



ILEMBE DISTRICT MUNICIPALITY

("The Municipality")

TARRIF POLICY

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1. DEFINITIONS

“Basic municipal services” mean a Municipal service that is necessary to ensure an acceptable and reasonable quality of life and, if not provided, would endanger public health or safety or the environment.

“Council” refers to the Ilembe District Municipality and its successors in law and includes the Council of that Municipality or its Executive Committee or any other body acting by virtue of any power delegated to it in terms of legislation, as well as any official to whom the Executive Committee has delegated any powers and duties with regard to this policy.

“Indigent” means any household which is responsible for the payment of services and rates, earning less than R 3 500 total gross income who qualifies according to the indigent policy, for rebates/remissions or a services subsidy. Examples hereof include pensioners, the unemployed and child-headed families who are unable to fully meet their obligations for Municipal services consumed on their monthly accounts.

“Municipal area” means the area in respect of which the Ilembe District Municipality has executive and legislative authority as determined by the constitution and the National legislation and demarcated in terms of the Demarcation Act (Act 27 of 1998).

Indigent Households” A family unit consisting of a head of the family, blood relatives, adopted children and any other persons living on the same plot.

“Tariff policy” means a policy on, the levying of fees, rates for the Municipal services provided by the Municipality itself, which complies with the Municipal Systems Act, 2000.

2. GENERAL INTRODUCTION AND OBJECTIVE

- 2.1 A tariff policy must be compiled, adopted and implemented in terms of Section 74 of the Local Government: Municipal Systems Act 2000, such policy to cover, among other things, the levying of fees for Municipal services provided by the Municipality itself or by way of service delivery agreements.
- 2.2 The tariffs policy has been compiled taking into account, where applicable, the guidelines set out in Section 74 of Municipal Systems Act, 2000 (Act No. 32 of 2000).
- 2.3 In setting its annual tariffs the Council shall at all times take due cognisance of the tariffs applicable elsewhere in the economic region, and of the impact which its own tariffs may have on local economic development. Tariff must be cost reflective.
- 2.4 The tariffs policy has been compiled to ensure that Municipal services are financially sustainable, affordable and equitable
- 2.5 And that there is consistency in how tariffs are applied throughout the Municipality

3. GENERAL PRINCIPLES

- 3.1 Service tariffs imposed by the Municipality shall be viewed as user charges and shall not be viewed as taxes, and therefore the ability to pay of the relevant consumer or user of the services to which such tariffs relate, shall not be considered as a relevant criterion (except in the case of the indigent relief measures approved by the Municipality from time to time). However when setting the tariffs the Council shall consider the impact, which the proposed increases in service charges will have on the monthly Municipal accounts of households in the Municipal area. The impact of such increases shall be assessed on the basis of a fair sample of randomly selected accounts. Because households have no mechanism for passing on such increases to other parties, but must fully absorb the increases concerned, the Council shall ensure that the additional impact of such increases is in keeping with the relevant increase in the consumer price index.

- 3.2 The Municipality shall ensure that its tariffs are uniformly and fairly applied throughout the Municipal region bearing in mind compliance with Treasury regulations.
- 3.3 Tariffs for the major services rendered by the Municipality, namely, the supply of water and disposal of sewerage, shall as far as possible be directly related to the standard of service received and the quantity of the service used or consumed by a particular consumer.
- 3.4 The Municipality shall develop, approve and at least annually review an indigent support programme for the Municipal area. This programme shall set out clearly the Municipality's cost recovery policy in respect of the tariffs which it levies on registered indigents, and the implications of such policy for the tariffs which it imposes on other users and consumers in the Municipal region. This paragraph is only to be implemented once an indigent support policy has been adopted by Council.
- 3.5 In line with the principles embodied in the Constitution and in other legislation pertaining to Local Government, the Municipality may differentiate between different categories of users and consumers in regard to the tariffs which it levies. Such differentiation shall, however, at all times be reasonable, and shall be fully disclosed in each annual budget.
- 3.6 The Municipality's tariff policy shall be transparent, and the extent to which there is cross-subsidization between categories of consumers or users shall be evident to all consumers or users of the service in question.
- 3.7 The Municipality further undertakes to ensure that its tariffs shall be easily explainable and understood by all consumers and users affected by the tariff policy concerned.
- 3.8 The Municipality also undertakes to render its services cost effectively in order to ensure the most economical cost of service delivery.

- 3.9 In the case of directly measurable services, namely, water, the consumption of such services shall be properly metered by the Municipality, and meters shall be read, wherever circumstances reasonably permit, on a monthly basis. The charges levied on consumers shall be proportionate to the quantity of the service which they consume.
- 3.10 In addition, the Municipality shall levy monthly availability charges for the services concerned, and these charges shall be fixed for each type of property as determined in accordance with the detailed policies set out below. Generally, consumers of water shall therefore pay two charges: one which is unrelated to the volume of consumption and is levied because of the availability of the service concerned; and another directly related to the consumption of the service in question. In the event of a prepaid metering system, there shall be no fixed charge (basic charge) billed.
- 3.11 In adopting what is fundamentally a two-part tariff structure, namely a fixed availability charge coupled with a charge based on consumption, the Municipality believes that it is properly attending to the demands which both future expansion and variable demand cycles and other fluctuations will make on service delivery.
- 3.12 In considering the costing of its water and sanitation services, the Municipality shall take due cognisance of the high capital cost of establishing and expanding such services, and of the resultant high fixed costs, as opposed to variable costs of operating these services. The Municipality therefore undertakes to plan the management and expansion of the services carefully in order to ensure that both current and reasonably expected future demands are adequately catered for, and that demand levels which fluctuate significantly over shorter periods are also met. This may mean that the services operate at less than full capacity at various periods, and the costs of such surplus capacity must also be covered in the tariffs which are levied annually.
- 3.13 Where at all possible all tariffs relating to the Municipality and the Water Services Authority area will be standardised.

4. CATEGORIES OF CONSUMERS

4.1 Separate tariff structure may be imposed for the following categories of consumers:

- a) Domestic consumers
- b) Business consumers
 - i) Commercial consumers
 - ii) Industrial consumers
 - iii) Agricultural consumers
- c) Consumers with whom special agreements were made
- d) Consumers in certain geographical areas
- e) Educational institution
- f) Welfare organisations
- g) Vulnerable groups

4.2 All of the above tariffs for all categories need to be calculated using a cost reflective approach so that the municipality does not under recover in services they render.

5. NEED FOR A TARRIFF POLICY

5.1 The Municipality must have access to adequate sources of revenue to enable it to carry out its functions. The Municipality must fully utilize the available sources of revenue to meet its development objective.

- 5.2 Financial sustainability requires that the Municipality must ensure that its budget balances, services are provided at affordable levels and it is able to recover the cost of services delivery.
- 5.3 Effective and efficient usage of resources, this means that Municipality must use the resources in the best possible ways to reap the maximum benefits for the community.
- 5.4 Budget and Financial affairs of the Municipality must be open to public scrutiny, in accordance with section 22 of the Municipal Finance Management Act no 53 of 2003. The community should be part of the decision making process about how revenue is raised and spent.

6. IMPLEMENTATION OF TARIFFS POLICY

- 6.1 The Municipality must ensure that everybody is entitled to a minimum amount of free basic services that is necessary to ensure an acceptable and reasonable quality of life and would be good for public health and safety of the environment.
- 6.2 The Municipality like any other business enterprise is subject to continuous price increase in the goods, material and other resources that it uses to perform its function.
- 6.3 Tariffs represent the charges levied by the council on consumers for the utilization of services provided by the Municipality. Tariffs maybe calculated in a various different ways, dependent upon the nature of the services that are provided.
- 6.4 The Municipality must take into account consumers that cannot afford to pay for the services that are been rendered by the Municipality. The indigent household shall consist of households that are earning a gross income of R3500 and less.

7. CALCULATION OF TARIFFS FOR MAJOR SERVICES

- 7.1 In order to determine the tariffs which must be charged for the supply of water the Municipality shall identify all the costs of operation of the undertaking, including specifically the following:
 - a) Cost of bulk purchases:

- b) Distribution costs;
 - c) Distribution losses;
 - d) Depreciation expenses;
 - e) Maintenance of infrastructure and other fixed assets;
 - f) Administration and service costs, including:
 - i. Service charges levied by other departments such as finance, human resources, etc;
 - ii. Reasonable general overheads, such as the costs associated with the office of the Municipal Manager;
 - iii. Adequate contributions to the provisions for bad debts;
 - g) all other ordinary operating expenses associated with the service concerned;
 - h) The cost of approved indigent relief measures.
- 7.2 With regard to pre-paid meters, the tariff shall be determined based on the cost of provision of the service, as no availability charge is levied on properties where pre paid meters have been installed

8 WATER TARRIFS

- 8.1 The categories of water consumers as set out below shall be charged at the applicable tariffs, as approved by the Council in each annual budget.
- 8.2 Tariff adjustments shall be effective from 1 July each year.
- 8.3 Categories of consumption and charges shall be:
- a) All domestic water consumers shall receive free the first 6 (six) kilolitres of water consumed per month. Thereafter a stepped tariff per kilolitre as determined by the Council from time to time shall be applicable on metered water consumption, as detailed below.
 - b) All domestic consumers shall be charged for actual monthly water consumption at a stepped tariff per kilolitre, as follows:
 - i. Up to 6 kl,
 - ii. More than 6 kl but not more than 10 kl,

- iii. More than 10 kl but not more than 20 kl,
 - iv. More than 20 kl but not more than 30 kl, and
 - v. More than 30 kl.
- c) All indigent consumers shall be charged for actual monthly water consumption at a stepped tariff per kilolitre, as follows:
- i. Up to 10 kl,
 - ii. More than 10 kl but not more than 20 kl,
 - iii. More than 20 kl but not more than 30 kl, and
 - iv. More than 30 kl.
- d) Tariffs for industrial and commercial consumption shall be charged for actual monthly water consumption at a stepped tariff per kilolitre, as follows:
- i. Up to 6 kl,
 - ii. More than 6 kl but not more than 30 kl, and
 - iii. More than 30 kl.
- e) Tariffs for schools, religious and welfare organisations shall be charged for actual monthly water consumption at a stepped tariff per kilolitre, as follows:
- i. Up to 6 kl,
 - ii. More than 6 kl but not more than 30 kl, and
 - iii. More than 30 kl.
- 8.4 A basic charge per water meter, as determined by the Council from time to time, shall be charged on all water consumers, except registered indigents in terms of the indigent support policy and consumers using prepaid meters. The above will not be applicable to household with a prepaid metering system
- 8.5 Certain agreements with bulk users of water will be honored.
- 8.6 A punitive tariff may be levied when it is necessary to reduce water usage for whatever reason e.g. drought.
- 8.7 Where development of more than one unit on an erf is envisaged, a developer's capital contribution split into bulk and reticulation components will be levied based on the number of units to be developed and a factor based on the usage of the units.

- 8.8 Consumers may apply for additional prepaid meters on one ERF subject to meeting the normal requirements of an application process as set out in the credit control policy and the tariff of charges.

9. SEWERAGE TARRIFS

- 9.1 The tariff in respect of sewerage is based on the value of the property that is seweraged as reflected in the Local Municipality's approved valuation roll.
- 9.2 A cents in the rand value is set annually for the different local municipality areas and this cents in the rand value is applied to the valuation in the valuation roll to arrive at the tariff payable.
- 9.3 Differential cents in the rand can be set for different categories of properties.
- 9.4 Where development of more than one unit on an erf is envisaged, a developer's capital contribution split into bulk and reticulation components will be levied based on the number of units to be developed and a factor based on the usage of the units.
- 9.5 A fixed monthly charge shall be levied for sewerage for domestic users. All consumers classified as indigents by the Ilembe District Municipality will not be charged for sewerage. In the case of indigents who have applied to be registered as such, a reduced basic charge will be raised.
- 9.6 All registered indigents household in the Municipality will be granted a subsidy in line with approved Tariff schedule.

10. MISCELLANEOUS TARIFFS

- 10.1 Where at all possible all miscellaneous tariffs relating to the Municipality and the Water Services Authority area will be standardized.
- 10.2 All minor tariffs shall be approved by the Council in each annual budget.

- 10.3 All minor tariffs over which the municipality has full control, and which are not directly related to the cost of a particular service, shall annually be adjusted at least in line with the prevailing consumer price index, unless there are compelling reasons why such adjustment should not be effected.
- 10.4 The following services shall be considered as subsidised services, and the tariffs levied shall cover 50% or as near as possible to 50% of the annual operating expenses budgeted for the service concerned:
- a) Burials and Cemeteries
 - b) Rental for the use of Municipal facilities.
- 10.5 The following services shall be considered as community services, and no tariffs shall be levied for their use:
- a) Municipal swimming pool
 - b) Municipal museum, art gallery and reference library
 - c) disposal of garden refuse at the Municipal tip site
 - d) Municipal lending library (except for fines set out below)
 - e) Municipal botanical garden, and all other parks and open spaces
- 10.6 The following services shall be considered as economic services, and the tariffs levied shall cover 100% or as near as possible to 100% of the budgeted annual operating expenses of the service concerned:
- a) maintenance of graves and garden of remembrance (cremations)
 - b) rentals for the use of Municipal halls and other premises
 - c) building plan fees
 - d) Photostat copies and fees
- 10.7 The following charges and tariffs shall be considered as regulatory or punitive, and shall be determined as appropriate in each annual budget:
- a) penalty and other charges imposed in terms of the approved policy on credit control and debt collection;
 - b) Penalty charges for the submission of dishonored, stale, post-dated or otherwise unacceptable cheques.
- 10.8 Lease agreements shall be entered into for the lease of municipal properties. Where possible market related rentals will be levied.

11. BY-LAWS: SECTION 75 TO GIVE EFFECT TO POLICY

11.1 The council of the municipality must adopt by-laws to give effect to the implementation and enforcement of its tariff policy.

11.2 Such by-laws may differentiate in respect of services, service standards, service providers and other matters between different categories of users, debtors or geographical areas, but in a manner which does not amount to unfair discrimination.

12. POLICY ADOPTION

This policy has been considered and approved by the Council of **Ilembe District Municipality** on this day..... of 2014

ANNEXURE A: LEGAL REQUIREMENTS**LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT NO. 32 OF 2000****SECTION 74: TARIFF POLICY**

The council of a municipality must adopt and implement a tariff policy on the levying of fees for the services provided by the municipality itself or by way of service delivery agreements.

Such policy must comply with the provisions of the present Act and any other applicable legislation.

Such tariff policy must reflect at least the following principles:

- a) that users of municipal services must be treated equitably in the application of the municipality's tariffs;
- b) That the amount individual users pay for services must generally be in proportion to the use of such services;

- c) That Indigent households must have access to at least basic services through tariffs which cover only operating and maintenance costs, special tariffs or lifeline tariffs for low levels of use or consumption of services or for basic levels of services, or any other direct or indirect method of subsidisation of tariffs for Indigent households;
- d) That tariffs must reflect the costs reasonably associated with rendering the service, including capital, operating, maintenance, administration and replacement costs, and interest charges;
- e) That 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;
- f) That provision may be made in appropriate circumstances for a surcharge on the tariff for a service;
- g) That provision may be made for the promotion of local economic development through special tariffs for categories of commercial and industrial users;
- h) That the economic, efficient and effective use of resources, the recycling of waste and other appropriate environmental objectives must be encouraged;
- i) That the extent of subsidisation of tariffs for Indigent households and other categories of users must be fully disclosed.

The tariff policy may differentiate in respect of services, service standards, service providers and other matters between different categories of users, debtors or geographical areas.

If the policy entails such differentiation, the municipality must ensure that this does not amount to unfair discrimination.

SECTION 73: GENERAL DUTY

The municipality must give effect to the provisions of the Constitution, and in doing so give priority to the basic needs of the local community, promote the development of the local community, and ensure that all members of the local community have access to at least the minimum level of basic municipal services.

The services provided by the municipality must be: equitable and accessible; provided in a manner conducive to the prudent, economic, efficient and effective use of available resources, and the improvement of standards of quality over time; financially sustainable; environmentally sustainable; and regularly reviewed with a view to upgrading, extension and improvement.

This policy shall be effective from 01 July 2014.



**ILEMBE DISTRICT MUNICIPALITY
WATER & SEWERAGE TARIFFS
(Excluding the Siza Water Concession Area)**

10% INCREASE 17% COST REFLECTIVE	2014/15 TARIFF OF CHARGES			
	2013/14 TARIFFS		2014/15 TARIFFS	
A. AVAILABILITY CHARGE	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
Availability charge on all vacant properties and properties not connected to a meter within the Ilembe District Municipality area that can reasonably be connected to a water reticulation system, with the exception of reticulated areas where infrastructure was funded by National or Provincial Government.	R 80,37	Per Month	R 102,07	Per Month
B. WATER CONSUMPTION TARIFF	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	DOMESTIC		CONVENTIONAL - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl Free basic water	0	0	-	87,50

11-30 kl	R 9,11	R 34,80	12,59	-
> 30 kl	R 9,91	R 34,80	20,89	-

DOES APPLY TO THE 2014/15 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2014/15 >20kl tariff will be R13,77 (R12,57), and the number of units in the complex will NOT be taken into account when calculating the monthly water charge for the complex.

B.1 WATER CONSUMPTION TARIFF (PREPAID)	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	DOMESTIC		PREPAID - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl Free basic water	0	0	87,50	0
11-30 kl	0	0	12,59	0
> 30 kl	R 9,11	R 34,80	20,89	0

DOES APPLY TO THE 2014/15 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2014/15 >20kl tariff will be R13,77 (R12,57), and the number of units in the complex will NOT be taken into account when calculating the monthly water charge for the complex.

B.1 WATER CONSUMPTION TARIFF (PREPAID)	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	DOMESTIC		PREPAID - DOMESTIC	
REGISTERED INDIGENT CONSUMERS ONLY	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl Free basic water	0	0	-	-

11-30 kl	0	0	12,59	-
> 30 kl	R 9,11	R 34,80	20,89	-
C. WATER CONSUMPTION TARIFF CONVENTIONAL				
	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	INDUSTRIAL/COMMERCIAL/GOVERNMENT/SCHOOLS (BUSINESS)		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 12,98	R 69,29	-	175,00
11-30 kl	R 13,64	R 69,29	17,32	-
> 30 kl	R 13,64	R 69,29	17,32	-
C.1 WATER CONSUMPTION TARIFF - PREPAID				
	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	INDUSTRIAL/COMMERCIAL/GOVERNMENT/SCHOOLS (BUSINESS)		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 12,98	R 69,29	175,00	-
11-30 kl	R 13,64	R 69,29	17,32	-
> 30 kl	R 13,64	R 69,29	17,32	-

D. WATER CONSUMPTION TARIFF CONVENTIONAL	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	RELIGIOUS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 9,90	0		92,50
11-30 kl	R 9,90	R 40,00	12,57	-
> 30 kl	R 9,90	R 40,00	12,57	-
D.1 WATER CONSUMPTION TARIFF PREPAID	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	RELIGIOUS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 9,90	0	92,50	-
11-30 kl	R 9,90	R 40,00	12,57	-
> 30 kl	R 9,90	R 40,00	12,57	-
E. WATER CONSUMPTION TARIFF CONVENTIONAL	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	VULNERABLE GROUPS		VULNERABLE GROUPS	

	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 9,90	0	-	92,50
11-30 kl	R 9,90	R 40,00	12,57	-
> 30 kl	R 9,90	R 40,00	12,57	-

Vulnerable Groups – Non Governmental Organisations and/or Non-Profit Organisation caring for abandoned persons, sick, frail, no shelter, cannot take care of themselves and/or has no immediate family. Requirements – as per tariff policy

E.1 WATER CONSUMPTION TARIFF PREPAID	2013/14 WATER TARIFF		2014/15 WATER TARIFF	
	VULNERABLE GROUPS		VULNERABLE GROUPS - PREPAID	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	R 9,90	0	92,50	-
11-30 kl	R 9,90	R 40,00	12,57	-
> 30 kl	R 9,90	R 40,00	12,57	-

Vulnerable Groups – Non Governmental Organisations and/or Non-Profit Organisation caring for abandoned persons, sick, frail, no shelter, cannot take care of themselves and/or has no immediate family. Requirements – as per tariff policy

	2013/14	2014/15
Bulk Water Sales to Ithala per kilolitre.	R 6,36	R 8,08

Water sales to all domestic properties registered in the name of Sappi Kraft (Mandeni) and being used by Sappi Kraft per kilolitre. – No free basic water allocation. Excluding accounts registered in private individuals' names.	R 1,95	R 2,48
Water sales to all domestic properties registered in the name of ILLOVO and being used by ILLOVO per kilolitre. – No free basic water allocation. Excluding accounts registered in private individuals' names.	R 3,01	R 3,82
F. WATER TANK DELIVERIES	Per Tank	Per Tank
Delivery of water by municipal tankers to areas without access to boreholes, springs or reticulated water (restricted to 6kl per month per household) – Domestic	R 274,59	R 348,73
Delivery of water by municipal tankers to areas without access to boreholes, springs or reticulated water (restricted to 6kl per month per business/government institution) – Business and Government	R274,59 Per Tank plus R13,42 per kilometre,	R348,73 Per Tank plus R17,04 per kilometre,
Water sales to private tankers per kilolitre.	R 17,66	R 22,43
G. INSTALLATION OF METERED CONNECTION WITHIN ROAD RESERVE	2013/14	2014/15
i) 15mm – Registered Indigent Consumers	R 401,26	R 509,60
15mm – Residential Rural and Low Cost Housing Property Value < R50 000	R 802,51	REMOVED
15mm – All other Consumers	R 1 645,15	R 2 089,34
ii) 20 mm	R 2 091,87	R 2 656,67
iii) >20 mm	Cost + 10%	Cost + 10%

iv) Additional charge for road or pavement reinstatement	Cost + 10%	Cost + 10%
* Special Tariff for indigent:	Water Deposit of 60,00 subject to the consumer concerned providing the Municipality with an Indigent form supported by the Ward Councillor and checked with the Local Municipality's Indigent Register,	
H. RECONNECTION CHARGE	2013/14	2014/15
The charge for reconnection of any water supply installation which has been previously disconnected due to non payment:		
i) 15mm to 20mm – Residential	R 334,38	R 424,66
ii) Complexes/Business/Other	R 1 261,28	R 1 601,83
iii) > 20mm		
I. CUSTOMER COMPLAINTS CALL OUTS	2013/14	2014/15
Any customer call out which has been established to be the customer's liability.	Cost + 10%	Cost + 10%
J. SURCHARGE	The Council may, by resolution, enforce a surcharge to cover the costs of unforeseen circumstances.	
K. ILLEGAL WATER CONNECTIONS	2013/14	2014/15
1st Disconnections of illegal water connections and tampering with meter installation, restrictor or seal on meter.	R 3 845,38	R 4 883,63
2nd Disconnections of illegal water connections and tampering with meter installation, restrictor or seal on meter.	R 5 768,07	R 7 325,45

3rd Disconnections of illegal water connections and tampering with meter installation, restrictor or seal on meter.	R 11 536,13	R 14 650,89
*** ALL RECONNECTIONS WILL BE IN THE FORM OF AN INTELLIGENT PREPAID METER		
L. ADDITIONAL WORK FOR WATER & SEWER INSTALATIONS	2013/14	2014/15
1) Extra work for excavation in rocky material	Cost + 10%	Cost + 10%
2) Supply and installation of isolating valve on customer side of meter for water pipe up to 30mm in diameter.	R 288,90	R 366,90
3) Supply and installation of isolating valve on customer side of meter for water pipe up to 40mm in diameter.	R 374,51	R 475,63
4) Supply and installation of isolating valve on customer side of meter for water pipe more than 40mm in diameter	Cost + 10%	Cost + 10%
5) Supply and installation of valve box on customer side of water meter	R 274,20	R 348,23
6) Opening up and reinstatement of customer's paving	R229,03 / m ²	R290,87 / m ²
7) Cost of single cut in customer's paving	R94,90 / m ²	R 120,52 / m ²
8) Excavation and removal of old meter and pipe work, installation of new meter box with meter and isolating valve and reconnection.	Cost + 10%	Cost + 10%
9) Any other tariff not included	Cost + 10%	Cost + 10%
10) Meter Test Fee		
i) 15mm to 20mm	R 922,89	R 1 172,07
ii) 25mm to 80mm	R 1 516,74	R 1 926,26

iii) >100mm	R 2 323,25	R 2 950,53
M. Conservancy Removal (New)	2013/14	2014/15
Sewer Disposal (per load)	R 356,84	R 453,19
N. Developer's Water Contribution Per Unit	2013/14	2014/15
	Reticulation	Bulk
	R 10 920,76	R 5 768,68
	Reticulation	Bulk
	R 13 869,37	R 7 326,22

The following factors are to be utilised when calculating the above Developers Contribution:

Type of Development	Factor to be applied to Above Tariff	
	Water	
Dwelling Houses		
Social Housing or Sub-economic (250m ² -400m ²)	0,25	
401 – 700 m ²	0,60	
701 – 900m ²	0,80	
901 – 2000m ²	1,00	
Granny flat or outside building	0,80	
Low Rise Buildings		
30 – 60m ²	0,60	
61 – 200m ²	0,80	
201 – 500m ²	1,00	
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²	0,45	
61 – 200m ²	0,60	
201 – 500m ²	0,75	
Offices and Shops per 100m ²	0,40	
Industrial Development (excl office) per 100m ²	0,50	

	NEW
Type of Development	Water
Clinic/Bed	0,25
Retirement village/Person	
Frail care/Person	0,25
Bedsitter/Person	0,25
Units/Unit	0,50
Hostels/Pupil	0,15
Creche/Pupil	0,02
Schools/Pupil	0,02
Hospital/Bed	0,25
Restaurant	0,09
Warehouse (Excl office) / 100 m2	0,20
Industrial (Excl office) / 100 m2	0,40
Caravan Park/Site	0,60
Conference Centre/Seat	0,09
Golf or Equestrian Estate / Hectare	5,00
Service Station/Workshop/100 m2	0,40
B&B/Guesthouse/Lodge/Lodge	0,60
Hotel/Room	0,60
Church/Religious Inst	1,00
Halls & Club houses	1,00
Police stations	0,50
Entertainment	0,60
Other	0,70
	NEW
Type of Development	Water
Social Housing or Sub-economic	

(30m ² -60m ²)		0,20
(60m ² -90m ²)		0,30
(90m ² -120m ²)		0,40
HS		
Dwelling for subsidy beneficiaries		0,25
Dwelling for non-subsidy beneficiaries		0,40
Dwelling for Financed beneficiaries		0,60
Commercial and /or business		0,50
KWADUKUZA AREA (EXCLUDING SIZA WATER CONCESSION AREA) AND MANDENI AREA SEWER TARIFF		
Sewer Tariff to be calculated based on 70% water consumption levied on a monthly basis on the lowest tariff		
	2013/14	2014/15
DOMESTIC		
Sewer basic charge	New	120,00
Sewer unit charge - per kl consumption	New	8,81
Sewer basic charge - INDIGENT	New	60,00
Sewer unit charge - per kl consumption	New	8,81
INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS		
Sewer basic charge	New	212,00
Sewer unit charge - per kl consumption	New	12,12
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		
Sewer basic charge	New	125,00

Sewer unit charge - per kl consumption	New	8,80
VULNERABLE GROUPS		
Sewer basic charge	New	125,00
Sewer unit charge - per kl consumption	New	8,80
O. SEWER CONNECTION FEE (SADDLE ONLY)		
i) 110 mm diameter	R 1 831,06	R 2 325,45
ii) 150 mm diameter	R 2 618,86	R 3 325,95
iii) 225 mm diameter	R 5 820,84	R 7 392,47
P. UNBLOCKING OF SEWERS (WITHIN CUSTOMER'S PREMISES)	2013/14	2014/15
1. For the first 2 hours	R107,80 per hour	R 136,91 per hour
2. For each additional hour	R86,29 per hour	R 109,59 per hour
Q. CONSERVANCY REMOVAL	2013/14	2014/15
Per Draw	Cost + 10%	Cost + 10%
Plus additional charge exceeding 15km from Stanger or Mandeni Depot	Cost + 10%	Cost + 10%
Disposal at Sewer Works by Private Contractor	R153,83 / 10m ³ Load	R 195,36 / 10m ³ Load
Any other tariff not included	Cost + 10%	Cost + 10%
R. Ithala Sewer Charges	As per existing agreement	As per existing agreement
S. Developer's Sewer Contribution Per Unit	2013/14	2014/15
	Reticulation	Bulk
	R 13 936,86	R 8 078,56
		Reticulation
		Bulk
		R 17 699,81
		R 10 259,77

The following factors are to be utilised when calculating the above Developers Contribution:

Type of Development	Factor to be applied to Above Tariff	
	Sanitation	
Dwelling Houses		
Social Housing or Sub-economic (250m ² -400m ²)		0,20
401 – 700 m ²		0,50
701 – 900m ²		0,65
901 – 2000m ²		0,85
Granny flat or outside building		0,65
Low Rise Buildings		
30 – 60m ²		0,50
61 – 200m ²		0,65
201 – 500m ²		0,85
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²		0,40
61 – 200m ²		0,50
201 – 500m ²		0,70
Offices and Shops per 100m ²		0,40
Industrial Development (excl office) per 100m ²		0,40
MISCELLANEOUS TARIFFS		
T. INTEREST ON OVERDUE ACCOUNTS	2013/14	2014/15
Any accounts in arrears in excess of 60 days will be charged interest on the outstanding amount in excess of 60 days at the annual interest rate of:	Prime interest rate as at 1 July 2013 + 5%	Prime interest rate as at 1 July 2014 + 5%
U. RD CHEQUES	2013/14	2014/15
Any cheque payments returned RD by the bank will be charged	R 232,08	R 294,74

V. ADMINISTRATION CHARGE ON INCORRECT PAYMENTS	2013/14	2014/15
Any payments made to Ilembe District Municipality in error will be charged a fee on request for a refund of the incorrect payment.	10% of the amount to be refunded up to a maximum of R268,73	10% of the amount to be refunded up to a maximum of R341,29
W. RATES CLEARANCE CERTIFICATES		
	2013/14	2014/15
Issuing of rates clearance certificates.	R 461,49	R 586,09
X. AUDITORIUM RENTAL		
	2013/14	2014/15
All Deposit amount	R 3 285,00	R 4 171,95
Entertainment for own profit		
* Evening per session	NEW	R 3 500,00
* Daytime per session	NEW	R 3 100,00
* One hour or less	NEW	R 1 100,00
Social Gatherings		
* Evening per session	NEW	R 2 085,00
* Daytime per session	NEW	R 1 785,00
* One hour or less	NEW	R 1 089,00
Cultural events and any other		
* Evening per session	NEW	R 1 300,00
* Daytime per session	NEW	R 1 100,00
* One hour or less	NEW	R 750,00
<p>The Municipal Manager or Director: Corporate Governance may at his/her discretion authorise the use of the auditorium free of charge for activities he/she considers of a deserving nature or in the interest of the community.</p> <p>Application for the hire of the auditorium must be made on a prescribed form obtainable from the District Municipal office and motivation for the exemption from payment must also be made on a prescribed form.</p>		

Z. USER INTERFACE UNIT	2013/14	2014/15
Replacement of UIU device	NEW	R 380,00

Included in the Credit Control Policy

Note: All amounts above are excluding VAT