/25          | CONVENTIONAL WATER RESTRICTIONS |                 |                 |                 |                  |                  |                  |                  |
|--------|------------------|---------------------------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|
| Band   | Normal<br>Tariff | Level 1<br>- 15%                | Level 2<br>-20% | Level 3<br>-25% | Level 4<br>-30% | Level 5<br>- 35% | Level 6<br>- 40% | Level 7<br>- 45% | Level 8<br>- 50% |
|        | (R/kl)           | (R/kl)                          | (R/kl)          | (R/kl)          | (R/kl)          | (R/kl)           | (R/kl)           | (R/kl)           | (R/kl)           |
| 0-6    | -                | -                               | 13.49           | 13.49           | 13.49           | 13.49            | 13.49            | 13.49            | 13.49            |
| > 6-10 | 26.20            | 30.82                           | 32.75           | 34.93           | 37.43           | 40.31            | 43.67            | 47.64            | 52.40            |
| >10-15 | 27.35            | 32.18                           | 34.19           | 36.47           | 39.07           | 42.08            | 45.58            | 49.73            | 57.15            |
| >15-20 | 38.34            | 45.11                           | 47.93           | 51.12           | 54.77           | 58.98            | 63.90            | 69.71            | 81.52            |
| >20-30 | 52.99            | 62.34                           | 66.24           | 70.65           | 75.70           | 81.52            | 89.04            | 100.84           | 117.49           |
| >30-40 | 57.95            | 68.18                           | 72.44           | 77.27           | 82.79           | 89.15            | 112.13           | 124.14           | 139.04           |
| >40-50 | 73.12            | 91.87                           | 105.70          | 113.94          | 123.56          | 134.97           | 190.65           | 324.54           | 603.38           |
| >50    | 78.35            | 117.30                          | 137.86          | 173.29          | 245.32          | 419.81           | 511.48           | 1,117.94         | 2,138.78         |



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### **2.2 Prepayment meters**

#### **2.2.1 Dwelling unit:**

The supply of water to any dwelling where such a dwelling unit has a prepaid meter supplied by Johannesburg Water and is used for residential purposes.

- (a) For the first 6 kilolitres: Free
- (b) In excess of 6 kilolitres up to 10 kilolitres: R22.56 per kilolitre per month.
- (c) In excess of 10 kilolitres up to 15 kilolitres: R23.28 per kilolitre per month.
- (d) In excess of 15 kilolitres up to 20 kilolitres: R27.82 per kilolitre per month.
- (e) In excess of 20 kilolitres up to 30 kilolitres: R50.36 per kilolitre per month.
- (f) In excess of 30 kilolitres up to 40 kilolitres: R54.21 per kilolitre per month.
- (g) In excess of 40 kilolitres up to 50 kilolitres: R67.74 per kilolitre per month.
- (h) In excess of 50 kilolitres: R74.08 per kilolitre per month.
- (i) A water demand management levy of R36.59 per dwelling unit per calendar month.
- (j) An annual allocation for emergencies of 4 kl will be provided free of charge to a consumer in the case of a prepayment meter.

#### **2.2.2 Multi dwelling units:**

The supply of water to multi dwelling where water consumed in all such units are metered by one prepayment meter supplied by Johannesburg Water, but not individually metered by meters: the combined aggregate consumption be divided by the number of dwelling units:

- (a) For the first 6 kilolitres: Free
- (b) In excess of 6 kilolitres up to 10 kilolitres: R22.56 per kilolitre per month.
- (c) In excess of 10 kilolitres up to 15 kilolitres: R23.28 per kilolitre per month.
- (d) In excess of 15 kilolitres up to 20 kilolitres: R27.82 per kilolitre per month.
- (e) In excess of 20 kilolitres up to 30 kilolitres: R50.36 per kilolitre per month.
- (f) In excess of 30 kilolitres up to 40 kilolitres: R54.21 per kilolitre per month.

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- (g) In excess of 40 kilolitres up to 50 kilolitres: R67.74 per kilolitre per month.
- (h) In excess of 50 kilolitres: R74.08 per kilolitre per month.
- (i) A water demand management levy of R36.59 per dwelling unit per calendar month.
- (j) An annual allocation for emergencies of 4 kl will be provided free of charge to a consumer in the case where the meter is prepaid.

#### **2.2.3 Tariffs when there's water restriction – prepayment metered areas**

For the supply of water to any dwelling where at least a Water restriction has been declared by Johannesburg Water and is used for residential purposes:

|        | 2024/25          | PRE-PAID WATER RESTRICTIONS |                 |                 |                 |                  |                  |                  |                  |
|--------|------------------|-----------------------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|
| Band   | Normal<br>Tariff | Level 1<br>- 15%            | Level 2<br>-20% | Level 3<br>-25% | Level 4<br>-30% | Level 5<br>- 35% | Level 6<br>- 40% | Level 7<br>- 45% | Level 8<br>- 50% |
|        | (R/kl)           | (R/kl)                      | (R/kl)          | (R/kl)          | (R/kl)          | (R/kl)           | (R/kl)           | (R/kl)           | (R/kl)           |
| 0-6    | -                | -                           | 13.49           | 13.49           | 13.49           | 13.49            | 13.49            | 13.49            | 13.49            |
| 6>10   | 22.57            | 26.55                       | 28.21           | 30.09           | 32.24           | 34.72            | 37.62            | 41.04            | 45.14            |
| >10-15 | 23.30            | 27.41                       | 29.13           | 31.07           | 33.29           | 35.85            | 38.83            | 42.36            | 48.69            |
| >15-20 | 27.82            | 32.73                       | 34.78           | 37.09           | 39.74           | 42.80            | 46.37            | 50.58            | 59.15            |
| >20-30 | 50.40            | 59.29                       | 63.00           | 67.20           | 72.00           | 77.54            | 84.69            | 95.91            | 111.75           |
| >30-40 | 54.21            | 63.78                       | 67.76           | 72.28           | 77.44           | 83.40            | 104.90           | 116.13           | 130.06           |
| >40-50 | 67.75            | 85.13                       | 97.94           | 105.57          | 114.49          | 125.05           | 176.65           | 300.71           | 559.06           |
| >50    | 74.08            | 110.90                      | 130.35          | 163.85          | 231.95          | 396.93           | 483.61           | 1,057.01         | 2,022.22         |

#### **2.3 Hostels**

For the supply of water to any hostels with or without appurtenant outbuildings where water consumed in all such units is metered by one meter supplied by Johannesburg Water. The aggregate consumption be divided by the factor of the number of registered beds divided by six and the tariff stipulated in sub paragraph (1) above be applied per hostel.

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- (a) For the first 6 Kilolitres per hostel multiplied by the factor of the number of registered beds per hostel divided by six: Free.
- (b) In excess of 6 kilolitres up to and including 10 kilolitres per hostel multiplied by the factor of the number of registered beds per hostel divided by six: R26.20 per kilolitre per month.
- (c) In excess of 10 kilolitres up to and including 15 kilolitres per hostel multiplied by factor of the number of registered beds per hostel divided by six: R27.35 per kilolitre per month.
- (d) In excess of 15 kilolitres up to and including 20 kilolitres per hostel multiplied by the factor of the number of registered beds divided by six per hostel: 38.34 per kilolitre per month.
- (e) For any quantity in excess of 20 kilolitres per hostel multiplied by the factor of the number of registered beds divided by six per hostel: R78.35 per kilolitre per month.

### **2.4 Deemed consumption areas**

2.4.1 Erven within previously disadvantage areas where a flat rate for water consumption was charged and it has not been possible to assess metered water consumption over the past 12 months:

- (a) 5kl per month: Free
- (b) 10 kl per month: R104.81 per month.
- (c) 20 kl per month: R433.24 per month.

### **2.5 Informal settlements**

Informal dwelling structure on an erf, which is not connected to the water reticulation system of the Council and is supplied by water from a communal water point: Free of charge per month.

### **2.6 Availability Charges**

The following availability charges shall be payable in respect where service are available:

- (a) For vacant residential stands; R484.94 per calendar month per stand
- (b) For unoccupied improved residential stands; R484.94 per calendar month per stand
- (c) For improved occupied residential stands where no water supplied by Council is being consumed for any reason, including, but not restricted to stands using borehole water; R484.94 per calendar month per stand.

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- (d) Per occupied unmetered residential stands R484.94 per calendar month per stand

### **3. Mixed use**

3.1 For the supply of water to any dwelling, with or without appurtenant outbuildings, and used for more than one purpose (excluding any such units used merely for purposes incidental to such other purposes which constitute the main activities on the premises), where water consumed in all such units is metered by one meter supplied by Johannesburg Water for any quantity of water supplied, the aggregate consumption be divided by the number of dwelling units.

- (a) For the first 6 Kilolitres per dwelling multiplied by the number of dwelling units on the premises: Free.
- (b) In excess of 6 kilolitres up to and including 10 kilolitres per dwelling multiplied by the number of dwelling units: R26.20 per kilolitre per month.
- (c) In excess of 10 kilolitres up to and including 15 kilolitres per dwelling multiplied by the number of dwelling units on the premises: R27.35 per kilolitre per month.
- (d) In excess of 15 kilolitres up to and including 20 kilolitres per dwelling multiplied by the number of dwelling units: R38.34 per kilolitre per month
- (e) For any quantity in excess of 20 kilolitres per dwelling multiplied by the number of dwelling units: R78.35 per kilolitre per month.
- (f) In the case where a domestic customer conducts commercial/business activities on their residential unit where prepayment meters have been installed any consumption will be charged at the rate of the tariff band listed in sub-paragraphs (a) to (e).
- (g) A water demand management levy of R36.59 per dwelling per calendar month plus R322.97 per stand.

### **4. Non-Residential**

#### **4.1 Surcharge**

A 2% surcharge is levied on non-residential customers (Institutions, Commercial and Industrial).

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### **4.2 Institutions**

#### **4.2.1 Conventional water meters and Prepayment Meters**

For the supply of water to institutions:

- (a) For consumption up to 200 kilolitres: R49.13 per kilolitre per month
- (b) For consumption exceeding 200 kilolitres: R57.54 per kilolitre per month.
- (c) A water demand management levy of R322.97 per stand per calendar month.

### **4.3 Commercial / Industrial**

#### **4.3.1 Conventional water meters and Prepayment Meters**

For the supply of water through any one meter to premises:

- (a) For consumption up to 200 kilolitres: 62.05 per kilolitre per month.
- (b) For consumption exceeding 200 kilolitres: 65.46 per kilolitre per month.
- (c) A water demand management levy of R322.97 per stand per calendar month.

### **4.4 Availability Charges**

The following availability charges shall be payable in respect where service are available:

- (a) For non-residential vacant stands; R1,212.35 per calendar month per stand
- (b) For unoccupied improved non-residential stand; R1,212.35 per calendar month per stand
- (c) For improved occupied non-residential stands where no water supplied by Council is being consumed; R1,212.35 per calendar month per stand.
- (d) Stands belonging to the City of Johannesburg and its Municipal Owned entities that do not consume water will be exempted from the availability charge.

## **5. INTERIM CHARGES**

- (a) For the purpose of assessing any charge where a meter reading could not be obtained, for whatever reason, in an area other than a deemed consumption area, the consumption trend of the customer's interim charges are raised in absence of an actual reading. Where there is no trend available, a township average may be applied.
- (b) The interim charge shall be reversed when actual meter readings are again obtained and the account adjusted accordingly.

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- (c) Interim charges levied are payable and due in the same way as an actual charge.

### **6. MISCELLANEOUS**

- (a) For the supply of water for use outside the area of jurisdiction of the City of Johannesburg (excluding water supplied in bulk to another local authority) such supply to be metered at a point within the boundary of the City of Johannesburg in any one month, the charge payable shall be the prevailing Rand Water bulk supply price plus a surcharge of 25% on the aggregate of such charge.
- (b) In the case of meters registering the supply of water in gallons, the number of kilolitres supplied shall be determined by dividing the number of gallons registered by 220 and rounding off the result, up or down to the nearest 10.
- (c) The Managing Director of Johannesburg Water will have the authority to negotiate with customers who receive a special tariff, due to older arrangements with the City, to bring these special tariffs in line with the regular tariff.

### **7. CUSTOMER REQUESTS TO CHANGE BILLING TARIFF**

- 7.1 When customers request in writing to change the category billing tariff, it will be confirmed by Managing Director of Johannesburg Water and will only apply from the date of which the request is received by the city and will not be backdated.

### **8. CHARGES FOR DISCONNECTING SUPPLY**

#### **8.1 Customer requests for disconnections**

- (a) For the removal of an unused meter up to and including a 20 mm connection, and consequent disconnecting of supply: R3,576.89
- (b) For the removal of an unused meter larger than 20 mm up to and including a 40 mm connection, and consequent disconnecting of supply: R19,397.59
- (c) For the removal of an unused meter larger than 40 mm up to and including a 100 mm connection, and consequent disconnecting of supply: R35,562.26
- (d) For the removal of an unused meter larger than 100 mm connection, and consequent disconnecting of supply: R51,726.91

#### **8.2 For the disconnections and/or re-connection of supply which has been disconnection for credit control purposes**

- (a) Flow restrictions/ termination: meter up to and including a 20 mm connection: R665.34
- (b) Flow restrictions/ termination: meter larger than 20 mm: R2,787.00

#### **8.3 Cut-off, Level 3 - Disconnection at the water mains supply: R11,245.81**

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**9. NEW CONNECTIONS**

- (a) For providing and installing a 20 mm connection with a meter:
  - i. Service Level 1 water connection: Free
  - ii. New complete connection: R14,816.22
  - iii. New meter only: R5,068.93
- (b) For providing and installing a 25 mm connection with a meter: R36,000.98
- (c) For providing and installing a 40 mm connection with a meter: R48,368.67
- (d) For providing and installing a 50 mm connection with a meter: R61,860.67
- (e) For providing and installing a 80 mm connection with a meter: R92,728.00
- (f) For providing and installing a 100 mm connection with a meter: R100,107.27
- (g) For providing and installing a 150 mm connection with a meter: R119,214.73
- (h) In the event of an unmetered illegal connection not installed by Johannesburg Water or with a letter from Johannesburg Water authorising the installation by a developer or their agent, a fine, over and above the charges in (a) to (g) above, which will be equal to two (2) times the applicable new connection tariff above, per connection and multiplied by the number of households on the stand.

**10. FIRE SERVICE CONNECTIONS**

- (a) For providing and installing a 25 mm fire service connection without a meter: R32,829.28
- (b) For providing and installing a 40 mm fire service connection without a meter: R36,001.59
- (c) For providing and installing a 50 mm fire service connection without a meter: R37,117.11
- (d) For providing and installing a 80 mm fire service connection without a meter: R56,237.44
- (e) For providing and installing a 100 mm fire service connection without a meter: R65,243.40
- (f) For providing and installing a 150 mm fire service connection without a meter: R79,856.15

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**11. SPECIAL CHARGES IN CONNECTION WITH METERS SUPPLIED BY JOHANNESBURG WATER:**

11.1 For special reading of a meter at the request of a consumer (excluding new consumers) provided that only a single charge be levied under this item for the simultaneous reading of water and electricity meters for a single consumer: R808.23

11.2 For installing a meter after the removal thereof; R5,068.93

11.3 For testing a water meter owned by Johannesburg Water at the request of the consumer, if it is found that the meter does not show an error of more than the prescribed tolerance:

(a) Meters for pipes with a diameter measuring up to and including 25 mm, for each meter: R5,575.83

(b) Meters for pipes with a diameter measuring more than 25 mm, for each meter: R11,151.68

11.4 Rules applicable to clause 11.3

(a) The method and results of a test carried out by Johannesburg Water in terms of sub items 11.3, shall be accepted by the consumer as conclusive.

(b) The consumer shall be entitled, on giving Johannesburg Water (SOC) Ltd reasonable notice of his intention, to be present at the testing of any meter in which he is interested.

(c) Johannesburg Water shall retain every water meter for 3 months after it has been tested in order to make any further check or adjustment which may be necessary.

(d) When a meter fails the test, the meter testing fees will be refunded.

(e) When the meter fails the test, meter reading and billing will be adjusted using the by-law calculations to raise/reverse charges for the period affected.

11.5 For testing a meter owned by the consumer the charge shall be as follows:

(a) Meters for pipes with a diameter measuring up to and including 25mm, for each meter: R6,465.88

(b) Meters for pipes with a diameter measuring more than 25 mm, for each meter: R12,123.50



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11.6 If a water meter remains unused for more than three months Johannesburg Water shall be entitled to remove it free of cost to the consumer and shall replace it when it is again required; the replacement shall be at the consumer's expense (refer section 6.2).

11.7 For the purpose of rule 8, a meter shall be deemed to have been unused during any period between readings if less than 4 kilolitres passed through it.

11.8 Charges applicable to the moving of water meter outside the boundary of a property at the consumer's request:

- (a) For the moving of a Meter size 20, 25 and 40mm which can be moved as a unit. R17,597.38 per meter.
- (b) For the moving of a Meter size 50 and 80mm R21,881.23 per meter.
- (c) For the moving of a meter size 100 and 150mm for which a chamber needs to be built. R27,878.44 per meter.

11.9 Temporary interruption

- (a) For the temporary interruption of a consumer's water supply at his request and the subsequent reconnection thereof, for including the time taken for travelling, whether one or more trips to the erf are necessary: R3,368.09
- (b) In the case where a consumer fits an internal stopcock which will allow the consumer to perform the interruption without the assistance of Johannesburg Water in future: free of charge.

11.10 Charge for issuing of notice:

- (a) For the issuing of a notice in respect of arrear amounts on one or more services: R607.80

## **12. EFFLUENT RE-USE TARIFF**

12.1 Effluent re-use will be charged where the off take is from the treatment plant at the cost of the user. Where any infrastructure has to be provided, additional charges will apply on a case by case basis dependant on the cost to Johannesburg Water and the period of the agreement.

| <b>Name of Catchment</b>            | <b>2024/25(R/kl)</b> |
|-------------------------------------|----------------------|
| Integrated Vaal River System (IVRS) | R7.125               |
| Crocodile West Marico               | R7.361               |

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12.2 The Water Treatment Works that dispense effluent to both Integrated Vaal River System and Crocodile West Marico are listed below:

- (a) **Integrated Vaal River System (IVRS)**
  - Olifantsvlei works
  - Bushkoppies works
  - Goudkoppies works
  - Ennerdale works
- (b) **Crocodile West Marico**
  - Driefontein works
  - Northern works

## **13. EXPANDED SOCIAL PACKAGE**

### **13.1 Residential Indigent Consumers Conventional water meters**

13.1.1 For the supply of water to any dwelling unit where such a dwelling unit has its own meter supplied by Johannesburg Water and is used for residential purposes by a consumer that is registered indigent in terms of the Council's Expanded Social Package policy:

| <b>Indigent Category</b> | <b>Score on Prevailing COJ Poverty Index</b> | <b>Monthly allocation cap of free water per household limited to the actual consumption if actual consumption is less than the allocated cap. Monthly allocation cap of free water per household</b> |
|--------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Band 1                   | Between 1 and 15                             | Not applicable                                                                                                                                                                                       |
| Band 2                   | Between 15 and 30                            | 10kl.                                                                                                                                                                                                |
| Band 3                   | Between 30 and 70                            | 12kl.                                                                                                                                                                                                |
| Band 4                   | 70 and above                                 | 15kl.                                                                                                                                                                                                |

Note:

- (a) Band 1 refers to individuals / households on the lowest vulnerable score defined by the approved CoJ Poverty index of the expanded social package policy.
- (b) Band 2 refers to individuals / households within the low vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (c) Band 3 refers to individuals / households within the mid-range vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (d) Band 4 refers to individuals / households within the higher vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (e) Customers who qualify for the allocation of free water above will also be eligible for a rebate on the demand management levy charged.

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### **13.2 Residential Indigent Consumers Prepayment meters**

13.2.1 Where a residential prepayment meter has been installed for the supply of water, where such water is consumed by a consumer that is declared indigent in terms of the Council's Expanded Social Package policy resolution, the proposed tariff will be as follows:

| <b>Indigent Category</b> | <b>Score on Prevailing COJ Poverty Index</b> | <b>Monthly allocation cap of free water per household limited to the actual consumption if actual consumption is less than the allocated cap. Monthly allocation cap of free water per household</b> |
|--------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Band 1                   | Between 1 and 15                             | Not applicable                                                                                                                                                                                       |
| Band 2                   | Between 15 and 30                            | 10kl.                                                                                                                                                                                                |
| Band 3                   | Between 30 and 70                            | 12kl.                                                                                                                                                                                                |
| Band 4                   | 70 and above                                 | 15kl.                                                                                                                                                                                                |

Note:

- (a) Band 1 refers to individuals / households on the lowest vulnerable score defined by the approved CoJ Poverty index of the expanded social package policy.
- (b) Band 2 refers to individuals / households within the low vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (c) Band 3 refers to individuals / households within the mid-range vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (d) Band 4 refers to individuals / households within the higher vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- (e) Customers who qualify for the allocation of free water above will also be eligible for a rebate on the demand management levy charged.

### **13.3 Deemed consumption areas: Indigent customers**

13.3.1 Erven within previously disadvantaged areas where a flat rate was charged and it has not been possible to assess metered water consumption over the past 12 months and the consumer is declared indigent in terms Expanded Social Package Policy of Council:

- (a) 5kl per month: Free of charge;
- (b) 10 kl per month: Free of charge;
- (c) 20 kl per month: R179.75 per month,

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### **14. DAMAGES TO MUNICIPAL WATER PIPE SYSTEM AND OR WATER INSTALLATIONS TARIFFS:**

14.1 Any damages to the municipal water system and or installation: Actual costs of repairs plus cost of water lost. The cost of water lost will be charged as indicated below:

- a. Pipe with a diameter of 50mm or less R16,976.23
- b. Pipe with a diameter larger than 50mm but less than or equal to 100mm R33,954.73
- c. Pipe with a diameter larger than 100mm but less than or equal to 250mm R50,934.78
- d. Pipes with diameters larger than 250mm but less than or equal to 400mm R67,909.41
- e. Pipes with diameters larger than 400mm but less than or equal to 700mm R135,818.84
- f. Pipes with diameters larger than 700mm R186,747.52

14.2 The above tariffs will be levied per incident reported:

- (a) The reporting should be done as soon as the incident is known to the City of Johannesburg Call Centre wherein the reference number will be given.
- (b) If the incident was not reported but was found by the City/Johannesburg Water a surcharge of 10% will be applied.
- (c) For a repeated offender in a project or area, within a 12 month period, a surcharge will be levied as follows:
  - i. For a second transgression 5% will be levied above the tariff as determine previously based on the size of water pipe inclusive of water losses and cost or repairs.
  - ii. Third transgression 10% surcharge to be levied.
  - iii. Fourth transgression 15% surcharge to be levied.
  - iv. Fifth transgression 25% surcharge to be levied.
  - v. For any transgression above five, 50% surcharge will be levied,

In this circumstance Johannesburg Water/ City of Johannesburg reserves the right to review contractual relationship if the transgressor is the service provider.

If the transgressor is not contractual bound to Johannesburg Water/City of Johannesburg, the municipality reserves the right to request the transgressor to cease operations within 24 hours.

### **15. ILLEGAL CONNECTIONS**

#### **Penalty**

If any unauthorised water connection is detected, the same shall be disconnected immediately and the following penalty for domestic connection and for institutional/ commercial/ industrial connections shall be imposed on the consumers:

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15.1 In respect of a stand with a single household or business premises:

- (a) R21,501.53 for up to a 25mm connection;
- (b) R96,737.35 for up to a 40mm connection;
- (c) R123,721.34 for up to a 50mm connection;
- (d) R193,456.01 for up to a 80mm connection;
- (e) R400,429.06 for up to a 100mm connection and
- (f) R596,073.66 for a connection larger than 150mm;

15.2 In an event where JW has confirmed an illegal connection and has raised the relevant illegal connections penalties, JW may proceed to recover revenue over and above the penalty in the following manner:

- (a) A calculation of a reasonable average based on previous purchases from the date of last purchase not in excess of 36 months for prepaid meters. In an event that the meter has not purchased in the last 36 Months, the prevailing prepaid township average will be used to recoup all revenue lost due to the illegal connection.
- (b) An average based on two recent readings and if a meter reading does not exist and if the meter was never read, the date of installation will be used to recover the revenue using the township average.

15.3 In an event that JW water cannot confirm a prepaid water purchase on all its vending platforms for a period of 6 months on a meter that is functional, the meter shall be deemed to have been tampered with. This meter will therefore accrue a penalty as per approved tariff

15.4 In respect of a stand which has more than one household or business premises, the charge will be R21,501.53 multiplied by the number of households / units and or business premises on such stand or the amount stipulated in clause 15.1 whichever is the greater regardless that the stand has a single supply line.

15.5 In respect of an unauthorised connection being repeated in the same financial year, an additional 50% on the applicable penalty referred to in paragraphs 15.1 and 15.2 will be added to the penalty.

15.6 In respect of water losses during construction and post construction JW will raise the following charges in addition to the penalty charge/s above:

- (a) During construction, where it is found that a connection is / was unmetered or an illegal connection is detected, the greater amount will be charged of either 1kl of water for every square meter constructed or 1kl for every square meter of the stand size, based on the tariff for business plus a new meter connection fee

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(b) In cases after construction whether or not occupancy has occurred, where it is found that a connection is /was unmetered or an illegal connection is detected the following charge based on the business tariff in addition to the charge referred to above will apply:

- (a) 30kl per month for up to a 25mm connection
- (b) 90kl per month for up to a 40mm connection
- (c) 120kl per month for up to a 50mm connection
- (d) 200kl per month for up to a 80mm connection
- (e) 300kl per month for up to a 100mm connection and
- (f) 400kl per month for a connection larger than 150mm

15.7 In respect of the unauthorised use of water from an unmetered Fire Hydrant or Stand Pipe JW will raise the following charges;

- (a) R21,501.53 for up to a 25mm connection;
- (b) R34,402.45 for up to a 40mm connection;
- (c) R43,003.06 for up to a 50mm connection;
- (d) R68,804.90 for up to a 80mm connection;
- (e) R86,006.12 for up to a 100mm connection and
- (f) R129,009.17 for a connection larger than 150mm.

15.8 In respect of the unauthorised usage of water from a Fire Hydrant using a portable water truck, such truck will be impound by JMPD and a penalty of R55 000.00, payable to JW, will be imposed. The truck will released upon payment of the R55 000.00 and all such penalties imposed in terms of the above as well as any further penalties which JMPD may impose. These penalties are exclusive of any penalty that JMPD may elect to impose as per its processes.

15.9 The owner and user of such truck will be jointly and severally liable for payment of the amounts referred to in paragraph 15.6 above, the one paying the amount in full the other being absolved of such liability.

15.10 "Illegal Connection fees is payable in full before a reconnection can be instituted by Johannesburg Water".

**16. VALUE ADDED TAX**

All the above charges are **exclusive** of VAT.

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**ANNEXURE "B"**

**CITY OF JOHANNESBURG**

**AMENDMENT OF TARIFF OF CHARGES FOR SEWERAGE & SANITARY SERVICES**

In terms of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) as amended: sections 17(3)(a)(ii) and 22(a) of ; of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) as amended: sections 21(1) and (3), 21A and 75A(3) and (4) of , it is hereby notified that the City of Johannesburg has, in terms of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) as amended: Sections 11(3)(i) and 75A(1) and (2), read with the Local Government: Municipal Financial Management Act, 2003 (Act 56 of 2003) as amended: section 24(2)(c)(ii) of, amended its Tariff of Charges for Sewerage and Sanitary Services with effect from 1 July 2024. A 2% surcharge is levied on business tariffs.

The following tariffs shall be effective from 1 July 2024:

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### **1. DEFINITIONS**

For the purposes of this Tariff of Charges the following definitions will apply:

- 1.1. "Dwelling unit" means one or more rooms including a kitchen/s designed as a unit for occupancy for the purpose of cooking, living and sleeping which includes nearby outbuildings, sheds and granny flats within the curtilage of the property excluding multi dwellings and blocks of flats ;
- 1.2. "Multi-dwelling" means any arrangement of premises that comprises more than one dwelling unit including semi-detached houses, simplex units, townhouses, duplex dwellings, flats and any other arrangement of residential premises.
- 1.3. "Mixed use" Any premises comprised of two or more dwelling units, with or without appurtenant outbuildings, and any unit used for other purposes (excluding any such premises if such units are used merely for purposes incidental to such other purposes which constitute the main activities on the premises)
- 1.4. "Hostel" means collective accommodation for Local Authority and Provincial Government workers which accommodation may be single rooms or dormitories, with shared facilities such as kitchens and bathrooms;
- 1.5. "Service Level 1" shall mean a service delivery option consisting of a ventilated improved pit latrine or equivalent dry sanitation system located on each. No water and sewer connections are provided to each individual property, and no waterborne sewer system is available.
- 1.6. "Service Level 3" shall mean a service delivery option consisting of a conventional waterborne sewer network with individual sewer connections to each erf.
- 1.7. "Institution" means public tertiary educational institutions, public schools, public hospitals, orphanages, old aged homes or other similar premises operated by a registered welfare organisation, sport clubs or premises used for public worship, including halls or other buildings used for religious purposes. Student accommodation owned by institutions as defined herein will be covered under institutions.
- 1.8. "Commercial" refers to the sewer service to premises other than those provided for in clauses 2 and 3.



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- 1.9. "prepayment meter" means a meter that can be programmed to limit the flow of water into a water installation to the amount which has been previously purchased;
- 1.10. "prepayment measuring system" means a meter and ancillary devices, approved by the Council, designed to measure and allocate to a consumer the quantity of water pre-purchased by himself or herself;

## **2. Residential Charges**

### **2.1. Dwelling on a single erf, per erf- R/month**

The following charges shall be payable in respect of land having a drainage installation thereon which is connected to Johannesburg Water's sewer network:

|                                                                |           |
|----------------------------------------------------------------|-----------|
| (a) Erf size up to and including 300 m <sup>2</sup>            | R314.68   |
| (b) Erf size from 301 m <sup>2</sup> to 1 000 m <sup>2</sup>   | R612.58   |
| (c) Erf size from 1 001 m <sup>2</sup> to 2 000 m <sup>2</sup> | R926.70   |
| (d) Erf size larger than 2 000 m <sup>2</sup>                  | R1,335.23 |

### **2.2. Multi-dwellings**

Subsidized multi-dwellings:

- (a) A multi-dwelling where the property rates value of each unit does not exceed R700 000.00 (Where the rates valuation is provided for the total stand, the rates valuation should be divided by the number of dwelling units to get the value per dwelling unit.) shall qualify for the subsidized charge of R314.68.

Other multi dwellings

- (b) Where two or more dwelling units have been erected on a single erf, an erf size shall be determined in respect of each dwelling house erected on such property, by dividing the area of the erf by the number of dwelling units erected thereon. The charge shall then be levied in respect of each such dwelling unit in accordance with the provisions of section 2.1 above, provided that the minimum charge shall be: R 612.58 per unit per month.
- (c) Where information to the satisfaction of the Managing Director: Johannesburg Water, or his duly authorised representative, has not been furnished as to the number of dwelling units on a complex: For each kilolitre or part of the metered or estimated water consumption: R46.40/kl.

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### **2.3. Informal Settlements**

- (a) Sanitation services to informal dwelling structures used for human habitation in respect of which no building plan has been lawfully approved by any competent authority and the dwelling on the erf is not individually connected to Johannesburg Water's water reticulation system: Free of charge.

### **2.4. Residential prepayment meter**

- 2.4.1. Where residential prepayment meter has been installed for the supply of water to a dwelling, block of flats and multi-dwellings where such service is provided in respect of land having a drainage installation thereon which is connected to Johannesburg Water's sewer:

- (a) For the first 6 kilolitres: Free
- (b) In excess of 6 kilolitres up to 10 kilolitres: R13.01 per kilolitre per month.
- (c) In excess of 10 kilolitres up to 15 kilolitres: R16.47 per kilolitre per month.
- (d) In excess of 15 kilolitres up to 20 kilolitres: R18.45 per kilolitre per month.
- (e) In excess of 20 kilolitres up to 30 kilolitres: R27.38 per kilolitre per month.
- (f) In excess of 30 kilolitres up to 40 kilolitres: R27.38 per kilolitre per month.
- (g) In excess of 40 kilolitres up to 60 kilolitres: R27.38 per kilolitre per month.
- (h) In excess of 60 kilolitres: R27.38 per kilolitre per month.

### **2.5. Availability Charges**

- 2.5.1. The following availability charges shall be payable in respect of:

- (a) For vacant residential stands; R317.45 per month per stand
- (b) For unoccupied improved residential stands; R317.45 per month per stand
- (c) For improved occupied residential stands where no water supplied by Council is being consumed for any reason; R317.45 per month per stand
- (d) For occupied unmetered residential stands; R317.45 per month per stand

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### **2.6. Mixed used**

Where water consumed in all such units is metered by one meter supplied by Johannesburg Water, for any quantity of water supplied to the premises, for each kilolitre or part thereof of the metered or estimated water consumption: R46.40/kl.

### **3. Non Residential**

#### **Surcharge**

A 2% surcharge is levied on business customers (Institutions, Commercial and Industrial).

#### **3.1. Institutions/ Hostels**

- (a) For the provision of sewerage service to Institutional Buildings will be charged at R36.89kl.

#### **3.2. Industrial / Commercial**

- (a) For each kilolitre or part thereof of the metered or estimated water consumption: R 46.40/kl irrespective post or prepayment.

#### **3.3. Other classes of property**

- (a) All classes of property other than those specified in clauses 2 and 3 above: For each kilolitre or part thereof of the metered or estimated water consumption: R 46.40/kl.

#### **3.4. Availability Charges**

3.4.1. The following availability charges shall be payable in respect of:

- (a) For non-residential vacant stands; R935.90 per month per stand
- (b) For unoccupied improved non-residential stand; R935.90 per month per stand
- (c) For improved occupied non-residential stands where no water supplied by Council is being consumed; R935.90 per month per stand.
- (d) Stands belonging to the City of Johannesburg and its Municipal Owned entities that do not consume sewer and sanitation services will be exempted from the availability charge.

### **4. CUSTOMER REQUESTS TO CHANGE BILLING CATEGORY**

- (a) When customers request in writing to change the category billing tariff, it will be confirmed by Managing Director of Johannesburg Water and will only apply from the date of which the request is received by the City and will not be backdated.

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- (b) The Managing Director of Johannesburg Water will have the authority to negotiate with customers who receive a special tariff, due to older arrangements with the City, to bring these special tariffs in line with the regular tariff.

### **5. NIGHT SOIL AND VACUUM TANKER SERVICES**

5.1. The following charges shall be payable for night soil and vacuum tanker services:

- (a) For the removal of sewage by vacuum tanker outside a sewer reticulated area, per kilolitre or part thereof: R395.31/kl.
- (b) Discharge of contents of tankers used to evacuate portable toilets to works: per kilolitre or part thereof R662.93/kl.
- (c) Discharge of contents of tankers used to evacuate portable toilets to works, and where such tankers are hired on contract by Johannesburg Water: Free of charge.

### **6. CHARGES FOR INDUSTRIAL EFFLUENT**

6.1. The charge shall be calculated in accordance with the following formulae:

The sum of:

$$A: \quad C + \frac{T \cdot (\text{COD})}{700} \text{ cent/kilolitre,}$$

Subject to a minimum charge of R47.26/kl;  
and:

B: (i)  $T \cdot (\text{As} - 2,5)$  cent/kilolitre, where As is greater than 2,5 mg/l; 2,5

and (ii)  $T \cdot (\text{Cd} - 2,5)$  cent/kilolitre, where Cd is greater than 2,5 mg/l; 2,5

and (iii)  $T \cdot (\text{Co} - 20)$  cent/kilolitre, where Co is greater than 20 mg/l; 20

and (iv)  $T \cdot (\text{Cr} - 20)$  cent/kilolitre, where Cr is greater than 20 mg/l; 20

and (v)  $T \cdot (\text{Cu} - 20)$  cent/kilolitre, where Cu is greater than 20 mg/l; 20

and (vi)  $T \cdot (\text{Hg} - 1)$  cent/kilolitre, where Hg is greater than 1 mg/l; 1

and (vii)  $T \cdot (\text{Mo} - 5)$  cent/kilolitre, where Mo is greater than 5 mg/l; 5

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and (viii) T.(Ni-10) cent/kilolitre, where Ni is greater than 10 mg/l; 10

and (ix) T.(Pb-10) cent/kilolitre, where Pb is greater than 10 mg/l; 10

and (x) T.(Se-2,5) cent/kilolitre, where Se is greater than 2,5 mg/l; 2,5

and (xi) T.(Zn-20) cent/kilolitre, where Zn is greater than 20 mg/l; 20

and (xii) C.(7-pH) cent/kilolitre, where pH is less and 4 units

and (xiii) (C+T).(FOG-200)cent/kilolitre, where FOG is greater than 200mg/l; 200 [vegetable origin]

and (xiv) (C+T).(FOG-50)cent/kilolitre, where FOG is greater than 50mg/l; 50 [mineral origin]

Where C = R1,312.71 and T = R1,431.57

Where the COD is Chemical Oxygen Demand:

and As = Total Arsenic;  
 Cd = Total Cadmium;  
 Co = Total Cobalt;  
 Cr = Total Chromium;  
 Cu = Total Copper;  
 Hg = Total Mercury  
 Mo = Total Molybdenum  
 Ni = Total Nickel;  
 Pb = Total Lead;  
 Se = Total Selenium;  
 Zn = Total Zinc.  
 pH = - log [H<sup>30+</sup>]  
 FOG = Total fat, oil and grease

As determined by the analytical methods used by the CYDNA Scientific Services Laboratory of Johannesburg Water (SOC) Ltd.

It is important that the sewer system is protected against acidic effluents and the charge for pH is therefore punitive. Similarly, metals are detrimental to the environment and the metal charge is also punitive. In addition, the discharge of excessive quantities of fat, oil and grease (FOG) into the sewer system causes blockages which is a public nuisance, a health risk and impedes the proper operation of the City's Waste Water Treatment Works. Hence the FOG charge is also punitive. Therefore, in cases where the Water Services By-laws are violated, pH will be assessed on the lowest and metals and FOG on peak values recorded during a six

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monthly period, irrespective of whether the industrial effluent volume discharged during that period is less than the value stipulated in clause 4.2 below.

- 6.2. In the case of any trade or industry in respect of which the average monthly volume of trade or industrial effluent generated during the previous half-year period was less than 100 kilolitres, the charge shall be R46.40 per kilolitre except where punitive charges are applied.
- 6.3. In respect of domestic effluent discharged from the premises of any trade or industry for which a charge was levied in terms of clause C (1) above, the charge shall be R46.40 per kilolitre.

In the absence of direct measurement, the domestic effluent will be estimated as follows:

- (a) 1,0 kilolitre per full-time staff member per month.
  - (b) 4,0 kilolitre per resident per month {not included in (i) above}.
  - (c) For staff canteens: 0,15 kl per meal served per month.
  - (d) The working month will be based on a 5-day working week. In cases where the working week deviates from 5 days, a pro rata adjustment will be made).
- 6.4. Where the average monthly volume of trade or industrial effluent generated during the previous half-year period was more than 50 kilolitres, rebates under A above to be granted under conditions specified by the Council as follows–
- (a) 10% if discharge occurs at specified times only;
  - (b) 15% if flow is balanced and discharged evenly over seven days at specified times only;
  - (c) 20% if effluent contains If BOD/COD ratio is between 0.92 and 1, which is deemed beneficial to the Council's treatment processes; and
  - (d) 50% maximum if (c) occurs with (a) and (b).
- 6.5. For the disposal of organic industrial wastes delivered by tanker to the wastewater treatment works: R27.26 per kilogram of COD.
- 6.6. The sample must be analysed six - monthly by an independent accredited laboratory for the customer to secure a non- effluent rebate under 6.4(c) above to be granted under conditions specified by the Council
- 6.7. Discharge of yeast effluent or part thereof : per kilolitre R662.93/kl

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### **7. CHARGES FOR GARBAGE GRINDERS:**

- 7.1. For each rated 0.75kW or part thereof of the drive motor of each grinder:  
R971.81 per month.

8.

### **9. SUNDRY CHARGES**

- 9.1. Charges for work carried out by Johannesburg Water (SOC) Ltd:

|                                                                                                        |           |
|--------------------------------------------------------------------------------------------------------|-----------|
| (a) Re-inspection fee, per inspection                                                                  | R5,755.91 |
| (b) Sealing opening, per connection                                                                    | R8,894.91 |
| (c) Re-opening sealed connections and re-Connecting drainage installation to the Sewer, per connection | R8,894.91 |
| (d) Alterations to gullies, per gully                                                                  | R4,656.61 |

### **10. DAMAGES TO MUNICIPAL WATER OR SEWER PIPE SYSTEM AND OR WATER OR SEWER INSTALLATIONS TARIFFS:**

- 10.1. Any damages to the municipal water or sewer system and or installation:  
Actual costs of repairs plus cost of water lost. The cost of water lost will be charged as indicated below:

- a. Pipe with a diameter of 50mm or less R16,976.23
- b. Pipe with a diameter larger than 50mm but less than or equal to 100mm R33,954.73
- c. Pipe with a diameter larger than 100mm but less than or equal to 250mm R50,934.78
- d. Pipes with diameters larger than 250mm but less than or equal to 400mm R67,909.41
- e. Pipes with diameters larger than 400mm but less than or equal to 700mm R135,818.84
- f. Pipes with diameters larger than 700mm R186,747.52

- 10.2. The above tariffs will be levied per incident reported:

- (a) The reporting should be done as soon as the incident is known to both City of Johannesburg Call Centre.
- (b) If the incident was not reported but was found by the City/Johannesburg Water a surcharge of 10% will be applied.
- (c) For a repeated offender in a project or area, within a 12 month period, a surcharge will be levied as follows:

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- i. For a second transgression 5% will be levied above the tariff as determine previously based on the size of water pipe inclusive of water losses and cost or repairs.
  - ii. Third transgression 10% surcharge to be levied.
  - iii. Fourth transgression 15% surcharge to be levied.
  - iv. Fifth transgression 25% surcharge to be levied.
  - v. For any transgression above five, 50% surcharge will be levied,
1. In this circumstance Johannesburg Water/ City of Johannesburg reserves the right to review contractual relationship if the transgressor is the service provider.
2. If the transgressor is not contractual bound to Johannesburg Water/City of Johannesburg, the municipality reserves the right to request the transgressor to cease operations within 24 hours.

### **11. Rebates/ Expanded Social Package**

#### **11.1. Rebates**

A person qualifying for a rebate on Assessment Rates in terms of Section 15 of the Local Government Municipal Property Rates Act 6 of 2000 as amended, will be entitled to be charged for domestic sewage at the charge applicable to an erf of 300 m<sup>2</sup>. (R 314.68 per month).

#### **11.2. Residential Indigent Consumers**

11.2.1. A reduction in tariff will be given to a consumer who is having a drainage installation, connected to Johannesburg Water's sewer network and who is declared indigent in terms of the Council's Expanded Social Package policy resolution:

| <b>Indigent Category</b> | <b>Score on Prevailing COJ Poverty Index</b> | <b>Reduction in Sewerage tariff</b> |
|--------------------------|----------------------------------------------|-------------------------------------|
| Band 1                   | Between 1 and 15                             | Not applicable                      |
| Band 2                   | Between 15 and 30                            | 100%                                |
| Band 3                   | Between 30 and 70                            | 100%                                |
| Band 4                   | 70 and above                                 | 100%                                |

Note:

- a. Band 1 refers to individuals / households on the lowest vulnerable score defined by the approved CoJ Poverty index of the expanded social package policy.
- b. Band 2 refers to individuals / households within the low vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.



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- c. Band 3 refers to individuals / households within the mid-range vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.
- d. Band 4 refers to individuals / households within the higher vulnerability score defined by the approved CoJ Poverty index of the expanded social package policy.

**12. VALUE ADDED TAX**

All the above charges are **exclusive** of VAT.