



- 4.3.6 Customers who may ordinarily take their supply at the Lifeline Tariff but receive more than 450 kWh per month on average over a period of 12 consecutive months shall take their supply at the Domestic Tariff. Any customers who receive more than 450 kWh per month and would otherwise be able to take their supply at the Lifeline Tariff as a result of a rebate as defined below, shall take their supply at either the Domestic or Home User Tariff, whichever is applicable.
- 4.3.7 Notwithstanding 4.3.2 and 4.3.3, and subject to 4.3.6, customers may also take their supply at the Lifeline Tariff provided that they receive a partial Rates rebate as set out Section B Item 5 of the City's Rates Policy. On application, such customers may also include legitimate tenants that otherwise would have received a partial Rates rebate, provided that no member of the household may own property elsewhere.
- 4.3.8 Notwithstanding 4.3.2 and 4.3.3, and subject to 4.3.6, customers may also take their supply at the Lifeline Tariff provided that they qualify and are registered as indigent as set out in Chapter 4 of the City's Credit Control and Debt Collection Policy.
- 4.3.9 Notwithstanding 4.3.2 and 4.3.3, and subject to 4.3.6, bona fide Old Age Homes being run by a registered Public Benefit Organisations as defined in Section B Item 2 of the City's Rates Policy and where individual metering exists, may upon application to and at the discretion of the Service Provider be permitted to take these individual supplies at the Lifeline Tariff.
- 4.3.10 Customers in qualifying low cost housing schemes, City Backyarder Programmes or informal settlements may pay the subsidised connection fee.
- 4.3.11 As of 1 July 2019, all new Residential Small-scale Embedded Generation customers shall take their supply at the Residential SSEG 2 tariff. Existing customers on the Residential SSEG 1 tariff may elect to migrate to the Residential SSEG 2 tariff. Such customers electing to migrate shall not be permitted to return to the Residential SSEG 1 tariff.

5. WHEELING

- 5.1 Customers wishing to participate in a Wheeling arrangement shall be liable for both the Wheeling Customer Medium Voltage Tariff and the Wheeling Use of System tariff in accordance with the Wheeling Agreement.
- 5.2 Residential and other Commercial/Industrial customers not covered in 5.1 shall not be permitted to participate in a Wheeling arrangement at this time.



6. PREPAID TOKENS

- 6.1 All unused prepaid tokens purchased as of 1 July 2016 shall expire after 36 months. Customers will need to utilise tokens prior to the expiry date of the token, or forfeit the energy purchased. No refunds or replacements of expired tokens shall be entertained.
- 6.2 For tokens utilised that need to be transferred between prepayment meters, or between a prepayment meter and Small Scale Embedded Generation or Small Power User, the following applies:
- 6.2.1 The first 2000 verified kWh will be replaced/monetised unit for unit (for prepayment meter to prepayment meter) or at the current average rate (for SSEG/SPU)
- 6.2.2 The next 3000 verified kWh (2001-5000kWh) will be replaced/monetised at a calculated historic purchase price
- 6.2.3 Replacement/monetisation of any verified kWh above 5000kWh shall require approval by the Director: Electricity Generation and Distribution.

7. TARIFF APPROVAL

- 7.1 The Regulated portion of the Tariffs are approved by Council in terms of clause 24(2)(c)(ii) of the Municipal Finance Management Act 56 of 2003, and by the National Energy Regulator of South Africa (NERSA) in terms of clause 4(a)(ii) of the Electricity Regulation Act 4 of 2006. If the tariffs approved by Council differ from the tariffs approved by NERSA, the Council approved tariffs shall be applied.
- 7.2 The Unregulated portion of the Tariffs are approved by Council in terms of clause 24(2)(c)(ii) of the Municipal Finance Management Act 56 of 2003, and in terms of clause 74(2)(f) the Municipal Systems Act 32 of 2000, and are subject to any norms and standards as imposed by the Minister of Finance in terms of the Municipal Fiscal Powers and Functions Act 12 of 2007.



4. CHAPTER 4: SOLID WASTE MANAGEMENT TARIFF POLICY

DEFINITIONS

“240 L Container (Wheelie bin)” means a plastic wheeled waste container with a capacity of 240L, provided for the storage of waste prior to collection by the City or private service provider for disposal or waste diversion in areas identified for containerisation.

“660L and 770L Container” means a wheeled waste Container with a capacity of 660L and 770L provided by the City for the storage and disposal of waste, to be used for informal traders’ waste.

“Agricultural Property” means property categorised as agricultural on the Valuation Roll.

“Availability Charge” means a charge payable on all Vacant Land.

“Backyarders” means households on council rental stock property within a given area and registered as backyard dwellers as determined by Council.

“Building and Demolition Waste” means waste, excluding hazardous waste, produced during the construction, alteration, repair or demolition of any structure either man made or natural, and includes rubble, earth and rock and wood displaced during that construction, alteration, repair or demolition, which include discarded concrete, bricks, tiles, and ceramics, discarded wood, glass and plastic, discarded metals, discarded soil, sand, stone and dredging spoil and other discarded building and demolition wastes excluding Asbestos waste.

“Clean Rubble, Sand & Soils” means clean rubble defined as waste consisting of concrete chunks, broken bricks, sand, stone, cement, plaster and similar inert materials, but excluding paper, plastic, asbestos cement waste, wood, glass and metal. However, if Builders Rubble is contaminated by more than 10% then it will be regarded as mixed general waste, which will be charged at the Full General Waste Disposal Tariff.

“Clean Garden Waste” means organic waste which emanates from gardening or landscaping activities at Residential Properties, business or industrial properties, which includes but is limited to grass cutting, leaves and branches, and includes any biodegradable material and includes such waste emanating from Residential Properties and business properties, but excludes waste products of animal origin.

“Containers” means 240 L Container (Wheelie bin), Recycling Container (Wheelie bin), 660L and 770L Containers or any other for waste storage as approved by the Waste Management Officer.

“Domestic Waste” means waste excluding hazardous waste that emanates from premises used wholly or mainly for residential, educational, sport or recreational purposes.



“**Disposal coupon**” means a prepaid coupon purchased at municipal offices for the disposal of waste at disposal sites and available per waste category

“**Formal Households**” means a developed residential property where individual erven were approved in terms of Town planning legislation.

“**General Waste**” means a generic term for waste (excluding garden waste and builder’s rubble) that, because of its composition and characteristics, does not pose a significant risk to public health or the environment if managed properly, and typically consists of plastics, paper, food and liquids not considered to be infectious or contaminated with hazardous or toxic substance.

“**Generator**” means any person or any agent of a person that generates health care waste, but does not include household generator of health care waste.

“**Hazardous Waste**” means waste that may, by circumstances of the production, use, quantity, concentration or inherent physical, chemical or toxicological characteristics therefore, have a significant adverse effect on the environment, or the health of a person or other living organisms. Such waste has a high risk rating of 1 and 2 and may not be disposed-off at Council landfills. An example is health care risk waste.

“**Health Care Waste**” means any Waste: a) generated by or derived from medical care or medical research; or b) that has been in contact with blood, bodily fluids or tissues from humans, or infected animals from veterinary practices

“**Household Hazardous Waste**” is the collective name for common household chemicals and substances containing toxic ingredients that are no longer useful to the house holder. Examples are compact fluorescent tubes, used oils, asbestos cement heaters and flower pots, old paints, old pesticides, batteries, pool chemicals, etc. It does not include health care risk waste, explosives, etc.

“**Informal Settlements**” means an area where no sub division of individual erven has taken place in terms of Town planning legislation.

“**Indigent Register**” means registered indigent debtors who meet certain criteria as determined by the City from time to time.

“**Industrial Waste**” means waste that emanates from premises that are used wholly or mainly for industrial purposes and generate waste through manufacturing, industrial or fabricating processes, which includes premises used for agricultural land and/or the operation of power stations.

“**Lockable**” means containers that are capable of being locked, that is, secured by a device operated by a key, combination, or otherwise

“**Non-domestic/business waste**” means waste that emanates from premises that are used wholly or mainly for commercial, retail, wholesale, entertainment or government administration purposes and includes waste generated by informal traders and Residential Properties where commercial activities are being conducted.



“Non-Residential Properties” means all developed properties not used for residential purposes such as Business and commercial properties; Industrial properties; Agricultural properties – any agricultural property not used for bona fide farming will not fall within this category; Mining properties; State-owned properties that are used for public service purposes; Public Service Infrastructure properties (PSI); Public Service Infrastructure properties (Phase out); Properties owned by Public Benefit Organisations (PBOs) and used for specified public benefit activities; Properties used for multiple purposes; and includes Vacant Land, hostels, guesthouses, old age homes and frail care centres.

“Normal Removal” means scheduled collection of refuse which frequency and quantity is subject to determination by the respective Manager of Collection from time to time.

“Rebates” means discounts granted to single Residential Properties valued from R1 and up to R500 000. Residential Sectional Title Properties, guesthouses, old age homes and hostels are excluded. Properties at a R0 value will only start to qualify for a Rebate from the time that it has been valued by the Valuations Department Rebates do not apply to Vacant Land and Non-Residential Properties.

“Recyclable Material” means waste that can be reclaimed for further use, and/or converted into raw material that can be reused make new products or resources.

“Recycling Container (Wheelie bin)” means a wheeled waste Container, provided by the City for the storage and collection of recyclable waste for participating users in areas identified by the City (which will be phased in over a number of years).

“Residential Properties” means all improved properties, that are:

- Used predominantly (60% or more) for residential purposes;
- Sectional Title Properties;
- Owned by a share block company, flats, and retirement villages used for residential purposes irrespective of the Usage Codes;
- A rateable residence on property used for or related to educational purposes; and organisations accredited by the Executive Director: Area-Based Service Delivery

“RFID” means Radio Frequency Identification Device.

“Sectional Title Properties” means all properties registered in terms of the Sectional Titles Act, 95 of 1986.

“Services” means the waste management services to be provided by the City and as defined in Chapter 4 paragraph 4.

“Special Waste” includes solid, liquid, sludge waste or waste requiring special handling, e.g. all low hazard wastes of hazard rating 3 or 4 off spec food, animal carcasses, de-listed sanitary waste, rags and grit from sewerage works, incinerator ash etc. all special wastes will require prior approval and laboratory testing.

“Usage Code” means a code that identifies properties per their valuation status on the Valuation Roll and the City’s SAP system.



“**Vacant Land**” means undeveloped land, properties without any buildings or structures, irrespective of usage, that could be used for residential or other purposes, as determined by the Director: Valuations.

Any reference in this policy to "working days" shall be construed as any day other than a Saturday, Sunday or public holiday as gazetted by the government of the Republic of South Africa from time to time.

1. PREAMBLE

- 1.1 The demand for waste disposal has grown in recent years due to economic and population growth in the City. This has placed strain on the available airspace resources of landfill sites in the area and the City is rapidly running out of available airspace for the disposal of waste.
- 1.2 To combat this trend, the National Waste Minimisation Strategy has determined various principles and objectives that must be implemented by local government. To achieve this, the City is in the process of restructuring and realigning its services. The latter will include partnership arrangements and local economic development initiatives focussed on community, business and industry involvement linked to various technical solutions and financial mechanisms to achieve the strategic objective of minimising waste as far as possible.
- 1.3 Responsible waste management services are vital to the health and wellbeing of all people and the conservation of the environment. While waste management services in the Cape Metropolitan Area are generally of a high standard, there should be a striving for continual improvement in four broad areas:
 - 1.3.1 extending access to basic waste management services (to all Formal and Informal Households);
 - 1.3.2 efficient and effective supply of services (through service optimisation, improved resource management, waste minimisation, public awareness and education, reducing expenditure and increasing efficiency);
 - 1.3.3 managing and improving the quality of services provided (through a performance management system to effect improved service responsiveness, and greater customer care); and
 - 1.3.4 the maintenance of waste management infrastructure to minimise the cost of replacement or development of capital assets and infrastructure.



- 1.4 The Policy deals with both residential waste management and non-residential waste management services, as provided by the City or on behalf of the City. This Policy, however, establishes the principle that the cost-benefit of services provided on behalf of the City should be equal to or better than the cost benefit of the City-provided services.
- 1.5 The Policy does not deal with the cost for services rendered by another entity where the City does not render a service due to a decision of the City.

2. PURPOSE AND OBJECTIVE

- 2.1 The Policy is developed in accordance with the General Tariff Policy and the legislative compliance recorded in paragraph 1 thereof.
- 2.2 The purpose of the Policy is to establish guidelines for the determination of waste management tariffs.
- 2.3 The main objective of the Policy is to record –
 - 2.3.1 the principles that guide the tariff structure and how the tariff is determined; as well as
 - 2.3.2 the tariffs.

3. POLICY PRINCIPLES

The following broad principles have been used to inform the development of the Policy –

3.1 **Access to basic services**

Waste management tariffs for residential use should be “pro-poor” in their orientation and should seek to ensure that a minimum basic level of service is affordable for all households, ensuring that all Formal and Informal Households have access to basic waste management services. The Policy must support the viability and sustainability of waste management services to the poor. Formal and Informal Households must have access to at least basic services through –

- 3.1.1 a free basic bagged service for Informal Households;
- 3.1.2 a basic 240L Container for Formal Households;
- 3.1.3 tariffs that cover operating and maintenance costs; and
- 3.1.4 any other direct or indirect method of subsidisation of tariffs for poor households.



3.2 **Non-Discrimination and Fairness**

The City is committed to fairness.

The Policy should be fair to ensure that it treats all users in similar circumstances in the same way. In other words, it treats waste management service users equitably in the application of tariffs and does not unfairly discriminate between users. Waste management tariffs may, however, differentiate or discriminate between different categories of users, debtors, service providers, services, service standards, geographical areas (based on the usage of properties) and other matters. Such differentiation or discrimination may not necessarily be in breach of this Policy as long as the differentiation or discrimination does not amount to unfair discrimination.

3.3 **Cost reflectivity**

Waste management tariffs must include all the costs reasonably associated with rendering the service including capital, operating, maintenance, administration and replacement costs and interest charges. Correct cost allocations should be made that will allow costs to be mapped against the tariffs required so as to reflect those costs and prevent residential users cross subsidising non-residential users. It should also include the cost for those waste management services provided for or on behalf of the City, which cannot be allocated to a specific consumer. This may include Cleansing and *ad hoc* cleaning services.

3.4 **Revenue sufficiency**

The revenue from all waste management-related tariffs should cover the full costs of service delivery, including operational and maintenance costs, rehabilitation, replacement and extension of the infrastructure, provision for bad debt as well as financing and depreciation charges for capital work not financed through any grant, subsidy or donation. Revenue sufficiency may be defined to include surcharges on the tariff for a service in appropriate circumstances, and contributions to capital development and other funds.



3.5 **Sustainability**

Waste Management tariffs should be set at levels that facilitate the financial sustainability of the service. Innovative debt management schemes should be implemented to promote payment. Waste management tariffs shall also encourage the economical, efficient and effective use of airspace, the reduction of waste to landfill, the recycling of waste and other appropriate environmental objectives. Adequate provision must also be made for funding the on-going rehabilitation of waste infrastructure. Tax incentives, rebates and other income streams, such as waste to energy cost recoveries are components that can only be factored in once a full cost accounting model, which takes into account development, social and environmental factors, has been developed to inform future waste management financial decision-making.

3.6 **Transparency**

The extent of subsidisation of tariffs for low-income persons or persons comprising low-income communities; who live in remote, isolated or low density communities who are seniors or other similarly vulnerable users and other categories of users should be fully disclosed. Correct cost allocation should be done in the spirit of transparency.

3.7 **Alleviation of poverty**

Subsidies (including those within and between User categories) should be disclosed to the extent that this is practical. Correct cost allocations and measurement of historical costs must take place to ensure that the policy of cost recovery is adhered to and that no inappropriate subsidisation occurs.

4. **SERVICE**

The City shall, for purposes of this Policy, render the following services:

4.1 **Waste Collection**

A containerised kerbside Collection of Clean Garden Waste, Domestic Waste, Non-domestic/business waste, Recyclable Material and the handling of Special Events waste, on request, by the City;

4.2 **Cleansing**

4.2.1 Removal of any solid waste (litter, dumping etc.) on City owned open public property in preparation for or after any events held in the Metro;

4.2.2 The supply, servicing and removal of 660L / 770L containers utilised for events or traders waste;



4.2.3 The supply, servicing and removal of street litter bins for events on City owned public properties.

4.3 **Waste Minimization**

Any activity to prevent or reduce the volume and/or environmental impact of waste that is generated, treated, stored or disposed of through mechanisms such as re-using, recycling and processing waste for re-use; and

4.4 **Waste Disposal**

The disposal of Building/Demolition Waste, Clean Garden Waste, Domestic Waste, Hazardous Waste, Industrial Waste, Residential Garage Waste and Recyclable Material by the City.

5. TARIFF DETERMINATION CONSIDERATIONS

5.1 The costs incurred by the City are unique and the costs include the following:

5.1.1 Waste generation volumes;

5.1.2 Emptying the Containers;

5.1.3 Transporting the waste collected to the nearest disposal facility;

5.1.4 Remuneration;

5.1.5 Handling costs flowing from the separation of recyclable material from the non-recyclable waste;

5.1.6 Disposal /land filling costs;

5.1.7 Management of drop-offs at Disposal facilities;

5.1.8 Provision for Containers and replacement thereof if damaged, lost or stolen;

5.1.9 Provision for bad debts;

5.1.10 General administrative costs and overheads;

5.1.11 Depreciation and interest on borrowings;

5.1.12 Capital and infrastructure replacement reserves;

5.1.13 Rehabilitation of landfill sites: and

5.1.14 Implementation of waste minimisation initiatives.



6. USER CATEGORIES

The City shall distinguish all waste collection services between **two User categories**, namely, Residential Properties and Non-Residential Properties.

Waste management tariffs for the City-provided services or those provided by other entities on behalf of the City shall accordingly distinguish between the same **two** User categories. The City reserves the right to render the Services to Residential Properties.

Both User categories, with the exception of Vacant Land, must have a legal waste service as prescribed in the Tariff By-Law. Based on the infrastructure of the City and environmental and health concerns, Residential Properties are compelled to use the City service and may not use private contractors directly.

Non-Residential Properties may opt to use either the City service or the private contractor directly.

All Vacant Land, irrespective of its current or future intended usage, will, until developed, be charged for availability.

6.1 Residential Properties

6.1.1 Service categories

6.1.1.1 The waste management tariff structure for Formal Residential users shall distinguish between four different service categories, which are defined in **Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous)**, namely –

6.1.1.1.1 Black lid 240L Container service.

6.1.1.1.2 Additional Black lid 240L Container service. Any Residential Property User may request one or more additional Black lid 240L Container service subject to the area being containerised and subject to the Credit Control and Debt Collection Policy.

6.1.1.1.3 Enhanced (thrice per week) 240L Container service (excluding Single residential properties).

6.1.1.1.4 Lockable 240L Container service.



- 6.1.1.1.5 Recycling Container service. A dry waste collection service for participating users in pilot areas as determined by Council. The City to provide recycling Container(s).
- 6.1.1.2 The service levels for each of the service categories referred to in paragraph 6.1.1 are defined in **Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous)**.
- 6.1.2 The waste management tariff structure for Informal Residential users shall be:
A free bagged service is provided to Informal Settlements because of the lack infrastructure to accommodate Containers. Should the infrastructure of the Informal Settlements change, the City will review the service offered and consider rendering a containerised service.
- 6.1.3 The City shall provide the Containers to the Users. The Containers shall at all times remain the property of the City.
- 6.1.4 The property owner shall at all times be responsible for the Container and may only use it for the intended purpose of the rendering of the Services by or through the City.
- 6.1.5 The replacement cost of the Container fitted with a RFID will be for the property owner when lost/stolen or damaged as a result of the negligence of the property owner or persons residing at, visiting, or occupying the property. Bins damaged by the City during collection operations will be replaced at no cost.
- 6.1.6 All existing Containers without RFID which are lost/stolen will be replaced at no cost provided that an affidavit from the South Africa Police Service is supplied to the City. Containers damaged as a result of the negligence of the property owner or persons residing at, visiting, or occupying the property. Bins damaged by the City during collection operations will be replaced at no cost.



6.1.7 Billing

6.1.7.1 In all instances the property owner will be billed and not the tenant, excluding City-owned properties. The City will not enter into a service delivery agreement with a tenant of a property. In the case of sectional title developments and blocks of flats, billing will be in terms of a service delivery agreement. The minimum number of Containers to be billed will be at least a third of the total number of living units in the development whether the Service is used or not. In the case of hanging and holding properties refuse will be charged to the holding property where the valuation reflects in terms of the Rates Policy Section 18.

6.1.7.2 Basic 240L bin (Minimised) service rebate. Only to be considered and approved for residential Sectional Title complexes & blocks of flats who are able to prove that they are using a City accredited contractor to separate and remove recyclables. The evaluation of applications and determination of rebates are considered & authorised by the Director: Solid Waste Management Services or Delegated Authority. The number of 240L containers may be reduced up to a minimum of a quarter of the number of habitable units. The rebate is applicable from date of approval and must be re-newed on an annual basis. Regular inspections will be held to confirm that the terms of the contract are being upheld. In the event of breach of contract: 1) Benefits will be void from date of inspection, and 2) Billing will revert to compliance with this Policy (Section 6.1.7.1)

Single Residential Properties will be billed for a basic 240L Container service irrespective of whether the Service is used or not, whether a Container is issued or not. Billing for Residential Properties (first Container) is automatic and no service delivery agreement is required or the owner will be billed for the number of containers as confirmed by internal inspectors and/or external auditors appointed by the City.

6.1.7.3 The RFID will be fitted to all new and existing 240L and recycling Containers, subject to availability.

6.1.7.4 In areas where the Lockable bin service is considered necessary, in the discretion of the City, the prevailing tariff will be applicable without exception.



- 6.1.7.5 Only in the case of Residential Sectional Title Properties will the body corporate be billed. The 240L Containers will be charged to the body corporate and the Container rebate will be "R0". However, if the body corporate requests that each owner (of a unit) be billed separately, then all units will be billed for one Container each at the applicable tariff **and rebate**.
- 6.1.7.6 In the case of Organisations accredited by the Executive Director: Area-Based Service Delivery, they will be billed. The account will be linked to the accredited organisation, subject to a service delivery agreement with the City.
- 6.1.7.7 Formal Households participating in the dry recyclables project will be billed at a zero tariff for the Recycling Container.

Black lid 240L Container service. All property owners (excluding sectional title properties and blocks of rented flats) are automatically billed for one basic Black lid 240L Container service.

- 6.1.7.8 **Additional Black lid 240L Container service.** Any Residential Property User may request one or more additional Black lid 240L Container service subject to the area being containerised. The account is directly linked to the residential property number (erf number etc.) and served on the property owner. The additional service is subject to a service delivery agreement with the City and subject to the Credit Control and Debt Collection Policy or as confirmed by the City through a bin audit.
- 6.1.7.9 **Enhanced** (thrice per week) **240L Container service.** Only specified Users (sectional title and blocks of flats) may request a Blue lid 240L Container service in addition to the Black lid 240L Container service subject to the area being containerised and users will be billed for at least a minimum of a third of the number of living units. The number of Containers is based on the service delivery agreement with the City. The account is directly linked to the property number (erf number etc.) and served on the property owner.
- 6.1.7.10 **Lockable 240L Container service.** Lockable 240L Container Service. Will be provided in baboon-infested areas as determined by the City in consultation with the Baboon Management Team. Other areas may be considered by Council.



6.1.7.11 **Recycling Container service.** Recycling Container service: A dry waste collection service for participating users in pilot areas as determined by Council. The City to provide recycling Container(s).

6.1.8 Exemptions –

6.1.8.1 separate title common property for non-habitable purposes only, in group housing and sectional title developments e.g. roads, pools, parking areas, garages, refuse rooms, security, etc.;

6.1.8.2 islands e.g. Robben Island;

6.1.8.3 properties where refuse exemption clauses in terms of town planning legislation were approved prior to 2008;

6.1.8.4 hostels, guesthouses, old age homes and frail care centres are not regarded as residential; and private land which the City, due to economic, operational and practical reasons should not service. (Accredited service provider will be supported.).

6.2 Non Residential Properties

6.2.1 Service Categories

6.2.1.1 The waste management tariff structure for Non-Residential Users shall distinguish between **three** services categories, namely:

6.2.1.1.1 Black lid 240L Container service.

6.2.1.1.2 Enhanced 240L Container service.

6.2.1.1.3 Lockable 240L Container Service.

6.2.2 Billing categories

6.2.2.1 Non-Residential Properties will be billed as set out below or as confirmed by internal inspectors and/or external auditors appointed by the City to do a bin audit. The charges will not be variable, irrespective of whether the service is used or not or whether no waste is generated.



- 6.2.2.2 Billing categories will be in accordance with the Credit Control and Debt Collection Policy and By-Law.
- 6.2.2.3 The RFID will be fitted to all new and existing 240L Containers, subject to availability, at no additional cost to property owners.
- 6.2.2.4 In all new agreements the property owner will be billed and not the tenant, except for Council-owned properties. In the case where a property management agency is involved and they have power of attorney, they may apply for services on behalf of the owner, although the settlement of the account remains the responsibility of the property owner. Existing agreements with tenants will be phased out. In the case of hanging and holding properties refuse will we charged to the holding property where the valuation reflects in terms of the Rates Policy Section 18.
- 6.2.2.5 In the case of Non-Residential sectional title developments, the owner or body corporate will be billed as follows
- 6.2.2.5.1 **Black lid 240L Container service.** Request for one or more Black lid 240L Container service. The billing is based on the actual service delivery agreement with the City. The account is directly linked to the property owner.
 - 6.2.2.5.2 **Enhanced 240L Container service.** Request for increased collection frequency. The service level (number of Containers and frequency) is based on the actual service delivery agreement with the City. The account is directly linked to the property owner.
 - 6.2.2.5.3 **Lockable 240L Container Service.** Lockable 240L Containers will be provided in baboon-infested areas as determined by the City in consultation with the Baboon Management Team. Other areas may be considered by Council. The account is directly linked to the property owner.



6.3 Vacant Land

6.3.1 Service categories

6.3.1.1 The waste management tariff structure for Registered Vacant Land only provides for a single tariff, namely:

6.3.1.1.1 **Availability Charge:** A fixed charge for all Vacant Land. All Vacant Land is included irrespective of its current or future intended usage.

All Vacant Land within the municipal area is considered to be serviceable.

6.3.2 Billing categories

6.3.2.1 In all instances the property owner will be billed and not a tenant.

6.3.2.2 **Availability Charge:** All property owners of Vacant Land are automatically billed for an Availability Charge.

6.3.3 Exemptions

6.3.3.1 City-owned property;

6.3.3.2 private land not serviceable (individual erven not reachable due to un-built roads);

6.3.3.3 private land which the City, due to economic, operational and practical reasons should not service.

6.3.3.4 Agricultural Property as defined in the City's Rates Policy;

6.3.3.5 separate title common property, for non-habitable purposes only, in group housing & sectional title developments e.g. roads, pool, parking areas, garages, refuse rooms, security, etc.

6.3.3.6 leased City-owned land used for non-habitable purposes, e.g. servitudes, splays, parking areas etc.

6.3.3.7 "Cemeteries" properties as per paragraph 2.4 of the City's Rates Policy will not be treated as vacant land and such will not attract availability charges.



7 REBATES AND SUBSIDIES

7.1 Rebated services funded from the indigent account: Residential Properties

7.1.1 Indigent Bin Subsidy/Rebate applies to the total improved value of the property.

7.1.2 The City has implemented a Rebated Waste Management Service Policy as follows:

7.1.2.1 Informal Settlements – receive a free door-to-door waste collection service as determined by the City;

7.1.2.2 Formal Households (excluding Sectional Title Schemes) – receive a rebated waste collection service based on property value as follows:

7.1.2.2.1 Value from R1 and up to R300 000 receive a 100% rebate – this excludes Housing properties valued at R0, which will continue to receive 100% rebate;

7.1.2.2.2 valued between R300 001 and up to R350 000 receive a 50% rebate;

7.1.2.2.3 valued between R350 001 and up to R500 000 receive a 25% rebate.

7.1.3 In terms of paragraph 27 of the Credit Control & Debt Collection Policy, customers registered on the Indigent Register will qualify for a rebate on the first 240L Container as follows:

7.1.3.1 Customers earning R4 500 and below receive 100% rebate;

7.1.3.2 Customers earning between R4 501 to R5 500 will receive 75% rebate;

7.1.3.3 Customers earning between R5 501 to R6 500 will receive 50% rebate;

7.1.3.4 Customers earning between R6 501 to R7 000 will receive 25% rebate.



7.1.4 Relief available to the indigent in Council-owned housing rental and selling schemes will be as outlined in the housing chapter of the Credit Control and Debt Collection Policy, paragraph 19 (1) (i) (i) and (ii) adopted by Council, as amended from time to time.

7.1.4.1 Customers earning R4 500 and below receive 100% rebate.

7.2 **Rebated services for Organisations accredited by the relevant Council Committee / Body are subsidised by the Residential Tariff**

The City has implemented a rebate for Organisations accredited by the relevant Council Committee / Body as follows: A 50% rebate on the collection charge for a once per week frequency will apply for the first 15 (fifteen) 240 L black lid refuse Containers. Any additional Containers will be charged at the full rate.

7.3 **Contributions**

Income from disposal charges should not be used to subsidise other rates-funded services. Income from collection charges could be used to subsidise the provision of integrated collection, disposal and cleansing services to informal households.

8 **AD HOC GARDEN REFUSE REMOVAL SERVICE**

This service is only available to Formal Residential Properties on the scheduled refuse collection day. Charges will be raised in terms of the number of 85L bags removed.

9 **SCHEDULED REFUSE COLLECTION SERVICE**

Refuse collection is a scheduled service. However, if it is not collected on the scheduled day, it will be collected soon thereafter. At the latest it will be collected on the following scheduled day and any additional bags due to accumulation of additional waste will be accepted.

10 **WASTE DISPOSAL**

Disposal of waste at a disposal facility is based on a fixed rate per mass of waste disposed which will be applied as follows:

10.1 Actual mass per weighbridge transactions; or

10.2 Carrying capacity in the absence of operational weighbridges based on:



- 10.2.1 Fixed body vehicle which will be charged at carrying capacity of the vehicle; or
- 10.2.2 Loose body vehicle which will be charged at an average carrying capacity of the Container.
 - 10.2.2.1 10/15/30 cubic meters = 9tons
 - 10.2.2.2 6/8 cubic meters = 6tons
 - 10.2.2.3 <6 cubic meters = 3tons
 - 10.2.2.4 <3 cubic meters = 1ton
- 10.3 The rounding of quantities at disposal facilities (tonnages) will be as follows:
 - 10.3.1 Any quantity will be rounded up to the nearest quarter Ton. This is applicable to actual mass at the weighbridges.
 - 10.3.2 At any one given transaction a maximum of 3 x Quarter ton coupons may be presented.
- 10.4 As per the NEMWA (National Environmental Management Waste Act) Regulations tyres may no longer be accepted at our Disposal facilities.
- 10.5 Use of Disposal facilities by entities outside of the City boundaries:

All waste disposal facilities are reserved for waste generated by the City's residents and businesses. Any other entity wishing to use same must formally request permission in writing, which will be subject to terms and conditions intended to safeguard the City's interests. The other entity is obligated to report accurately on waste information to the licensing authority.

In light of established airspace challenges, Council may on receipt of a properly motivated request from any entity consider waiving the current surcharge, partly or wholly, for the disposal of waste originating from outside of the municipal boundary of the City. Waste to be disposed directly at a designated City landfill site for a period not exceeding a year is subject to a written contract that adequately mitigates all known risks for the City, including the diversion of waste from landfill in accordance with the current legislation. In these cases, the tariffs in paragraphs 1.3.5.2.1.1 to 1.3.5.2.1.4 of the Tariff Book will apply.

11 **CLEANSING**

Illegal dumping and/or cleaning before, during or after events will be based on actual cost.



12 APPLICATION FOR THE SUPPLY OF SERVICES: SOLID WASTE

In the following instances the completion of an application form by the registered property owner for the supply of Services is required –

- 12.1 for new or change in level of service required by Non-Residential Properties;
- 12.2 for the change in the level of service required by Residential Properties;
- 12.3 in the case of change in ownership of the property, the old service level will be retained pending changes to **Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous)**.

13 ADJUSTMENT TO ACCOUNTS

- 13.1 Accounts to be adjusted on documented proof of an amended service level agreement (letter, email, etc.) may be corrected in line with Chapter 1 paragraph 4.14.
- 13.2 If the City has proof of initial service, but neither the City nor the owner has proof of an amendment to the service and the current service level verified by the City is different to the financial billing, then the billing may be corrected in line with Chapter 1 paragraph 4.14.
- 13.3 If the City also does not have any documented proof of the initial service, the adjustment may be corrected in line with Chapter 1 paragraph 4.14. During data clean-up exercises the City may adjust the account in line with Chapter 1 paragraph 4.14, if the City has provided a service, but the financial billing is different to the current service level.

14 SPECIAL REMOVAL SERVICE FOR COLLECTIONS

- 14.1 Special Events for Collection Services will be rendered if requested by a registered account holder and based on acceptance of a quote provided by the City.
- 14.2 The Special Events Collection Services will be rendered, on request and subject to the availability of resources and not exceeding a period of 21 calendar days, in accordance with the service levels defined in **Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous)** provided on request.



14.3 Delivery & Retrieval of Containers from the bin store may occur during the City's office hours. The prescribed application documents must be fully completed and approved at the Solid Waste Collection Branch 15 working days prior to the date of the service being required. If Containers are lost, stolen or damaged, replacement and/or repairs are to be borne by the applicant
Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous).

14.4 The Do It Yourself Event service is only available to Non-profitable Organisations e.g. Church, School, Hospital, Crèche, Sport Body, Old Age Home, etc.;

14.5 The containers may only be used for Events that occur within the City of Cape Town boundaries.

15 **SERVICE AT DROP OFF**

The Service at the drop-off facilities is free provided Users adhere to conditions for Usage including that waste must be transported by car, trailer or LDV with total carrying capacity not exceeding 1.5 tons in accordance with the service levels contained in **Schedule 1: Utility Services – Solid Waste Management Tariffs (Consumptive and Miscellaneous).**

16 **DISPOSAL COUPONS AND/OR SPECIAL WASTE PERMITS**

Disposal Coupons and/or Special Waste Permits do not expire until the earlier of –

16.1 the date on which its full value has been redeemed in exchange for the disposal; or

16.2 three years after the date on which it was issued.

Disposal Coupons and/or Special Waste Permits not redeemed during the Financial Year within which it was purchased, will be refunded for up to three years after the date on which it was issued.

16.3 Disposal Coupons must be purchased in advance at Municipal Offices.

16.4 Refunds of Disposal Coupons will be dealt with in terms of Chapter 6 of the Credit Control & Debt Collection Policy



17 **GENERAL**

The City may supply bags for utilization in clean-up campaigns at no cost subject to the availability of funds and at the discretion of the Director: Solid Waste Management Services.

18 **APPEAL**

Should the owner, body corporate or property management agent not be satisfied with the outcome of an adjustment in the tariffs, he/she may appeal (in writing) to the City Manager within 21 days in terms of Section 62 of the Systems Act.

19 **TERMINATIONS**

Termination of service is to be done by letter, e-mail, fax or standard disconnection form. If this is not done then the disconnection date of the electricity supply, in the case of the change in ownership of a property, will be regarded as the date of termination of the service.

20 **DEPARTURES**

Departures from the above principles and Policy may only be made where there are sound practical reasons that prevent the implementation of the Policy at the present time and/or where the phased adoption of the Policy or policies would reduce an otherwise onerous burden on the City and/or consumers. The reasons for any departures must be recorded in writing.

21 **REGULAR REVIEW PROCESSES**

The Policy will be reviewed on an annual basis to ensure that it complies with the City's strategic objectives and with legislation.