



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

CITY NEWS

THE NEWSLETTER FOR THE RESIDENTS OF CAPE TOWN

APRIL 2009 / ISSUE 21

THE CITY'S DRAFT BUDGET FOR 2009/10 IS DESIGNED TO:

BOOST JOBS

We aim to establish urban infrastructure and services capable of supporting and encouraging investment, economic growth, and job creation in Cape Town. See pages 1 and 2.

HELP THE POOR

We want to provide infrastructure and services to ease the burden of poverty, and to help poor residents access new opportunities in the economy. See page 3.

LIMIT BILL INCREASES

We are trying to keep annual increases in rates and service charges as low as possible without negatively effecting service delivery. See page 3.

What the City's draft budget means for you



PHOTOGRAPHY: BRUCE SUTHERLAND

The City's R23,8-billion draft budget has been tabled and is now open for public comment. The budget's focus is on stimulating job creation and growth, while keeping charges for essential services as low as possible, and providing more assistance to those most in need.

The City of Cape Town has tabled a draft budget of R23,8-billion for the 2009/10 financial year, which begins on 1 July. This is made up of a capital budget of R5,5-billion and an operational budget of R18,3-billion.

The budget's focus is on infrastructure-led development to stimulate job creation and future growth, while keeping charges for essential services as low as possible. It also proposes greater assistance for the poor, aged and disabled.

More money for services

Utility Services, which provides services such as water and sanitation, electricity and refuse removal, will receive the largest amount of over R2-billion, followed by Transport Roads and Stormwater with R1,7-billion.

Highlights in the capital budget include a R270-million allocation for

waste disposal, R165-million for electricity upgrades across the metropole, R105-million for the Fisantekraal wastewater plant, and R788-million for the implementation of the integrated rapid transit system.

"The bulk of the capital budget is aimed at eradicating infrastructure backlogs that developed over the years," says Alderman Ian Neilson, Mayoral Committee Member for Finance, Economic & Social Development and Tourism.

In line with inflation, but ...

A 33% average increase has been proposed for the electricity tariff, which is subject to Eskom's increases. The City has no option but to pass on Eskom's increases, which however have yet to be approved by the national regulator.

The proposed increases of other utility services are largely aligned with the current inflation rate. A 10% increase is pro-

posed for water and solid waste fees, and a 7% increase for sanitation tariffs.

An inflation-linked 8,5% increase is proposed for residential property rates. All homeowners will continue to enjoy an R88 000 rebate, and agricultural properties could qualify for rebates of up to 80%.

As part of the municipality's indigent policy, the City has increased the threshold of rates rebates for senior citizens and disabled people.

GET INVOLVED ...

- Have your say on the draft budget and the IDP (see page 2).
- The City urges residents who are struggling to pay their monthly municipal accounts, to register for the City's comprehensive indigent grant (see page 3).

This rebate is calculated according to the gross monthly household income of all persons residing at the relevant property. The maximum household income for senior citizens to receive a rates rebate was increased from R7 000 to R8 000. For a 100% rebate, the City has proposed that the indigent threshold be increased from R2 880 to R3 000 per month.

Rebated basic services

A free 6 000 ℓ of water per household per month will apply to all domestic tariff categories. Residents registered on the City's indigent database can receive an additional 4 500 ℓ at a monthly cost of R4,16.

Households that buy less than 400 kWh of electricity per month will receive a free basic allocation of up to 50 kWh. Consumers who buy more than 400 kWh per month, however, are not eligible for this free allocation.

Properties up to R100 000, and those

that register as indigent, regardless of the property value, will continue to receive free refuse removal services.

There is a sliding scale of refuse rebates for properties up to R300 000. The first 4 200 ℓ of water for sewerage disposal is free for all households.

Going for future growth

"Through both the IDP and the draft budget we have focused our efforts on creating a solid platform of urban infrastructure and services which will help existing investors, attract new investors and skilled workers to our city, grow the overall economy, and so create more jobs," says Executive Mayor Helen Zille.

The draft budget can be viewed at most City offices and all public libraries and is open for public comment until 6 May 2009, together with the Integrated Development Plan (the City's blueprint for expenditure over the next five years).

KORTLIKS

Die Stad het 'n konsepbegroting van R23,8 miljard vir die 2009/10-boekjaar ingedien. Dit maak voorsiening vir R5,5 miljard vir kapitaalbesteding en R18,3 miljard vir bedryfsbesteding. Die begroting konsentreer op infrastruktuurgerigte ontwikkeling om werkskepping en groei aan te moedig, terwyl heffings vir noodsaaklike dienste boonop so laag moontlik gehou word.

Dit doen ook groter bystand aan arm, bejaarde en gestremde mense aan die hand.

Die voorgestelde verhoging in die heffings

vir die meeste noodsaaklike dienste is so laag moontlik gehou, hoewel elektrisiteitspryse met soveel as 33% kan styg. Dit kan aan Eskom se voorgestelde nasionale verhogings toegeskryf word, waaroor die Stad geen beheer het nie.

Alle inwoners het nou 'n geleentheid om op die konsepbegroting kommentaar te lewer wat by enige administratiewe kantoor, subraad of biblioteek van die Stad te kry is.

Kommentaar moet die Stad teen 6 Mei 2009 bereik.

KHAWUNDIBALISELE

Isixeko sandlale uhlahlo lwabiwo-mali olusayilwayo lwe-R23,8 yezigidi-gidi yonyaka-mali ka-2009/10. Le mali ihlanganisa i-R5,5 bhiliyoni eyinkcitho yemali eyinkunzi ne-R18,3-bhiliyoni yemali yokwenza imisebenzi yemihla ngemihla kwiSixeko.

Olu hlahlo lwabiwo-mali lugxile kuphuhliso lwezibonelelo eziza kunceda ekubeni kudalwe imisebenzi yaye kubekho nokhulo loqoqosho nezinye izibonelelo zoluntu, logama kugcinwa iindleko zeenkondo ezingundoqo ziphantsi kangangoko. Lukwanikeza uncedo olukhulu kubantu abahluphekayo, nabantu abadala kunye nabakhubazekileyo. Ukunyuswa kwemirhumo yeenkonzo ezingundoqo kuye

kwagcinwa kusezantsi ngeyona ndlela kodwa imirhumo yombane isenokunyuka nge-33%. Oku kulandela ukunyuswa kombane kwilizwe lonke okuphakanyiswe nguEskom, nto leyo iSixeko esingenalulawulo lwayo.

Bonke abahlali bayamenywa ukuba babe nezwi ngohlahlo-mali olusayilwayo, olufumaneka kuzo zonke iifisi zolawulo zeSixeko, nakumabhungana okanye kumathala eencwadi. Uhlahlo lwabiwomali luchaphazela lonke uluntu, ngoko ke kubalulekile ukuba uluntu luzinike ixesha lufunde ukuba imali yeSixeko yabelwe eziphi iinkqubo neenkondo. Izimvo zoluntu kufuneka zingene phambi komhla we-6 Meyi.

Be sure to have your say

The City of Cape Town wants to hear what its 3,2 million residents have to say about the municipality's draft budget for the coming year, as well as its development plans until 2012.

Both the City's draft budget for 2009/10 and the Integrated Development Plan (IDP) are open for public comment until Wednesday 6 May.

The IDP is a blueprint of how and on what the City plans to spend its money over the next five years.

The City needs to make difficult choices, and therefore seeks guidance from residents. For example, it must match the amount of rates and tariffs it charges with the level of services needed in a city that is growing by around 80 000 people per year, and whose infrastructure is badly in need of maintenance and upgrades.

After the public participation process, both the budget and the IDP will be finalised for approval by Council at the end of May, and will come into effect on 1 June 2009.

When, where and how

These documents are available at the Civic Centre, all City subcouncil offices, libraries, municipal administrative buildings, and on the City's website at www.capetown.gov.za. All City offices are open on weekdays between 08:30 and 16:30.

Anyone wishing to comment must do so in writing. Feedback forms will be available at all the venues given above, or by writing or faxing to the addresses given below. All submissions to be considered must be received by no later than 16:30 on Wednesday 6 May 2009.

Any person wishing to make a verbal presentation should book a time slot at their local subcouncil office(s) at least two days before the subcouncil meeting. The dates and venues have been advertised in the media.

Any person who is unable to write will be assisted by a member of staff to transcribe his or her comments. Please write to:

The City Manager,
2009/10 IDP/Budget,
Private Bag X9181, Cape Town 8000
or fax: 021 400 1332

Enquiries

For more information about the IDP & budget public hearing process:

- Tel: 0860 103 089
- Fax: 021 400 5915/5881/4909
- E-mail: idp@capetown.gov.za

How the budget has been allocated

The City's draft budget details exactly where the administration expects to spend money to cover both operational costs and capital spending on infrastructure and services in the coming financial year, as well as where it expects to derive its income from.

The City of Cape Town's draft budget of R23,8-billion for the 2009/10 financial year is made up of two parts: an operating budget of R18,3-billion and a capital budget of R5,5-billion.

The operational budget is used for salaries and operating costs, purchases, and assistance for the poor, such as free water and sanitation.

The capital budget is allocated to infrastructure and services such as roads, water, electricity and the many other utilities and services that Cape Town needs in order to function, to grow, and to provide better opportunities for its residents.

The City's capital budget, and its ability to use that effectively, is central to its long-term vision of infrastructure-led development and growth.

The budget is based on the income the City expects to derive from rates, service charges and grants and subsidies.

Capital projects (R5,5-billion)

Over R2-billion of the capital budget will go to the Utility Services Directorate, which provides basic services such as water and sanitation, electricity and refuse removal.

Another R1,7-billion will go to the Transport, Roads and Stormwater Directorate. Highlights include:

- R788-million for the integrated rapid transit (IRT) system
- R635-million for the construction of the Green Point Stadium
- R200-million for the Green Point Common urban park and facilities
- R270-million for waste disposal
- R105-million for the Fisantekraal wastewater treatment works
- R165-million for electricity upgrades across the metro
- R83-million for the Hospital Bend pre-selection scheme and upgrade.

Operations (R18,3-billion)

The draft operational budget has risen to R18,3-billion for the next financial year. A quick breakdown is as follows:

- 29% staff costs
- 29% other expenditure
- 24% bulk purchases
- 6% depreciation & asset impairment
- 4,3% contracted services
- 3,6% debt impairment
- 3,2% finance charges
- 0,6% grants and subsidies
- 0,5% remuneration of councillors.



Meeting many needs: The City's budget is spent on a wide range of activities, from providing support to small business to building bridges and cleaning streets.



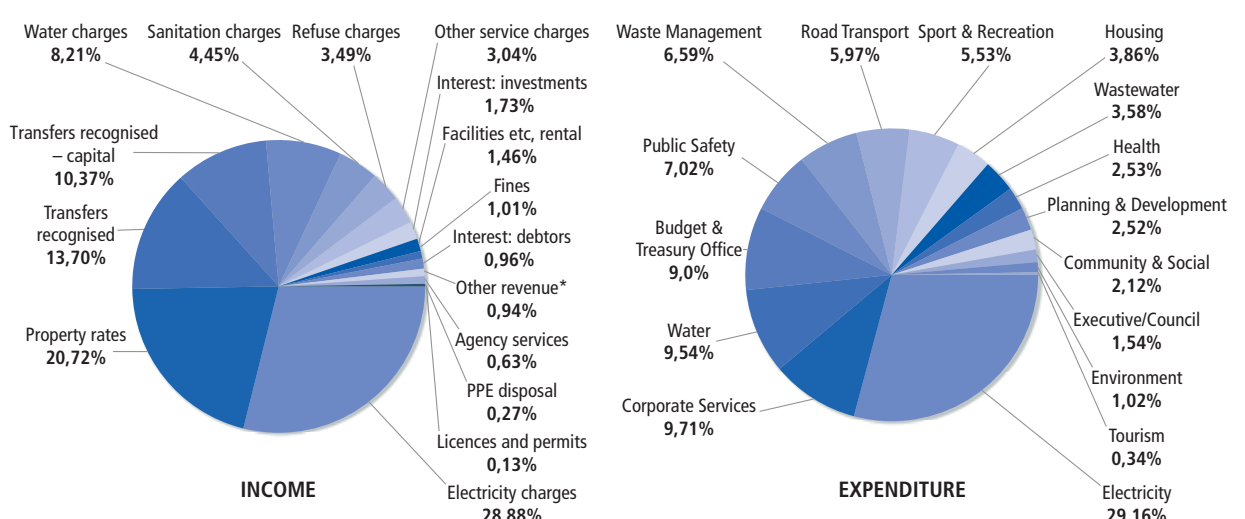
PROJECTED INCOME

Category	Rand
Service charges – electricity revenue	5,302,636,740
Property rates	3,804,865,213
Transfers recognised	2,515,492,197
Transfers recognised – capital	1,904,171,207
Service charges – water revenue	1,507,652,873
Service charges – sanitation revenue	816,717,913
Service charges – refuse	640,378,195
Service charges – other	559,036,678
Interest earned – external investments	316,935,375
Rental of facilities and equipment	268,297,760
Fines	185,457,923
Interest earned – outstanding debtors	176,160,000
Other revenue*	172,831,254
Agency services	115,993,082
Gains on disposal of sundry assets	49,817,012
Licences and permits	24,276,072

* 'Other revenue' reflects income derived from sources too detailed for this simplified table. The City's full draft budget documents are available at libraries, subcouncil and municipal offices and on www.capetown.gov.za/budget.

PROJECTED EXPENDITURE

Category	Rand
Electricity	4,875,126,655
Corporate Services	1,623,305,751
Water	1,594,428,272
Budget & Treasury Office	1,501,074,402
Public Safety	1,174,157,370
Waste Management	1,102,691,693
Road Transport	998,344,748
Sport and Recreation	925,040,448
Housing	644,999,146
Wastewater Management	598,911,635
Health	422,439,151
Planning & Development	420,666,665
Community & Social Services	354,439,145
Executive & Council	257,745,154
Environmental Protection	170,035,725
Tourism	56,748,883



CITYNEWS is the City of Cape Town's newsletter for its residents. It is distributed as an insert to a number of community papers, and is also available at City libraries.

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KORTLIKS

Die Stad se konsepbegroting vir die 2009/10-boekjaar kom op R23,8 miljard te staan. Dié bedrag bestaan uit twee dele: 'n bedryfsbegroting van R18,3 miljard, en 'n kapitaalbegroting van R5,5 miljard. Die bedryfsbegroting dek items soos salarisse, bedryfskoste en deernisverligting.

Die kapitaalbegroting word weer vir infrastruktuur en dienste, soos paaie, water en elektrisiteit, gebruik.

Die konsepbegroting ondersteun die Stad se vyfjaar-geïntegreerde ontwikkelingsplan (GOP), wat groter groei en ekonomiese geleentheid in die visier stel.

Al hierdie begrotingsdokumente is by enige subraadskantoor, biblioteek of administratiewe gebou van die Stad, sowel as op die Stad se webtuiste (www.capetown.gov.za) beskikbaar.

Inwoners se kommentaar op sowel die Stad se konsepbegroting as die GOP is welkom, en moet die Stad voor Woensdag 6 Mei 2009 bereik.

Só kan jy help om die Stad se bestedingsprioriteite te bepaal, en kan jy ook jôu sê oor die begroting en GOP sê voordat die finale weergawes teen die einde van Mei vir goedkeuring voor die raad sal dien.

KHAWUNDIBALISELE

Isixeko sandlale ulwabiwo-mali olusayilwayo lwe-R23,8 yezigidi-gidi yonyaka-mali ka-2009/10. Le mali ineenxalenye ezimbini: imali yokusebenza eyi-R18,3 bhiliyoni nemali eyinkunzi eyi-R5,5 bhiliyoni.

Imali yokusebenza isetyenziselwa imivuzo neendleko zokusebenza, izinto ezithengwayo kunye noncedo lwabahluphekayo.

Ulwabiwo-mali lwemali eyinkunzi lwabelwe izibonelelo kunye neenkonzoz ezifana neendlela, amanzi nom-bane.

Olu lwabiwo-mali lusayilwayo lux-

hasa iSicwangciso soPhuhliso esiHlanganisweyo (IDP), seSixeko seminyaka emihlanu esinjongo yaso ikukuphakamisa ukhulo namathuba ezozoqosho.

La maxwebhu ayafumaneka kuzo zonke iiofisi zolawulo zeSixeko, nakumabungana okanye kumathala eencwadi kunye nakwiwebhusayithi yeSixeko engu-www.capetown.gov.za.

Abahlali bayamenywa ukuba babe nezwi ngohlahlo-mali olusayilwayo nangeSicwangciso soPhuhliso esiHlanganisweyo (IDP), phambi koLwesi-sithathu we-6 Meyi.

The City's new service charges

The City is acutely aware of the harsh economic circumstances in which its residents find themselves in the current economic climate.

In its draft budget, its response has been twofold: to moderate rates and service increases, particularly for those who have small and fixed incomes; and to pursue its development programmes as actively as possible in order to assist in the direct stimulation of the city's economy, and build the platform for economic growth beyond the recession.

The City has done its utmost to keep the annual increases in rates and service charges as low as possible without negatively affecting service delivery.

The proposed increases are close to

the official projected annual inflation rate of 8,6%. The proposed service charge increases, given in the tables below, are as follows:

- An average increase in residential property rates of 8,5%, and 15,8% for commercial properties
- An average increase of 10% for water
- An average increase of 7% for sanitation
- An increase of 10% for solid waste removal
- An average increase of 33,3% for electricity, based on Eskom's estimated increase of 35,9% for this year. Eskom's electricity prices are not under the City's control.
- The first R88 000 of your property's value is rates-free.

PROPOSED DOMESTIC WATER TARIFFS

Volume used	Current	Proposed	VAT inc.	Increase
0 – 6 kilolitres	FREE	FREE	FREE	–
6 – 12 kilolitres	R3,33	R3,66	R4,17	10%
12 – 20 kilolitres	R7,10	R7,81	R8,90	10%
20 – 40 kilolitres	R10,52	R11,57	R13,19	10%
40 – 50 kilolitres	R12,99	R14,29	R16,29	10%
Above 50 kilolitres	R17,14	R18,85	R21,49	10%

PROPOSED DOMESTIC SANITATION TARIFFS

Volume used	Current	Proposed	VAT inc.	Increase
0 – 4,2 kilolitres	FREE	FREE	FREE	–
4,2 – 8,4 kilolitres	R4,01	R4,29	R4,89	7%
8,4 – 14 kilolitres	R8,52	R9,12	R10,40	7%
14 – 28 kilolitres	R9,32	R9,97	R11,37	7%
28 – 35 kilolitres	R9,78	R10,46	R11,92	7%

PROPOSED DOMESTIC ELECTRICITY TARIFFS

Service and energy charges	Current	Proposed	VAT inc.	Increase
Service charge (R/day)	R2,50	R3,40	R3,88	36%
Energy charge (c/kWh)	47,38c	64,44c	73,46c	36%
Low Energy charge (c/kWh)	56,89c	77,37c	88,20c	36%
Lifeline Energy charge (c/kWh)	49,46c	53,90c	61,45c	8,98%

PROPOSED DOMESTIC SOLID WASTE TARIFFS

Service charges	Current	Proposed	VAT inc.	Increase
240 ℓ container (wheelie bin)	R58,11	R63,93	R72,88	10%
85 ℓ bin/bag: 1 x 85 ℓ bin = 3 bags	R50,59	R55,65	R63,44	10%
Single lockable 240 ℓ container	R61,11	R67,22	R76,63	10%
Double lockable 240 ℓ container	R64,11	R70,52	R80,39	10%

Why the huge electricity price increase?

The City of Cape Town's electricity tariffs are largely determined by the national electricity utility, Eskom. The City buys power from Eskom and has no choice but to pass increases on.

The proposed 33,3% electricity tariff increase is based on a projection that Eskom's base tariff price to all municipalities countrywide will increase by

27,9%, plus the energy tax of 2c/kWh, which is a total increase of 35,9%.

The municipality proposed to limit the increase to consumers using less than 400 units per month to 9%.

The proposed tariff increases of other utility services, which are controlled by the City, are largely in line with the current inflation rate.

KORTLIKS

Die Stad se voorgestelde verhogings in belasting en diensgeld strook met inflasie. Die meeste diensheffings sal met tussen 7% en 10% styg.

Die uitsondering is elektrisiteit: Hier het die Stad ongelukkig geen ander keuse as om Eskom se voorgestelde 33%-verhoging ook op die inwoners van Kaapstad toe te pas nie. Om die druk op armer inwoners egter te verlig, het die Stad sy hoeveelheid gratis basiese dienste vermeerder.

Dit sluit 'n maandelikse 6 000 ℓ gratis water per huishouding in, sowel as 'n bykomende 4 500 ℓ teen 'n koste van R4,16 per maand indien die huishouding op die Stad se databasis van hulpbehoewendes geregistreer is.

Huishoudings wat minder as 400 kWh elek-

trisiteit per maand gebruik, ontvang 50 kWh gratis, terwyl eiendomse met 'n munisipale waarde van R100 000 of minder asook inwoners wat vir deernisverligting registreer sal kwalifiseer vir 'n 100% korting op hul vullis verwyderingstarief.

Om vir deernisverligting in aanmerking te kom, moet jy op die Stad se databasis van hulpbehoewendes geregistreer wees. Dié databasis is juis geskep om diegene te help wat sukkel om hulle belasting en diensgeld by te bring. Buiten bostaande bystand, kan geregistreerde hulpbehoewendes wat aan die vereistes voldoen ook vir 'n 100%-belastingkorting en eenmalige skuldafskrywing in aanmerking kom. Besoek dus jou naaste raadskantoor vir meer inligting.

R1,5-billion to help the poor

The City's draft budget includes more money for subsidised basic services, housing and rebates. The amount of assistance and relief has almost doubled over the past three years.

The City's proposed budget allocates R1,5-billion to help poorer residents with free basic services. This includes an amount of R810-million in services such as water, sanitation, electricity, and refuse removal.

This is almost double the amount of R450-million three years ago – which did not include free electricity.

These free services include 6 000 ℓ of water per household per month, and an extra 4 500 ℓ at a total cost of R4,16 per month for those households registered on the City's indigent database.

There is 50 kWh of free electricity for households buying less than 400 kWh per month, and free refuse removal for properties with a municipal value of R100 000 and under.

All households receive the first 4 200 ℓ of sewerage removal free.

To assist residents – and particularly the poor – to save water, the City has introduced a water management device for those who want to use it. The installation of this device is voluntary, and free for people on the City's indigent database. It is not a prepaid meter. The device helps residents to control their water usage and detect leaks. (Read a full explanation on page 4.)

Housing, rebates and grants

The City has recommended an amount of R663-million for housing. This includes funds for upgrades to informal settlements, the establishment of new settlements, and upgrades to 43 500 rental units and 11 000 hostel units.

Over the past three years, the City has



Help for those who need it most: The City's draft budget proposes more money for housing, free basic services and support for economic opportunity.

doubled its number of housing opportunities to 20 000.

In addition, Council has proposed R10-million for its rates rebate system to provide discounts of 100% to pensioners and disabled people who register with the City. It has also lifted the income threshold from R7 000 to R8 000 per household.

The City has also proposed to increase the household income threshold for automatic qualification for a 100% rates

rebate from R2 880 to R3 000.

In order for the City to provide these subsidised services, it needs economic growth. The focus is thus on providing infrastructure and attracting more investment, which will lead to more jobs.

The draft budget can be viewed at all public libraries and is open for comment up to 6 May 2009 (see page 2).

The final budget will be approved by the City Council at the end of May 2009.

Who qualifies as indigent, and is entitled to assistance?

The City's Indigent Policy was created to assist struggling households in paying their rates and service charges. To qualify, residents must meet certain criteria, and register on the City's indigent database.

The policy allows a 100% rates rebate and other benefits to property owners whose property's municipal value does not exceed R88 000. If the property is valued by the City at more than R88 000, its owners will need to qualify as indigent to receive this benefit.

Other policy benefits include a once-off arrears write-off (for indigent people who are over 60 years of age, and in receipt of a disability pension/grant, or are occupants of a child-headed household).

To qualify for the policy's benefits, property owners who think they might be eligible, need to register as indigent. The City uses the following criteria to evaluate applicants:

- **Proof of gross income:** This must not exceed R2 880 per household per month, irrespective of the municipal valuation of the property. (The City's draft budget has proposed that this be raised to R3 000 per month.)
- **Ownership status:** The applicant must be the registered owner of the property, or an occupant of a child-headed household where the property in which they reside is registered in the name of a deceased parent/s. In addition, the applicant must not be the registered owner of more than one property.
- **Occupancy status:** The applicant must be a full-time occupant of the property, and the property must be used for residential purposes only.

Registration can be done at any City office, or by calling 0860 103 089 for further information. Once registered, indigent residents will need to re-register each year.

KHAWUNDIBALISELE

Isixeko siphakamise ukuba kunyuswe imali yerhafu yeenkonzo ezibonelelwa siSixeko ngemali ehambelana nokuhla kunye nokunyuka kwamandla emali. linkonzo zeSixeko ziza kunyuka nge-7% nange-10%.

Umahluko wokunyuka kwemirhumo neereyithi uza kuba sembaneni apho iSixeko sinyanzelekileyo ukuba siphumeze i-33% ephakanyiswe nguEskom kubahlali. Niya kukhumbula ukuba besichazile ukuba iSixeko asinalulawulo kwisigqibo sokunyuka kombane nangenjengo ulawulwa yile nkampani yombane yakwaEskom, ngoko ke siwunyusa ngokwepesenti esiyic Hazelwe nguEskom nesetyenziswa kwilizwe lonke.

Kambe ke, ukuhlisa umthwalo kubahlali abahluphekayo, iSixeko sinyuse isixa seenkonzo ezinundoqo ezinikezwa mahala. Ezi nkonzo ziban-

dakanya i-6 000 ℓ yamanzi enikezwa kwindlu ngenyanga kunye ne-4 500 ℓ eyongezelelweyo ebiza i-R2,53 ngenyanga kwizindlu ezibhaliswe kuvimba weSixeko wabantu abahluphekayo.

Kukho ne-50 kWh yombane wamahala kwizindlu ezisebenzisa ngaphantsi kwe-400 kWh ngenyanga, kanaanjalo uthutho lwemigqomo yenkunkuma aluhlawulelwa kwipropati ezinexabiso likamasipala eliyi-R199 000 nangaphantsi. Zonke izindlu aziyihlawuleli i-4 200 ℓ yokuqala yokuthuthwa kwelindle.

Ukuze ufumane olu ncedo, kufuneka ube ubhaliswe kuvimba weSixeko wabantu abahluphekayo. Ukuba ngaba ufuna enye ingcaciso ngokubhaliswa kulo vimba, tyelela iofisi yeBhunga ekufuphi nawe ukuze ufumane ulwazi oluthe xhaxhe.

Helping residents to save water

The City's water management device, which is installed free of charge for indigent households, saves both money and water.

Clean drinking water is a scarce resource, and one that has to be used carefully and not wasted. One of the ways to stop wastage is to reduce the amount of water lost through leaks.

The City has pressure management systems across its bulk water supply to maintain an even pressure and reduce the likelihood of leaks, but householders should be aware that leaks on their property are their responsibility.

Water that leaks through faulty tap washers and toilet cisterns, or leaks in the water piping on your property, is added to your account, and you will end up paying for water that you did not use.



Every drop counts: A mural on the wall of the City's Mandalay pressure management station (above), the sophisticated management equipment in the station (top right) and a domestic water management device (bottom right).



Managing your use

There is a way to set a limit on the amount of water you receive and pay for. The City has introduced water management devices for people who want them. These devices deliver a specific amount of water a day, according to the amount that you decide to receive.

The City's water management device is **not** a prepaid water meter. It delivers the free water you are entitled to every day, plus more if you pay a small amount.

You will automatically get 6 000 ℓ of water a month free of charge. If you are the registered owner of a property, and your family earns less than R2 880 per month, or if your property is worth less

than R199 000, please register on the City's indigent database at your nearest municipal office.

If you do this, you will be able to get 350 ℓ a day (10 500 ℓ in an average month, for just R4,16). The table below shows why the City has arrived at 350 ℓ per household per day.

If you are registered on this database, the City will not put you on the 'trickle system', even if your account is in arrears. The City will install a water management device and fix leaks free of charge, and will then write off your water debt if you manage your water use.

The water management device can be programmed to deliver any amount of water. If the daily amount is reached, the management device switches off, and switches on again at 04:00 the next day.

However, if you do not use that day's full allowance, the balance is carried over to the next day.

For example, if the device has been set to deliver 350 ℓ, and only 250 ℓ is used, the balance of 100 ℓ will be carried over, giving a total of 450 ℓ for the next day.

If you are not indigent, but would like to manage your water use better, you can pay a one-off fee of R1 506 including VAT



Calculation of daily consumption for a typical 4-person low-income household

ITEM	QUANTITY	DAILY USE	EQUIVALENT IN 10 ℓ BUCKETS
Toilet (9 ℓ cistern)	3 flushes/person/day	108 ℓ	11
Shower/wash	24 ℓ/person/day	96 ℓ	10
Basin/drinking	6 ℓ/person/day	24 ℓ	2½
Washing dishes		30 ℓ	3
Washing clothes	210 ℓ/week	30 ℓ	3
Other/garden		62 ℓ	6
TOTAL		350 ℓ	

KHAWUNDIBALISELE

Isixhobo solawulo lwamanzi sesixeko sikunceda ukuba ukwazi ukulawula ityala lakho lamanzi. Esi sixhobo sizisa isixa samanzi esithile yonke imihla.

Indlu nganye ifumana iilitha eziyi-6 000 mahala qho ngenyanga yaye ukuba indlu ibhaliswe kuvimba weSixeko wabantu abahluphekayo, ezi litha zingenyuswa ziye kuma kwi-10 500 ℓ ngenyanga nge-R4,16 kuphela.

Isixhobo solawulo lwamanzi asiyomitha ehlawulelwa phambi kokuba isetyenziswe.

KORTLIKS

Met die Stad se waterbestuurtoestel sal jou waterrekening nooit weer enige verrassings inhou nie. Die toestel lewer daaglik 'n bepaalde hoeveelheid water.

Elke huishouding ontvang 'n gratis 6 000 ℓ water per maand. Indien die huishouding boonop op die Stad se databasis van hulpbehoewendes geregistreer is, kan dié hoeveelheid teen net R4,16 tot 10 500 ℓ per maand opgestoot word.

Die waterbestuurtoestel is nie 'n voorafbetaalmeter nie.

USEFUL CITY OF CAPE TOWN CONTACT NUMBERS

ACCOUNTS
General enquiries & account enquiries
Tel: 0860 103 089
+27 21 401 4701
(international callers)
Fax: 0860 103 090
E-mail: accounts@capetown.gov.za

ALCOHOL & DRUG 24/7 HELPLINE
Tel: 0800 HELP 4 U (0800 435 748)

ANTI-CORRUPTION & FRAUD HOTLINE
Anonymous, toll-free
Tel: 0800 32 31 30

COUNCILLORS
Web: www.capetown.gov.za/council

CABLE THEFT
Tel: 0800 222 771
Fax: 021 400 5910

CITY MANAGEMENT
City Manager and Executive Directors
Web: www.capetown.gov.za/en/management

DISASTER RISK MANAGEMENT
Enquiries: All hours
Tel: 021 597 5000
Fax: 021 597 5010
Web: www.capetown.gov.za/disasters

ELECTRICITY SERVICES
General, prepaid, load-shedding and faults
Tel: 0800 220 440
Fax: 0860 220 441/0800 220 441
E-mail: frcentre@capetown.gov.za
Web: www.capetown.gov.za/electricity
Postal: PO Box 82, Cape Town 8000
Electricity accounts
Tel: 0860 103 089
Buy electricity online at www.energy.co.za.

ESKOM
Tel: 0860 037 566

EVENTS APPLICATIONS AND PERMITS
Tel: 021 483 9013/021 483 9272
Fax: 021 957 0046
E-mail: events.permit@capetown.gov.za

FILM SHOOT & PERMITS
Tel: 021 483 9060
Fax: 021 483 9061
E-mail: film.permit@capetown.gov.za

LAND INVASION
Tel: 0800 225 669

THE MAYOR'S OFFICE
Tel: 021 400 1300
Fax: 021 400 1313
E-mail: mayor.mayor@capetown.gov.za
Postal: Private Bag X9181, Cape Town 8001

MOTOR VEHICLE REGISTRATIONS
Tel: 0860 103 089
Fax: 021 400 2276/5915
E-mail: accounts@capetown.gov.za

OMBUDSMAN
Tel: 021 400 5486/7
Fax: 021 400 5952
E-mail: ombudsdirect@capetown.gov.za

PUBLIC TRANSPORT
Tel: 0800 656 463 (information)
0800 600 895 (Dial-a-Ride for the disabled)

ROADS AND STORMWATER
Potholes, flooded roads, chemical or other spills
Tel: 0860 103 054
E-mail: watertoc@capetown.gov.za
Postal: PO Box X1694, Cape Town 8000

SOLID WASTE
Illegal dumping, wheelie bins, cleansing, etc.
Tel: 0860 103 089
Fax: 0860 103 090/021 400 4302
E-mail: wastewise@capetown.gov.za
Web: www.capetown.gov.za/solidwaste

TENDERS
Tel: 021 400 2405/2505
Fax: 021 419 7659
E-mail: tenders@capetown.gov.za
Web: www.capetown.gov.za/tenders/

TRAFFIC FINES
Tel: 0860 103 089
Fax: 021 406 8734
Web: www.payfine.co.za

TRAFFIC & METRO POLICE
Tel: 0860 765 423

TRAFFIC SIGNAL FAULTS
Tel: 0860 765 423 (all hours)

WATER & SANITATION
Leaks, burst pipes, sewer defects/blockages
SMS: 31373 (costs the sender 80c)
Tel: 0860 103 054 (general enquiries)
0860 103 089 (account enquiries)
Fax: 021 957 4726
E-mail: watertoc@capetown.gov.za

HELP! 107
EMERGENCIES
When life or property is endangered by fire, accidents and natural disasters, etc.
From a Telkom phone – 107 From a cellphone – 112 (toll-free) or 021 480 7700