

# 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

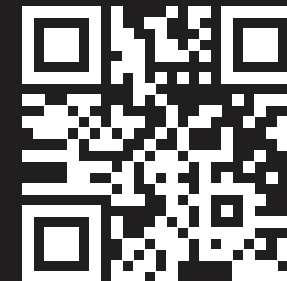
Billed on your utility wallet - **R161.81**

- 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
<b>Estimated cost per month</b>	<b>R1,726.13</b>
<b>Billed daily on wallet</b>	<b>R55.68</b>

### 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.)