

## WASTE MANAGEMENT SERVICES TARIFF POLICY

Item A-F (17-2017) CM 25/05/2017	REVIEWD INTEGRATED DEVELOPMENT PLAN (IDP) AND MEDIUM TERM REVENUE AND EXPENDITURE FRAME WORK (MTREF): 2017/2018 TO 2019/2020
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### Resolved:

5. That to guide the implementation of the municipality's annual budget, the Council of the EMM **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)
- 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 (remains unchanged)
- Annexure D11** Municipal Entity Financial Support Policy (reviewed)
- Annexure D12** Accounting Policy (reviewed)
- Annexure D13** Funding and Reserve Policy (remains unchanged)
- Annexure D14** Borrowing Policy (remains unchanged)
- Annexure D15** Cash Management Policy (remains unchanged)
- Annexure D16** Policy on electricity metering for residential and small business customers in the EMM (reviewed)
- Annexure D17** Policy for the Vending of Pre-paid Electricity (reviewed)
- Annexure D18** Policy for Correction of Meter Reading and Billing Data (reviewed)
- Annexure D19** Electricity Tariff policy (reviewed)
- Annexure D20** Virement Policy (remains unchanged)
- Annexure D21** Consumer Agreement Policy (reviewed)
- Annexure D22** Renewable Energy Revenue Loss Mitigation Policy (unchanged)
- Annexure D23** Supply Chain Management Policy (Reviewed)

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# WASTE MANAGEMENT TARIFF POLICY

## 1. PREAMBLE

The demand for waste disposal has grown in recent years due to economic and population growth in City of Ekurhuleni. This has placed strain on the available airspace resources of landfill sites in the area and City of Ekurhuleni is rapidly running out of available airspace for the disposal of waste, especially in the Northern Service Delivery Area.

To combat this trend, the National Waste Management Strategy has determined various principles and objectives that must be implemented by local government. The latter will include partnership arrangements and local economic development initiatives focused on community, business and industry involvement linked to various technical solutions and financial mechanisms to achieve the strategic objective of waste management as far as possible.

Responsible waste management services are vital to the health and wellbeing of all people and the conservation of the environment. While waste management services in City of Ekurhuleni are generally of an acceptable standard, there should be a striving for continual improvement in four broad areas:

- i. extending access to basic waste management services (to all formal and informal households);
- 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. the maintenance of waste management infrastructure to minimize the cost of replacement or development of capital assets and infrastructure.

The policy deals with residential waste management, non-residential waste management services and departmental usage as provided by City of Ekurhuleni or on behalf of City of Ekurhuleni. This policy, however, establishes the principle that the cost-benefit of services provided on behalf of City of Ekurhuleni should be equal to or better than the cost benefit of City of Ekurhuleni -provided services.

The policy does not deal with the cost for services rendered by another entity where City of Ekurhuleni does not render a service due to a decision of 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 for residential use should be “pro-poor” in their orientation and should seek to ensure that a minimum basic level of service is affordable for all households,

ensuring that all formal and informal households 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 households must have access to at least basic services through –

- 2.1.1 a free basic bagged service for informal households;
- 2.1.2 a basic 240l container or a bagged service for formal households;
- 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 households.

## **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** (based on the usage of properties) 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 residential users cross subsidizing non-residential 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-

<b>Wheelie bin containers</b>	A wheeled waste container with a capacity of 85l, 240l, 600l, 900l, 1100l and 1.75m <sup>3</sup> provided by City of Ekurhuleni for the storage and disposal of waste in areas identified for containerization.
<b>Agricultural Land</b>	All property zoned as agricultural on the Valuation Roll and includes small holdings and properties.
<b>Departmental usage</b>	Refuse removal services rendered to all or other City of Ekurhuleni departments after service delivery needs has been evaluated by Waste Management Services
<b>Environmental levy</b>	The tariff is levied to all residential properties not being levied a City of Ekurhuleni refuse removal tariff because the properties are vacant land, and all business properties not making use of City of Ekurhuleni services.
<b>Secondary structure</b>	Residents occupying a structure at the backyard of another formal residence.

<b>Clean Garden Waste</b>	Organic waste is generated from gardening or landscaping activities at residential 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 residential properties and business properties, but excludes waste products of animal origin, soil and stones
<b>Recycling Containers</b>	240l wheelie bin with approved colour coded lids,
<b>Domestic Waste</b>	Waste excluding hazardous waste that emanates from premises used solely for residential purposes.
<b>Formal Households</b>	A developed residential property promulgated in terms of town planning legislation.
<b>General Waste</b>	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.
<b>Hazardous Waste</b>	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.
<b>Informal Settlements</b>	Occupation of land that is not formally promulgated into individual stands
<b>Indigent Register</b>	Is a person that met specific national criteria to qualify to be an indigent and is registered in the City of Ekurhuleni indigent register.
<b>Industrial Waste</b>	Waste that is generated from premises that are used solely for industrial purposes and generate waste through manufacturing, industrial or fabricating processes, which includes premises used for agricultural land and/or the operation of power stations.

<b>Business waste</b>	Waste that is generated from premises that are used solely for commercial, retail, wholesale, entertainment or government administration purposes and includes waste generated by informal traders and residential properties where commercial activities are being conducted.
<b>Zero rated waste</b>	<p><b>Waste disposed at landfill sites:</b></p> <ol style="list-style-type: none"> <li>1. General public up to 1 000 kg <b>limited to once a week</b> <i>(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)</i></li> <li>2. Clean building Rubble (<b>less</b> than 300mm in diameter)</li> <li>3. Soil, usable as cover material</li> </ol>
<b>Business</b>	All developed properties not used for residential purposes
<b>Schedule Refuse Removal</b>	Scheduled collection of refuse which frequency and quantity is subject to determination by the respective manager of area cleaning and/or collection from time to time.
<b>Rebates</b>	<p>Rebates are only applicable to resident users with a stand size of 0-300m<sup>2</sup> and the property value of R300 000 and less.</p> <p>Rebates do not apply to vacant land and non- residential properties.</p>
<b>Sectional Title Properties</b>	All properties registered in terms of the Sectional Titles Act, 95 of 1986.
<b>Services</b>	The waste management services to be provided By City of Ekurhuleni and as defined in the Waste Management Act.
<b>Special Waste</b>	Includes solid, liquid, sludge waste or waste requiring special handling, e.g. all wastes of hazard rating 3 or 4 of spec food, animal carcasses, approved sanitary waste, rags and grit from sewerage works, incinerator ash, requiring prior approval and laboratory testing.
<b>Institutions</b>	Schools, creches, churches, welfare organisations and other institutions.
<b>Vacant Land</b>	All undeveloped land, properties without any buildings or structures, irrespective of usage,

that could be used for residential or other purposes.

**Mixed use properties** Individual property is used for both residential and business. Zoning to be used for billing

## 4. SERVICE

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

### **Waste Collection.**

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

### **Public Cleansing.**

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

### **Waste Treatment and Disposal.**

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

## 5. TARIFF DETERMINATION CONSIDERATIONS

- 5.1 The costs incurred by City of Ekurhuleni are unique include the following –
- Waste generation volumes;
  - Emptying the containers;
  - Transporting the waste collected to the nearest disposal facility
  - Remuneration.
- 5.2 Handling costs flowing from the separation of recyclable material from the non- recyclable waste:
- Disposal/land filling costs;
  - Management of mini refuse sites at Disposal facilities;
  - Provision for Containers and replacement thereof if damaged, lost or stolen.
- 5.3 Provision for bad debts.
- 5.4 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.

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

The bin size/cost based model is recommended as it is dependent upon a well-defined bin size. The 240l bin system is currently being implemented

throughout Ekurhuleni Metropolitan Municipality and rollout of bins is being fast tracked as a matter of priority to enhance billing versus services rendered, and the implementation of uniform service standards and scientifically cost based tariff structure throughout City of Ekurhuleni.

For those areas that the defined bin sizes are not yet implemented, it is recommended that **the current stand size based model, continues** to be used to determine the tariffs, until such time the 240l bin system is implemented.

**The loss/theft** of 240l bins and bulk containers caused by owners/clients will be replaced by Council and charged to the owner/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. In the case of damage to the container during Council service, replacement will be at Council's cost. A register of all bins damaged by Council employees shall be kept and presented to Senior Management on a monthly basis to measure the impact. Income shall not be collected at depots but City of Ekurhuleni bank account must be used to pay for a replacement bin. The bin will be issued by depots upon producing the deposit slip. Income will be journalized into waste management income vote number created for this purpose.

**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.**

<b>Activity</b>	<b>Basis of Tariff calculation</b>
Informal Settlements/indigents	Zero rated (once per week)
Formal Areas serviced through bags system	Stand size (once per week)
Domestic Service for 240l wheelie bins	Per bin (serviced once per week)
Flat/Town House Complex Refuse	<b>Per unit</b> at the rate of a 240l bin ( X number of collections per week) <b>Council reserves the right to decide whether other types/sizes of bulk containers should be used to eliminate service delivery inefficiencies at no additional cost to the customer</b>
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 service and to be approved by HOD of the department.

Activity	Basis of Tariff calculation
Institutions (NGOs)	<ol style="list-style-type: none"> <li>1. Institutions where occupants do not have income and fully rely on grants/ donations will be exempted from payment. Proof of registration as welfare organization and audited financial statements.</li> <li>2. 15 % rebate where properties or units with value of R300 000 and less and a property size of 0-300m<sup>2</sup> and registered as non- profit organizations)</li> <li>3. Other institutions at the rate of a 240l bin (serviced once per week)</li> </ol>
Business Refuse Removal	Per container size and number of services per week
Litter Picking	Rate per m <sup>2</sup> 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	-Per removal -Per replacement for bins
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. USER CATEGORIES

City of Ekurhuleni shall distinguish all waste collection services between **four** user categories, namely, Residential Properties, Vacant land, Non-Residential Properties and Departmental Charges.

Waste management tariffs for City of Ekurhuleni services or those provided by other entities on behalf of City of Ekurhuleni shall accordingly distinguish between the same **three** user categories.

**NB: City of Ekurhuleni reserves the full right to render the services to residential properties.**

All user categories, with the exception of vacant land, must by law have waste service as prescribed in the Tariff By-law. Based on the infrastructure of City of Ekurhuleni and environmental and health concerns, residential properties are **compelled to use City of Ekurhuleni service and may not use private contractors directly.**

For all non-residential properties City of Ekurhuleni will **have the first right of refusal** 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.

Minimum Charge to all properties not being levied a City of Ekurhuleni refuse removal tariff where scheduled service is available - including vacant stands.

## **User categories**

### **7.1 User category: residential**

The waste management tariff structure for formal residential user shall distinguish between four different service categories.

1. Black 240l container service

Additional black 240l container service. Any residential property user may request one or more additional 240 l bin service subject to area being containerized and shall be billed for additional bin. Residents may request one or more additional black 240l container service. City of Ekurhuleni shall provide the containers to the users. The containers shall at all times remain the property of City of Ekurhuleni.

2. Black plastic bags service

3. Bulk container service: for adhoc service and where City of Ekurhuleni deems fit for flats and townhouses. The charge will still be per unit using the 240 liter bin rate.

4. Static compactor service: approved by HOD of the department

**NB: The property owner shall at all times be responsible for the container and may only use it for the intended purpose of the rendering of the Services by or through City of Ekurhuleni contractors.**

## **Billing**

-In all instances the property owner or his agent will be billed and not the tenant. City of Ekurhuleni will not enter into a service delivery agreement with a tenant of a property. In the case of sectional title developments and blocks of flats, billing will be in terms of a service delivery agreement with the body corporate.

-All residential properties will be billed for a basic 240l container service or per stand size if 240 l container is not yet issued, and per unit per 240l rate for flats/townhouses, irrespective of whether the service is used or not,

-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 as confirmed by internal inspectors and/or external auditors appointed by the Municipality.

-Only in the case of residential sectional title properties will the body corporate be billed. The 240l containers will be charged to the body corporate and the container rebate will be "R0". However, if the body corporate requests that each owner (of a unit) be billed separately, then all units will be billed for one container each at the applicable tariff

-Basic 240l container service. All property owners (excluding sectional title properties and blocks of rented flats) are automatically billed for one basic black 240l container service or stand size. Billing is automatic and no service delivery agreement is required, the account is directly linked to the residential property number (erf number etc.) and served on the property owner.

-Additional Black 240l container service. Any residential property user may request one or more additional black 240l container service subject to the area being containerized. The account is directly linked to the residential property number (erf number etc.) and served on the property owner.

**Customers must alert Council that they are not receiving billing statements. Using applicable legislation, the department is entitled to recover the outstanding amounts for service rendered.**

## **Exclusions**

-Separate title common property for non-habitable purposes only, in group housing and sectional title developments

**-Guest houses and old age homes are not regarded as residential properties. NPO may be charged a residential tariff upon producing a certificate of registration as a non-profit organization issued by the department of Social Development.**

## **7.2 Service category: Non Residential Properties**

The waste management tariff structure for non-residential users shall distinguish between services categories, namely:

- bulk container service
- 240l container service.
- 85 l container service if still in existence
- Availability charge/environmental levy

### **PROCESS OF APPLYING,**

- It is the responsibility of the client to contact the waste depot in the area of operation for processes to follow when applying or terminating a service

## **Billing categories**

Billing categories will be in accordance with the tariff structure and Waste Management by law.

In all new 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.

In the case of **non-residential** sectional title developments, the owner or management agent/body corporate will be billed as follows:

-240l container service. Request for one or more black 240l container service; the billing is based on the actual service delivery agreement with City of Ekurhuleni. The account is directly linked to the property owner.

-Request for increased collection frequency or number of bins. The service level (number of containers and frequency) is based on the actual service delivery agreement with City of Ekurhuleni. The account is directly linked to the property owner.

### 7.3 Vacant Land

#### **Service categories**

The waste management tariff structure for vacant land only provides for a single tariff, namely:

**Availability Charge/environmental levy:** A fixed charge for all vacant land in the residential, businesses and industrial areas.

All vacant land is included irrespective of its current or future intended usage.

All vacant land within the municipal area is considered to be Serviceable.

#### **Billing categories**

In all instances the property owner will be billed and not a tenant.

**Availability Charge:** All property owners of vacant land are automatically billed for an availability charge.

#### **Exclusion**

City of Ekurhuleni vacant property;

Private land not serviceable (individual erven not reachable due to un-built roads);

Private land which City of Ekurhuleni, due to economic, operational and practical reasons should not service.

Agricultural Land as defined in the Property Rates Policy;

Separate title common property, for non-habitable purposes only, in group housing and sectional title developments

Leased City of Ekurhuleni land used for non-habitable purposes

### 7.4 Departmental charges

All Departments and Entities **shall have their waste management needs assessed by the Waste Management Department** as and

when required for provision and payment of the services. All council owned properties will attract user/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 needs assessment conducted by the department

## 8. REBATES AND SUBSIDIES

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

<b>Category</b>	<b>Percentage Rebate</b>
<i>Registered Indigents</i>	100%
<i>0-300m<sup>2</sup> (Properties or units with value of R300 000 and less)</i>	15%

### ***Registered Non-profit organizations/Institutions***

**3.1** This tariff will apply to charity organizations after submission of proof of registration as a welfare Organization. The below reduced tariff will be granted to institutions who produce the above plus stand size of **0-300** and property value of less than **R300 000.00**

<b>Category</b>	<b>Percentage rebate</b>
0-300m <sup>2</sup> (properties or units with value of R300 000 and less for registered nonprofit organizations)	15% reduction R122.35

**3.2** Institutions where occupants do not have income and fully rely on grants/donations will be exempted from payment. Proof of registration as welfare organization (Letter of confirmation from a registered social worker or SACSSP (South African Council for Social Service Professions). and audited financial statements.

**3.3 Other Institutions tariff (charge at 240l bin rate per unit) e.g churches, creches, churches, welfare organisations and other.**

## 9. GARDEN REFUSE REMOVAL SERVICE

To be disposed at the transfer stations or landfill sites

## 10. 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.

## 11. WASTE DISPOSAL

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

- 11.1 Actual mass per weighbridge transactions; or
- 11.2 Carrying capacity per weighbridge transactions based on:
  - 11.2.1 Fixed body vehicle which will be charged at carrying capacity of the vehicle; or
  - 11.2.2 Promulgated tariff per ton. In case where weighbridges are not functional a fixed tariff will be based on the carrying capacity of the vehicle.
  - 11.2.3 Zero rated general waste - General public shall be allowed free disposal of general waste generated from their residential 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

## 12. 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 –

- 12.1 For new or change in level of service required by non-residential properties;
- 12.2 For the change in the level of service required by residential properties;
- 12.3 ***In the case of change in ownership of the property, the old service level will be changed to suit the new for business owner.***

## 13. ADJUSTMENT TO ACCOUNTS

- 13.1 An official as delegated by Head of Department Waste Management as shall adjust accounts on documented proof of an amended service level agreement (letter, email, etc.) and the applicable date of change.
- 13.2 If City of Ekurhuleni has proof of initial service, but neither City of Ekurhuleni nor the owner has proof of an amendment to the service and the 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.***
- 13.3 If City of Ekurhuleni also does not have any documented proof of the initial service, the adjustment will be made for the current plus the two preceding financial years
- 13.4 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, but the financial billing is different to the current service level.

## 14. SPECIAL EVENTS FOR COLLECTION SERVICES

- 14.1 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.
- 14.1 14.2 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.
- 14.3 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
- 14.4 To promote recycling, a two-way recycling system will be implemented by hiring two bins, for recyclable and non- recyclable waste streams.
- 14.5 The cost charged will be per lift per bin as per tariff schedule.

## **15. SERVICE AT MINI WASTE SITE**

- The Service at the drop-off facilities is free provided Users adhere to conditions for Usage including that waste must be transported by **car, trailer or LDV** with total carrying capacity not exceeding 1.3 tons.

## **16. FUNDING OF NON-INCOME GENERATING SERVICES**

-All non-income generating services under waste management services shall be funded by equitable share. The services covered include street sweeping, litter-picking, clearing of illegal dumping, mini sites and transfer stations.

## **17. 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: Waste Management Services.

## **18. 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.

## **19. TERMINATIONS**

-Termination of service is to be done strictly by standard disconnection form to be supplied by City of Ekurhuleni.

## **20. DEPARTURES**

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

## **21. 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.

