

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

Need Help?

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



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 - **R1,365.23**

- 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
- D Solar Levy - R300.00**
Access & maintenance to solar backup solutions

Billed on your utility wallet - **R115.00**

- A Utility Platform - R115.00**
Service provider fee

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

Example - Utility Wallet

1. Fixed costs	R1,699.79
2. Consumption costs	
2a. Electricity @ 370kWh	R949.10
2b. Cold water @ 7kL	R30.13
2c. Hot water @ 3kL	R384.00
Estimated cost per month	R3,063.02
Billed daily on wallet	R102.11

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.)