

**ITEM C 36/04/16**

**ANNEXURE A**

**QUESTION TO THE EXECUTIVE MAYOR IN TERMS OF RULE 22 OF THE RULES OF ORDER:**

**COUNCIL MEETING: 28 APRIL 2016**

Council during the budget meeting adopt tariff for various services, including water. The water tariff is set on a structure based on user pay system.

- 1) Is it true that the water billing cycle is based on a 42 day cycle and not on a monthly (28, 30 or 31 day) basis.
- 2) If true what is the reasoning for a 42 day cycle vis a vie a monthly cycle.
- 3) Are we not acting ultra vires if we implement billing as (1) above as that automatically forces people to end up with the higher tier and cost per kilolitre.
- 4) What is the financial gains the City is illegally collecting from residents if we compare billing on a 42 days to monthly cycle of 30 days.

**Councillor Jerimia Thuynsma (ANC)**

---

## ITEM C 36/04/16

## ANNEXURE B

## REPLY FROM THE EXECUTIVE MAYOR TO QUESTION FROM CLLR J THUYNSMA FOR COUNCIL MEETING 28 APRIL 2016

1. The City's metered customers are divided into 20 blocks to facilitate monthly meter reading. The standard billing cycle is approximately 30 days, based on the 20 day blocks of meter reading during the working month (Monday to Friday, excluding Public holidays). Thus for most of the year, water and sanitation billing is close to 30 days per cycle.

Over the Christmas / New Year period, due to non-availability of staff and in order to optimise actual readings, adopted procedure is to read double meter rounds in the period prior to the 23 December (in 2015 it fell on 18 December), and to cease meter readings until the New Year, where after meter reading again commences at the beginning of January.

The result is that, instead of the normal billing cycle of around 30 days, the cycle will vary over this period. The impact for period under discussion varied between 18 days and 43 days for meter reading rounds from 1 December 2015 to 29 January 2016.

The normal cycle of meter reading blocks has been re-established as from 1 February 2016.

2. The reason for the yearly once-off occurrence is explained above.
3. Water customers are not financially disadvantaged by meter cycles that are not exactly a month long, as in the billing process the allocation of free and other tariffs steps is adjusted to match the number of days between meter readings.

In the example of a 42 day difference between meter readings, the 6kl/month allocation of free water is adjusted to  $6 \text{ kl/day} \times 12 \text{ months} \times 42 \text{ days} / 366 \text{ days}$  (note it is a leap year) = 8.262 kl. All the other tariff steps are similarly adjusted. The amount of water billed in each of the tariff steps is clearly shown on every water bill.

The sanitation billing makes equivalent adjustments.

4. There is no illegal billing or overbilling of water due to an unusual metering cycle, because the billing process makes appropriate adjustments to account for the number of billing days, as described in the answer to question (3).
-