

Understanding Your Hidden Costs

It's easier than you think!

Types of charges billed to your utility wallet

Please note: These charges are set by council and service providers.

Utilities = Water, Sewer, Refuse & Electricity

1 Consumption charges

1.1 Cold Water Charges

Kilolitres per month	2024/2025 Rates incl. VAT.
0-6kL	Free
>6-10kL	R30.13
>10-15kL	R31.45
>15-20kL	R44.09

Note: 1kL = 1Kilolitre **or** 1,000 litres

1.2 Hot water

Billed at R1.28 per 10 litres.

1.3 Electricity Charges

Kilowatt hours (/kWh)	R/kWh incl. VAT.
0-350kWh	R2.53/kWh
350-500kWh	R3.18/kWh
>500kWh	R3.61/kWh

2 Fixed charges

Billed on your monthly rental - **R1,065.23**

- A Sanitation - R802.39**
Cost of removing & treating wastewater (sewer)
- B Refuse - R188.00**
Rubbish removal
- C Water Demand Levy - R74.84**
Access to running water from COJ

Billed on your utility wallet - **R161.81**

- A Utility Platform - R161.81**
Service provider fee

Billed on the **1st of each month**

Need Help?

For important information and to log a ticket, scan here.



Example - Utility Wallet

Consumption costs

a. Electricity @ 370kWh	R1,258.00
b. Cold water @ 7kL	R30.13
c. Hot water @ 3kL	R438.00

Estimated cost per month **R1,726.13**

Billed daily on wallet **R55.68**

Top Tip!

Keep an eye on your Utility Wallet balance to avoid unexpected disruptions in your services. Remember that everything is billed daily, so make sure you top-up regularly! (You can always check your balance on your app.)

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