

Item A-F (28-2019) CM 23/5/2019	REVIEWED INTEGRATED DEVELOPMENT PLAN (IDP), MEDIUM - TERM REVENUE AND EXPENDITURE FRAME WORK (MTREF), DEMAND MANAGEMENT PLAN AND BUILT ENVIRONMENT PERFORMANCE PLAN (BEPP): 2019/2020 TO 2021/2022
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Resolved:

5. **That** to guide the implementation of the municipality's annual budget, the Council of the City of Ekurhuleni **APPROVES** the policies as set out in the following Annexures of this document.

Annexure D1	Medium-term Budget Policy Statement (reviewed)
Annexure D2	Pricing Policy Statement (reviewed)
Annexure D3	Property Rates Policy (reviewed)
Annexure D4	Provision of Free Basic Electricity Policy (reviewed) & Provision of Free Basic Water Supply Services Policy (reviewed)
Annexure D5	Waste Management Services Tariff Policy (reviewed)
Annexure D6	Consumer Deposit Policy (reviewed)
Annexure D7	Indigent Policy (reviewed)
Annexure D8	Credit Control & Debt Collection Policy (reviewed)
Annexure D9	Provision for Doubtful Debtors and Debtors Write Off (reviewed)
Annexure D10	Budget Implementation and Monitoring Policy (reviewed)
Annexure D11	Municipal Entity Financial Support Policy (reviewed)
Annexure D12	Accounting Policy (reviewed)
Annexure D13	Electricity Metering for Residential and business Customers (reviewed)
Annexure D14	Policy for the Vending of Pre-Paid Electricity (reviewed)
Annexure D15	Policy for Correction of Meter Reading and Billing Data (reviewed)
Annexure D16	Electricity Tariff policy (reviewed)
Annexure D17	Virement Policy (reviewed)
Annexure D18	Consumer Agreement Policy (reviewed)
Annexure D19	Supply Chain Management Policy (reviewed)
Annexure D20	Treasury Policy (reviewed)
Annexure D21	Allocation for Grants-in-Aid Policy (reviewed)
Annexure D22	Assets Management Policy (new)

CONTENTS

1. PREAMBLE	3
2. POLICY PRINCIPLES	4
3. DEFINITIONS	5
4. SERVICES	8
5. TARIFF DETERMINATION CONSIDERATIONS.....	8
6. WASTE MANAGEMENT SERVICES COSTING MODEL - BIN SIZE AND FREQUENCY	8
5.1 PER CONTAINER SIZE AND NUMBER	10
5.2 ENVIRONMENTAL LEVY PAYABLE BY ALL BUSINESSES NOT USING EMM REFUSE REMOVAL SERVICES	10
7. CUSTOMER CATEGORIES	11
• CoE departments.....	12
• Government departments.....	12
• EMM entities.....	12
• Other municipalities.....	12
• Parastatals.....	12
11. REBATES AND SUBSIDIES.....	14
12. GARDEN REFUSE REMOVAL SERVICE	14
13. SCHEDULED REFUSE COLLECTION SERVICE	14
14. WASTE DISPOSAL	14
15. APPLICATION FOR THE SUPPLY OF SERVICES: WASTE MANAGEMENT SERVICES.....	15
16. ADJUSTMENT TO ACCOUNTS	15
17. SPECIAL EVENTS FOR COLLECTION SERVICES	15
18 SERVICE AT MINI WASTE SITE	16
19. FUNDING OF NON-INCOME GENERATING SERVICES	16
20. GENERAL.....	16
21. APPEAL.....	16
22. TERMINATIONS	16
23. DEPARTURES.....	16
24. REGULAR REVIEW PROCESSES	16

WASTE MANAGEMENT TARIFF POLICY

1. PREAMBLE

The principles of the waste management hierarchy are the base for waste management in South Africa since 2009. However, management of waste in broad sense has not necessarily followed the hierarchical approach. Management of waste through the hierarchical approach is an international model for the prioritization of waste management options. It offers a holistic approach to the management of waste materials, and provides a systematic method for waste management. The hierarchy prioritizes waste avoidance, reduction, re-use, recycling, recovery, treatment and safe disposal as a last resort. The City of Ekurhuleni has made strides in terms of managing waste through the waste management hierarchy although there is still a lot of work to be done especially relating to waste minimization. The lack of council owned disposal site makes a good argument for the hierarchy to minimize the amount of waste disposed. Pilot project for kerbside recycling was initiated in Tembisa through recycling cooperatives who provides additional receptacle for recycling. The increasing volumes and diversity of the waste streams directly affects the complexity of its management that requires effective waste management policies and programmes. The growing unemployment rate has in recent times pushed a number of poor and vulnerable owners into indigence. The City of Ekurhuleni has subsequently adopted a pro-poor approach to service delivery using amongst many monitoring outreach programmes such as “Siyaqhuba” to ensure that Ekurhuleni is kept clean at all times. There is a growing demand for non-income generating services as a result of increasing number of people immigration into Gauteng Province evident by the increasing number of informal settlements. The City received budget cut on the USDG which is mainly used to subsidize the zero rated services. The increasing demand for the zero rated can be attributed to the tough economic environment and the growing population in the informal settlements makes funding for provision of waste management services even more complex and costly.

While waste management services in City of Ekurhuleni are generally of an acceptable standard, the city strives for a continued improvement in four broad areas:

- i. extending access to basic waste management services (to all formal and informal owners);
- ii. efficient and effective supply of services (through service optimization, improved resource management, waste minimization, public awareness and education, reducing expenditure and increasing efficiency);
- iii. managing and improving the quality of services provided (through a performance management system to effect improved service responsiveness, and greater customer care); and
- iv. maintenance of waste management infrastructure to minimize the cost of replacement or development of capital assets and infrastructure.

The policy deals with owner waste management, non- owner waste management services as provided by City of Ekurhuleni or on behalf of City of Ekurhuleni. This policy provides guidance and establishes the principles that informs provision of waste management services in the City of Ekurhuleni.

2. POLICY PRINCIPLES

The following broad principles have been used to inform the development of the policy -

2.1. Access to basic services

Waste Management tariffs must be characterized to respond to the National Outcomes Based Approach as approved by Cabinet. Outcomes 8 for 2014 to 2019 as published as annexures to the Medium Term Strategic Framework are directly linked to the mandate of the Waste Management services. Outcomes 8: seeks to address itself to Sustainable Human Settlements and an improved quality of owner life linked to output 2: aimed at improved access to basic service. In practice the tariffs should be “pro-poor” in their orientation and should seek to ensure that a minimum basic level of service is affordable for all owners, ensuring that all formal and informal owners have access to basic waste management services. The policy must support the viability and sustainability of waste management services to the poor. Formal and informal owners must have access to at least basic services through –

- 2.1.1 a free basic bagged service for informal owners;
- 2.1.2 a basic 240l container or a bagged service for formal owners;
- 2.1.3 tariffs that cover capital costs, operating and maintenance costs; and
- 2.1.4 Any other direct or indirect method of subsidization of tariffs for poor owners.

2.2. Non-Discrimination and Fairness

City of Ekurhuleni is committed to fairness.

The policy should be fair to ensure that it treats all users in similar circumstances in the same way. In other words, it treats waste management service users equitably in the application of tariffs and does not unfairly discriminate between users. Waste management tariffs may, however, differentiate or discriminate between different categories of users, debtors, service providers, services, service standards, **geographical areas** and other matters. Such differentiation or discrimination may not necessarily be in breach of this Policy as long as the differentiation or discrimination does not amount to unfair discrimination.

2.3. Cost reflectivity

Waste management tariffs must include all the costs reasonably associated with rendering the service including capital, operating, maintenance, administration and replacement costs and interest charges. Correct cost allocations should be made that will allow costs to be mapped against the tariffs required so as to reflect those costs and prevent owner users cross subsidizing non-owner users. It should also include the cost for those waste management services provided for or on behalf of City of Ekurhuleni, which cannot be allocated to a specific consumer. This may include area cleaning and *ad hoc* cleaning services.

2.4. Revenue sufficiency

The revenue from all waste management-related tariffs should cover the full cost of service delivery, including operational and maintenance costs, rehabilitation, replacement and extension of the infrastructure, provision for bad debt as well as financing and depreciation charges for capital work not financed through any grant, subsidy or donation. Revenue sufficiency may be defined to include surcharges on the tariff for a service in appropriate circumstances, and contributions to capital development and other funds.

2.5. Sustainability

Waste Management tariffs should be set at levels that facilitate the financial sustainability of the service. Innovative debt management schemes should be implemented to promote payment. Waste management tariffs shall also encourage the economical, efficient and effective use of airspace, the reduction of waste to landfill, the recycling of waste and other appropriate environmental

objectives. Adequate provision must also be made for funding the ongoing rehabilitation of waste infrastructure. Tax incentives, rebates and other income streams, such as waste to energy cost recoveries are components that can only be factored in once a full cost accounting model, which takes into account development, social and environmental factors, has been developed to inform future waste management financial decision-making.

2.6. Transparency

The extent of subsidization of tariffs for low-income persons or persons comprising low-income communities; who live in remote, isolated or low density communities who are seniors or other similarly vulnerable users and other categories of users should be fully disclosed. Correct cost allocation should be done in the spirit of transparency.

2.7. Alleviation of poverty

Subsidies (including those within and between user categories) should be disclosed to the extent that this is practical. Correct cost allocations and measurement of historical costs must take place to ensure that the policy of cost recovery is adhered to and that no inappropriate subsidization occurs.

3. DEFINITIONS

In this policy, unless the context otherwise indicates-

Agricultural Land	All property zoned as agricultural on the Valuation Roll and includes small holdings and properties.
Business	All developed properties not used for residential purposes
Business waste	Waste that is generated from premises that are zoned for commercial, retail, wholesale, entertainment or government administration purposes and includes waste generated by informal traders and owner properties where commercial activities are being conducted
"Collection"	Means the act of picking up solid waste materials from homes, businesses, governmental agencies, institutions, or industrial sites.
Container"	Means a disposable or reusable vessel in which waste is placed for the purposes of storing, accumulating, handling, transporting, treating or disposing of that waste and includes bins, bin-liners and skips; with a capacity varying between 85 l, 240l, 600l, 900l, 1100l and 1.75m ³ provided by City of Ekurhuleni for the storage and disposal of waste in areas identified for containerization. This include colour coded for recycling.
Clean Garden Waste	Organic waste is generated from gardening or landscaping activities at owner properties, business or industrial properties, which includes but is limited to grass cutting, leaves and branches, and includes any biodegradable material and includes such waste emanating from owner properties and business properties, but excludes waste products of animal origin, soil and stones
Department	Refers to Environmental Resources and Waste Management
Departmental charges	Refuse removal services rendered to all or other City of Ekurhuleni departments after service delivery needs has been evaluated by waste Management services.

Domestic Waste	Waste excluding hazardous waste that emanates from premises used solely for owner purposes.
“Event”	Means sporting, entertainment, recreational, religious, cultural, exhibition, organizational or similar activities hosted at a venue or along a route or within respective precincts to which the public has access; means waste that originates from an event held within the Council's jurisdiction
Environmental levy	The environmental levy shall be used to defray the cost of the disposal of refuse generated by the use of goods; to defray the cost of operating and maintaining refuse disposal sites; and for the preservation and enhancement of the environment.
Formal Owners	A developed owner property promulgated in terms of town planning legislation.
General Waste	A generic term for waste that, because of its composition and characteristics, does not pose a significant risk to public health or the environment if managed properly, and typically consists of plastics, paper, food and liquids not considered to be infectious or contaminated with hazardous chemicals or radioactivity
Hazardous Waste	Waste that may, by circumstances of generation, production, use, quantity, concentration or inherent physical, chemical or toxicological characteristics, therefore, have a significant adverse effect on the environment, or the health of a person or other living organisms. The analysis must be from a laboratory
Indigent	Is a person that met specific national criteria to qualify to be an indigent and is registered in the City of Ekurhuleni indigent register.
Industrial Waste	Waste that is generated from premises that are zoned solely for industrial purposes and generate waste through manufacturing, industrial or fabricating processes, which includes premises zoned for agricultural land and/or the operation of power stations.
Informal Settlements	Occupation of land that is not formally promulgated into individual stands
Institutions	Community based welfare organizations' and other NGOs as defined in the CoE property rates tariffs policy
Mixed use properties	Tariffs on properties used for multiple purposes will be levied for- (a) Purpose corresponding with the zoning of the property as per valuation roll.
Non-income generating	These services include mini refuse disposal sites/transfer stations; Litter picking in all areas excluding commercial and industrial areas; Rehabilitation of old disposal sites; Removal of illegal dumping and all services provided in the informal settlements.
“Owner”	Means the registered owner, lessee or occupier of premises, or the person in charge or control of any premises or part thereof or any person who obtains a benefit from the premises or who is entitled thereto;

“Private Bin”	means a supplementary receptacle not supplied by Ekurhuleni Metro used by owner/owners to temporarily store waste on the premises.
Rebates	Rebates are only applicable to resident with a stand size of 0-300m ² and the property value of R300 000 and less or those owners registered as indigent. Rebates do not apply to vacant land.
Recycling Containers	240l wheelie bin with approved colour coded Lids,
“Sub-letting”	means landlord that allow someone to rent all or part of a house or other building.
“Service point”	means a designated property in place where formal receptacle is not issued and a bin in place where receptacles were issued by the municipality where waste is collected on a routine collection basis.
“Routine door-to-door service”	means waste collected by means of routine collection operations.
Schedule Refuse Removal	Scheduled collection of refuse which frequency and quantity is subject to determination by the respective manager of area and/or collection from time to time.
Secondary structure	Owner occupying a structure at the backyard of another formal owner.
Sectional Title properties	All properties registered in terms of the section titles Act, 95 of 1986
Services	The waste management services to be provided by City of Ekurhuleni and as defined in the Waste Management Act.
Special Waste	Includes solid, liquid, sludge waste or waste requiring special handling, e.g. all wastes of hazard rating 3 or 4 of specific food, animal carcasses, approved sanitary waste, rags and grit from sewerage works, incinerator ash, requiring prior approval and laboratory testing.
“Tariff”	Means the user charge for the provision of the Council services, determined and promulgated by the Council in a regulation made under Chapter 7 in terms of section 75 of the Local Government: Municipal Systems
USDG	Urban Sustainable Development Grant
Vacant Land	All undeveloped land, properties without any buildings or structures, that could be used for owner or other purposes.
Zero rated waste	<p>Waste disposed at landfill sites:</p> <ol style="list-style-type: none"> 1. General public up to 1 000 kg limited to once a week (NB if same vehicle is carrying a load of more than 1000kg the complete load seizes or is no longer exempt and normal tariffs are applicable) 2. Clean building Rubble (less than 300mm in diameter) 3. Soil, usable as cover material 4. Waste generated and collected from owners qualified and registered as indigent

4. SERVICES

City of Ekurhuleni shall, for purposes of this policy, render the following services:

1. Collection.

The collection of building/demolition waste, garden waste/green waste, domestic waste, industrial waste/ business, carcass removal.

2. Public Cleansing

Removal of illegal dumping, littering picking, street sweeping, supply and servicing of relevant containers used for internal waste or events.

3. Waste Disposal.

The disposal of building/demolition waste, clean garden waste, domestic waste, hazardous waste, industrial waste, owner garage waste and recyclable material by City of Ekurhuleni.

4. Waste treatment

- Recycling,
- Reduction
- Municipal programmes and education

5. TARIFF DETERMINATION CONSIDERATIONS

- 5.1 The costs incurred by City of Ekurhuleni are unique and include the following
- Collection
 - Transportation
 - Storage
 - Disposal and waste minimisation
- 5.2 Provision for bad debts.
- 5.3 General administrative costs and overheads:
- Depreciation and interest on borrowings;
 - Capital and infrastructure replacement reserves;
 - Rehabilitation of landfill sites: and
 - Implementation of waste minimisation initiatives.
- 5.4. Approved land use or zoning

6. WASTE MANAGEMENT SERVICES COSTING MODEL - BIN SIZE AND FREQUENCY

(a) Costing model

- (i) The costing model for waste services was based on stand size with respect to the domestic service and derived from the amalgamation of the previous local Councils, wherein tariff structures varied greatly and ranged from a single tariff for all users to tariffs based on the number of rooms per dwelling, or on locality and geographic area.
- (ii) Uniform tariffs for the Ekurhuleni Metropolitan Municipality were promulgated as from 2001/2002 financial year which aim to standardize domestic tariff based on bin size amongst others. The city has adopted the 240 litre bin system for implementation throughout the City as a matter of priority to standardize domestic waste removal

- (iii) For those areas that the defined bin sizes are not yet implemented, the stand size based model continues to be used to determine the tariffs, until such time the 240l bin system is implemented.
- (iv) Where Council has distributed bins and account holders failed to collect or made arrangements to collect, an automatic conversion to a 240 litre bin system will be implemented and the account holder will be expected to make own arrangements to collect the bin at nearest depot.
- (v) Waste collection based on container size are flat monthly payments unrelated to the quantity (volume or weight).
- (vi) A determination shall be made per customer to establish appropriate quantity of services required, where subletting is identified appropriate number of 240l bin must be allocated and billed accordingly.

(b) Replacement of 240 litre bin as a result of loss or damage

- (i) Where a wheeled bin is reported as stolen, the owner must approach the nearest Depot to re-apply for a replacement. (*within 24hrs of theft*) with a police case number.
- (ii) Council will assess and make a decision to replace the wheeled bin free of charge provided a police case number and an affidavit is submitted from the resident in which they state the bin has been stolen.
- (iii) The loss of 240l bins caused by the user/clients will be replaced by Council and charged to the user/client at a cost of procuring a bin using Council existing procurement instrument plus 20% (of the cost of procuring a bin) to cover the administration costs. If there is proof that the bin is damaged by council employees during the collection, the replacement will be free.
- (iv) The report of the stolen bin will be recorded and should any further bins be reported as stolen, the Council reserves the right to charge the owner for replacement of the bin.
- (v) The Council reserves the right to make a charge for the replacement of damaged bins where it considers that the damage has occurred through misuse or failure to secure the bins appropriately.
- (vi) Council reserves the right to issue an additional bin in an event where excess waste larger than 240l capacity for the additional billing for the owner account.

(c) The loss/theft and damage to bulk containers

The loss/theft and damage to bulk containers: the cost of the replacement of a bulk container will be cost of procuring, a bin using Council existing procurement instrument plus 20% (of the cost of procuring a bin) to cover for administration costs will be levied to the owner of the business in the case of theft/loss, and in the case of damage of the container the full cost of repairing a bin using council procurement instruments plus 20% of the cost to repair a bin administration fee will be levied.

All Container services tariffs: are based on the size of the container and the frequency of removal as well as tonnages for waste disposal.

Activity	Basis of Tariff calculation
Informal Settlements/indigents	Zero rated (once per week)
Formal Domestic Service	Per 240 l wheelie bin (serviced once per week)
Back yard dwellers in formal owners	Per 240 l bin per unit. Account holder is billed for all bins distributed to backyard dwellers. 15% rebate will be applied to all bins for backyard dwellers.
Flat/Town House Complex Refuse	Per unit at the rate of a 240l bin (X number of collections per week) Council reserves the right to decide whether other types/sizes of bulk containers should be used

Activity	Basis of Tariff calculation
Flat/Town House Complex Refuse where static compactors are installed	Per ton with minimum charge depending on whichever is the Highest, NB: Flat/Townhouse complex to apply to use the static compactor service and to be approved by HOD of the department prior to use. Environmental levy payable by each individual unit in the complex
Institutions (NGOs)	<ol style="list-style-type: none"> Orphanages, Children's homes and Old age homes where occupants do not have income and fully rely on grants/ donations will be exempted from payment. <ul style="list-style-type: none"> Annual financial statements should be submitted to the Department to assess the financial status of the institution. Proof of registration as welfare organization and audited financial statements. Retirement Facilities/Villages/Other charity organizations registered as non-profit organizations <ul style="list-style-type: none"> 15 % rebate for properties or units with the value of R300 000 and less and a property size of 0-300m² Other Retirement facilities with units valued at R300 000 and more, will be provided with the 240l bin service or bulk container service (serviced once per week) and charged a domestic 240-liter bin tariff per unit. Any other charity organizations will be provided with the 240l bin service or bulk container services (serviced once per week) and charged a domestic 240-liter bin tariff per unit. <p>Institutions (as per the definition) should submit the following documents for the Rebate application.</p> <ul style="list-style-type: none"> Financial statements Registration as an NPO or NGO by the South African Social Development Services Department Tenants register (from age 60 for female and males from 65 years) A valid registration certificate from the provincial authority. Proof of providing welfare services to the elderly <p>Letter of confirmation from a registered social worker or SACSSP.</p>
Business Refuse Removal	<p>5.1 Per container size and number of services per week for those businesses using Council Services</p> <p>5.2 Environmental levy payable by all businesses not using EMM refuse removal services</p>
Litter Picking	Rate per m² of all business and industrial zoned erven with fixed maximum levy per Month
Bulk container service	As per bin size , per removal or lift and per frequency of the service.
Sundry Tariffs	<p>-Per removal</p> <p>-Per replacement for bins</p>

Activity	Basis of Tariff calculation
Environmental levy	As per schedule of tariffs
Refuse Disposal Sites	Rand per ton as contained in the tariff schedule
General public and contractors from outside the boundaries of the metro	Rand per ton for general public and Contractors from outside the boundaries of City of Ekurhuleni

7. CUSTOMER CATEGORIES

City of Ekurhuleni shall distinguish all waste collection services between: customer categories, namely:

7.1 Owner Properties:

- Indigents
- Vacant land,
- Formal domestic owners
- Informal settlements
- Flat/townhouse complexes
- Adhoc bulk container services
- Backyard dwellers

NB: Additional 240l container service. Any customer may request additional 240-liter bin service and shall be billed for each additional bin acquired. The containers shall at all times remain the property of City of Ekurhuleni.

7.2 Institutions

The institutions recognized through this policy shall include: Orphanages, Children's homes and Old age homes as well as charity organizations registered as non-profit organizations where occupants do not have income and fully rely on grants/ donations may apply for rebates in terms of chapter 11 of this policy.

7.3 Environmental levy

The Environmental levy is used to defray the cost of the disposal of refuse generated by the use of goods. It's also used to defray the cost of operating and maintaining refuse disposal sites and for the preservation and enhancement of the environment. It is applicable to the following:

- Vacant land owner
- Vacant land business
- Each individual unit in a complex that makes use of a static compactor serviced by CoE
- All other properties not making use of CoE refuse removal services

7.4 Special events

Section 6 of the incidental tariffs will be applicable to all special events. This can however only be implemented once a waste management plan, including a request for the service is received from the organizer of the event.

7.5 Sundry services/sundry tariffs

7.6 Business refuse removal:

- CoE departments
- Government departments
- EMM entities
- Other municipalities
- Parastatals
- Litter picking
- Veterinary surgeons –sundry tariffs
- Owner/domestic
- Formal owner
- Schools
- other

7.7 Solid waste disposal.

8. RIGHT TO SERVICES

- For all non-owner properties, City of Ekurhuleni will have the first right of refusal in writing to render waste management services.
- Where the private service providers are used it is the responsibility of the user to ensure the service comply with the relevant by-law or provincial/national statutes or regulation.
- The user shall be compelled to submit information types of refuse generated, volumes generated, origin of waste, service provider details and proof of safe disposal to City of Ekurhuleni Waste Management Services on request but not less than quarterly.

9. PROCESS OF APPLYING OR TERMINATING A BUSINESS SERVICE,

It is the responsibility of the client to contact the nearest waste management depot or customer care center in the area of operation for processes to follow when applying or terminating a bulk container service.

10. BILLING

Billing categories will be in accordance with the tariff schedule and Waste Management by laws. The billing of waste management services in high density residential property is per unit and it's the responsibility of the developer and body corporate to make adequate provision for storage of waste receptacles.

10.1 LIABILITY TO PAY FOR THE MUNICIPAL SERVICE

- The owner of premises is liable to pay to the Council the fee prescribed in schedule 5 of the tariffs schedule for the provision of the municipal service in time, and is not entitled to exemption from, or reduction of the amount of such fee by reason of not making use, or of making a partial or limited use, of the municipal service.
- A prescribed fee becomes due and payable on the due date for payment stipulated in the account.
- Non-receipt of an account does not relieve the person concerned of the liability to pay a prescribed fee before or on the due date.

- (iv) Save where otherwise provided in the policy, the person to whom any service mentioned in the policy has been rendered by Council or made available by Council shall be liable to the Council for the tariff charge determined by the Council.
- (v) Tariff charges prescribed shall become due and payable on the same date as the general assessment rate levied: Provided that if such tariff charges are increased, any unpaid balance owing to the Council on the total amended charges will be due and payable to the Council on demand.
- (vi) Any person who fails to pay the tariff charge in respect of services rendered or services made available by the Council be guilty of an offence.
- (vii) Should any organization be able to produce a certificate of registration as a nonprofit organization issued by the Department of Social Development, such an organization may apply for exemption from refuse removal levies; it either be:
 - (a) Levied the applicable domestic refuse removal charge as reflected in the tariff schedule;
 - (b) The organization be exempted from paying all refuse removal charges in the case Of Orphanages, Children's homes and Old age homes where occupants do not have income and fully rely on grants/ donations will be exempted from payment)
- (viii) In all service provisions, the property owner will be billed and not the tenant, however, in the case where a property management agency is involved and they have power of attorney, they may apply for services on behalf of the owner, although the settlement of the account remains the responsibility of the property owner.
- (ix) All residential properties will be billed for a basic 240l container service or per stand size of 240l container is not yet issued, and per unit per 240l container rate for flats/townhouses, irrespective of whether the service is used or not.
- (x) Billing for residential properties (first container and stand size) is automatic and no service delivery agreement is required. The owner will be billed for the number of containers /units in a high density occupancy property.
- (xi) Customers must alert Council that they are not receiving billing statements at their nearest Customer Care Center.
- (xii) All Departments and Entities shall have their waste management needs assessed by the Environmental Resources and Waste Management Department and when required for provision and payment of the services. All council owned properties will attract departmental charges in line with their waste management service consumption capacity. The charges will be based on the existing tariffs schedule; this will be informed by the need assessment conducted by the department.

11. REBATES AND SUBSIDIES

Rebates for owner properties will be based on the following categories:

Category	Percentage Rebate
<i>Registered Indigents</i>	100%
<i>0-300m² (Properties or units with value of R300 000 and less)</i>	15%

11.1. Institutions

- Orphanages and Old age homes where occupants do not have income and fully rely on grants/ donations will be exempted from payment.
- Annual financial statements should be submitted to Strategic Planning Division to assess the financial status of the institution.

Proof of registration as welfare organization and audited financial statements.

11.2. Retirement Facilities/Villages/Other charity organizations registered as non-profit organizations

- 15 % rebate for properties or units with the value of R300 000 and less and a property size of 0-300m²
- Other Retirement facilities with units valued at R300 000 and more, will be provided with the 240l bin service or bulk container service (serviced once per week) and charged a domestic 240-liter bin tariff per unit.
- Any other charity organisations will be provided with the 240l bin service or bulk container services (serviced once per week) and charged a domestic 240-liter bin tariff per unit.

11.3. Institutions (as per the definition) should submit the following documents for the Rebate application.

- Financial statements
- Registration as an NPO or NGO by the South African Social Development Services Department
- Tenants register (from age 60 for female and males from 65 years)
- Proof of providing welfare services to the elderly
- Letter of confirmation from a registered South African Social Development Services Department.

12. GARDEN REFUSE REMOVAL SERVICE

To be disposed at the transfer stations or landfill sites

13. SCHEDULED REFUSE COLLECTION SERVICE

Refuse collection is a scheduled service. However, if it is not collected on the scheduled fixed calendar day, it will be collected soon thereafter. At the latest it will be collected on the following scheduled day and any additional bags due to accumulation of additional waste will be accepted. No refunds or credits will be passed as a result of non-collection on the scheduled date. It is the responsibility of customer to report non collection of waste.

14. WASTE DISPOSAL

Disposal of waste at a disposal facility is based on a fixed rate per ton of waste disposed, which will be applied as follows:

- 14.1 Actual ton per weighbridge transactions; or
 - 14.2 Carrying capacity per weighbridge transactions based on
 - 14.3 Fixed body vehicle which will be charged at carrying capacity of the vehicle or
 - 14.4 Promulgated tariff per ton. In case where weighbridges are not functional a fixed tariff will be based on the carrying capacity of the vehicle and estimates based on CoE formulas.
- 14.5 General public shall be allowed free disposal of general waste generated from their owner homes of up to 1 000 kg limited to once a week (NB if same vehicle is carrying a load of more than 1000kg the complete load seizes or is no longer exempt and normal tariffs are applicable). **All businesses are not granted free disposal.**
- As part of business continuity at the landfill sites landfill contractors shall provide access control Human Resources when requested by the Landfill Sites Management on provisional sums.

15. APPLICATION FOR THE SUPPLY OF SERVICES: WASTE MANAGEMENT SERVICES

In the following instances the completion of an application form by the registered property owner for the supply of services is required –

- 15.1 For new or change in level of service required by non-owner properties;
- 15.2 For the change in the level of service required by owner properties;
- 15.3 In the case of change in ownership of the property, the old service level will be changed to suit the new business owner.

16. ADJUSTMENT TO ACCOUNTS

- 16.1 An official as delegated by Head of Department Environmental Resources and Waste Management shall adjust accounts on documented proof of an amended service level agreement (letter, email, etc.) and the applicable date of change.
- 16.2 If current service level verified by City of Ekurhuleni is different to the financial billing, then the billing will be corrected from date of **first report by client.**
- 16.3 No refunds or credits will be passed as a result of non-collection on the scheduled date. It is the responsibility of customer to report non collection of waste to the department.
- 16.4 During data clean-up exercises City of Ekurhuleni may adjust the account, backdated for the current year plus two preceding financial years, if City of Ekurhuleni has provided a service, and the financial billing is different to the current service level.

17. SPECIAL EVENTS FOR COLLECTION SERVICES

- 17.1. Special Events for Collection Services will be rendered if requested by a registered customer and based on acceptance of a quote provided by City of Ekurhuleni.
- 17.2. The Special Events Collection Services will be rendered, on request and subject to the availability of resources and not exceeding a period of 21 calendar days.
- 17.3. Delivery and retrieval of containers from the bin store may occur during the City of Ekurhuleni's office hours. The prescribed application documents must be fully completed and approved at the Waste Operations Depot 15 working days prior to

- the date of the service being required. If Containers are lost, stolen or damaged, replacement and/or repairs are to be borne by the applicant
- 17.4. To promote recycling, a two-way recycling system will be implemented by hiring two bins, for recyclable and non- recyclable waste streams.
- 17.5. The cost charged will be per lift per bin as per tariff schedule.

18. SERVICE AT MINI WASTE SITE

The Service at the drop-off facilities is free provided Users adhere to conditions including that:

- 18.1. Waste must be transported by **car, trailer or LDV** with total carrying capacity not exceeding 1.3 tons.
- 18.2. Any repeat disposal that constitute quantities beyond 1.3 tonnes per day would be assessed for applicable tariff payment as from the 1st July 2020.
- 18.3. Only garden refuse is permitted at the mini-waste site

19. FUNDING OF NON-INCOME GENERATING SERVICES

All non-income generating services under waste management services shall be co-funded by equitable share/property rates and the Urban Sustainable Development Grant (USDG). The services covered include street sweeping, litter-picking, clearing of illegal dumping, mini sites and transfer stations part of landfill maintenance, zero rated services.

20. GENERAL

City of Ekurhuleni may supply bags and other consumables for utilization in clean-up campaigns at no cost subject to the availability of funds and at the discretion of the Head of Department: Environmental Resource and Waste Management Services.

21. APPEAL

Should the owner, body corporate or property management agent not be satisfied with the outcome of an adjustment in the tariffs, he/she may appeal (in writing) to the City Manager within 21 days in terms of Section 62 of the Municipal Systems Act.

22. TERMINATIONS

Termination of service is to be done strictly by standard discontinuation form to be supplied by City of Ekurhuleni. Account holders intending to take such action may get the discontinuation form from the nearest customer care centre.

23. DEPARTURES

Departures from the above principles and policy may only be made through Council approval.

24. REGULAR REVIEW PROCESSES

The policy will be reviewed on an annual basis to ensure that it complies with City of Ekurhuleni's strategic objectives and with legislation.

