

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 R1.46 per 10 litres.

1.3 Electricity Charges

Kilowatt hours (/kWh)	R/kWh incl. VAT.
0-1,500kWh	R3.40/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**

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.)