



2

The annual R270 million sewer blockage problem



2

New, reduced level-5 water tariffs are now in place



3

How to read and interpret your municipal invoice

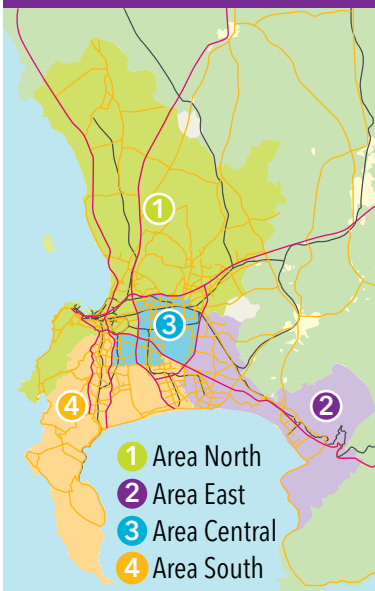


4

Employment, housing and transport in Area East



## AREA EAST



### Somerset West roads

The Somerset West area is expanding and more road infrastructure is required to accommodate increased traffic volumes.

The City is making good progress with several road upgrades, set to be completed by the end of December 2019. These projects include:

- the construction of a traffic circle at the intersection of Onverwacht Road and Chris Nissen Park;
- construction of a single carriage-way from Chris Nissen Park to Old Sir Lowry's Pass Village Road, which will join Alpine Crescent;
- dualling of Onverwacht Road between N2/T2 and Chris Nissen Park, dualling of Sir Lowry's Pass Village Road from Bizweni Road to Onverwacht Road, and dualling of Onverwacht Road between N2/T2 and Simon Street; and
- the upgrading of signals and widening of a portion of the N2 to create an extra left-turn lane onto Onverwacht Road.

There will be no road closures, but traffic will be diverted when needed.

# Water restrictions eased

Good rains have left the City's dams in better shape than they have been in two years, and water restrictions are being relaxed. However, please carry on being water-wise.



*A dam fine sight: Steenbras Upper dam was almost full last week, and overall, the dams that supply Cape Town were 76% full.*

**D**am levels peaked at 76,2% of storage capacity in the first week of October. Unless there is more rain, which is not forecast, dam levels will now decline over the summer.

Hotter weather leads to an increase in water consumption, and the average water consumption for the past week increased from 546 Mℓ (million litres) per day to 563 Mℓ per day.

Level-5 water restrictions and tariffs are in place and were lowered from level 6 as an interim measure to provide some relief to residents. For now, Cape Town must do its very best to remain in the lower 500 Mℓ per day usage band until another limit is imposed by the National Department of Water and Sanitation. This is likely to happen in December.

### Level-5 restriction don'ts

- No watering/irrigation with municipal water is allowed. Nurseries or customers involved in agricultural activities, or those with gardens of historical significance, may apply for exemption.
- No topping up (manual or automatic) of swimming pools with municipal drinking water is allowed.
- No washing of vehicles, including cars, taxis, trailers, caravans or boats allowed with municipal drinking water.
- No washing or hosing down of hard surfaces with municipal water.
- The use of municipal drinking water for

ornamental fountains or water features is prohibited.

- All private swimming pools must be fitted with a cover.
- The use of any portable or temporary play pools is prohibited.
- Should borehole/well-point water be used for outdoor purposes, including garden use, topping up of swimming pools and hosing down of surfaces, it should only be done for a maximum of one hour on Tuesdays and Saturdays before 09:00 and after 18:00. However, the City discourages the use of this water for these purposes to prevent the over-abstraction of aquifers.
- No new landscaping or sports fields may be established, except if irrigated with non-drinking water only.

\* See page 2 for level-5 tariffs.

**THINKWATER**  
CARE A LITTLE. SAVE A LOT.

## Desalination plant on stream

The Monwabisi desalination plant is in full commission, producing some seven million litres of water per day. This seawater reverse osmosis (SWRO) plant added to Cape Town's water supply during the drought.

Reverse osmosis uses a semipermeable membrane to remove ions, molecules and larger particles from drinking water. A semipermeable membrane is a sheet of (usually) plastic, containing tiny holes. Salty water is forced through the membrane under pressure, and because salts and other impurities cannot pass through, the water is filtered.

### Lessons for the future

The plant, one of the City's three temporary desalination projects, will be in operation for two years. During this period, the City is learning valuable lessons it may need to apply for a future, permanent desalination plant.

Water from this plant meets or exceeds national drinking water standards. But because reverse osmosis is energy-intensive, the water is more expensive than water from dams.

It's one of the measures the City is taking to reduce Cape Town's dependence on rainfall as the main source of drinking water. The City is also relooking the use of recycled wastewater and groundwater.



See: [www.capetown.gov.za/thinkwater](http://www.capetown.gov.za/thinkwater)

Follow your City on:



[www.capetown.gov.za](http://www.capetown.gov.za)



[www.facebook.com/CityofCT](https://www.facebook.com/CityofCT)



[www.twitter.com/CityofCT](https://www.twitter.com/CityofCT)



[www.youtube.com/cctecomm](https://www.youtube.com/cctecomm)

## KORTLIKS

Die damme wat die Stad van water voorsien, is sowat 75% vol, en waterbeperkings is van vlak 6b tot vlak 5 verslaap. Ondanks warmer weer, wat gewoonlik met hoër waterverbruik gepaardgaan, moet inwoners steeds alles moontlik doen om algehele waterverbruik tot minder as 550 Mℓ per dag, en hoogstens 70 ℓ per persoon per dag, te beperk. Nuwe, laer watertariewe is ook in werking.

Geen munisipale water mag gebruik word om tuine nat te lei of te besproei, voertuie te was of harde oppervlakke af te spuit nie.

Die Stad vorder goed met verskeie padopknappings in die Somerset-Wes-omgewing, wat na verwagting teen die einde van Desember 2019 voltooi sal wees. Baie van die werk geskied in en om Onverwachtweg.

Die Monwabisi-ontsoutingsaanleg is nou volstoom in werking en lewer sowat sewe miljoen liter water per dag. Die aanleg sal vir twee jaar bedryf word, waartydens die Stad waardevolle lesse sal leer wat moontlik in die toekoms by 'n permanente ontsoutingsaanleg toegepas kan word.

## KHAWUNDIBALISELE

Amadami abonelelela iSixeko ngamanzi akumthamo omalunga ne-75% ukugcwala, kwaye izithintelo kuse-tyenziso lwamanzi zehlile kwiNqanaba 6b zaya kuma kwiNqanaba 5. Nangona imozulu ithande ukuba shushu, nto leyo ebangela ukuba konyuke ukusetyenziswa kwamanzi, uluntu kufuneka luzame kangangoko ukugcina umlinganiselo wokusetyenziswa kwamanzi ungaphantsi kwe-550 Mℓ ngosuku, kwaye kufuneka kungasetyenziswa ngaphezulu kwe-70 ℓ yamanzi ngumntu ngamnye ngosuku ngalunye. Imirhumo emitsha esezantsi yamanzi iyasebenza.

Akuvumelekanga ukunkcenkeshela, ukuhlamba iimoto, okanye ukuhlamba imigangatho eqinileyo ngombhobho wamanzi ngamanzi kamasipala, nokuba zipuli zokudlala.

ISixeko senza inkqubela kumsebenzi wophuculo lweendlela eziliqela kummandla wase-Somerset West, ocwangciselwe ukuba ugqitywe ekupheleni kweyoMnga (Disemba) 2019.

Iziko lokucocwa kwamanzi anetyuwa laseMonwabisi lisebenza ngokupheleleyo, likhupha izigidi ezisix-henxe zeelitha zamanzi ngosuku.

Rates rebates up by R203 million

The total package for rates assistance has increased by R203 million to approximately R1,4 billion in the 2017/18 financial year.

This is due to more residents registering for indigent benefits, rates rebates for senior citizens and disabled persons, and the introduction of an additional R50 rates rebate for properties valued between R400 001 and R750 000.

Total municipal property rates rebates are broken down as follows:

- Exemptions for religious organisations: R153 538 669
- Rebates on the first R200 000 of a property's value: R911 456 042
- Rebates for senior citizens and disabled persons: R108 110 259
- Agricultural rebates: R83 124 913
- Rebates to public-benefit and non-profit organisations: R78 380 976
- Rebates to land reform beneficiaries: R2 003 898
- Indigent rebates: R7 046 367
- Additional R50 rebate for properties valued between R400 001 and R750 000: R87 374 300

Residents who are eligible for municipal property rates rebates can apply at any of the City's walk-in centres, or download the relevant forms from [www.capetown.gov.za](http://www.capetown.gov.za).

Electricity meter replacements

The City of Cape Town continues to upgrade old credit meters to prepaid electricity meters, free of charge.

Prepaid electricity costs the same, and a prepaid meter helps customers manage their usage.

In the current financial year, the City has budgeted R34 million for the replacement of 13 000 old credit meters. Since 2015, more than 22 700 meters have been replaced.

A schedule showing when the programme will reach each area is available on the City's website.

Residents signed up for e-Services (see page 3 for how to do this) may pre-register for when the programme reaches their area.

The new prepaid meter is located outside on the street, with a display inside the customer's property.

Installation of a prepaid meter is a prerequisite for access to the City's subsidised lifeline tariff and could allow residents access to this financial assistance and free units should they meet the other qualifying criteria.

HEAD: AREA EAST



Mayoral Committee member  
**Albert Ntsodo**  
Tel: 021 400 1314  
021 400 4090  
Fax: 086 588 6156

CITYNEWS is distributed as an insert to a number of community papers and is also available at City libraries.  
E-mail: [citynews@capetown.gov.za](mailto:citynews@capetown.gov.za)  
Fax: 021 400 1260  
Postal: PO Box 298, Cape Town 8000



Reporting back to residents on progress made, together

In September and October, I hosted four mass community meetings called Accountability Roadshows to report back to residents on the work the City of Cape Town has promised to deliver.

As the outgoing mayor, I told residents from Area Central, East, North and South of the progress we had made so far in implementing the Integrated Development Plan (IDP).

The IDP is a strategic tool that guides all the activities of local government in consultation with residents and stakeholders. Its focus is on

A message from the Executive Mayor, Patricia de Lille



development in the broader sense. It is a structured plan that informs budget priorities, decision-making and the allocation of resources.

The City is steadfast in our IDP commitment to build a caring, inclusive, opportu-

nity, well-run and safe city.

I had meetings in Elsies River, Westbank, Pelican Park and Cape Town CBD. I told residents that the City and all its councillors realise a lot still needs to be done to bring greater parity of service. This is why the City established the area-based service delivery model to make sure the services of all ten City departments are implemented effectively in each area across town.

Over the past seven years, the City has attracted more investment and supported catalyst industries by encouraging entre-

preneurship and skills training, so that more residents can be employed.

We championed programmes such as Women for Change and Women at Work, and implemented a pro-poor budget that benefits all Capetonians.

It is important that our leaders account regularly to residents and share information on the IDP, budget and projects in specific areas.

Together, we are making progress possible.

- Executive Mayor Patricia de Lille



Dirty work: Clearing sewerage blockages caused by dumping costs R270 million a year.

Battling a draining issue

Residents hold the key to helping the City beat sewer system misuse. Operations to remove inappropriate materials from the sewer system, which cause blockages and overflows, costs R270 million a year.

The number of reported blockages and overflows has steadily risen over the past two years, from an average of 293 per day in 2015/16 to an average of 330 per day in 2017/18.

There is a perception that sewer overflows are due to faulty pipes or the lack of sewer maintenance, but this is hardly ever the case. While the drought and water restrictions have led to blockages, having reduced the amount of water that flows through the system, the primary cause remains abuse of the system.

Believe it or not ...

Objects removed from sewers have included ovens, sheep's heads, garden chairs, tyres, cloth, car engines, lawnmowers, nappies and rope, among others.

The sewer reticulation system is only geared to accept toilet waste (urine, faeces and toilet paper) and basin/bath waste (water, washing liquid and soap).

Common causes of blockages include

rags, nappies, tampons and sanitary pads, wet wipes, condoms, building materials, cooking fat or oil, or general litter.

When cooking oil or fats are poured or flushed down your sink or drain, they harden and build up inside sewer pipes, where they act like glue, attracting rags, hair, paper and other debris. These blockages are very difficult to clean out.

Residents should rather let grease cool and harden in the pan, then scrape it into some newspaper or paper towel, and dispose of this in the kitchen bin.

Sewer overflows can also be caused by stormwater entering the sewerage system, either due to illegal connections or missing manhole covers. Stormwater flow can sometimes exceed the capacity of the pipes and lead to sewerage overflows.

Missing or stolen manhole covers can also increase the chances of blockages and overflows, as they tend to invite illegal dumping and litter.

\* Please report overflows and blockages, illegal dumping or stolen manhole covers to the call centre on 0860 103 089, by SMS to 31373 (max 160 characters), via WhatsApp to 063 407 3699, or by e-mail to [water@capetown.gov.za](mailto:water@capetown.gov.za).

About the level-5 water tariffs

With the relaxation of water restrictions from level 6b to level 5, water and sanitation tariffs have been reduced as of 1 October 2018.

The new tariff reflects the fact that it costs the same to provide water to a property, regardless of the amount used. So, the cost of water per kilolitre increases as usage goes down. The first two steps of the tariff have always been heavily subsidised, and the price of water at those tariff steps has been far below what it actually costs.

Residents who are registered as indigent with the City will continue to receive 10 500 l of free water and 7 350 l of free sanitation per month.

The City does not profit from the sale of water. Consider that the cost of one litre of municipal water is 3,4 cents, while bottled water costs R12.

The Water and Sanitation Department seeks to be revenue-neutral – income from the water sales covers the cost of storing, purifying and delivering it. All revenue raised from water sales is spent on water services.

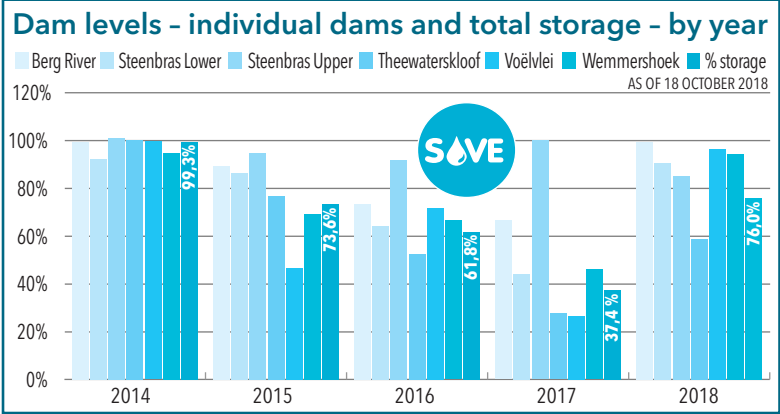
However, water sales revenue is variable. To offset this, the City has a fixed basic delivery charge, based on the diameter of the meter connection to the municipal supply. The charges (incl. VAT) for domestic properties are as follows:

|            |        |             |        |
|------------|--------|-------------|--------|
| 15 mm .... | 64,40  | 20 mm ..... | 115,00 |
| 25 mm ..   | 179,40 | 40 mm ..... | 460,00 |

Most residential properties have a 15 mm (56% of installed meters) or 20 mm (38,7%) connection.

\* For information regarding water tariffs, restrictions and saving tips, visit [www.capetown.gov.za/thinkwater](http://www.capetown.gov.za/thinkwater).

|                          | Tariffs, R/kℓ (inc. VAT) |         |          |
|--------------------------|--------------------------|---------|----------|
|                          | Level 6b                 | Level 5 | % change |
| <b>WATER</b>             |                          |         |          |
| Step 1 (0 ≤ 6 kℓ)        | 33,24                    | 24,37   | -26,68%  |
| Step 2 (>6 ≤ 10,5 kℓ)    | 52,90                    | 39,59   | -25,16%  |
| Step 3 (>10,5 ≤ 35 kℓ)   | 138,31                   | 60,25   | -56,44%  |
| Step 4 (>35 kℓ)          | 1 150,00                 | 345,00  | -70,00%  |
| <b>SANITATION</b>        |                          |         |          |
| Step 1 (0 ≤ 4,2 kℓ)      | 28,43                    | 19,47   | -31,52%  |
| Step 2 (>4,2 ≤ 7,35 kℓ)  | 44,85                    | 34,79   | -22,43%  |
| Step 3 (>7,35 ≤ 24,5 kℓ) | 124,28                   | 51,92   | -58,22%  |
| Step 4 (>24,5 ≤ 35 kℓ)   | 124,28                   | 124,30  | 0,02%    |



KORTLIKS

Inwoners word versoek om asseblief niks anders as toilet-, bad-, stort- en wasbakafval by die rioolstelsel in te laat nie. Meld ook enigeen aan wat hierdie versoek verontagsaam.

Vreemde voorwerpe en stowwe in die rioolstelsel veroorsaak verstoppings en oorstromings, en die verwydering daarvan jaag inwoners R270 miljoen per jaar uit die sak.

Noudat die waterbeperkings van vlak 6b tot vlak 5 verslap is, is water- en sanitasietariëwe met ingang van 1 Oktober 2018 verlaag. Inwoners wat water verstandig gebruik, sal 'n

vermindering van 25% in hulle rekening opmerk.

Belastingverligting is in die boekjaar 2017/18 met R203 miljoen tot ongeveer R1,4 miljard verhoog.

Inwoners wat vir kortings op munisipale eiendomsbelasting in aanmerking kom, kan by enige van die Stad se instapsentrums aansoek doen.

Die Stad gaan ook voort om ou kredietmeters gratis met koopkragmeters te vervang. Inwoners wat vir e-dienste geregistreer is kan vooraf aansoek doen vir wanneer die program hulle omgewing bereik.

KHAWUNDIBALISELE

Musa ukufaka nayiphina into ngaphandle kwamanzi amdaka ethoyilethi, ebhafu, eshawara kunye nawesitya sokuhlambela kwimibhobho yogutyulo, kwaye mxele umntu owenza oko. Ukususa izinto ezin-gafanelekanga kwimibhobho yogutyulo, ezibangela ukubhloka kunye nokugqabhuka kwemibhobho, kudla uluntu i-R270 miliyoni ngonyaka.

Ngenxa yokuba kucuthwe izithintelo kusetyenziso lwamanzi ukususela kwiNqanaba 6b ukuya kwiNqanaba 5, imirhumo yamanzi kunye nogutyulo yehlile, ukususela ngowo-1 kweyeDwarha (Okto-bha) 2018. Uluntu olusebenzisa amanzi

ngokuhlakanipha luzakubona ukuba ityala labo lehle nge-25%.

Uncedo kwiintlawulo zobuhlali lunyuke nge-R203 miliyoni laya kuma kwi-R1,4 bhiliyoni kunyaka-mali ka-2017/18. Abantu abanelungelo kwizaphulelo zemirhumo yepropati kamasipala bangafaka isicelo kuwo nawaphi na amaziko anika uncdo kaMasipala.

ISixeko siyaqhuba nokuhlaziya simahla iimitha ezindala zombane wetyala ibezimitha zombane wepripheyidi (pre-paid). Abantu ababhaliswe kwi-'e-Ser-vices' bangabhalisa ngaphambi kokuba le nkqubo ifike kwimimandla yabo.

**Your invoice contains detailed information about your property's rateable value, tariffs and rebates, your utilities consumption and meter readings, arrears, and amounts due.**



All Council meetings are open to the public, and residents have the right to attend. Council meeting dates are advertised in daily and community newspapers a week in advance. All meeting dates are also given on the Council calendar on the City's website. Applying to attend a Council meeting is simple. Check details on the online calendar and send your request to [nadine.damon@capetown.gov.za](mailto:nadine.damon@capetown.gov.za). The public gallery seats 160 guests,

and tickets are allocated on a first come, first served basis. If your seat has been confirmed, your ticket can be collected on the day of the meeting at the entrance to the Podium Block at Cape Town Civic Centre. Visitors are required to produce their identity document when collecting tickets.

Residents' attendance at any meeting of Council and its structures, or a Mayoral Committee meeting, is in an observer capacity only.

In a city with a population of over four million people and more than 11 000 km of water pipeline and roads, it is near impossible for Council to know about every pothole, leak, act of vandalism, stolen manhole cover, illegal electricity connection or cable theft. It is for this reason that the City's partnership with residents is so important.

Please report potholes and missing manhole covers, vandalism of City infrastructure, including to electrical substations, overhead cables, illegal electrical and water connections, and damage to outdoor playpark furniture. Residents are also urged to report any water leaks or pipe bursts immediately to minimise water losses. Also report trees in public areas that could be unsafe or need trimming.

- **Water and sewerage:** Call 0860 103 089, send an SMS to 31373, or a WhatsApp to 063 407 3699.
- **Electricity:** Call 0860 103 089, or send an SMS to 31220.
- **Potholes:** Call the Transport Information Centre on 0800 65 64 63 (available 24/7).
- **Online:** Report a fault or log a service request at [www.capetown.gov.za/servicerequests](http://www.capetown.gov.za/servicerequests). You will receive a reference number for tracking.

### Important tips

- Giving the exact location of what is being reported, e.g. street name and closest corner, helps speed up repair.
- Ask for a reference number to track progress.

e-Services is the City portal for managing your municipal account and other online services such as renewing vehicle licences, buying prepaid electricity, etc.

Before you can use these services, you must register on the portal. You will need a scanned copy of your identity document or passport (if you're a foreign national) to upload. Create your e-Services profile as follows:

- Go to the e-Services portal at [www.capetown.gov.za/eservices](http://www.capetown.gov.za/eservices). Click on the "Register here" link and create a profile.
- Once your registration is approved, you will receive a confirmation e-mail with your username and password.
- Once you have applied to activate your first service, we will take a few days to verify your information before granting you access. Thereafter, you can activate the other services you require.



**CITY OF CAPE TOWN**  
**ISIXEKO SASEKAPA**  
**STAD KAAPSTAD**

**Tax invoice number** 212345678912

**Customer VAT registration number** \_\_\_\_\_

**Account number** 123456789

**Distribution code** \_\_\_\_\_

**Business partner number** 100123456789

**Civic Centre**  
12 Hertzog Boulevard 8001  
PO Box 655 Cape Town 8000  
VAT registration number 4500193497



MR A N OTHER  
2 ANYNAME ROAD  
OBSERVATORY  
7925

**Computer generated copy tax invoice**

Tel: 086 010 3089 - Fax: 086 010 3090  
Tel: International calls +27 21 401 4701  
E-mail : accounts@capetown.gov.za  
Correspondence: Director : Revenue, P O Box 655,  
Cape Town 8000  
Web address: www.capetown.gov.za

**Account summary as at 30/09/2018**

Previous account balance 5 000.00

Less payments 1 000.00-

**Arrears (a)** Payable immediately 4 000.00

Latest account - see overleaf 19 279.12

**Current amount due (b)** Payable by 24/10/2018 19 279.12

Total (a) + (b) above 23 279.12

**Total liability** 23 279.12

**Due date** 24/10/2018



**CARE A LITTLE. SAVE A LOT.**

**Please note**

**Pay points: City of Cape Town cash offices or the vendors below:**







MR A N OTHER **Account number** 123456789

Total due if not paid in cash 23 279.12

Amount due if paid in cash 23 279.10

Rounded down amount carried forward 0.02

**Account details as at 30/07/2018**

**Account number 123456789**



**PROPERTY RATES ( Period 01/09/2018 to 26/09/2018 ) 26 Days**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Total value 713.44

# From 01/09/2018 : R 1 400 000.00 @ 0.0071540 ÷ 365 x 26

Statutory rebate credit

# From 01/09/2018 : R 15 000.00 @ 0.0071540 ÷ 365 x 26 7.64-

Additional rebate credit

# From 01/09/2018 : R 185 000.00 @ 0.0071540 ÷ 365 x 26 94.28-

611.52



**ELECTRICITY ( Period 01/09/2018 to 25/09/2018 - 25 Days ) (Actual reading)**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Meter no: 5678 / Consumption 688.000 kWh / Daily average 27.520 kWh

Consumption charge: domestic

& (1) 123.2880 kWh @ R 1.6115 (2) 164.3840 kWh @ R 1.6115 1 228.04

& (3) 205.4790 kWh @ R 1.6115 (4) 194.8490 kWh @ R 2.2239 130.44

& Home User Charge 1 358.48



**WATER ( Period 01/09/2018 to 30/09/2018 -30 Days ) (Actual reading)**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Meter no: CY2345 / Consumption 43.000 kl / Daily average 1.433 kl

Consumption charge (domestic)

& (1) 5.9180 kl @ R 28.9000 (2) 4.4382 kl @ R 46.0000 11 761.23

& (3) 24.1640 kl @ R 120.2700 (4) 8.4798 kl @ R 1000.0000 56.00

& Fixed Basic Charge ( 15MM - CY2345) 11 817.23



**REFUSE ( Period 01/09/2018 to 26/09/2018 ) 26 Days**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

& Refuse charge ( 1 X 240IBIN X 1 Removals ) 126.26

126.26

**Account details as at 30/09/2018**

**Account number 123456789**



**SEWERAGE ( Period 01/09/2018 to 30/09/2018 - 30 Days ) (Actual reading)**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Disposal charge

& (1) 4.1420 kl @ R 24.7200 (2) 3.1073 kl @ R 39.0000 2 693.0

& (3) 016.9150 kl @ R 108.0700 (4) 5.9357 @ R 108.0700 2 693.05



**IMPROVEMENT DISTRICT ( Period 01/09/2018 to 26/09/2018 ) 26 Days**  
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Total value

& From 01/09/2018 : 1400000.00 @ 0.00107400 ÷ 365 x 26 107.11

107.11



**SUNDRIES**  
& Electricity Home User Charge - 09.2018 (PREPAID 5678) 130.44

130.44

Add interest on outstanding balance 0.12

Add 15% VAT on amounts marked with & above 2 434.91

0% VAT on amounts marked with # above

Current account: Total due

19 279.12

Meter details

ELECTRICITY 341127001

WATER CY2345

Meter details

PREPAID 5678

Previous reading

1 703.000 kWh (Actual)

2 860.000 kWh (Actual)

From period

01.SEP.2018

New reading

2 391.000 kWh (Actual)

2 864.000 kl (Actual)

To period

30.SEP.2018

Units used

688.000 kWh

4.000 kl

Units purchased

27.000 Units

- A** Summary of customer account details
    - Unique tax invoice number
    - Customer's VAT registration number (if registered for VAT)
    - Nine-digit municipal account number
    - Group referral number (when necessary)
  - B** Customer's name and address, and City's contact details
  - C** Date account is invoiced, with due date 25 days thereafter
  - D** Account summary with balance, arrears, payments and latest account
  - E** Message insert block for debit order deduction and other information
  - F** Important notice section
  - G** Payment slip section with paypoints and payment details, including Easy-Pay barcode for scanning at paypoints
  - H** Property rates reflect valuation, period and tariff, and rebates
  - I** Electricity service reflects periods, meter numbers, overall consumption and average consumption per day. Tariffs are reflected in steps as per the tariff structure. The fixed monthly user charge for domestic credit meters is also shown here.
  - J** Water service reflects periods, meter numbers, overall consumption and average consumption per day. Tariffs are reflected in steps as per the tariff structure. A fixed basic charge is billed monthly as per the size of the water meter.
  - K** Refuse/solid waste service is billed as a monthly fee as per the tariff structure.
  - L** Sewerage service reflects periods. Tariffs are reflected in steps as per the tariff structure. Domestic: 70% of water consumption. Sectional title: 90% of water consumption. Commercial/industrial and other: 95% of water consumption
  - M** Improvement district or special rating areas charges. Charged in areas where established and approved by legislation. Based on property valuation.
  - N** Sundries reflect sundry charges, as well as the electricity home users charge for prepaid meters as from July 2018.
  - O** Interest charges on arrears and VAT amounts.
  - P** Total due for payment – also reflected on front page of invoice
  - Q** Water and electricity credit meter/prepaid meter details with readings, periods as well as units purchased for prepaid meters. The prepaid meter details are for information only and do not form part of invoice totals due.
- \* The invoice pictured is not an exact copy. It has been adapted for use here.*

Jou rekening van die Stad bevat uitvoerige inligting oor elke diens waarvoor die Stad 'n tarief hef. Die eiendomswaardasie, die sent in-die-rand-bedrag eiendomsbelasting en kortings word onder meer aangedui.

Vir nutsdienste – elektrisiteit, water, rioler- ing en vasteafvalverwydering – word die meterleesdatums en -tydperk sowel as alge- hele en daaglikse verbruik verstrek. Rioler- ingstariewe word bereken as 'n persentasie van waterverbruik, terwyl vasteafvalverwyder- ingstariewe 'n vaste maandelikse bedrag is.

Indien jou eiendom in 'n stadsverbeter- ingsdistrik of spesiale-aanslaggebied geleë is verskyn daardie heffings ook op die rekening

Saldo's, agterstallige bedrae, enige rente, verskuldigde bedrae en betaaldatums word aangedui, en daar's 'n betaalstrokiegedeelte met besonderhede van betaalpunte.

Inwoners kan gerus Raadsvergaderings bywoon, waarvan besonderhede in koerante en op die Stad se webtuiste gepubliseer word.

Daarbenewens word inwoners aangemoedig om diensleweringssoute soos slag-gate en waterlekkasies, vandalisme en diefstal van Stadseiendom aan te meld sodra hulle daarvan bewus word. Daar is verskil-lende maniere om dit te doen, waaronder die Stad se e-dienstepoortaal.

li-invoyisi zakho eziphuma kwiSixeko ziqulathe iinkcukacha ezithe vetshe malunga nenkonzo nganye iSixeko ekuhlawulisa yona. Kubonakaliswa uqingqo-maxabiso eepropati, irhafu ngokwerandi kunye nezophulelo kwimirhumo.

Kunikezelwa ngeenkcukacha zeenkonzo zoncedo-umbane, amanzi, ugutyulo kunye nokuthuthwa kwenkunkuma- imihla yokufundwa kweemitha zamanzi, amaxesha, amanzi asetyenzisiweyo ewonke kunye namanzi asetyenziswa ngosuku. Amatyalahlawuliswa ngokuthi kulandelwe izigaba ezifanelekileyo zemirhumo.Imirhumo yogutyulo ibalwa ngokwepesenti yamanzi asetyenzisiweyo, ngelixa imirhumo yokuthuthwa kwenkunkuma iyintlawulo esisigxina yarhoqo ngenyanga.

Ukuba ipropati yakho ikwisithili sophuculo kwisixeko

okanye kummandla ongeerhafu ezizodwa, ezi ntlawulo zidwelisiwe.

Amatyalala, imali ezisileleyo kunye nenzala (ukuba zikhona), imali ekufuneka zihlawulwe nemihla ukufuneka zihlawulwe ngayo zidwelisiwe, kunye nesliphu sentlawulo esineenkukacha zeendawo zokwenza intlawulo.

Uluntu lwamkelekile ukuba luzimase iintlanganis zeBhunga, iinkcukacha zoko ziye zibhengezwe kumaphepha-ndaba nakwiwebhusayithi yeBhunga.

Uluntu luyabongozwa ukuba luxele iingxaki kunikezelo lweenkonzo ezifana nemingxunya ezindleleni kunye nokuvuza kwamanzi, ukonakaliswa kunye nokubiwa kweempahla zeSixeko kwaminyaka xa luthle lwazi ngazo. Zininzi iindlela ozakwenza ngako oku, kuquka nokusebenzisa ipotali yeSixeko eyi-'e-Services' ku-intanethi.

Tidy TinkTinkie Crèche facelift

The City and the Afrikaanse Christelike Vrouevereniging (ACVV) recently joined hands and repainted TinkTinkie Crèche, housed in a City-owned building in Somerset West.

The City leased the building to the ACVV to run a community crèche for mothers in the area. The house has been used as a crèche since 1992.

The TinkTinkie Crèche building, which is a Grade 3B local heritage site, is a 1920s Cape Dutch Revival-style house with a tiled roof, decorative gables and teak windows.



New recreation centre opens

The R19,5 million Solomon Mahlangu Sport and Recreation Centre in Khayelitsha can accommodate many sports.

The City's new Solomon Mahlangu Sport and Recreation Centre in Khayelitsha was officially opened on Friday 31 August.

The facility, built at a cost of R19,5 million, can accommodate traditional sporting codes such as soccer, netball and basketball. Indigenous and traditional games will also be offered.

More than 800 residents attended a service delivery roadshow that formed part of the opening, where they had the opportunity to engage with councillors and officials on matters such as housing and service requests.

The Housing and City Health departments received the highest number of enquiries, and the water demand management team also fielded multiple enquiries and service requests.

Councillors and officials provided feedback on the various City projects that were ongoing in the area, including electrification projects and the Enkanini household data collection project.



A sporting chance: The Solomon Mahlangu Sport and Recreation Centre in Khayelitsha.

For the Enkanini project, 200 Expanded Public Works Programme (EPWP) workers will be deployed to count the structures in this area so that proper settlement development can take place in the future.

The City has appointed a professional team for the planning and design of nine new sites in Khayelitsha. Draft layouts of what the development will look like have been prepared, and will be presented to the steering committees and the City's departments for approval shortly.

The four erven that make up the Mahama project alone (one of the nine new sites) will see close to 700 housing opportunities developed in the future.

Work on MyCiTi depot begins

The preparatory work for the construction of a new MyCiTi bus depot for Mitchells Plain and Khayelitsha is well under way.

The depot will consist of storage, parking, fuelling, office and staff facilities. The 15 ha site is on the corner of Mew Way and Spine Road.

The R73 million enabling works to prepare the site for the construction of the depot include major earthworks, perimeter fencing, bulk services for the provision of water, sanitation and electricity, and the upgrade of surrounding roads.

The Mitchells Plain and Khayelitsha communities will benefit from this investment. The contractor is obliged to provide temporary employment opportunities to local residents to the value of 3% (approximately R2,1 million) and to source services and goods from local businesses amounting to 2% of the contract (approximately R1,46 million).

Job seekers are sourced from the local subcouncil database, on which interested residents should register.

Helping healthy living

The City, together with Grassroot Soccer, participated in an education session with youth in Ward 97 at Solomon Mahlangu Hall in Khayelitsha in September 2018.

Grassroot Soccer is a community organisation that uses the power of soccer to educate and inspire. Grassroot also implements the 'Woza Asibonisane' programme, which increases awareness around healthy living and HIV prevention.

Woza Asibonisane has reached more than 11 000 youths since its inception in 2016.

First Morkel's Cottage homeowners move in



The City is making progress in addressing the housing needs in the Strand area with the Morkel's Cottage housing project.

This R146 million project will provide 547 houses and serviced sites for beneficiaries from the Morkel's Cottage, Beverly Hills and Dark City informal settlements, as well as other beneficiaries on the City's housing list.

Work on the civil engineering services for phases 4 and 5 have started, which will be followed by the construction of the top structures, installation of fittings, and finishes. Since the start of October, 55 families have taken ownership of their new houses, and more will move in each week as units are completed. The project should be completed next year.

The City has also introduced a mobile housing office – MyEstate – which takes housing services to residents, especially in areas where there is no conventional facility nearby.

The mobile office assists residents with enquiries relating to their rates, sewerage, electricity, water and transfer of property, among others. General enquiries about parks, waste removal, property management and valuations are also attended to.

Library amnesty rewarded

The City's libraries held two fine-free weeks, which saw more than 13 400 items worth R2,7 million returned.

The first fine-free week coincided with South African Library Week in March, and the second with National Book Week in September. Fines worth R157 000 were written off.

Patrons are sent an automated SMS via the library management system three days before items are due, as a courtesy reminder. Once material becomes overdue, librarians will call patrons in an effort to have the material returned.

KORTLIKS

Die nuwe Solomon Mahlangu-sentrum vir sport en ontspanning in Khayelitsha is in Augustus geopen. Die fasiliteit van R19,5 miljoen maak voorsiening vir gewilde sportsoorte soos sokker, netbal en basketbal, maar sal ook inheemse en tradisionele spele aanbied.

Die Stad vorder fluks met die Morkel's Cottage-behuisingsprojek in die Strand. Hierdie projek ter waarde van R146 miljoen sal 547 huise sowel as erwe met dienste voorsien. Dit behoort in die loop van volgende jaar voltooi te wees.

Werk aan die nuwe MyCiTi-busdepot vir Mitchells Plain en Khayelitsha is ook in volle gang. Die depot van 15 ha sal stoor-, parkeer-, opvul-, kantoor- en personeelgeriewe bied. Die

kontraakteur voorsien plaaslike inwoners van tydelike werkseleenthede en bekom ook dienste en goedere van plaaslike ondernemings.

Die Stad en die Afrikaanse Christelike Vrouevereniging (ACVV) het die TinkTinkie-bewaarskool, wat op 'n plaaslike erfenisperseel van die Stad in Somerset-Wes bedryf word, 'n vars laag verfgereg.

In samewerking met Grassroot Soccer het die Stad in September aan 'n leefstyplovoedingsessie vir jongmense in Khayelitsha deelgeneem.

Die Stad se biblioteke het twee boetevrye weke gehou, waartydens meer as 13 400 items ter waarde van R2,7 miljoen terugbesorg is.

KHAWUNDIBALISELE

IZiko lezeMidlalo noLonwabo iSolomon Mahlangu eliseKhayelitsha livuliwe kweyeThupha(Agasti). Eli ziko lixabisa i-R19.5 miliyoni kungadlalelwa kulo imidlalo efana nebholo ekhatywayo (soccer), eyomnyazi (netball) kunye ne-basketball, kunye nemidlalo eyayisaya kudlalwa mandulo izakufumaneka.

ISixeko senza inkqubela kwiprojekthi engezindlu yase-Morkel's Cottage eStrand. Le projekthi ixabisa i-R146 miliyoni izakunikezela ngezindlu ezingama-547 kunye neesayithi ezinazo zonke iinkonzo.

Uyaqhuba umsebenzi kwizikhululo ezitsha zeebhasi zakwa-MyCiTi eMitchells Plain naseKhayelitsha. Esi sikhululo siyi-15 yeehektare sizakuqulatha istora, iindawo yokupaka, ukugalela amafutha, ii-ofisi kunye neenkonzo zabasebenzi. Unokhontraka ubonelela

ngamathuba engqesho exeshana kubantu basekuhlaleni, kwaye ufumana iinkonzo neempahla koosomashishini bengingqi.

ISixeko kunye nabe-Afrikaanse Christelike Vroue Vereeniging (ACVV) siye sapeyinta ngokutsha iKhritshi i-TinkTinkie, eme kwisiza seSixeko sokulilifa lemveli eSomerset West.

ISixeko, ngokusebenzisana nabe-Grassroot Soccer, sithathe inxaxheba kwiseshini engemfundiso ngendlela yokuphila nolutsha lwaseKhayelitsha kweyoMsintsi 2018.

Amathala eencwadi eSixeko athe abaneeveki ezimbini zokungahlawuli sohlwayo nalapho kuye kwabuyiswa izinto ezingaphezulu kwama-13 400, ezixabisa i-R2,7 miliyoni.

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**Alcohol and drug helpline (24/7)**  
Tel ..... 0800 HELP 4 U (0800 435 748)

**Anti-corruption & fraud hotline**  
Tel (anonymous, toll-free) . 0800 323 130

**Cable theft**  
All-hours tel ..... 0800 222 771

**Public transport (toll-free)**  
Information centre ..... 0800 656 463  
Dial-a-Ride ..... 0800 600 895

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**CIlr Albert Ntsodo**  
Tel ..... 021 400 1314  
Cape Town Civic Centre, 12 Hertzog Boulevard, Cape Town

**Subcouncil 8**  
Tel ..... 021 850 4150



FOR EMERGENCIES CALL  
**021 480 7700**  
FROM ANY PHONE OR  
**107 FROM A LANDLINE**

Municipal offices, cnr Fagan Street and Main Road, Strand

**Subcouncil 9**  
Tel ..... 021 400 5538  
Site B Khayelitsha Shopping Centre, Khayelitsha

**Subcouncil 10**  
Tel ..... 021 444 7315



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Khayelitsha Training Centre, cnr Lwandle Road and Phendula Crescent, Khayelitsha

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Tel ..... 021 900 1503  
Municipal offices, cnr Van Riebeeck Road and Carinus Street, Kuils River

**Subcouncil 22**  
Tel ..... 021 700 4025  
Municipal offices, cnr Van Riebeeck Road and Carinus Street, Kuils River

**Subcouncil 24**  
Tel ..... 021 444 7532  
Kuyasa Library, Walter Sisulu Road, Khayelitsha