

## Dear account holders

From 1 July 2018, your municipal account from the City will show a new fixed basic charge for water and a home-user charge for electricity.

These charges have been created to help make the tariff structure more resilient while at the same time enabling the City to cover the cost of providing water and electricity services. Even if you use little or no water or electricity from the City, the fixed costs of providing electricity and water services remains largely the same.

A fixed charge for water is already in place at other municipalities such as eThekweni and Drankenstein. Eskom, City Power and the City of Mangaung have also implemented similar models for electricity.

This new tariff structure aims to create a higher level of revenue stability and ensure that resources are available for necessary operations and maintenance, including times of reduced water and electricity usage.

### The Electricity **Home-user Charge** is:

- a monthly service delivery charge of R150
- payable by all residential properties valued above R1 million (on the home-user tariff)
- payable by all properties that are supplied via a credit meter, regardless of value
- going to remain the same, regardless of how much electricity you use

### Where to find it on your invoice?

- Pre-paid meters - found on your rates invoice from the City, under 'Sundries'
- Credit meters - found on your rates invoice from the City, under 'Electricity'
- [How to read your invoice](#)

### The Water and Sanitation **fixed basic charge** is:

- a monthly amount payable by non-domestic customers and non-indigent residential households
- based on the size of the meter connection to your property (you will find details of your meter size on your invoice under the water section)
- to remain the same for the financial year regardless of how much water you use

### Where to find it on your invoice?

- On your municipal account from the City, under the water section.
- [How to read your invoice](#)

Although the structure of the City's tariffs has changed, one thing remains the same: **the less you use, the less you pay**.

Households registered as **indigent** and residents who qualify for pensioners' and disabled persons' rates, may be charged at lower rates.

**More information:**

- [City Tariffs 2018-2019](#)
- [Understanding residential electricity tariffs](#)
- [Electricity Tariff FAQs](#)
- [Water and Sanitation FAQs](#)

**City of Cape Town**