



CUSTOMER INFORMATION

Everything you need to know about

# DISCONNECTIONS



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# DISCONNECTIONS

Being without water or power is a huge inconvenience. However, continued failure to pay your municipal accounts will lead to having your services disconnected. Apart from the hassle, it will also cost you to have your services reconnected.

## Final Demand Notice.

The Final Demand Notice is a legal notice that informs the consumer that payments are in arrears and a final demand for the payment of all outstanding amounts is made, with notification that if the demand is not met or an arrangement made with the City's Credit Control Department, normally within 14 days, the supply of that service will be disconnected.

Charges for the disconnection will be included in your account. Once the full payment of the amount due or arrangements to pay off the amount has been signed with the City, a reconnection of services order will be issued. The City will issue the reconnection order and send a contractor to reconnect your meter. The reconnection of your services takes up to 72 hours to be fully effected.

## Electricity disconnections



## Pre Termination Notice

If you fail to pay your electricity account after 30 days of date of statement, the City will send you a Pre Termination notice. You must respond to this within 14 days. The charge for this notice is R273, 00.

## Level 1 disconnection

A first-level electricity disconnection is a disconnection action that will be undertaken, normally by simply switching off the electricity in a lockable distribution box situated remotely from where the consumption takes place. Should the Final Demand Notice be ignored and payment not made within the prescribed time, the first-level electricity disconnection will normally be effected immediately.

## Level 2 disconnection

A second-level electricity disconnection is normally removal of the circuit breaker. A second-level electricity disconnection normally follows within days of an illegal consumption inspection has established that an illegal electricity connection has been made.

## Level 3 disconnection

Should illegal consumption continue, the customer's account is referred to a special credit control process for 'remove installation permanently' (RIP) action, with recommendations that the supply installations be permanently removed.

If a Level 3 disconnection is performed and you have paid your account or made arrangements to pay, you will be required to pay a new service connection, as a Level 3 reconnection is considered to be a new connection. For a new connection you will need to:

- Submit proof of debt settlement / a debt arrangement letter from the City.
- Complete a New Service Connection at our Customer Service Centre near you
- Produce a Certificate of Compliance (COC) from an accredited electrician.

It will take a minimum of 21 days to activate this new connection.

## Electricity Disconnection / Reconnection Charges

<b>Level 1:</b> Disconnection and re-connection at the power meter	<b>R 691.01 inclusive of Vat.</b>
<b>Level 2:</b> Disconnection and re-connection at the power supply	<b>R 691.01 inclusive of Vat.</b>
<b>Level 3:</b> Disconnect and reconnect at the power supply <ul style="list-style-type: none"> <li>• Single Phase</li> </ul>	Bypassed/Bridged/Tempered meter or/and not buying electricity units. The customer pays <b>R3 747, 83</b> excluding VAT for Miscellaneous Charges plus Reconnection fee of <b>R6 100.00</b> for existing or New Meter box to be provided on the boundary that requires a new service cable. In total the customer pays <b>R11 325.00</b> including VAT, and it is according to bylaws section 23 of Tampering and City Power reconnection tariff.
<b>Level 3:</b> Disconnect and reconnect at the power supply <ul style="list-style-type: none"> <li>• Three Phase</li> </ul>	Bypassed/Bridged/Tempered meter or/and not buying electricity units. The customer pays R3 747, 83 excluding VAT for Miscellaneous Charges plus Reconnection fee of <b>R14 300.00</b> for existing or New Meter box to be provided on the boundary that requires a new service cable. In total the customer pays <b>R20 755.00</b> including VAT, and it is according to bylaws section 23 of Tampering and City Power reconnection tariff.

## Water disconnections



### Pre Termination Notice

If you fail to pay your water account after 30 days of date of statement, the City will send you a Pre Termination notice. You must respond to this within 14 days. The charge for this notice is R273, 00 Inclusive of Vat.

### Level 1 disconnection

If you fail to respond to the Pre termination notice within 14 days, you will then incur a Level 1 disconnection without any further notice. If you pay the account or make a debt arrangements within 14 days, the City will reconnect the water supply. Failure to pay or to enter into a debt arrangement within 14 days will render your account liable for hand-over to the attorneys for legal action.

Upon receipt of payment or debt repayment arrangement, your water supply will be reinstated within 72 hours.

If you fail to respond to the Level 1 disconnection within 14 days, the City will prepare the account to be handed to our attorneys for legal action.

A first-level water restricting device is normally a gadget, such as an orifice washer or similar water restricting device, installed on the incoming side of the water meter to restrict the supply to the customer's property. The restricted quantity will only provide the consumer with at least the basic minimum quantity of water he/she is entitled to in accordance with the free basic services policy of the City.

### Level 3 disconnection

If the Level 1 disconnection is tampered with, a Level 3 disconnection will be implemented. If you incur a Level 3 disconnection you will no longer be a City's customer. You will be required, therefore, to open a new account and pay a new deposit.

The water supply to residential properties will be restricted to allow for the 6kl free water quota in terms of the constitution. However, the water supply to commercial properties will be disconnected completely.

Water Disconnection / Reconnection Charges	
<b>Level 1:</b> Disconnection and re-connection at the water meter.	Residential R 1724. 00 - Exclusive of Vat.
<b>Level 2:</b> Disconnection and re-connection at the water mains supply	Residential Customers – R1724.00 - Exclusive of Vat. Business Customers R 3,452.77 - Exclusive of Vat.
<b>Level 3:</b> Disconnection and re-connection at the water mains supply – cut and plug	R 6,957.03 - Exclusive of Vat.
<b>Level 3:</b> Disconnection and re-connection of supply through a prepayment meter for an incidence of tampering of the service installation and / or meter	Disconnection and re-connection of supply for an incidence of bypassing of the service installation and/or meter: <b>R13,000.00</b> for up to a 20mm connection and <b>R30,000.00</b> for a connection larger than 20mm.
Disconnection and re-connection of supply through a prepayment meter for an incidence of vandalism of the service installation and / or meter of vandalism of the service installation and/or meter	Disconnection and re-connection of supply for an incidence of vandalism/tampering of the service installation and/or meter: <b>R13, 000.00</b> for up to a 20mm connection and <b>R30, 000.00</b> for a connection larger than 20mm.