



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

## Terms and conditions for the supply of water, electricity, sewerage and refuse removal services

- 1 The applicant hereby applies to the City of Cape Town for a supply of electricity/water/sewerage/refuse removal service as specified in the application agreement, agrees to pay for such supply/service at the rates determined by the City of Cape Town and comply with the applicable By-Law governing the supply/service.
- 2 The applicant agrees to notify the City of Cape Town in writing: (a) at least four working days in advance when requiring the termination of water and or electricity supply, (b) at least fourteen working days in advance when any change in, or termination of, the required refuse removal service.
- 3 Service accounts are rendered on a monthly basis.
- 4 In the event of there being more than one applicant, applicants hereby agree to be held jointly and severally liable.
- 5 Routine monthly reading of meters will be taken on predetermined dates. Should an actual reading not be obtained on the normal meter reading day, an estimated reading based on your previous consumption, will be recorded and used for billing purposes.
- 6 In the event of a customer disputing an account, he/she is not entitled to defer payment until settlement of the dispute.
- 7 Interest is payable in respect of accounts paid after the due date, or on any overdue or outstanding amounts.
- 8 The applicant understands and agrees, that in the case of arrears relative to consumption of electricity, such arrears shall be re-paid by means of a suitable levy on the electricity tariff where the supply is metered via an Energy Dispenser.
- 9 The purchase of electricity for an Energy Dispenser is subject to a certain minimum per transaction as determined from time to time.
- 10 The metering equipment is the property of the City of Cape Town and shall be suitably accommodated, protected and be readily accessible to officials of the City of Cape Town.
- 11 The applicant also agrees not to tamper with any metering equipment and to report faulty meters to the City of Cape Town. In cases where it can be proved that the equipment has been tampered with or where electricity/water has been illegally acquired, the supply to the premises will be terminated and a fine imposed. All fines, reconnection fees and estimated costs of illegal usage will have to be paid in full before the supply is reinstated.
- 12 Council has a 24-hour, 7-day-a-week complaints, fault and outage reporting service for your convenience. The relevant telephone numbers for each service is reflected in your telephone directory.
- 13 Lost or stolen bins: In terms of the City of Cape Town's Sanitary By-Law, the bin remains the property of the City of Cape Town, but the safekeeping thereof, is the responsibility of the property owner. In the event of a bin going missing, property owners or tenants should report the loss to the City of Cape Town. In the event of the bin not being recovered, it will be replaced, the cost of which will be recovered from the property owner or tenant if applicable.