

Resolved:

4. To guide the implementation of the municipality's annual budget, the Council of the City of Ekurhuleni **APPROVES** the amended policies and By-laws as contained in **Annexure E**.

POLICIES

- Annexure E1** Medium-term Budget Statement Policy (Reviewed)
- Annexure E2** Pricing Policy Statement (Reviewed)
- Annexure E3** Property Rates Policy (Reviewed)
- Annexure E4.1** Provision of Free Basic Electricity Policy (Reviewed)
- Annexure E4.2** Provision of free Basic Water supply services (Reviewed)
- Annexure E5** Waste Management Tariff Policy (Reviewed)
- Annexure E6** Consumer Deposit Policy (Reviewed)
- Annexure E7** Indigent Support Policy (Reviewed)
- Annexure E8** Credit Control & Debt Collection Policy (Reviewed)
- Annexure E9** Provision for Doubtful Debtor and Debtor Write-Off Policy (Reviewed)
- Annexure E10** Budget Implementation and Monitoring Policy (Reviewed)
- Annexure E11** Municipal Entity Financial Support Policy (Reviewed)
- Annexure E12** Accounting Policy (Reviewed)
- Annexure E13** Electricity Metering for Residential and business Customers (Reviewed)
- Annexure E14** Policy for the vending of pre-paid electricity (Reviewed)
- Annexure E15** Policy for Estimation and Correction of Energy or Demand Meter Reading and Billing Data (Reviewed)
- Annexure E16** Electricity Tariff policy (Reviewed)
- Annexure E17** Virements Policy (Reviewed)
- Annexure E18** Consumer Agreement (Reviewed)
- Annexure E19** Supply Chain Management Policy (Reviewed)
- Annexure E20** Treasury Policy (Reviewed)
- Annexure E21** Funds Transfer Policy (Reviewed)
- Annexure E22** Assets Management Policy (Reviewed)
- Annexure E23** Cost Containment Policy (Reviewed)
- Annexure E24** Policy for the wheeling of Electricity Ekurhuleni (Reviewed)
- Annexure E25** Policy for Embedded generation (Reviewed)
- Annexure E26** Ekurhuleni Community Enterprise Development Fund Policy (Reviewed)
- Annexure E27** Long Term Financial Strategy 2020/21-2029/30 (Reviewed)
- Annexure E28** Expanded Public Works Programme Policy (Reviewed)

CONTENTS

1. PREAMBLE	3
2. POLICY PRINCIPLES	4
3. DEFINITIONS	5
4. SERVICES	8
5. TARIFF DETERMINATION CONSIDERATIONS	9
6. WASTE MANAGEMENT SERVICES COSTING MODEL - BIN SIZE AND FREQUENCY	9
5.1 PER CONTAINER SIZE AND NUMBER	12
5.2 ENVIRONMENTAL LEVY PAYABLE BY ALL BUSINESSES NOT USING CoE REFUSE REMOVAL SERVICES.....	12
7. CUSTOMER CATEGORIES	12
• CoE departments.....	13
• Government departments.....	13
• CoE entities.....	13
• Other municipalities.....	13
• Parastatals.....	13
11. REBATES AND SUBSIDIES	15
12. GARDEN REFUSE REMOVAL SERVICE	16
13. SCHEDULED REFUSE COLLECTION SERVICE	16
14. WASTE DISPOSAL	16
15. APPLICATION FOR THE SUPPLY OF SERVICES: WASTE MANAGEMENT SERVICES	17
16. ADJUSTMENT TO ACCOUNTS	17
17. SPECIAL EVENTS FOR COLLECTION SERVICES	17
18 SERVICE AT MINI WASTE SITE	17
19. FUNDING OF NON-INCOME GENERATING SERVICE	18
20. GENERAL	18
21. APPEAL	18
22. TERMINATIONS	18
23. DEPARTURES	19
24. REGULAR REVIEW PROCESSES	19

WASTE MANAGEMENT TARIFF POLICY

1. PREAMBLE

Preamble

Tariffs are the most considerable revenue source existing for municipal councils. Even in South Africa, where municipalities receive significant subsidies from National Government, tariffs still account for over 40% of municipal revenues. Getting tariffs right and maximizing the revenue available from tariffs is vital for ensuring the financial sustainability of a municipal council. Tariffs are also a key point of engagement between municipalities and the people that they serve. A municipality speaks directly to its citizens when it sends them a bill for services rendered. Citizens need to understand where that bill comes from, and what they are getting in return for paying it. Recently, post-COVID-19 pandemic municipalities have suffered a great deal of revenue decline due to some firms having closed business while some of the residents lost their jobs thereby crippling the household ability to pay for municipal services. The increasing cost of diesel because of the global socio-economic and political environment has made the delivery of quality services even more complex. Subsequently, the majority of municipal councils do not generate enough income to cover the costs that should be incurred to provide services properly.

If municipal councils do not raise enough revenue, they must cut expenditures to balance budgets. Often when this happens, it means cutting expenditures on asset maintenance and rehabilitation. The result is a decline in the performance of assets and ultimately in asset break-down, which in turn means that the municipal council can no longer deliver good quality services. This can result in a vicious cycle where customers lose the appetite to pay for poor-quality services, and so revenue is reduced even further.

The most common practice in municipalities setting tariffs is characterized simply by applying an inflation adjustment to the baseline tariff from the previous year. The risk of this approach is that municipal tariffs often do not reflect the full costs of providing services and thus seldom generate sufficient revenue to cover those costs.

The economic theory usually defines four characteristics of a good tariff.

Revenue sufficiency

The central purpose of a tariff is to create sufficient revenue to guarantee that a service can be provided sustainably. The revenue necessary from the tariff is determined as the cost of providing the service less any subsidies or other income available. Tariffs should then be set at a level that ensures that this revenue is generated.

Economic efficiency

Efficiency is an economic term which means that the terms, what means that tariffs must accurately reflect the costs incurred in providing a service. If one type of service is cheaper to provide than another, then the tariff for the former should be lower than the tariff for the latter.

Equity

This requires that people who are the same be treated the same and those who are different be treated differently. In tariff design, users should pay for a service in proportion to the costs incurred in providing them with that service.

Fairness

Fairness is an important characteristic of a good tariff that is often ignored by pure economic theory. In municipalities with a large number of poor people, it is widely accepted that tariffs must be affordable to be fair. This often means that tariffs must be set at a lower level than required to fully recover costs. This results in the need for subsidization, either from the National government or from within the municipality (referred to as cross-subsidization).

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 smallholdings and properties.

Backyard dwellers

Backyard dwelling means an additional dwelling unit situated on the same erf as a dwelling or dwelling unit, and which may be attached or detached to the original dwelling or dwelling unit, constructed, or erected using conventional building materials as approved by the municipality and which has its own sewer, water and electrical connections and is generally used for the purpose of residential accommodation by separate households or extended family members. The dwelling units or structures may exist formally or informally in the same erf.

Business

Any property used for commercial 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	Means waste generated as a result of normal domestic gardening activities, including grass cuttings, leaves, plants, flowers, and other similar small and light organic matter, but does not include tree branches with a diameter thicker than 40mm at any point of its length, un-compactable waste and any waste generated as a result of commercial garden service activities or treating or recovery of waste
CoE	City of Ekurhuleni
Department	Refers to Environmental Resource 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	Means waste that contains organic or inorganic elements or compounds that, may owing to the inherent physical, chemical

or toxicological characteristics of that waste have a detrimental impact on health and/or the environment, including hazardous Waste listed in schedule 3 Category A of National Environmental Management: National Environmental Management Waste Act 59 of 2008

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	Means waste in a solid form that emanates from manufacturing, mining, thermal and other industrial processes
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.
NGO	Non-Government Organization
NPO	Non-Profit Organization
“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 wheelee 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 <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> 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
Waste accreditation permit	<p>A permit issued by City of Ekurhuleni to private companies for rendering waste management, waste collection and waste transportation within its jurisdiction.</p> <p>All residents using a light delivery vehicle, or sedans trailers (less than 1000kg) transporting household waste for disposal at the public offloading facilities do not require to register or obtain a permit.</p>

4. SERVICES

Waste Management is part of Trading services are services. In principle, these services can run as separate business, because their tariffs can in theory be set in such a way as to yield a trading surplus. City of Ekurhuleni shall, for purposes of this policy, render the following services:

4.1. Collection and transportation

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

4.2. Public Cleansing

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

4.3. Waste Disposal.

The disposal of building/demolition waste, garden waste, domestic waste, industrial waste, general business waste, at the licenced Landfill site

4.4. Waste treatment

- Recycling,
- Reduction
- Reuse

4.5. 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

Municipalities are responsible for delivering basic services that contribute significantly to residents' quality of life. However, the current economic climate has created a financial storm in which municipalities are operating in a not financially sustainable way. Majority if not all do not generate enough income to cover the costs that should be incurred to provide services properly. In order to balance budgets, we have cut costs, especially on items such as repairs and maintenance and asset rehabilitation. As a result of dilapidating the condition of assets, the ability of the municipalities to continue providing good services in the future is negatively impacted.

In such a situation, facts and transparency are essential to creating trust. If the residents are expected to pay for the services provided by the municipality, it's reasonable to be able to provide residents with proper information on the costs for rendering these services. The following are formulas used to determine the baseline tariff and the cost per service (lift)

Baseline Tariff = Total overhead expenditure/Total number of service points and the Cost per round collection = Baseline tariff/Number of round collection

The baseline tariff is applied with an adjustment factor of 5% on sliding property value categories as per table below:

Table 1

Minimum value	Maximum value	Tariff 2022-23	Tariff 2023-24	% adjustment
R -	R 350,000.00	Exempt	Exempt	1.05
R 350,001.00	R 500,000.00	R 199.00	R 233.00	1.05
R 500,001.00	R 1,500,000.00	R 199.00	R 244.65	1.05
R 1,500,001.00	R 2,500,000.00	R 199.00	R 256.88	1.05
R 2,500,001.00	R 5,000,000.00	R 199.00	R 269.73	1.05
R 5,000,001.00	R 7,500,000.00	R 199.00	R 283.21	1.05
R 7,500,001.00	R 10,000,000.00	R 199.00	R 297.37	1.05
R 10,000,001.00	R 30,000,000.00	R 199.00	R 312.24	1.05

- (i) The calculations are based on the baseline tariff determined based on the associated cost drivers for residential properties whereas for business the cost per lift is multiplied by the number of times a service is rendered based on the number of units 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) All areas zoned residential are serviced and billed on a 240l bin system and where static compactors are in use, each residential unit linked to the static compactor will be billed on a 240l bin system irrespective.
- (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 240l bin is reported as stolen, the owner must approach the nearest Depot to re-apply for a replacement. (*within 24hrs of theft*) with an affidavit made from the police station.
- (ii) Council will assess and make a decision to replace the 240l 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	The baseline tariff is applied with an adjustment factor of 5% on sliding property value categories as per table 1
Back yard dwellers in formal areas	Per 240 l, bin distribution ratio of 1:3 or 1:4 (serviced once per week). Account holder is responsible and billed for all bins distributed to backyard dwellers under their account. 240l bin tariff for formal households to be applied.
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 The baseline tariff is applied with an adjustment factor of 5% on sliding property value categories as per table
Flat/Town House Complex Refuse where static compactors are installed	Flats / Townhouse Complexes where static compactors are in use; each residential unit linked to the static compactor will be billed on a 240l bin system irrespective
Institutions (NGOs)	<p>1. 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.</p> <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. <p>2. Retirement Facilities/Villages/Other charity organizations registered as non-profit organizations</p> <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

Activity	Basis of Tariff calculation
	<ul style="list-style-type: none"> 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 Letter of confirmation from a registered social worker or SACSSP.
Business Refuse Removal	5.1 Per container size and number of services per week for those businesses using Council Services. 5.2 Environmental levy payable by all businesses not using CoE refuse removal services.
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	-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 different tariff for Contractors from outside the boundaries of City of Ekurhuleni
Waste accreditation permit	A fixed annual fee as per tariff schedule

Waste Generators
Generating monthly tonnages ≤ 100 tons
Generating monthly tonnages ≥ 100 tons
Waste Management Service Providers (Transporters)
Transporting monthly tonnages ≤ 100 tons
Transporting monthly tonnages ≥ 100 tons
Both Waste Generators and Waste Management Service Providers(Transporters)
Generating and transporting monthly tonnages ≤ 100 tons
Generating and transporting monthly tonnages ≥ 100 tons

(d) Dumping costs at Transfer stations

- (i) All small and medium enterprises involved in transportation and disposal of waste at mini-sites must be registered together with vehicle details used for such business.
- (ii) Residents using these facilities must produce a municipal account less than three months old to gain entry and free use of the facility notwithstanding clause 6(d)(iii).
- (iii) Customers using the mini sites would be charged zero tariff only on condition that they carry waste below 1.3 tonnes equivalent of a light delivery vehicle limited to once a week. If a customer repeats disposal of similar weight more than once a week such customers will attract payment of stipulated tariff in the schedule.

7. CUSTOMER CATEGORIES

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

7.1 Owner Properties:

- Indigents
- 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. Equally, where a determination is made that additional services are necessary because of marginal waste generated consistently beyond the 240l receptacle for a period of two weeks, additional bins will be allocated to such customer and billed accordingly. Equally, where a determination is made that additional services are necessary because of marginal waste generated consistently beyond the 240l receptacle for a period of two weeks, additional bins will be allocated to such customer and billed accordingly

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
- 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
- CoE entities
- Other municipalities
- Parastatals
- Litter picking
- Veterinary surgeons –sundry tariffs
- Businesses and Industries
- Agricultural
- Formal owner
- Schools
- other

7.7 Solid waste disposal.

8. RIGHT TO SERVICES

- (i) “The occupier(s) and/or owner(s) of premises on which business, industrial waste is generated shall use the Municipal services except in cases where special written exemption is granted by the Municipality to occupier(s) and/or owner(s) of business or industrial premises to make use of private companies for refuse removal services subject to the Municipal exemption criteria being met.”
- (ii) “Premises and residential households on which domestic waste is generated shall use Municipal collection services only. No written exemption to make use of private companies for domestic waste removal services can be made by such owners nor shall it be granted by the Municipality.” Where owners elect to use the private contractors for RCR, they would still be held liable to pay for applicable tariff.
- (iii) 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.
- (iv) 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

- (i) 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.
- (ii) A prescribed fee becomes due and payable on the due date for payment stipulated in the account.
- (iii) 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

No rebates or credits will be afforded to missed collection or backlogs. Rebates for owner properties will be based on the following qualifying categories:

Category	Percentage Rebate
<i>Registered Indigents</i>	100%

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.

11.4 Bulk Container services

- 5% rebate is available based on a minimum of three required refuse removal lifts requested by the client per month. Applications need to be in writing to secure the rebate;
- 7% rebate is available based on a minimum of five required refuse removal lifts requested by the client per month. Applications need to be in writing to secure the rebate;
- 10% rebate is available based on a minimum of seven required refuse removal lifts requested by the client per month. Applications need to be in writing to secure the rebate;
- A negotiated, market related rebate is available to clients requiring a minimum of more than eight required refuse removal lifts per month. Applications need to be in writing in order to secure the rebate based on a visit to the client premises and a quote for the collection and disposal agreed by the client with the City.
- These service tariffs are per bulk container per lift whether it is full or not;
- A surcharge of 100% is payable should the bulk container not be accessible to be lifted and the vehicle has to return.

It is important to note that if bulk container is with customer for the whole month a minimum charge of two lifts per month will apply.

12. GARDEN REFUSE REMOVAL SERVICE

To be disposed at the transfer stations or landfill sites in line with clause 6d(i), (ii) and (iii).

NB: No garden refuse should be

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 communicated schedule 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 1200 kg limited to once a week in line with clause 6(d) (i),(ii) and (iii) (NB if same vehicle is carrying a load of more than 1200kg 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, 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 TRANSFER STATIONS AND MINI WASTE SITES

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 ton.
- 18.2. Any repeat disposal that constitute quantities beyond 1ton per day would be assessed for applicable tariff payment.
- 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. The City Manager will institute a team to investigate the matter and advise on options to resolve the matter.

22. TERMINATIONS AND EXEMPTIONS

- The cancellation and exemption of waste management services will be authorized solely when the special written exemption is granted by the City to the business or properties to make use of private companies for Waste removal services in terms of Chapter 8, Section 45 of the Integrated Waste Management By-laws, 2021, which stipulates that:

“The occupier(s) and/or owner(s) of premises on which business, industrial waste is generated shall use the Municipal services except in cases where special written exemption is granted by the Municipality to occupier(s) and/or owner(s) of business or industrial premises to make use of private companies for refuse removal services subject to the Municipal exemption criteria being met.”

- The implementation of environmental levy is mandatory as per Section 5 of the Waste Management Tariff schedule, should cancellation of waste management services be approved. The Waste Management Tariff Policy stipulates the minimum charge to be levied to properties.
- The municipal waste removal services rendered to residential households cannot be cancelled in terms of Chapter 8, Section 46 of the Integrated Waste Management By-laws, 2021, which stipulates that:

“Premises and residential households on which domestic waste is generated shall use Municipal collection services only. No written exemption to make use of private companies for domestic waste removal services can be made by such owners nor shall it be granted by the Municipality.”

MUNICIPAL EXEMPTION CRITERIA TO BE MET BY APPLICANTS:

- The following Documents should be submitted to the Waste Management Division for the application of Waste management services cancellation.

-Company Registration Certificates;

- Valid registration letter for accreditation as Waste Generator and Waste Transporter issued by City of Ekurhuleni;
- Copy of Municipal Rates and Taxes statement;
- Draft contract between the Waste generator and Waste transporter intended to be appointed;
- 6 months' records of safe disposal certificates of the Waste transporter intended to be appointed;
- Copy of the ID Document (authorized company representative);
- Copy of registration certificate for Waste Transporter from Provincial Authorities (GDARD).
- Waste management plan, which must include:
 - ✓ Detailed Company Profile
 - ✓ Site description of facility(s)
 - ✓ Method of waste processing (if any)
 - ✓ The type of waste (waste streams) produced at the facility
 - ✓ Types Bins/Containers utilized (incl. photographs)
 - ✓ Detail possible Environmental impacts/incidence from company's activities and how those impacts are mitigated and reported.
 - ✓ Copies of vehicle licenses and Driver's licenses for the waste transporter.
 - ✓ Certificates of fitness for drivers.
 - ✓ Copies of medical and Hazchem certificates, and PrDP's for drivers
 - ✓ Copies of Roadworthy certificates from Licensing Department.
- The application form should be completed in cognizance with the Integrated Waste Management By-laws, 2021;
- Completion of the application form is in conjunction with Chapter 8, Section 45 of the Integrated Waste Management By-laws, 2021;
- The application form is valid for a period of 6 months from the date of submission and processing by the Administrator: Waste Management Division.

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.

