



To be completed in personal consultation with City of Cape Town Citizen Service Agents.

THIS CITY WORKS FOR YOU

APPLICATION FOR THE SUPPLY OF SERVICES - ELECTRICITY, WATER, SEWERAGE, SOLID WASTE

PLEASE USE BLOCK CAPITALS ONLY. PLEASE TICK APPLICABLE BLOCKS

1. SERVICE LOCATION

Premise Address, Postal Address, Previous Address, SELECT APPROPRIATE BOX (), 1 New Connection, 2 Convert to energy dispenser, 3 Transfer, 4 Tariff rate charge, 5 Electricity credit meter, 6 Electricity prepaid meter, 7 Water, 8 Sewerage, 9 Refuse, Temporary connection, Arrears levy %, Period from, Refer to clause 08 of the condition of supply

2. BUSINESS PARTNER DETAIL

Owner, Tenant, Business partner no., Contract Account no., Title, First name/company name, Second trading name/trading as, Surname, Type of identification, Identification no., Telephone no., Date of birth, Nationality, Name of employer, Gender, Correspondence, Marital Status

3. BUSINESS PARTNER RELATIONSHIP

Title, First name/company name, Second name/trading as, Surname, Type of identification, Identification no., Telephone no., Relationship to applicant, Gender, Correspondence

4. CONTACT PERSON (mandatory if applicant is an organisation)

Title Mr Mrs Ms Dr Rev Prof Sir Other

First name

Surname

Telephone no. Code

5. CREDIT MANAGEMENT (for office use only)

Outstanding debt YES NO

Instalment plan created? YES NO

Created by Signature Date

6. SERVICE DETAILS FOR SUPPLY OF ELECTRICITY

Date supply is required

This date must be within 6 months of the date of application

Security deposit raised R

Purpose for which premises are to be used

- House Flat Town house
 Domestic rate 1– more than 450kWh pm Domestic rate 2– less than 450kWh pm
 Small power user rate 1– more than 1000kWh pm Small power users rate 2– less than 1000kWh pm

Large power user rate (separate supply agreement to be completed)

- Shop Office Factory Restaurant School Warehouse
 Hostel Storeroom Fun park Hotel B&B Other

- Single phase Three-phase Off-peak rate

Device no. Reading

7. SERVICE DETAILS FOR SUPPLY OF WATER

Date supply is required

Security deposit raised R

Purpose for which premises are to be used

- Domestic Domestic cluster Commercial Industrial School/Sport
 Government Municipal Miscellaneous Bulk tariff Other

Size of connection 15mm 20mm 25mm 32mm 40mm 50mm >50mm

Device no. Reading

8. SERVICE DETAILS FOR REFUSE REMOVAL

Date supply is required

Service type 240 l bins only

Type of refuse to be removed Domestic Trade
Frequency per week One (Trade/Domestic) Three (Flats, Clusters, Trade) Five (Trade only)

OR Change frequency per week from per week to per week

Trade and domestic: Number of bins: Existing Additional Reduction To be billed
 + - =

9. SERVICE DETAILS FOR SEWERAGE REMOVAL

Date supply is required

Sewerage classification Domestic Domestic cluster Commercial Departmental

Size of connection 100mm 150mm >150mm

10. STATEMENT

I/We hereby request a supply for service at the specified tariff rate . I/We acknowledge and further agree to comply with the provisions of the relevant by-laws of the City of Cape Town and the terms and conditions of supply/service as set out on the attached 'Conditions of Supply/Service.'

Owner name Signature Date

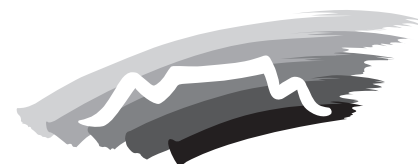
Tenant name Signature Date

For and on behalf of the City of Cape Town

Name Signature

TERMS & CONDITIONS FOR THE SUPPLY OF WATER, ELECTRICITY AND SEWERAGE

- 1 The applicant hereby applies to the City of Cape Town for a supply of electricity/water/sewage/refuse removal service as specified in the application agreement, agrees to pay for such supply/service at the rates determined by the City of Cape Town and comply with the applicable by-law governing the supply/service. Payment for new services will only be accepted when the required date of supply is within 6 months of date of application.
- 2 The applicant agrees to notify the City of Cape Town in writing: (a) at least four working days in advance when requiring the termination of water and/or electricity supply, (b) at least fourteen working days in advance when any change in or termination of the required refuse removal service takes place. An official application form must be completed and submitted at any office of the City of Cape Town.
- 3 Service accounts are rendered on a monthly basis.
- 4 In the event of there being more than one applicant, applicants hereby agree to be held jointly and severally liable.
- 5 Routine monthly reading of meters will be taken on predetermined dates. Should an actual reading not be obtained on the normal meter reading day, an estimated reading based on your previous consumption, will be recorded and used for billing purposes.
- 6 In the event of a customer disputing an account, he/she is not entitled to defer payment until settlement of the dispute.
- 7 Interest is payable in respect of accounts paid after the due date, or on any overdue or outstanding amounts.
- 8 The applicant understands and agrees, that in the case of arrears relative to consumption of electricity, such arrears shall be repaid by means of a suitable levy on the electricity tariff where the supply is metered via an Energy Dispenser.
- 9 The purchase of electricity for an Energy Dispenser is subject to a certain minimum per transaction as determined from time to time.
- 10 The metering equipment is the property of the City of Cape Town and shall be suitably accommodated, protected and be readily accessible to officials of the City of Cape Town.
- 11 The applicant also agrees not to tamper with any metering equipment and to report faulty meters to the City of Cape Town. In cases where it can be proved that the equipment has been tampered with or where electricity/water has been illegally acquired, the supply to the premises will be terminated and a fine imposed. All fines, reconnection fees and estimated costs of illegal usage will have to be paid in full before the supply is reinstated.
- 12 Council has a 24-hour, 7-day-a-week complaints, fault and outage reporting service for your convenience. The relevant telephone numbers for each service are reflected in your telephone directory.
- 13 Please see attached document for Terms and Conditions of Refuse Removal Service.



TERMS AND CONDITIONS FOR REFUSE REMOVAL SERVICE

1. The service is for non-hazardous domestic and trade waste only. All forms of hazardous waste, builders rubble, sand and waste generated as part of any manufacturing process are excluded from the service.
2. The only allowed container will be 240L bin supplied by the Solid Waste Department.
3. The service only covers waste contained within the container such that the lid closes completely. Overflowing containers and additional waste placed alongside the container will not be removed.
4. The tariffs applicable for the service are determined by Council annually, but can be amended by Special Resolution of full Council at any time.
5. Accounts will be rendered monthly in arrears and are due owing and payable by the specified due date.
6. Although every endeavor will be made to affect the service as arranged, the Council shall not be liable in the event of any omissions whatsoever.
7. Containers must be placed out on the verge of the closest public road by 06h00 on the designated collection day and retrieved as soon as possible after collection has been affected.
8. The refuse container remains the property of Council and is for use at the delivery address only. The containers unique serial number is linked to the premises and it must not be removed for any reason whatsoever.
9. All enquiries regarding the service are to be directed to the Call Centre (telephone number 086 01 03 089).
10. Applications for New / Additional / Reduction in service must be completed at a Customer Care Office.
11. The safekeeping of the refuse container is the owner's responsibility. All losses of containers must be reported to the Call Centre after having obtained an SAPS case number for theft. Replacement and or repair to the container can be for the owners account.
12. The Customer Care Office must be informed at least 30 days prior to any change in, or termination of, the service.
13. The Customer Care Office must be timeously informed of any change of address, both as regards where the service is required and where accounts are rendered.
14. Council reserves the right to alter or terminate the service should the Director: Solid Waste deem such action to be warranted.
15. A copy of the approved application (and amendments) will be provided to the applicant as confirmation of the valid agreement.
16. The existing number of containers will be confirmed by Solid Waste Inspectors and the contract agreement will be adjusted accordingly should there be a discrepancy.
17. Sectional Title complexes may complete a contract in the name of the Body Corporate for a lesser amount of containers than the number of residential units.
18. Separate Title group housing premises may not have a contract for a lesser amount of containers than the number of residential units. Each unit will be billed separately and not the Home Owners Association.
19. All existing service arrangements with Council will remain in force until changed by means of a new agreement.

