



CITY OF MATLOSANA

TARIFF POLICY

2017/2018

TARIFF POLICY

City of Matlosana

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1. Definitions

In this policy, any word or expression to which a meaning has been assigned in the Act must bear the same meaning and, unless inconsistent with the context:

“Act” means the Local Government Municipal Systems Act 2003, (Act 32 of 2000) as amended by Act 44 of 2003 and any promulgated Regulations in line with the Act;

“Municipal Finance Management Act” means the Local Government Municipal Finance Management Act, 2003 (Act 56 of 2003) and promulgated Regulations in line with the Act;

“Municipal Property Rates Act” means the Local Government Property Rates Act, (Act 6 of 2006) and promulgated Regulations in line with the Act;

“Municipal service” means a municipal service defined in section 1 of the Municipal Systems Act;

“community services” means services that the Council has classified as such, and in respect of which the tariffs have been calculated with the intention that the costs of the services cannot be recovered from public service charges and are of a regulatory nature;

“MMC - Finance” means the member of the municipal council responsible for financial matters in the municipality;

“Council” means the Council of the City of Matlosana Municipality, established in terms of section 12 of the Local Government Municipal Structures Act, Act 117 of 1998;

“Municipality” means the City of Matlosana;

“economic services” means services that the Council has classified as such, in respect of which the tariffs have been calculated with the intention that the total costs of the services are recovered from users;

“Domestic user” means a user of electricity, water or borehole water, sewerage or refuse removal for residential purposes only.

“Poor household” means a domestic user who qualifies, together with his or her dependents, as an indigent person in terms of the Council’s indigent policy.

“Stepped tariffs” means that a specific tariff is applicable for each step to all consumers.

“Tariff policy” means the tariff policy of the Council adopted in terms of Section 74(1) of the Municipal Systems Act.

“fixed costs” means costs, which do not vary with increased or decreased consumption or volume produced;

“flat rates” means the unit tariffs that do not relate to individual consumers, but are calculated by dividing the total costs by volume used by all the users together;

“total cost” means the sum-total of all fixed and variable costs related to a service;

“trading services” means services that the Council has classified as trading services, in respect of which the tariffs have been calculated with the intention that the Council makes a profit on the delivery of the services;

“two-part tariffs” means tariffs that are determined to cover the fixed and variable costs of a service separately, where the fixed costs are calculated by dividing the total amount of fixed costs of the service by the number of customers per category, and the variable costs are calculated by dividing the total amount of variable costs by the volume consumed;

“Energy charge (active)” means a charge for each unit of energy consumer charged at c/kWh;

“units consumed” means the number of units of a particular service consumed and are measured in terms of the units of measurement contemplated in section 8 of this policy;

“variable costs” means costs that vary with increased or decreased consumption or volume produced.

2. Introduction and Purpose of this policy

- 2.1 The City of Matlosana Municipality must in terms of section 74(1) of the Local Government Municipal Systems Act, Act 32 of 2000, adopt a tariff policy on the levying of fees for municipal services provided by the municipality.
- 2.2 The tariff policy may differentiate between different categories of users, debtors, service providers, service, service standards, geographical areas and other matters as long as the differentiation does not amount to unfair discrimination.
- 2.3 Tariffs are calculated in various different ways, dependent upon the nature of the service being provided.
- 2.4 The tariff policy applies to the multi-year annual budget of a related year during which the income is based on the principles contained in this policy.
- 2.5 The purpose of this policy is:
 - 2.5.1 to ensure compliance with the applicable legislation (Section 75 of the Act
 - 2.5.2 to prescribe procedures for calculating tariffs where the Municipality wishes to appoint service providers in terms of section 76(b) of the Act; and
 - 2.5.3 to serve as guidance to the designated councilor regarding tariff proposals that must be submitted to Council annually during the budget process.
 - 2.5.4 Ensure the tariffs of the municipality conform to acceptable policy principles.

3. Tariff principles

The following tariff principles based on the tariff policy set out in section 74(2) of the Act, apply to the levying of fees for municipal services:

- (a) All users of municipal services must be treated equitably in the application of tariffs and the various categories of users must consequently pay the same charges based on the same cost structure;
- (b) The amount payable must be in proportion to usage and based on the tariff structure adopted for the approved category of users;
- (c) indigent households must have access to basic services through lifeline tariffs or direct subsidization in accordance with the Council's indigent support policy as reflected as part of its Customer Care, Credit Control and Debt Collection Policy;
- (d) Tariffs must reflect the total cost of services;
- (e) Tariffs must be set at a level that facilitates the sustainability of services; and
- (f) sustainability must be achieved by ensuring that:
 - (i) cash inflows cover cash outflows, which means that sufficient provision for working capital or bad debts must be made; and
 - (ii) access to the capital market is maintained by providing for the repayment of capital, maintaining sufficient liquidity levels and making profits on trading services.
- (g) Provision must be made in appropriate circumstances for a surcharge on a tariff if and when necessary for major breakdowns in infrastructure and periods of droughts when a restriction of usage is required;

- (h) Efficient and effective use of resources must be encouraged by providing for penalties to prevent exorbitant use;
- (i) the extent of subsidisation of tariffs must be disclosed by publishing the true costs of the service and the level of subsidy as well as the source of the subsidy.

4. Categories of users

- (1) The tariff structure of the City of Matlosana must make provision for the following categories of users:
 - (a) domestic;
 - (b) business/commercial;
 - (c) industrial;
 - (d) agricultural;
 - (e) institutional / government
 - (f) rural;
 - (g) domestic indigent

5. Classification of services and cost elements

(1) *Classification of services*

Provision for the following classification of services must be made:

(a) *Trading services*

- (i) Electricity
- (ii) Water

(b) *Economic services*

- (i) Refuse removal
- (ii) Sewerage Disposal
- (iii) Recreation Resorts

(c) *Community services*

- (i) Air pollution

- (ii) Building control
- (iii) Cemeteries
- (iv) Child care facilities
- (v) Control of public nuisances
- (vi) Control of undertakings that sell liquor to the public
- (vii) Facilities for accommodation, care and burial of animals
- (viii) Fencing and fences
- (ix) Fire fighting services
- (x) Fixed billboards and the display of advertisements in public places
- (xi) Licensing and control of undertakings that sell food to the public
- (xii) Licensing of dogs
- (xiii) Local amenities
- (xiv) Local sport facilities
- (xv) Local tourism
- (xvi) Local Economic Development
- (xvii) Municipal parks and recreation
- (xviii) Municipal planning
- (xix) Municipal public works, only in respect of the needs of the municipality in the discharge of its responsibilities and to administer functions specially assigned to it under the Constitution or any other law
- (xx) Municipal roads
- (xxi) Noise pollution
- (xxii) Parking
- (xxiii) Pest Control
- (xxiv) Pounds
- (xxv) Public places
- (xxvi) Storm-water management system in built-up areas
- (xxvii) Street trading/street lighting
- (xxviii) Trading regulations

- (xxix) Traffic
- (xxx) Tax Clearances Certificates / Valuation Certificates
- (xxxi) Copy of Valuation Roll
- (xxxii) Conformation of Residential letters
- (xxxiii) Duplicate rates and services accounts

(d) Subsidized services

- (i) Libraries
- (ii) Primary Health Care
- (iii) Proclaimed Roads

(2) Cost elements

The following cost elements must be used to calculate the tariffs of the different services:

- (a) Fixed costs, which consist of the capital costs, interest on external loans as well as depreciation, whichever are applicable on the service and any other costs of a permanent nature as determined by the Chief Financial Officer from time to time.
- (b) Variable cost: This includes all other variable costs that have reference to the service.
- (c) Total cost is equal to the fixed cost plus variable cost.

6. Deposits

The raising of deposits is permissible where certain levies are made in arrears and payable with application for relevant service:

- (a) Electricity and Water: Twice the average monthly consumption of the past 3 months with a minimum as determined annually according to the tariff schedule or as instructed by the Municipal Manager.

7. Tariff types

- (1) In setting service charges the Council must:
 - (a) accurately reflect costs to achieve economic efficiency;
 - (b) ensure equity and fairness between different types and categories of consumers
 - (c) utilize appropriate metering and supporting technology;
and
 - (d) be transparent.

- (2) In determining the type of tariff applicable to the type of service the Council must make use of the following options or a combination thereof:
 - (a) Single tariff: This tariff shall consist of a fixed cost per unit consumed. All costs will therefore be recovered through unit charges at the level of break-even consumption. Surpluses on trading services may be allowed subject to Council approval.

 - (b) Cost related two-part tariff: This tariff shall consist of two parts. Management, capital, maintenance and operating costs will be recovered by grouping certain components together e.g. management, capital and maintenance costs may be grouped together and be recovered by a fixed charge, independent of consumption for all classes of consumers, while the variable costs may be recovered by a unit charge per unit consumed.

 - (c) Inclining block tariff: This tariff is based on consumption levels being categorized into blocks, the tariff being determined and increased as consumption levels increase.

This tariff will only be used to prohibit the exorbitant use of a commodity. The first step in the tariffs will be calculated at break-even point. Subsequent steps will be calculated to yield profits and to discourage excessive use of the commodity.

- (d) Declining block tariff: This tariff is the opposite of the inclining block tariff and decreases as consumption levels increase. This tariff will only be implemented during the existence of special agreements.
- (e) Basic / Availability charges: Shall be levied for each month for each erf, stand plot or other area, with or without improvements, which is or, in the opinion of Council can be connected to the supply main, whether electricity and water is consumed or not. Basic /Availability charges levied are payable by the registered owner of the erf, stand, lot or other area: provided that where property of the Council is leased or the registered owner cannot be identified such basic charges shall be payable by the lessee of the particular property.
- (f) Outside Municipal Area: These tariffs shall apply to consumers who are not residing within the municipal boundaries but are making use, on application, of certain services.
- (g) Recoverable work: These tariffs shall apply to consumers who are making use, on application, of certain recoverable services. The tariff will be calculated at actual cost plus a surcharge as determined with the actual tariffs.

8. Rebates

Rebates are allowed in accordance with the tariff schedule as determined by the Council annually.

9. Unit of measurement

The following units of measurement must, where possible, be used to determine tariffs:

(1) Water

1.1 Water will be measured with a water meter, which meters will be read and consumption and be levied on a monthly basis unless the service is rendered through a pre-payment device:

- (a) Cost per unit (kilolitres consumed).
- (b) Basic cost plus cost per unit charge (kilolitres consumed)

1.2. boreholes will only be recognized as a water supply with a written letter of recommendation from the Water Section

1.3 Water leakages subject to the rebate system

- Rebates will be granted for repaired undetected water leakages for a period not exceeding three months.
- That it be accepted as policy that in cases of undetected water leakages on private property, the consumer pay for the normal water consumption as calculated by using the average consumption for three months prior to the leak, at the applicable sliding scale and that the “over-consumption” or “leak” to be paid at a fixed charge, based on the second category of the sliding scale of the water tariffs for the months in question, or at the tariff as calculated by the Chief Financial Officer at the time, subject to the provision of proof by the resident regarding:

- (i) The date on which the leak was first detected.
 - (ii) Rebates may not exceed three times a year
 - (iii) Steps taken by the resident to stop the leak
 - (iv) That the leak has actually stopped – investigation and confirmation by the council's official.
- Any damaged meters will be debited to the consumers account, should it be found that it was intentionally damaged by the owner or any other person

(2) Electricity

Electricity will be measured with an electricity meter, which meters will be read and consumption will be levied on a monthly basis unless the service is rendered through a pre-payment device:

- (a) Maximum demand plus kWh consumed; or
- (b) Fixed (Basic) costs plus kWh consumed; or
- (c) Cost per unit KWH consumed; or
- (d) KVA

(3) Refuse removal

The amount may be raised monthly. The levy is payable by the registered owner except for businesses with tenants and recoverable monthly:

- (a) Plastic bags per week/day (volume).
- (b) Containers per week (volume).
- (c) Truck load per volume or removal.

(4) Sewerage

The amount may be raised monthly. The levy is calculated by one of the methods below and is payable by the registered owner and recoverable monthly:

- (a) Percentage of water consumption.
- (b) Percentage of water consumption plus costs for strength of disposal.
- (c) Basic charge: based on the number of properties within those categories of customers and fixed cost associated with the service.
- (d) Additional charge:
 - (i) based on the area and variable costs of the services.
 - (ii) based on the number of properties within those categories of customers and variable costs of the service.
- (e) When the number of properties is not available, a flat rate, based on the average consumption per categories of consumers, will be applicable.

(5) *Property Rates*

- (a) Property rates is calculated taking into account the total net expenditure from the other services less the revenue envisaged based on the total rateable valuations. The rates must be calculated in such a manner that the Council realizes a net surplus when adopting its tariffs.
- (b) Property rates are calculated according to valuation of a property. Council calculates the tariff on the market value as per Council valuation. On written request the amount may be raised monthly. The levy is payable by the registered owner and recoverable monthly.

(6) *Social benefits*

- (a) The Council, in order to measure social benefits enjoyed by the community, has approved of the standards as set

out in the tables below to achieve cost recovery and to measure service delivery, where possible.

- (b) Measures indicated should be calculated annually and used as a guideline to ensure meaningful reporting. Actual unit costs must be compared with budgeted costs.

FUNCTION / UNIT OR OUTPUT CLASSIFICATION BY COUNCIL

- Airfields - Number of landings Subsidized
- Art Gallery and Museum
- Number of attendance of community
- Engineering
- Administration
- Population
- Percentage of Municipal expenditure
- Community
- Building Section - Number of plans submitted
- Value of buildings
- Municipal value of buildings subsidized
- Caravan Park Number of bookings
- Number of sites subsidized
- Cemeteries Number of burials
- Number of graves subsidized
- Civic and other halls
- Number of bookings subsidized
- Cleansing, refuse removal and disposal
- Number of removals
- Population
- Number of properties
- Economic
- Corporate Services Population
- Percentage of total expenditure

- Community (Charged out)
- Council General Population
- Percentage of total expenditure
- Community (Charged out)
- Electricity Number of units purchased
- Number of units sold
- Number of connections
- Trading
- Estates Number of properties economic
- Financial Services Percentage of municipal expenditure
- Population
- Community (Charged out)
- Fire Number of call-outs
- Number of properties subsidized
- Grant-in-aid Percentage of rates income Community Health
 - Clinics
 - Other
- Number of attendance
- Population
- Subsidized housing
- Housing (Selling and letting schemes)
- Number of dwellings economic
- Libraries - Number of members
- Number of books in stock
- Population
- Community
- Licensing - Number of licenses subsidized
- Marketing - Number of industrial properties
- Number of industries
- Community
- Municipal Manager - Percentage of municipal expenditure
- Population

- Community (Charged out)
- Parking Number of bays Community Parks and Recreation
Number of properties
- Population
- Community
- Administration
- Number of municipal staff
- Population
- Community (Charged out)
- Recreation resorts Number of users
- Population
- Economic
- Roads and Storm water (including sidewalks)
- Length of roads
- Population
- Community
- Security and Civil Defense
- Number of installations Community Sewerage reticulation
(Disposal)
- Number of connections
- Sewerage purified
- Population
- Economic
- Street lighting - Number of street lighting community
- Swimming pools - Number of attendance
- Population
- Subsidized
- Stores Number of stock items held
- Value of stock
- Number of orders
- Economic (fully charged out)
- Town Planning - Number of properties

- Population
- Community
- Traffic - Number of registered vehicles
- Population
- Subsidized
- Valuations - Number of properties
- Value of municipal valuations
- Community
- Water - Number of units sold
- Cost per unit supplied
- Length of mains
- Kilolitres purified
- Cost per kilolitre purified
- Trading

(10) *Billing of estimated consumptions*

10.1 *The need to estimate consumption and the basis thereof*

Notwithstanding all the City of Matlosana's attempts to take monthly meter readings of all water / electricity supplied, should it not be possible to take a reading on the appropriate date or if for some any other reason the reading could not be obtained, the City of Matlosana reserves the right to calculate an estimated consumption from the previous actual reading to the billing date. The estimates are normally based on the 3 to 6 months preceding the last date on which the meter was found to be registering correctly, or on the 3 to 6 months following the date from which the meter was again registering correctly. The seasonal historical average consumption at the property may also be used by the City of Matlosana to reflect its best estimate of what the consumption may have been.

10.2 *Adjustment to estimated account*

As soon as a new actual reading has been taken; the previously estimated consumption will be recalculated and an adjustment, either positive or negative, will reflect on the next account issued.

10.3 Failure of meter

During the period from identification of a meter having ceased reading, to when it is replaced and a reading can be taken, an estimated consumption will be applied.

Should a consumer have been billed a zero consumption for any period of time and it is subsequently found to have been due to a ceased water/electricity meter and the property was not vacant at the time or the usage pattern had not changed, the City shall bill retrospectively from the time that the meter had ceased until the time it has been replaced. Should the property have been vacant or where the usage pattern had changed, a signed and sworn affidavit needs to be provided for consideration.

10.4 No account received

In the event that an owner or occupier has consumed water or electricity but has never received an account, the onus will be on the owner to make representations to the City of Matlosana to request that an account be sent. Should the City of Matlosana not be able to verify that an account was indeed issued to either the owner or occupier, the City may bill for a period of not greater than three years and the consumer may make arrangements with the City of Matlosana to pay off the amount.

Any person, who has stopped receiving an account that has previously been received, should immediately request the City of Matlosana in writing to remedy the omission.

11. VAT

VAT is charged as per the existing national legislation on all tariffs and all sundry tariffs as indicated in the approved resolution.

12. Determination, notice of tariffs, fees, levies, and objections

The Council may:

- (1) by resolution, supported by a majority of the members of the council, levy and recover levies, fees, taxes and tariffs, in respect of any function or service of the municipality;
- (2) date, not earlier than 30 days from date of the resolution, on which such determination, amendment or withdrawal shall come into operation; and recover any charges so determined or amended, including interest on any outstanding amount;
- (3) In the event the City of Matlosana has identified that the basic fees or any service related charges were not charged where they should have been charged, the charges will be raised for the period not exceeding 24 months.
- (4) After a resolution as contemplated in subsection (2) has been passed, the municipal manager of the municipality shall forthwith cause to be conspicuously displayed, at a place installed for this purpose at the offices of the municipality, as well as at such other places within the area of jurisdiction of the municipality as may be determined by the municipal manager, a notice stating—
 - (a) the general purpose of the resolution;
 - (b) the date on which the determination or amendment shall come into operation;
 - (c) the date on which the notice is first displayed; and
 - (d) that any person who desires to object to such determination or amendment shall do so in writing within 14 days after the date on which the notice is first displayed.
- (5) Where—

- (a) no objection is lodged within the period referred to in subsection (4) (d) the determination or amendment shall come into operation as contemplated in subsection
- (b) an objection is lodged within the period referred to in subsection (4) (d), the municipality shall consider every objection and may amend or withdraw the determination or amendment and may determine a date other than the date contemplated in subsection (2) on which the determination or amendment shall come into operation, where upon subsection (4) (b) shall with the necessary changes apply.

13. *Phasing in of tariffs, fees and levies*

- (1) The council must annually consider the methods by which tariffs, fees and levies will be calculated and by resolution amend its tariff policy.
- (2) Where the newly calculated tariffs, fees and levies differ substantially from the current tariffs, council may resolve to phase in the differences over a period of time.

14. *Conflict of law*

- (1) When interpreting any provision of this policy, any interpretation that is reasonable and consistent with the objectives of the Act as set out in Chapter 8, Part 1, on service tariffs, must be preferred over any alternative interpretation, which is inconsistent with these objectives.
- (2) If there is any conflict between this policy and any other policy of the Council relating to tariffs, this policy shall prevail.

15. Short title and commencement

This policy is called the City of Matlosana Tariff Policy and shall come into operation on the date of adoption by Council with the approval of the annual budget for 2017/2018