

# READING YOUR MUNICIPAL ACCOUNT

I don't understand this account, can you explain it to me?



**HOAP**

HOME OWNERS' ADVICE PAMPHLETS





## MUNICIPAL ACCOUNTS

**Different local authorities have accounts that might look different from one another, but all have the same basic information, which includes:**

- the period the account is for;
- how much water or electricity was used;
- the amount of arrears owing;
- the total amount owing and the date by which it must be paid.



### Reading Your Account:

- Check whether your meter readings are correct. Water consumption is measured in kilolitres, and electricity in kilowatt hours. One kilolitre is equal to 1 000 litres; and one kilowatt hour is the amount of energy required to operate appliances totalling 1 000 watts for one hour.
- The account includes separate charges for different services, for example, rates and water. These charges, however, might be for different periods of time. Check these details.
- Local authorities usually do not read the meters every month. Often they estimate how much water or electricity will be used. In the months the meters are read, therefore, the amount that you pay might be higher or lower than normal.
- Value Added Tax (VAT) is currently at 14% and is added to all service charges except rates.
- Interest is added on arrears.
- If you have any queries, telephone the enquiries number on your account or go to the municipal offices. Take your account with you.
- If your income is less than R800 per month, or if you are a pensioner or disabled, you might qualify for an indigent grant, and will pay a smaller service charge. Go to the municipal offices to find out how to apply for the grant.
- Keep all accounts and receipts in a safe place. They are proof of payment, as well as a record of what your service costs are each month.



### Paying your account

- You need to pay your account even if you have not received it in the post. Go to the municipal office to get a copy.
- Accounts can be paid at the municipal offices and some can be paid at Pick 'n Pay or Shoprite branches.
- If you are in arrears go to the municipal offices to make arrangements to pay off the amount owing. If you ignore your accounts your services could be cut, or you could eventually be evicted.



CITY OF CAPE TOWN  
ISIZKO SASEKAPA  
STAD KAAPSTAD

**CAPE TOWN ADMINISTRATION** PAGE 1 OF 2

121 Helling Boulevard  
P.O. Box 401, Cape Town, 8000  
MOBILE/CELL NUMBER: 430 110497

**Tax Invoice**

NOTE NEW ACCOUNT NUMBER →

DEVELOPMENT ACTION GROUP  
101 LOWER MAIN ROAD  
OBSERVATORY  
7925

Account Number: 111 629 340  
Depot / Group No.: 7925 00000000  
Invoice Number: 111629340/11042003

Erf Number: 27075 / EI 027A030  
Erf Address: 99A Lower Main Road  
Observatory

**YOUR ACCOUNT AT A GLANCE AS AT 11/04/2003**  
(FULL DETAILS ON THE REVERSE SIDE)

SERVICE	BALANCE BROUGHT FORWARD	PAYMENTS AND ADJUSTMENT OF PAYMENTS	CHARGES AND ADJUSTMENT OF CHARGES	CLOSING BALANCE	AMOUNT PAYABLE	
					ARREARS PAYABLE NOW	AMOUNT DUE 07/05/2003
REFUSE	50.74	50.74-	50.74	50.74	0.00	50.74
RATES	1,154.12	1,154.12-	1,154.11	1,154.11	0.00	1,154.11
SEWERAGE	414.34	414.34-	307.02	307.02	0.00	307.02
WATER	382.39	382.39-	262.82	262.82	0.00	262.82
<b>TOTAL</b>	<b>2,001.59</b>	<b>2,001.59-</b>	<b>1,804.48</b>	<b>1,804.48</b>	<b>0.00</b>	<b>1,804.48</b>

R **1,804.48**

**IMPORTANT NOTICES**

- Cheques must be made payable to the City of Cape Town, P.O. Box 951, Cape Town 8000.
- Payments are allocated in the following order: Deposits, other miscellaneous charges, Rates, Water, Electricity or advise the Council's cashier of your payment allocation.
- Receipts are only valid if printed by official Cash Receiving Machines.
- Interest at the standard rate is calculated monthly on arrears. Part of a month is deemed to be a month.
- In the event of a dispute, payment of the account may not be deferred pending settlement of the dispute.
- Notice in terms of section 27(1) of the electricity supply by-law: Failure to pay by due date shall result in your electricity supply being disconnected. A fee for disconnection will be charged and your deposit may be increased. Immediate reconnection of supply after payment cannot be assured.
- Telephone enquiries - Accounts: 430-4810 Electricity: 430-2811 Water Consumption: 430-4507 / 430-3560 / 430-3360 Water Reading: 430-4800 E-mail: [Shazha.Allie@capetown.gov.za](mailto:Shazha.Allie@capetown.gov.za)

Your municipal account number has changed. Contact your bank to change your reference if you make use of an electronic method of payment.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

DEVELOPMENT ACTION GROUP

- A summary of your account is printed on the reverse side of this advice.
- It may be used by you to provide notes to the cashier for payment purposes.

>>>>>>>> 9 1510 111 629 340 7

ACCOUNT NO.: 111 629 340  
DUE DATE: 07/05/2003  
AMOUNT DUE: R 1,804.48

Description of service. (You may not have all of these services listed on your account)

The amount you owed in last month's account

The payments you made for last month's account

This slip needs to be cut off and handed in with your payment

The service charges for this month and interest on arrears

The total amount that you owe

The amount for this month, which needs to be paid by the specified date

Arrears amounts that need to be paid immediately

## Tips:

- Hot water cylinders use a lot of energy. Put your cylinder off when you are not using it. Consider fitting a solar panel.
- A credit meter costs an extra R30 per month. Consider putting in a prepaid meter.
- Your sewerage charge is based on the amount of water you've used.

# THE MOST IMPORTANT ADVICE IS



- Check your accounts carefully
- Follow up queries immediately
- Contact the municipal office if you cannot pay



## ALSO SEE OTHER PAMPHLETS ABOUT:

- Understanding rates and service charges
- Improving energy use in the home



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