



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

9.6% - DRAFT INCREASE		2020/21 - DRAFT TARIFF OF CHARGES			
		2019/20 TARIFFS		2020/21 TARIFFS	
A. AVAILABILITY CHARGE		2019/2020		2020/2021	
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 173.42 Per Month		R 190.07 Per Month	
B. WATER CONSUMPTION TARIFF		2019/20 WATER TARIFF CONVENTIONAL - DOMESTIC		2020/21 WATER TARIFF CONVENTIONAL - DOMESTIC	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl			148.66		162.93
11-30 kl		21.39		23.45	
> 30 kl		35.49		38.90	
DOES APPLY TO THE 2018/19 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2017/18 >30kl tariff will be R24.59 (R21.44), 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)		2019/20 WATER TARIFF PREPAID - DOMESTIC		2020/21 WATER TARIFF PREPAID - DOMESTIC	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		14.86	0	16.29	0
11-30 kl		21.39	0	23.45	0
> 30 kl		35.49	0	38.90	0
DOES APPLY TO THE 2020/21 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2019/20 >30kl tariff will be R29.54 (R26.95), 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)		2019/20 WATER TARIFF PREPAID - DOMESTIC		2020/21 WATER TARIFF PREPAID - DOMESTIC	
REGISTERED INDIGENT CONSUMERS ONLY		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl Free basic water		-	-	-	-
11-30 kl		21.39	-	23.45	-
> 30 kl		35.49	-	38.90	-
C. WATER CONSUMPTION TARIFF CONVENTIONAL		2019/20 WATER TARIFF INDUSTRIAL/COMMERCIAL/GOVERNMENT/		2020/21 WATER TARIFF INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		-	297.32	-	325.87
11-30 kl		29.43	-	32.25	-
> 30 kl		29.43	-	32.25	-
C.1 WATER CONSUMPTION TARIFF - PREPAID		2019/20 WATER TARIFF INDUSTRIAL/COMMERCIAL/GOVERNMENT/		2020/21 WATER TARIFF INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		297.32	-	325.87	-
11-30 kl		29.43	-	32.25	-
> 30 kl		29.43	-	32.25	-
D. WATER CONSUMPTION TARIFF CONVENTIONAL		2018/19 WATER TARIFF RELIGIOUS, NO FEE SCHOOLS AND REGISTERED		2019/20 WATER TARIFF RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		-	157.16	-	172.24
11-30 kl		21.36	-	23.41	-
> 30 kl		21.36	-	23.41	-
D.1 WATER CONSUMPTION TARIFF PREPAID		2019/20 WATER TARIFF RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		2020/21 WATER TARIFF RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		157.16	-	172.24	-
11-30 kl		21.36	-	23.41	-
> 30 kl		21.36	-	23.41	-
E. WATER CONSUMPTION TARIFF CONVENTIONAL		2019/20 WATER TARIFF VULNERABLE GROUPS		2020/21 WATER TARIFF VULNERABLE GROUPS	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		-	157.16	-	172.24
11-30 kl		21.36	-	23.41	-
> 30 kl		21.36	-	23.41	-
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		2019/20 WATER TARIFF VULNERABLE GROUPS - PREPAID		2020/21 WATER TARIFF VULNERABLE GROUPS - PREPAID	
		TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 - 10 kl		157.16	-	172.24	-
11-30 kl		21.36	-	23.41	-
> 30 kl		21.36	-	23.41	-
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					
		2019/20		2020/21	
Bulk Water Sales to Ithala per kilolitre		R 13.72		R 15.04	



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		2019/20 TARIFFS		2020/21 TARIFFS	
Bulk Water Sales to AVON Peaking Power per kilolitre.		AS PER SIGNED SLA		AS PER SIGNED SLA	
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 4.21		R 4.61	
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 6.50		R 7.12	
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 592.50		R 649.98	
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		R591.96 Per Tank plus R28.94 per kilometre.		R648.79 Per Tank, plus R31.72 per kilometre,	
Water sales to private tankers per kilolitre.		R 36.11		R 41.77	
G. INSTALLATION OF METERED CONNECTION WITHIN ROAD RESERVE		2019/20		2020/21	
i) 15mm – Registered Indigent Consumers		R 910.22		R 997.60	
ii) 15mm – All Consumers		R 3 549.81		R 3 890.59	
iii) 20 mm		R 4 513.71		R 4 947.03	
iv) >20 mm		Cost + 10%		Cost + 10%	
v) Additional charge for road or pavement reinstatement		Cost + 10%		Cost + 10%	
* Special Tariff for indigent:		Water Deposit of R114.30 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.		Water Deposit of R125.27 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.	
Water Deposit of R125.27 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		2019/20		2020/21	
The charge for reconnection of any water supply installation which has been previously disconnected due to non payment:					
i) 15mm to 20mm – Residential		R 721.51		R 790.77	
ii) Complexes/Business/Other		R 2 721.52		R 2 982.79	
iii) > 20mm					
I. CUSTOMER COMPLAINTS CALL OUTS		2019/20		2020/21	
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		2018/19		2019/20	
1st Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.		R 8 297.34		R 9 093.89	
2nd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.		R 12 446.01		R 13 640.63	
3rd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.		R 24 892.00		R 27 281.63	
RESTRICTIONS SHALL BE IN THE FORM OF A WATER FLOW LIMITER					
L. ADDITIONAL WORK FOR WATER & SEWER INSTALLATIONS		2018/19		2019/20 TARIFFS	
1) Extra work for excavation in rocky material		Cost + 10%		Cost + 10%	
2) Supply and installation of isolating valve on customer's side of meter for water pipe up to 30mm in diameter.		R 663.04		R 726.69	
3) Supply and installation of isolating valve on customer side of meter for water pipe up to 40mm in diameter.		R 859.52		R 942.03	
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 629.30		R 689.71	
6) Opening up and reinstatement of customer's paving		R 525.64 / m ²		R 576.10 / m ²	
7) Cost of single cut in customer's paving		R 219.08 / m ²		R 240.11 / 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 2 118.09		R 2 321.42	
ii) 25mm to 80mm		R 3 480.99		R 3 815.17	
iii) >100mm		R 5 331.99		R 5 843.86	
M. Conservancy Removal - Withdraw/Desludge		2019/20		2020/21	
Sewer Disposal (per load)		R 769.97		R 843.89	
Sewer Disposal (maximum to R15 000 total household income)		R 328.80		R 360.36	
Sewer Disposal (Indigent)		FREE		FREE	
N. Developer's Water Contribution Per Unit		2019/20		2020/21	
		Reticulation		Reticulation	
		Bulk		Bulk	
		R 23 564.19		R 25 826.35	
		R 12 447.33		R 13 642.27	



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2019/20 TARIFFS

2020/21 TARIFFS

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

Type of Development	Factor to be applied to Above Tariff	
	Water	Water
Dwelling Houses		
Social Housing or Sub-economic (250m ² -400m ²)	0.25	0.25
401 – 700 m ²	0.60	0.60
701 – 900m ²	0.80	0.80
901 – 2000m ²	1.00	1.00
Grating/flat or outside building	0.80	0.80
Low Rise Buildings:		
30 – 60m ²	0.60	0.60
61 – 200m ²	0.80	0.80
201 – 500m ²	1.00	1.00
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²	0.45	0.45
61 – 200m ²	0.60	0.60
201 – 500m ²	0.75	0.75
Offices and Shops per 100m ²	0.40	0.40
Industrial Development (excl office) per 100m ²	0.50	0.50

Type of Development	Water	Water
Clinic/Bed	0.25	0.25
Retirement village/Person		
- Trail Care/Person	0.25	0.25
- Bedsitter/Person	0.25	0.25
- Urinal/Unit	0.50	0.50
Hotels/Pupil	0.15	0.15
Creche/Pupil	0.02	0.02
Schools/Pupil	0.02	0.02
Hospital/Bed	0.25	0.25
Restaurant	0.09	0.09
Warehouse (Excl office) / 100 m ²	0.20	0.20
Industrial (Excl office) / 100 m ²	0.40	0.40
Caravan/Park/Seat	0.60	0.60
Conference Centre/Seat	0.09	0.09
Golf or Equestrian Estate / Hectare	5.00	5.00
Service Station/workshop/100 m ²	0.40	0.40
B&B/Guesthouse/Lodge/Lodge	0.60	0.60
Hotel/Room	0.60	0.60
Church/Religious inst	1.00	1.00
Halls & Club houses	1.00	1.00
Police stations	0.50	0.50
Entertainment	0.60	0.60
Other	0.70	0.70

Type of Development	Water	Water
Social Housing or Sub-economic		
(30m ² -60m ²)	0.20	0.20
(60m ² -90m ²)	0.30	0.30
(90m ² -120m ²)	0.40	0.40
HS		
Dwelling for subsidy beneficiaries	0.25	0.25
Dwelling for non-subsidy beneficiaries	0.40	0.40
Dwelling for financed beneficiaries	0.60	0.60
Commercial and/or business	0.50	0.50

SANITATION

2020/21 Sewer Tariff to be calculated based on valuation of the property method

Availability charge on all vacant properties and properties not connected to a sewerage within IDN area that can reasonably be connected to sewer reticulation system.	R 173.42 Per Month	R 198.07 Per Month
	2019/20	2020/21
DOMESTIC		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
Sewer basic charge - INDIGENT	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS		
Sewer basic charge	Valuation cost method	Valuation cost method
	TO REVIEW THESE TARIFFS WITH T/S	TO REVIEW THESE TARIFFS WITH T/S
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
VULNERABLE GROUPS		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
O. SEWER CONNECTION FEE (SADDLE ONLY)		
i) 110 mm diameter	R 4 202.38	R 4 605.81
ii) 150 mm diameter	R 6 010.42	R 6 587.42
iii) 225 mm diameter	R 13 359.14	R 14 641.62
P. UNBLOCKING OF SEWERS (WITHIN CUSTOMER'S PREMISES)		
	2019/20	2020/21
1 For the first 2 hours	R 247.40 per hour	R 271.15 per hour
2 For each additional hour	R 198.05 per hour	R 217.06 per hour
Q. CONSERVANCY REMOVAL - Dumping		
	2019/20	2020/21
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 using their own transport	R 387.00 / 10m ³ Load	R 353.10 / 10m ³ Load
Any other tariff not included	Cost + 10%	Cost + 10%



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T. INTEREST ON OVERDUE ACCOUNTS	2019/20	2020/21
Any accounts in arrears in excess of 30 days will be charged interest on the outstanding amount in excess of 30 days at the annual interest rate of:	Prime interest rate as at 1 July 2019 + 5%	Prime interest rate as at 1 July 2020 + 5%
U. RD CHEQUES	2019/20	2020/21
Any cheque payments returned RD by the bank will be charged	R 500.76	R 548.84
V. ADMINISTRATION CHARGE ON INCORRECT PAYMENTS	2019/20	2020/21
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 R 579.85	10% of the amount to be refunded up to a maximum of R 635.52
Meter replacement reported, stolen or broken, knocked by cars etc.	10% of the amount up to a maximum of R 637.84	10% of the amount up to a maximum of R 699.07
W. RATES CLEARANCE CERTIFICATES	2019/20	2020/21
Issuing of rates clearance certificates	R 995.78	R 1 091.38
X. AUDITORIUM RENTAL	2018/19	2020/21
All Deposit amount	R 7 769.65	R 8 514.44
Entertainment for own profit		
* Evening per session	R 5 946.53	R 6 517.40
* Daytime per session	R 5 266.93	R 5 772.55
* One hour or less	R 1 868.91	R 2 048.33
Social Gatherings		
* Evening per session	R 3 542.44	R 3 882.51
* Daytime per session	R 3 032.73	R 3 323.87
* One hour or less	R 1 850.22	R 2 027.84
Cultural events and any other		
* Evening per session	R 2 208.71	R 2 420.75
* Daytime per session	R 1 868.91	R 2 048.33
* One hour or less	R 1 274.25	R 1 396.58
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. 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.		
Z. USER INTERFACE UNIT	2019/21	2020/21
Replacement of UIU device	R 645.62	R 707.60
AA. GEOGRAPHIC INFORMATION SYSTEMS MAPPING CHARGES	2019/21	2020/21
A0 Plain Paper - Full Colour Map or Copy	R 297.03	R 325.54
A1 Plain Paper - Full Colour Map or Copy	R 244.22	R 267.67
A2 Plain Paper - Full Colour Map or Copy	R 204.62	R 224.27
A3 Plain Paper - Full Colour Map or Copy	R 99.01	R 108.52
A4 Plain Paper - Full Colour Map or Copy	R 59.40	R 65.11
A0 Plain Paper - Line Map or Copy	R 264.03	R 289.37
A1 Plain Paper - Line Map or Copy	R 211.22	R 231.50
A2 Plain Paper - Line Map or Copy	R 184.82	R 202.56
A3 Plain Paper - Line Map or Copy	R 79.21	R 86.81
A4 Plain Paper - Line Map or Copy	R 39.61	R 43.41
Digital Extraction of CAD / GIS Data		
0 - 999 KB or part thereof	R 69.01	R 108.52
1 MB - 5 MB = R150 per MB	R 198.03	R 217.04
More than 5 MB = R100 per MB	R 132.01	R 144.69
GIS Calculations & Miscellaneous Work - Per Hour	R 290.43	R 318.31
Media Costs for CD	R 10.57	R 11.58
Media Costs for DVD	R 33.60	R 36.17



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Students to have a 50% discount on ALL tariffs on producing a valid student card

A maximum of 50% reduction may apply to registered NGO's, at the discretion of the Municipal Manager

AB. BOREHOLES

2019/20 TARIFFS

2020/21 TARIFFS

Application for Borehole Commissioning

R 4 947.03

R 5 421.94

Illegal Borehole

R 9 093.88

R 9 966.90

Basic Charge

R 162.93

R 178.57

AC. ATMOSPHERIC EMISSION LICENCE

2019/20 TARIFFS

2020/21 TARIFFS

Application for new atmospheric emission licence (per listed activity)

R 13 201.32

R 14 468.65

Application for atmospheric emission licence review (per listed activity under review)

R 13 201.32

R 14 468.65

Application for atmospheric emission licence renewal (per listed activity)

R 6 600.66

R 7 234.32

Application for atmospheric emission licence transfer

R 2 640.26

R 2 893.73

Included in the Tariff Policy

Note: All amounts above are excluding VAT

ANNEXURE - C

KZN: Ilembe(DC29) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal	Premises based removal (Residential Frequency)	N/A
Premises based removal (Business Frequency)	N/A	N/A
Bulk Removal (Frequency)	N/A	N/A
Removal Bags provided (Yes/No)	N/A	N/A
Garden refuse removal included (Yes/No)	N/A	N/A
Street Cleaning Frequency in CBD	N/A	N/A
Street Cleaning Frequency in areas excluding CBD	N/A	N/A
How soon are public areas cleaned after events (24hours/48hours/longer)	N/A	N/A
Cleaning of illegal dumping (24hours/48hours/longer)	N/A	N/A
Recycling or environmentally friendly practices (Yes/No)	N/A	N/A
Licenced landfill site (Yes/No)	N/A	N/A
Water Services		
Water Quality rating (Blue/Green/Brown/No drop)	Is free water available to all? (Allowing to the indigent consumers)	Previously it was available to all but in 2014/15 financial year its only available to indigent consumers
Frequency of meter reading? (per month, per year)	Per month	6 months period
Are estimated consumption calculated on actual consumption over (two month/three month/longer period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	4 months to 6 months maximum
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	One service connection affected (number of hours)	2 hours
Up to 5 service connection affected (number of hours)	Up to 20 service connection affected (number of hours)	Hours
Feeder pipe larger than 800mm (number of hours)	What is the average minimum water flow in your municipality?	30 mega litres per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	How long does it take to replace faulty water meters? (days)	Yes
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Electricity Service	2 hours
What is your electricity availability percentage on average per month?	What is your electricity availability percentage on average per month?	Yes, for new infrastructure
Do your municipalities have a tripple control in place that is operational? (Yes/No)	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How much do you estimate is the cost saving in utilizing the tripple control system?	What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month/three month/longer period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Are accounts normally calculated on actual readings? (Yes/No)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	

How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	Previously they were receiving rebate on sewer, as of 2014/15 they are not but are paying a rebated tariff or a basic charge
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	Average 2 hours
Sewer blocked pipes: Large pipes? (hours)	4 hours
Sewer blocked pipes: Small pipes? (hours)	Average 2 hours
Spillage clean-up? (hours)	2 hours
Replacement of manhole covers? (hours)	0.5 hour
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Increase
Are the financial statement outsourcing? (Yes/No)	No
Are there Council adopted business process truncating the flow and managerial of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/invoice to be paid from the date it has been received?	Average 30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	One minus 21 days with a 3 one month cycle before we hit
Time to respond to a written customer enquiry or request? (working days)	21 days but depending on enquiry
Time to resolve a customer enquiry or request? (working days)	one month cycle
What percentage of calls are not answered? (5%, 10% or more)	less than 5%
How long does it take to respond to voicemail? (hours)	our phones does not allow voicemails
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes on conventional system, and No since the implementation of prepaid meters an unbillable territory to consumers
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	One day at the main office, and on satellite the upon receiving the documents
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	

How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a driver's license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
Economic development	
How many economic development projects does the municipality drive?	Enterprise Lembe is currently implementing 7 projects which are (1) Agricultural Processing Tunnels; (2) NSNP Transportation; (3) Lembe Vineyards and cooperative winery; (4) Lembe Biodiesel Processing Facility; (5) Lembe Processing Facility; (6) Lembe Broadband; and (7) Open Fields.
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	All the projects listed above are reflected in the PSDP, IDP as growth and catalytic project in the following sector: Agriculture, Tourism, Manufacturing, Services, and Renewable Energy.
What percentage of the projects have created sustainable job security?	Agriculture is considered to be one of the biggest employer in the District. Naturally, projects such as the Agricultural tunnels, Vineyards, Open Field and processing facility have created the most jobs. Agricultural Processing Tunnels - 55 individuals; NSNP Transportation - 40 individuals; Lembe Vineyards and cooperative winery - 51 individuals; Lembe Processing Facility - 8 individuals; and Open Fields - 349 individuals.
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Economic Development and promote trade and investment promotions within the District, this agency is called Enterprise Lembe. The Agency offers support, project management, project facilitation from inception to project hand over, as well as insure that skills are transferred to the community members involved in the projects. Enterprise Lembe also sources grant funding from funding institutions such as DCOGTA, EOTEA, IDC, OBISA on behalf of the communities in need of catalytic intervention. Moreover, Enterprise Lembe pairs up the cooperatives/abourers which are already working in the projects with skilled investors to ensure that the projects are sustainable in
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

ANNEXURE - D

ANNEXURE A

ILEMBE DISTRICT MUNICIPALITY

POLICY CHANGES 2020-21 - SUMMARY SHEET

POLICY NAME: INDIGENT POLICY

NATURE OF CHANGES IN BRIEF: RESTRUCTURING OF PARAGRAPHS, REMWORDING AND ADDITION OF NEW POLICY STATEMENTS

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT	
DURATION OF RELIEF	Indigent support is only provided for a period of 2 financial years, from date of approval, where after the applicant must submit a form, confirming that his or her circumstances have not changed since his or her initial application and that he or she still qualifies for indigent support in terms of the latest criteria.	Pg 10	8.1	Indigent support is only provided for a period of 12 months, from date of approval, where after the applicant must submit a form, confirming that his or her circumstances have not changed since his or her initial application and that he or she still qualifies for indigent support in terms of the latest criteria.	X	8.1	Change of the period during indigent support.

ILEMBE DISTRICT MUNICIPALITY

POLICY CHANGES 2020-21 - SUMMARY SHEET

ANNEXURE B

POLICY NAME: CREDIT CONTROL AND DEBT COLLECTION POLICY

NATURE OF CHANGES IN BRIEF RESTRUCTURING OF PARAGRAPHS, REWORDING AND ADDITION OF NEW POLICY STATEMENTS

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
DOMESTIC CUSTOMERS	(c) In the event of not being able to pay the initial amount, the debtor may apply for a debt review where the CFO may approve an arrangement without paying the initial amount but have it incorporated to the monthly arranged amount.	14.1.2.1 (C)	X		14.1.2.1 (C)	APPROVAL OF INITIAL AMOUNT
		Pg 13				
		NEW In the event that consumers cannot make payment and or cannot afford payment for services due to the various reasons then consumers can apply for debt relief to the municipality for consideration.	X		14.1.4.1	COVID-19 DEBT RELIEF
		NEW The consumer must make an application from the forms attached to this policy (annexure 1 and annexure 2)	X		14.1.4.2	COVID-19 DEBT RELIEF
		NEW Once application has been made then the forms are to be deliberated and taken into consideration in full by the established committee (Expenditure and Revenue Management Committee)	X		14.1.4.3	COVID-19 DEBT RELIEF
		NEW The above relief shall be not be applicable to government entities and institutions.	X		14.1.4.4	COVID-19 DEBT RELIEF
		NEW Consumers will be updated on the outcome of the application.	X		14.1.4.5	COVID-19 DEBT RELIEF
		NEW Debt review can also be applied for and consumers need to adhere to the outcome stipulated.	X		14.1.4.6	COVID-19 DEBT RELIEF
		NEW Not all cases will be the same and therefore the committee will not be applying a blanket approach. Each case will be considered differently.	X		14.1.4.7	COVID-19 DEBT RELIEF
		NEW An initial amount between 20% of the outstanding debt will be requested in order to fully apply for the above relief.	X		14.1.4.8	COVID-19 DEBT RELIEF

Credit Control Policy

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
		NEW In the event that the initial amount cannot be paid, it must be stipulated on the application and the committee will also deliberate on that.	X		14.1.4.9	COVID-19 DEBT RELIEF
		NEW Payment terms may be extended when considering an application for the above relief.			14.1.4.10	COVID-19 DEBT RELIEF

ANNEXURE C

LEEMBE DISTRICT MUNICIPALITY

POLICY CHANGES 2020-21 - SUMMARY SHEET

POLICY NAME: VIREMENT POLICY

NATURE OF CHANGES IN BRIEF: REPHRASING PARAGRAPHS MAKING IN RELATION TO TRANSFER OF BUDGET ALLOCATION BETWEEN SEGMENT VOTES

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
6.(a)		a) No funds may be transferred between Departments without the approval of both the Head of department and manager, and the Chief Financial Officer	X			To bring clarity on the policy regarding transfer of funds
6.(i)	Page 4 Page 6	6.(a) 6.(i)	X		Page 4 Page 6	To bring clarity on the policy regarding transfer of funds
		a) Addition of new line items within the projects is permitted provided that it does not increase or decrease the total amount of the project	X			To bring clarity on the policy regarding transfer of funds
		No inclusion	X		Page 6	To bring clarity on the policy regarding transfer of funds
		No inclusion	X			To bring clarity on the policy regarding transfer of funds
		a) Virements to or from the following items should not be permitted: bulk purchases; debt impairment; interest charges; depreciation; grants to individuals; revenue foregone; insurance and VAT.	X			To bring clarity on the policy regarding transfer of funds

ANNEXURE D

POLICY NAME:

ACCOUNTS PAYABLES POLICY

NATURE OF CHANGES IN BRIEF:

REPHRASING PARAGRAPHS MAKING REFERENCE TO SUBMISSION OF INVOICES

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
1.1 Are within 30 days from date of receipt of invoice or statement in terms of section 65(e) of the MFMA or 14 days from receipt of invoice based on a current BBBEE certificate and allocated by SCM Compliance.	Page 4	1.1 Are within 30 days from the date of receiving the statement or, in the absence of statement, from the date of receiving the invoice; in terms of section 65(e) of the MFMA or 14 days from receipt of invoice based on a current BBBEE certificate and allocated by SCM Compliance.	X		Page 4	To bring clarity on the policy regarding payment terms
4.1(a) That all money owing by the municipality be paid within 30 days of receiving the relevant invoice or categories of expenditure.	Page 7	4.1(a) That all money owing by the municipality be paid within 30 days from the date of receiving the statement or, in the absence of statement, from the date of receiving the invoice, unless prescribed otherwise for certain categories of expenditure.	X		Page 7	To bring clarity on the policy regarding payment terms
10.1 Invoices may either be received from Line Departments or directly from the supplier.	Page 16	10.1 Submission of invoices by suppliers / service providers should only either be through hand delivery directly to Finance Department – Expenditure Management Unit or emailed to creditors.lembe@lembe.gov.za .	X		Page 16	To bring clarity on the policy regarding submission of invoices

ANNEXURE E

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
N/A	N/A	1 Inclusion of the word Amakhosi in the entire policy document where reference is made to Councilors and Employees in terms of definitions, entitlement to Subsistence and Travel Allowances and the applicable claiming procedures.	X		All relevant pages	To incorporate S & T claiming procedures for Members
N/A	N/A	2 Inclusion of a clause under policy objectives that makes reference to the alignment of this policy provisions to the Cost Containment Regulations and/or Policy.	X		Page 3	The purpose is to align S & T Policy with Cost Containment Regulations and/or Policy
5.11 Where employees / councillors are unable to personally finance trips, they may claim an advance for such expenditure, provided the Travel R. Subsistence form is used for this purpose.	Page 5	5.11		X	Page 5	To strictly adhere to the policy in terms of reimbursing claims subject to proof of expenditure presented. This is also to ease the administration burden associated with giving cash in advance and handing refund cash that may occur
6.6 The amount of the subsistence allowance payable under this policy shall be the sum as provided by SARS yearly per day for incidental expenses only and a sum as provided by SARS yearly per day for meals and incidental expenses.	Page 6	6.6 The amount of the subsistence allowance payable under this policy shall be according to the amount actually expended up to the limit as provided by SARS yearly per day for incidental expenses only and a sum as provided by SARS yearly per day for meals and incidental expenses.	X			To strictly adhere to the policy in terms of reimbursing claims subject to proof of expenditure presented.
8.1.3 Amakhosi shall be reimbursed an out of pocket travelling expense as stated in the Remuneration of Public Office Bearers Act (20/1998): Determination of Upper Limits on Salaries, Allowances and Benefits of different members of municipal councils Regulations as it is reviewed on yearly bases per sitting in Council meetings.	Page 9	8.1.3 Amakhosi shall be reimbursed an out of pocket travelling expense as stated in the Remuneration of Public Office Bearers Act (20/1998): Determination of Upper Limits on Salaries, Allowances and Benefits of different members of municipal councils Regulations as these are reviewed on yearly basis. The allowance shall be limited to one payment per day, irrespective of the number of meetings attended by Amakhosi on a specific day.	X			

LEERBE DISTRICT MUNICIPALITY

POLICY CHANGES 2020-21 - SUMMARY SHEET

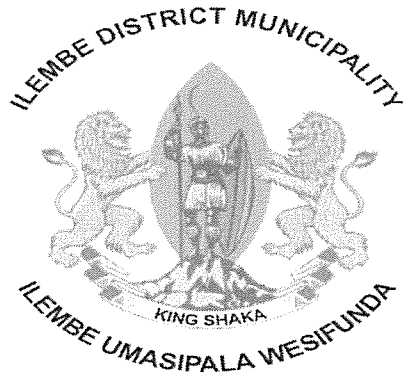
POLICY NAME: SCM POLICY

NATURE OF CHANGES IN BRIEF EPHRASING PARAGRAPHS MAKING REFERENCE TO SUBMISSION OF INVOICES

ANNEXURE F

OLD POLICY DOCUMENT	NEW POLICY DOCUMENT	OLD POLICY REFERENCE	NEW POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
Awarding of Contracts		12.5	12.5	The following goods or services shall be procured preferably in terms of the objective criteria as stated in Section 21(1)(f) of the PFMA through the local municipality / clusters in which the goods or services are required for, i.e., catering, marquees, chairs and sound equipment for ward/cluster based meetings. (i) Catering and associated goods or services for ward based (ii) Transportation from the relevant area based level associations.	X		Page 21	This clause was added in order to give priority and preference to entities that operating within the District.
Section 39 Deviations			12.6	No competitive bidding shall be utilized for goods or services that are priced at a fixed / gross / provided by a manufacturing agent or retail / accredited or AIA (for all vehicles outside factory warranty) e.g. servicing / repairing vehicles; (ii) training conducted by other organs of state and affiliation tests with professional bodies; (iii) repairs to assets/vehicles and other assets by the original manufacturers in a way that enhances the asset's lifespan (iv) advertisements of notices on the local newspapers on a rotational basis.	X		Page 21	This clause was included to deal with transactions that are mainly done by sole suppliers or OEM entities or professional bodies.
Negotiation with the preferred bidders			24	The Municipal Manager may negotiate the final terms of a contract with bidders identified through a competitive bidding process as preferred bidders, provided that such negotiation... (a) does not allow any preferred bidder a second or other opportunity; (b) is not to the detriment of any other bidder; (c) does not lead to a higher price than the bid as submitted; and (2) Minutes of such negotiations must be kept for record purposes (3) The Municipal Manager may delegate a member(s) of the BAC, Manager, SCM, and the Head of the Business Unit or his nominee and the Project Manager to enter into negotiations in line with (1) and (2) above (4) The average market prices, gazetted rates, historical costs adjusted by CPI index may be used for establishing the standard rates	X		Page 31	This clause was included to give the bases and guidelines for the negotiation process
Deviation procedures - emergency cases			36.3	PROCEDURE TO FOLLOW - Poor planning does not constitute an emergency. In cases where it is impractical or impossible to follow the official procurement process it must be shown where and how the market was tested, why it is impractical to go to tender, the provider chosen was undertaken in a fair manner, so as not to prejudice other potential providers, etc. where it would be against the Municipality's best interest to follow the proper procurement process. All requests of this nature are to be signed by the Manager, SCM and Chief Financial Officer who will check: <ul style="list-style-type: none"> Is the motivation valid? Is there sufficient reason for not going out to tender? Is there adequate finance? Is the process fair, equitable, as transparent as can be, cost effective? Can the Municipality adequately account for making such a decision. Accounting Officer to Approve prior to implementation. Accounting Officer to Approve prior to implementation with the exception of an emergency. Supply Chain Unit to have official order number. 	X		Page 46	
Verification of the Tax Clearance Certificate/SARS Pin			43.4	Where the recommended bidder is not tax compliant, the bidder should be notified of their non-compliant status and the bidder must be requested to submit to the municipality, within 7 working days, written proof from SARS of that tax compliance status or proof from SARS that they have made an arrangement to meet their outstanding tax obligations	X		Page 55	This clause was included to incorporate the provisions of AFMA Circular 99 regarding the verification of SARS pin or TLC and giving the bidder 7 days to sort out any outstanding issues with SARS as opposed to immediate disqualification.

OLD POLICY DOCUMENT	OLD POLICY REFERENCE	NEW POLICY REFERENCE	AMENDED POLICY DOCUMENT	INCLUDED	EXCLUDED	NEW POLICY REFERENCE	COMMENT
Resolution of disputes and objections	CE	50	The Accounting Officer must appoint an independent and impartial committee, not directly involved in the supply chain management processes to assist in the resolution of objections and complaints between the municipality and any other person regarding the implementation of the SCM Policy.	X		Page 60	This clause was included in order allow the Municipality to resolve objections swiftly following complaints that MBE/AT was taking too long to resolve objections



ILEMBE DISTRICT MUNICIPALITY

("The Municipality")

2020-21

TARRIF POLICY

INDEX

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ANNEXURE A: LEGAL REQUIREMENTS

ANNEXURE B: CONSUMPTIONS CHARGES AND TARIFFS

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 4 000 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 cognizance 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 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 30 kl,
- iii. More than 30 kl

b) All indigent consumers shall be charged for actual monthly water consumption at a stepped tariff per kilolitre, as follows:

- i. Up to 10 kl, free
- ii. More than 10 kl but not more than 30 kl,
- iii. More than 30

c) 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 10 kl,

- ii. More than 10 kl but not more than 30 kl, and
- iii. More than 30 kl.

- d) 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 10 kl,
 - ii. More than 10 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 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. Such application need to be done in writing to the Municipal Manager.

8.9 All borehole applications for approval shall be made to the municipality in accordance to the municipal tariff of charges.

9. SEWERAGE TARRIFS

9.1 The tariff in respect of sewerage is based on the value of the property (market value). This is as set out in the tariff of charges.

9.1 a As per the above 9.1 tariff for areas where empty plots exist the normal basic charge would be raised

- 9.2 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.
- 9.3 A fixed monthly charge shall be levied for sewerage for domestic users. All consumers classified as registered indigents (value of property less than R130 000) by the ILembe District Municipality will not be charged for sewerage consumption.
- 9.4 All registered indigents household in the Municipality will be granted a subsidy in line with approved Tariff schedule.
- 9.5 The first R130 000.00 for all registered indigent consumers will be exempt from the sewerage calculation.
- 9.6 All properties valued at R 5 million and above, shall have their sanitation calculation levied at previous year average consumption charge plus 30%,
- 9.7 Sewer desludging will be free for all registered indigent consumers and there is another threshold to the maximum of R15 000 (total household income) that is also introduced at an affordable rate.

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~~

- ~~a) open spaces~~

10.65 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) rentals for the use of Municipal halls and other premises
- b) Photostat copies and fees

10.76 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.

10.87 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. DEVELOPERS CONTRIBUTION

- 12.1 Developers contributions are payable by all consumers with the intention to build.
- 12.2 Developers contribution shall be calculated using a methodology as set out in the tariff of charges.
- 12.3 Contractors and or developers are to provide the district municipality with approved plans as per submitted with the local municipality
- 12.4 All Developers Contribution is payable in full before the Development commences.

13. POLICY ADOPTION

This policy has been considered and approved by the Council of **ILembe District Municipality** on this day..... of ...May... 2020

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

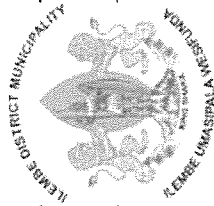
The municipality must give effect to the provisions of the Constitution, and in doing so give priority to the basic needs of the local community, promote the development of the local community, and ensure that all members of the local community have access to at least the minimum level of basic municipal 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 2020.

ILEMBE DISTRICT MUNICIPALITY WATER & SEWERAGE TARIFFS

(Including the Siza Water Concession Area)



9.6% - DRAFT INCREASE

2020/21 - DRAFT TARIFF OF CHARGES

2019/20 TARIFFS

2020/21 TARIFFS

A. AVAILABILITY CHARGE

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.

2019/2020

R 173,42 Per Month

2020/2021

R 190,07 Per Month

B. WATER CONSUMPTION TARIFF

2019/20 WATER TARIFF

2020/21 WATER TARIFF

CONVENTIONAL – DOMESTIC

CONVENTIONAL - DOMESTIC

TARIFF

BASIC MONTHLY
 CHARGE

TARIFF

BASIC MONTHLY
 CHARGE

0 – 10 kl	-	148.66	-	162.93
11-30 kl	21.39	-	23.45	-
> 30 kl	35.49	-	38.90	-

DOES APPLY TO THE 2018/19 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2017/18 >30kl tariff will be R24.59 (R22.44), 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)	2019/20 WATER TARIFF		2020/21 WATER TARIFF	
	PREPAID – DOMESTIC		PREPAID - DOMESTIC	
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	14.86	0	16.29	0
11-30 kl	21.39	0	23.45	0
> 30 kl	35.49	0	38.90	0

DOES APPLY TO THE 2020/21 YEAR - Where a bulk meter exists at a residential complex, the above tariff will apply to that meter, except that the 2019/20 >30kl tariff will be R29.54 (R26.95), 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)	2019/20 WATER TARIFF		2020/21 WATER TARIFF	
	PREPAID – DOMESTIC		PREPAID - DOMESTIC	
REGISTERED INDIGENT CONSUMERS ONLY	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
	0 – 10 kl Free basic water	-	-	-
	11-30 kl	21.39	-	23.45
> 30 kl	35.49	-	38.90	
C. WATER CONSUMPTION TARIFF CONVENTIONAL		2019/20 WATER TARIFF		2020/21 WATER TARIFF

INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS	
TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	-	325.87
11-30 kl	29.43	32.25	-
> 30 kl	29.43	32.25	-
C.1 WATER CONSUMPTION TARIFF - PREPAID			
2019/20 WATER TARIFF		2020/21 WATER TARIFF	
INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)		INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS (PREPAID)	
TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	297.32	325.87	-
11-30 kl	29.43	32.25	-
> 30 kl	29.43	32.25	-
D. WATER CONSUMPTION TARIFF CONVENTIONAL			
2018/19 WATER TARIFF		2019/20 WATER TARIFF	
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	
TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	157.16	172.24	-
11-30 kl	21.36	23.41	-
> 30 kl	21.36	23.41	-
D.1 WATER CONSUMPTION TARIFF PREPAID			
2019/20 WATER TARIFF		2020/21 WATER TARIFF	
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS	

	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	157.16	-	172.24	-
11-30 kl	21.36	-	23.41	-
> 30 kl	21.36	-	23.41	-
E. WATER CONSUMPTION TARIFF CONVENTIONAL				
2019/20 WATER TARIFF				
VULNERABLE GROUPS				
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	157.16	-	172.24
11-30 kl	21.36	-	23.41	-
> 30 kl	21.36	-	23.41	-
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				
2020/21 WATER TARIFF				
VULNERABLE GROUPS				
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	-	157.16	-	172.24
11-30 kl	21.36	-	23.41	-
> 30 kl	21.36	-	23.41	-
E.1 WATER CONSUMPTION TARIFF PREPAID				
2019/20 WATER TARIFF				
VULNERABLE GROUPS – PREPAID				
	TARIFF	BASIC MONTHLY CHARGE	TARIFF	BASIC MONTHLY CHARGE
0 – 10 kl	157.16	-	172.24	-
11-30 kl	21.36	-	23.41	-
> 30 kl	21.36	-	23.41	-
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				
2019/20				
2020/21				
Bulk Water Sales to Ithala per kilolitre.				
R 13.72				
R 15.04				

	AS PER SIGNED SLA	AS PER SIGNED SLA
Bulk Water Sales to AVON Peaking Power per kilolitre.		
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 4.21	R 4.61
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 6.50	R 7.12
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 592.50	R 649.38
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	R591.96 Per Tank plus R28.94 per kilometre,	R648.79 Per Tank plus R31.72 per kilometre,
Water sales to private tankers per kilolitre.	R 38.11	R 41.77
G. INSTALLATION OF METERED CONNECTION WITHIN ROAD RESERVE	2019/20	2020/21
i) 15mm – Registered Indigent Consumers	R 910.22	R 997.60
ii) 15mm – All Consumers	R 3,549.81	R 3,890.59
iii) 20 mm	R 4,513.71	R 4,947.03
iv) >20 mm	Cost + 10%	Cost + 10%
vi) Additional charge for road or pavement reinstatement	Cost + 10%	Cost + 10%

	Water Deposit of R114.30 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,	Water Deposit of R125.27 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,
<p>* Special Tariff for indigent:</p> <p>Water Deposit of R125.27 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,</p>		
H. RECONNECTION CHARGE	2019/20	2020/21
<p>The charge for reconnection of any water supply installation which has been previously disconnected due to non payment:</p>		
i) 15mm to 20mm – Residential	R 721.51	R 790.77
ii) Complexes/Business/Other	R 2,721.52	R 2,982.79
iii) > 20mm		
<p>I. CUSTOMER COMPLAINTS CALL OUTS</p>		
Any customer call out which has been established to be the customer's liability.	2019/20 Cost + 10%	2020/21 Cost + 10%
<p>J. SURCHARGE</p>		
<p>The Council may, by resolution, enforce a surcharge to cover the costs of unforeseen circumstances.</p>		
<p>K. ILLEGAL WATER CONNECTIONS</p>		
1st Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.	2018/19 R 8,297.34	2019/20 R 9,093.89
2nd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.	R 12,446.01	R 13,640.83
3rd Disconnections of illegal water connections and tampering with meter installation, replace or insert seal on meter.	R 24,892.00	R 27,281.63

RESTRICTIONS SHALL BE IN THE FORM OF A WATER FLOW LIMITER		
L. ADDITIONAL WORK FOR WATER & SEWER INSTALATIONS	2018/19	2019/20 TARIFFS
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 663.04	R 726.69
3) Supply and installation of isolating valve on customer side of meter for water pipe up to 40mm in diameter.	R 859.52	R 942.03
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 629.30	R 689.71
6) Opening up and reinstatement of customer's paving	R 525.64 / m ²	R 576.10 / m ²
7) Cost of single cut in customer's paving	R 219.08 / m ²	R 240.11 / 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 2,118.09	R 2,321.42
ii) 25mm to 80mm	R 3,480.99	R 3,815.17
iii) >100mm	R 5,331.99	R 5,843.86
M. Conservancy Removal - Withdraw/Desludge	2019/20	2020/21
Sewer Disposal (per load)	R 769.97	R 843.89

Sewer Disposal (maximum to R15 000 total household income)	R 328.80	R 360.36
Sewer Disposal (Indigent)	FREE	FREE
N. Developer's Water Contribution Per Unit	2019/20	2020/21
	Reticulation	Reticulation
	R 23,564.19	R 25,826.35
	Bulk	Bulk
	R 12,447.33	R 13,642.27
The following factors are to be utilised when calculating the above Developers Contribution:		
	Factor to be applied to Above Tariff	Factor to be applied to Above Tariff
Type of Development	Water	Water
Dwelling Houses		
Social Housing or Sub-economic (250m ² -400m ²)	0.25	0.25
401 – 700 m ²	0.60	0.60
701 – 900m ²	0.80	0.80
901 – 2000m ²	1.00	1.00
Granny flat or outside building	0.80	0.80
Low Rise Buildings		
30 – 60m ²	0.60	0.60
61 – 200m ²	0.80	0.80
201 – 500m ²	1.00	1.00
High Rise Multiple Dwelling (Flats/Hotels)		
30 – 60m ²	0.45	0.45
61 – 200m ²	0.60	0.60
201 – 500m ²	0.75	0.75
Offices and Shops per 100m ²	0.40	0.40
Industrial Development (excl office) per 100m ²	0.50	0.50

Type of Development	Water	Water
Clinic/Bed	0.25	0.25
Retirement village/Person		
Frail care/Person	0.25	0.25
Bedsitter/Person	0.25	0.25
Units/Unit	0.50	0.50
Hostels/Pupil	0.15	0.15
Creche/Pupil	0.02	0.02
Schools/Pupil	0.02	0.02
Hospital/Bed	0.25	0.25
Restaurant	0.09	0.09
Warehouse (Excl office) / 100 m2	0.20	0.20
Industrial (Excl office) / 100 m2	0.40	0.40
Caravan Park/Site	0.60	0.60
Conference Centre/Seat	0.09	0.09
Golf or Equestrian Estate / Hectare	5.00	5.00
Service Station/Workshop/100 m2	0.40	0.40
B&B/Guesthouse/Lodge/Lodge	0.60	0.60
Hotel/Room	0.60	0.60
Church/Religious Inst	1.00	1.00
Halls & Club houses	1.00	1.00
Police stations	0.50	0.50
Entertainment	0.60	0.60
Other	0.70	0.70

Type of Development	Water	Water
Social Housing or Sub-economic		
(30m ² -60m ²)	0.20	0.20
(60m ² -90m ²)	0.30	0.30

(90m ² -120m ²)	0.40	0.40
HS		
Dwelling for subsidy beneficiaries	0.25	0.25
Dwelling for non-subsidy beneficiaries	0.40	0.40
Dwelling for Financed beneficiaries	0.60	0.60
Commercial and /or business	0.50	0.50

SANITATION

2020/21 Sewer Tariff to be calculated based on valuation of the property method

Availability charge on all vacant properties and properties not connected to a servitude within IDM area that can reasonably be connected to sewer reticulation system.	R 173,42 Per Month	R 190,07 Per Month
	2019/20	2020/21
DOMESTIC		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
Sewer basic charge - INDIGENT	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
INDUSTRIAL/COMMERCIAL/GOVERNMENT/ (BUSINESS) & NORMAL SCHOOLS		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer - Avon Peaking Power	TO REVIEW THESE TARIFFS WITH T/S	TO REVIEW THESE TARIFFS WITH T/S
RELIGIOUS, NO FEE SCHOOLS AND REGISTERED WELFARE ORGANISATIONS		
Sewer basic charge	Valuation cost method	Valuation cost method
Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
VULNERABLE GROUPS		
Sewer basic charge	Valuation cost method	Valuation cost method

Sewer unit charge - per kl consumption	Valuation cost method	Valuation cost method
O. SEWER CONNECTION FEE (SADDLE ONLY)		
i) 110 mm diameter	R 4,202.38	R 4,605.81
ii) 150 mm diameter	R 6,010.42	R 6,587.42
iii) 225 mm diameter	R 13,359.14	R 14,641.62
P. UNBLOCKING OF SEWERS (WITHIN CUSTOMER'S PREMISES)	2019/20	2020/21
1. For the first 2 hours	R 247.40 per hour	R 271.15 per hour
2. For each additional hour	R 198.05 per hour	R 217.06 per hour
Q. CONSERVANCY REMOVAL - Dumping	2019/20	2020/21
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 using their own transport	R 387.00 / 10m ³ Load	R 353.10 / 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	2019/20	2020/21
	Reticulation	Reticulation
	Bulk	Bulk
	R 30,072.16	R 17,431.45
		R 32,959.08
		R 19,104.87
The following factors are to be utilised when calculating the above Developers Contribution:		
Type of Development	Factor to be applied to Above Tariff	Factor to be applied to Above Tariff
	Sanitation	Sanitation
Dwelling Houses		

Social Housing or Sub-economic (250m ² -400m ²)	0.20	0.20	0.20
401 – 700 m ²	0.50	0.50	0.50
701 – 900m ²	0.65	0.65	0.65
901 – 2000m ²	0.85	0.85	0.85
Granny flat or outside building	0.65	0.65	0.65
Low Rise Buildings			
30 – 60m ²	0.50	0.50	0.50
61 – 200m ²	0.65	0.65	0.65
201 – 500m ²	0.85	0.85	0.85
High Rise Multiple Dwelling (Flats/Hotels)			
30 – 60m ²	0.40	0.40	0.40
61 – 200m ²	0.50	0.50	0.50
201 – 500m ²	0.70	0.70	0.70
Offices and Shops per 100m ²	0.40	0.40	0.40
Industrial Development (excl office) per 100m ²	0.40	0.40	0.40
MISCELLANEOUS TARIFFS			
T. INTEREST ON OVERDUE ACCOUNTS		2019/20	2020/21
Any accounts in arrears in excess of 30 days will be charged interest on the outstanding amount in excess of 30 days at the annual interest rate of:	Prime interest rate as at 1 July 2019 + 5%	Prime interest rate as at 1 July 2020 + 5%	
U. RD CHEQUES		2019/20	2020/21
Any cheque payments returned RD by the bank will be charged	R 500.76	R 548.84	
V. ADMINISTRATION CHARGE ON INCORRECT PAYMENTS		2019/20	2020/21

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 R 579.85	10% of the amount to be refunded up to a maximum of R 635.52
Meter replacement reported, stolen or broken, knocked by cars etc.	10% of the amount up to a maximum of R 637,84	10% of the amount up to a maximum of R 699.07
W. RATES CLEARANCE CERTIFICATES	2019/20	2020/21
Issuing of rates clearance certificates.	R 995.78	R 1,091.38
X. AUDITORIUM RENTAL	2018/19	2020/21
All Deposit amount	R 7,768.65	R 8,514.44
Entertainment for own profit		
* Evening per session	R 5,946.53	R 6,517.40
* Daytime per session	R 5,266.93	R 5,772.55
* One hour or less	R 1,868.91	R 2,048.33
Social Gatherings		
* Evening per session	R 3,542.44	R 3,882.51
* Daytime per session	R 3,032.73	R 3,323.87
* One hour or less	R 1,850.22	R 2,027.84
Cultural events and any other		
* Evening per session	R 2,208.71	R 2,420.75
* Daytime per session	R 1,868.91	R 2,048.33
* One hour or less	R 1,274.25	R 1,396.58
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.		
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.		
Z. USER INTERFACE UNIT	2019/21	2020/21
Replacement of UIU device	R 645.62	R 707.60

AA. GEOGRAPHIC INFORMATION SYSTEMS MAPPING CHARGES	2019/21	2020/21
A0 Plain Paper - Full Colour Map or Copy	R 297.03	R 325.54
A1 Plain Paper - Full Colour Map or Copy	R 244.22	R 267.67
A2 Plain Paper - Full Colour Map or Copy	R 204.62	R 224.27
A3 Plain Paper - Full Colour Map or Copy	R 99.01	R 108.52
A4 Plain Paper - Full Colour Map or Copy	R 59.40	R 65.11
A0 Plain Paper - Line Map or Copy	R 264.03	R 289.37
A1 Plain Paper - Line Map or Copy	R 211.22	R 231.50
A2 Plain Paper - Line Map or Copy	R 184.82	R 202.56
A3 Plain Paper - Line Map or Copy	R 79.21	R 86.81
A4 Plain Paper - Line Map or Copy	R 39.61	R 43.41
Digital Extraction of CAD / GIS Data		
0 – 999 KB or part thereof	R 99.01	R 108.52
1 MB - 5 MB = R150 per MB	R 198.03	R 217.04
More than 5 MB = R100 per MB	R 132.01	R 144.69
GIS Calculations & Miscellaneous Work - Per Hour	R 290.43	R 318.31
Media Costs for CD	R 10.57	R 11.58
Media Costs for DVD	R 33.00	R 36.17
Students to have a 50% discount on ALL tariffs on producing a valid student card		
A maximum of 50% reduction may apply to registered NGO's, at the discretion of the Municipal Manager		
AB. BOREHOLES	2019/20 TARIFFS	2020/21 TARIFFS

Application for Borehole Commissioning	R 4,947.03	R 5,421.94
Illegal Borehole	R 9,093.88	R 9,966.90
Basic Charge	R 162.93	R 178.57
AC. ATMOSPHERIC EMISSION LICENCE	2019/20 TARIFFS	2020/21 TARIFFS
Application for new atmospheric emission licence (per listed activity)	R 13,201.32	R 14,468.65
Application for atmospheric emission licence review (per listed activity under review)	R 13,201.32	R 14,468.65
Application for atmospheric emission licence renewal (per listed activity)	R 6,600.66	R 7,234.32
Application for atmospheric emission licence transfer	R 2,640.26	R 2,893.73

Included in the Tariff Policy

Note: All amounts above are excluding VAT

DRAFT 2020/2021 SEWER TARIFF OF CHARGES

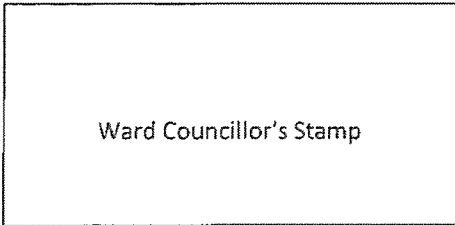
Sewer Tariff to be calculated on the market value of the property reflected in the KwaDukuza, Mandeni, Ndwedwe & Maphumulo Municipality's valuation roll as follows:

	2019/20	2020/21	Type of Property
0.0006732 cents in the rand on the market value		0.0007378 cents in the rand on the market value	In respect of agricultural properties.
0.005412 cents in the rand on the market value		0.005932 cents in the rand on the market value	In respect of residential properties including sectional title units.
0.018086 cents in the rand on the market value		0.019822 cents in the rand on the market value	In respect of industrial, business and commercial properties.
0.0224027 cents in the rand on the market value		0.024553 cents in the rand on the market value	In respect of schools and properties used for worship or by welfare organizations. Religious entities with a max of R540.35

0.0224027 cents in the rand on the market value	0.024553 cents in the rand on the market value	In respect of vacant properties.
0.335313 cents in the rand on the market value	0.367503 cents in the rand on the market value	In respect of state owned properties and public service infrastructure properties.
0.335313 cents in the rand on the market value	0.367503 cents in the rand on the market value	In respect of any other property not mentioned above.
NOTWITHSTANDING THE ABOVE THE MAXIMUM INCREASE OVER AND ABOVE THE TARIFF CHARGED IN 2020/21 WILL BE CAPPED AT 30%. – USING MARKET VALUE		
TO CALCULATE THE SEWER TARIFFS THE VALUE IN THE VALUATION ROLL AS AT 30 JUNE EACH YEAR WILL BE USED. NO ADJUSTMENTS MADE TO VALUATIONS DURING THE YEAR WILL BE UTILISED TO AMEND THE SEWER TARIFF. THE ADJUSTMENTS WILL ONLY BE MADE AT 30th JUNE FOLLOWING THE ADJUSTMENT.		
Type of Property	2019/20	2020/21
Sewered properties above R5 million in the valuation rolls.	Previous 12 months average (billed) sanitation levy + 30%	Previous 12 months billed average - sanitation levy + 30%
Sewered properties not included in the valuation rolls.	0.335313 cents in the rand on the market value	Charge availability charge till a valuation is obtained. Back charge from valuation date.
INCLUDED IN THE TARIFF POLICY		

CONSUMER/RATEPAYER SCREENING APPLICATION FOR RELIEF FROM IMPACT OF COVID-19

DESCRIPTION OF ACTIVITY	COMMENTS/NOTES TO SUPPORT THE APPLIACTION
Date of application:	
Ratepayer/Consumer Name:	
Account number:	
ERF No:	
Contact Number:	
ID Number:	
Indigent registered: Yes/No	
Physical address:	
Postal address:	
Duration of relief being applied for:	
Relief being applied for: Please tick the appropriate service.	
Property rates	
Water and sanitation	
Electricity	
Refuse charges	
Rental	
Other	
The following documents must be attached to this application;	Attached Yes/No/N.A
1. Certified copy of ID document.	
2. Written motivation by registered consumer on relief being sought.	
3. Proof of social grant relief application is grant dependent.	
4. Proof that the applicant is unemployed. e.g proof from Department of Labour or an affidavit	
5. Schedule of income and expenses.	
6. Indigent application if not already registered.	
7. Proof of residence and confirmation by Ward Councillor in support of the application.	
8. Supporting affidavit if necessary.	



Application Supported / Not Supported by Ward Councillor

Ward Councillor's Name and Signature: _____

Name

Signature

Conditions of application

1. All application to be made by the account holder in person at the Municipal Offices
2. All documents required above must accompany this application.
3. Any missing information deemed necessary listed above will render your application invalid.
4. Submission of all the necessary information above does not automatically qualify for relief.
5. All applications to be considered and approved by the Revenue Debt Steering Committee.

COMMISSIONER OF OATHS

I CERTIFY THAT BEFORE ADMINISTERING THE OATH I ASKED THE DEPONENT THE FOLLOWIGN QUESTIONS AND WROTE DOWN HIS ANSWERS IN HIS PRESENCE :

- 1.1. Do you know and understand the contents of this declaration? _____
- 1.2. Do you have any objection in taking the prescribed oath? _____
- 1.3. Do you consider the prescribed oath to be binding on your conscience? _____

I CERTIFY THAT THE DEPONENT HAS ACKNOWLEDGED THAT HE/SHE KNOWS AND UNDERSTANDS THE CONTENTS OF THIS DECLARATION WHICH WAS SWORN TO/AFFIRMED BEFORE ME AND THE DEPONENT'S SIGNATURE/MARK WAS PLACED THEREON IN MY PRESENCE. ANY CONCESSIONS APPROVED WILL BE RESCINDED AND A FINE TO BE DETERMINED, WILL BE CHARGED IF THE DECLARATION IS FOUND TO BE FALSE.

COMMISSIONER OF OATHS

DATE

PART 4: SIGNATURE DECLARATION BY CONSUMER

I/we the undersigned read and understood the tLembe By-laws and Policies. I/We agree to comply with the provisions of the application and the rules as amended from time to time. Should any person take over the said property from me, whether by purchase or on lease or otherwise. I agree that I shall be held responsible for all charges aforesaid until I have notified the Municipality in writing of the purchase, lease or other cause of my ceasing to occupy the property.

APPLICANTS NAME AND SURNAME : _____

APPLICANTS SIGNATURE : _____

FOR OFFICE USE ONLY

Credit Control Clerk Name	: _____	Date	: _____
Credit Control Clerk Signature	: _____		
Credit Control Senior Name	: _____	Date	: _____
Credit Control Senior Signature	: _____		
Manager Revenue Name	: _____	Date	: _____
Manager Revenue Signature	: _____		
Revenue Unit Recommendation: _____			
CFO (Approved / Not Approved)			
CFO Signature	: _____		
Comments by CFO			

**SUPPLY CHAIN MANAGEMENT
POLICY 2020/2021**

ILEMBE DISTRICT MUNICIPALITY



LOCAL GOVERNMENT: MUNICIPAL FINANCE MANAGEMENT ACT, 2003

Date of adoption: [...../06/2020]