

REVENUE GUIDELINES



Debtor Account Number

ACCOUNT NO.

00000000

Account Billing Date

ACCOUNT DATE

30.11.2020

ENQUIRIES - CALL CENTRE

033 392 2980

Debtor Name

Mr/Ms XXX

00 XXX ROAD

XXXXX

PIETERMARITZBURG

3201

Vat Registration Number (if any)

VAT REGISTRATION

TAX INVOICE NUMBER

000000000000

Deposit held on the account

CASH R2500.00

DEPOSIT GUARANTEE

R2500.00

Rates

Rateable Value

Rateable Value is the Market Value less Impermissible Value

MARKET VALUE

100,000.00

IMPERMISSIBLE VALUE

10,000.00

RATEABLE VALUE

90,000.00

Annual Rate divide by 12 months will give you **Monthly Rates**

AREA

688 m²

ASSESSMENT RATES

6,996.00

Balance Brought Forward

This is your previous month balance brought forward

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|-------------------------|--------|--------|-----|----------|
| 31.10.2020 | BALANCE BROUGHT FORWARD | | | | 2,500.00 |

Payment means all payments made during the previous month only

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---|--------|--------|-----|-----------|
| 31.10.2020 | BALANCE BROUGHT FORWARD | | | | 2,500.00 |
| 27.11.2020 | PAYMENTS: PAYMENT - THANK YOU | | | | 3,000.00- |

A **current** only balance indicates no arrears is overdue

30, 60, 90 days with balances indicates arrears on the account, leaving you liable for disconnection

| 90 DAYS + | 60 DAYS | 30 DAYS | CURRENT | INS. PLAN | VAT TOTAL | TOTAL DUE |
|-----------|---------|---------|----------|-----------|-----------|-----------|
| 0.00 | 0.00 | 0.00 | 2,900.00 | 0.00 | 260.00 | 2,900.00 |

| | |
|-------------|---------------------------|
| EasyPay | >>>>>>9 1845 00 xxx xxx 8 |
| Pay@ | 11352 00xx xxxx |
| Post Office | 0208 000000473409 |

| |
|--------------------------|
| TOTAL OUTSTANDING |
| 2,900.00 |

| |
|-------------------------------|
| FINAL DATE FOR PAYMENT |
| 31.12.2020 |

Meter Reading

Readings

Actual readings mean that the meter has been read

| | |
|------------|---|
| 30.11.2020 | ELECTRICITY: DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ACTUAL CURR = 43, 542, 000 PREV = 42, 746, 000 CONS = 796, 000 METER 244195 |
|------------|---|

Estimated readings mean that the meter has not been read

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---|-------------|------------|---------|------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201105 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 1, 295, 06 | 194, 26 | 1, 489, 32 |

If you see "Estimate" on your statement, take a picture and email it to:

Meter.Readings@msunduzi.gov.za

Clearly indicate the account number and the date of the reading

(Example of email)

DATE TAKEN : 21/08/2020

READDT → Dates the meter is read

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|-------------|---------|---------|------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913, 49 | 137, 02 | 1, 050, 51 |

Previous → Previous month reading

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|-------------|---------|---------|------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913, 49 | 137, 02 | 1, 050. 51 |

Current → Current reading on the meter

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|-------------|---------|---------|------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913, 49 | 137, 02 | 1, 050. 51 |

Consumption → Difference between the current and previous reading

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|-------------|---------|---------|------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913, 49 | 137, 02 | 1, 050. 51 |

Meter Number

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|------------------------------|-------------------|-----------------|-------------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913, 49 | 137, 02 | 1, 050. 51 |
| 30.11.2020 | DOMESTIC BASIC - A1 DOMESTIC 1 PH.AMPS - A1 30A | 31. 35000000 11. 61000000 | 31, 35 348, 30 | 4, 70 52, 25 | 36, 05 400, 55 |

Estimated & Actual readings included on the statement means the meter was previously estimated and estimates have been reversed. The actual reading is taken.

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---|------------------------------|-------------------|-----------------|-------------------|
| 30.09.2020 | REVERSAL OF PREVIOUS ESTIMATE | 1. 14760000 | 728. 84- | 109. 33- | 838. 17- |
| 30.09.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20200904 ACTUAL CURR = 2, 699, 000 PREV = 1, 464, 000 CONS = 1, 235, 000 METER 503294 | | | | |
| 30.09.2020 | 1, 235, 000 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 417. 29 | 212. 59 | 1, 629. 88 |
| 30.09.2020 | DOMESTIC BASIC - A1 DOMESTIC 1 PH.AMPS - A1 30A | 31. 35000000 11. 61000000 | 31. 35 464. 80 | 4. 70 69. 66 | 36. 05 534. 06 |

Amphere Billing

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---|------------------------------|-------------------|-----------------|-------------------|
| 03.11.2020 | ELECTRICITY: INTEREST ON ARREARS | | 0.07 | | 0.07 |
| 30.11.2020 | DOMESTIC 1 PHASE - KWH - A1 READDT = 20201102 ESTIMATE CURR = 99, 123, 497 PREV = 97, 995, 000 CONS = 1, 128, 497 METER 16558140 | | | | |
| 30.11.2020 | 1, 128, 497 KWH - DOMESTIC 1 PHASE - KWH - A1 | 1. 14760000 | 913. 49 | 137. 02 | 1, 050. 51 |
| 30.11.2020 | DOMESTIC BASIC - A1 DOMESTIC 1 PH.AMPS - A1 30A | 31. 35000000 11. 61000000 | 31. 35 348. 30 | 4. 70 52. 25 | 36. 05 400. 55 |

Refuse Billing

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|-----------------------------------|---------------|---------|--------|---------|
| 30.11.2020 | REFUSE: REFUSE DOMESTIC | 110. 18000000 | 110. 18 | 16. 53 | 126. 71 |

Sewer Billing

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---------------------------------------|---------------|---------|--------|---------|
| 30.11.2020 | SEWERAGE: SEWERAGE DOMESTIC | 170. 35000000 | 170. 35 | 25. 55 | 195. 90 |

Debt Management

Indigent Rebates

Domestic Rebates = Refuse Indigent Rebate

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|-----------------------------------|--------------|---------|--------|---------|
| 30.11.2020 | REFUSE: REFUSE DOMESTIC | 110.18000000 | 110.18 | 16.53 | 126.71 |
| 30.11.2020 | DOMESTIC REBATE - INDIGENT | 110.18000000 | 110.18- | 16.53- | 126.71- |

Sewer Indigent Rebate = Sewer Indigent Rebate

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---------------------------------------|--------------|---------|--------|---------|
| 30.11.2020 | SEWERAGE: SEWERAGE DOMESTIC | 170.35000000 | 170.35 | 25.55 | 195.90 |
| 30.11.2020 | SEWER INDIGENT REBATE | 170.35000000 | 170.35- | 25.55- | 195.90- |

Consumer Domestic Rebate = Water Indigent Rebate

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|---|-------------|--------|--------|--------|
| 03.11.2020 | WATER CONSUMPTION: INTEREST ON ARREARS | | | | |
| 30.11.2020 | W/CONSUMPTION DOMESTIC - 2 READDT = 20201104 ACTUAL CURR = 5,994,000 PREV = 5,982,000 CONS = 12,000 METER 315663 | | | | |
| 30.11.2020 | 5.80 KL - DOMESTIC - 2 | 13.90500000 | 80.65 | 12.16 | 92.75 |
| 30.11.2020 | 6.20 KL - DOMESTIC - 2 | 28.07000000 | 174.03 | 26.10 | 200.13 |
| 30.11.2020 | 1 - BASIC CHARGE - DOMESTIC | 23.41000000 | 23.41 | 3.51 | 26.92 |
| 30.11.2020 | 5,800 L - CONS. DOM. REBATE - IND. AUTO | 13.90500000 | 80.65- | 12.10- | 92.75- |

Payment Arrangement Installement (To settle arrear debt)

| DATE | DETAILS | TARIFF | CHARGE | VAT | AMOUNT |
|------------|--|--------|--------|-----|----------|
| 31.10.2020 | BALANCE BROUGHT FORWARD | | | | 2,527.75 |
| 16.11.2020 | PAYMENTS: PAYMENT - THANK YOU | | | | 500.00- |
| 01.10.2020 | INSTALLMENT PLAN CURRENT INSTALLMENT | | | | 543.00 |

Customer Care

Statements

If you did not receive your statement or if you have any other billing queries, you can email, billing@msunduzi.gov.za

Payments not reflecting on the statement

Only payments made at Municipal offices reflect immediately. Payments made via EFT or third party vendors only reflect after two (2) days. To allow your payment to reflect on the current statement, please make the payment at least two (2) days before the due date.

Disconnection for arrear debt

All accounts that are 30 days in arrears are disconnected for debt. Please ensure to make payments timeously to avoid disconnection of supply.

Final date for payment

Please refer to the current billing only. All other balances are overdue, leaving you liable for disconnection of supply.