

New volume charges for sewage explained

METRO REPORTER

EFFECTIVE from the beginning of this month, the cost of disposing sewage will no longer be recovered through property rates. The sewerage service will be funded by means of a separate "volume based sewage disposal charge".

To help residents better understand the new system, the eThekweni Water and Sanitation Unit has provided answers to the following list of frequently asked questions:

What is a volume based sewage disposal charge?

It is a method of charging for the use of the sewage disposal service which reflects the degree to which a particular customer uses the service. In this respect it is similar to the charges levied for the supply of potable water and for electricity where the usage is metered. However, it would be unduly expensive and not practical to measure the volume of sewage which leaves individual premises. Rather the sewage volume can be based on the amount of water provided to the premises.

What is sewage?

Sewage includes all water which is used by a household and discharged to the sewerage system. It includes water used in toilets, showers, baths, sinks, basins, washing machines, dishwashers and the backwash from swimming pools.

How is the volume of sewage determined from my water usage

The volume of sewage discharged to sewer is determined as a fraction of the water usage at a property. Details are provided in the table below.

How much will I pay in sewage disposal charges?

There are separate sets of charges for domestic and non-domestic customers.

For domestic customers there is a set of charges for customers who receive a "full pressure" water supply, and in order to provide support for poorer families, a separate set of charges, which are at a reduced level, for customers who receive a "semi-pressure" water supply by means of a roof tank.

Both sets of charges include stepped tariffs using the same

tariff bands as used for the billing of water.

All domestic customers receive the first 9 kl of water per month at no cost. Similarly, there will be no charge for the disposal of sewage arising from the use of the first 9 kl of water.

In addition there will be no monthly fixed charge for domestic customers.

Non-domestic customers are not subject to stepped tariffs but are subject to a monthly fixed charge based on the size of the water meter.

Details are provided in the tables below.

What can I do if I consider that there are exceptional circumstances at my premises such that the fraction of water discharged to sewer, determined using the table below, is excessive?

Where any customer considers the percentage for a particular premises to be excessive the percentage may be reduced to a figure which more realistically reflects the proportion between the likely volume of sewage discharged from the premises and the quantity of water supplied. An application form which will assist a customer to

provide the required information is available on the Municipality's website or may be obtained on request at 080 131 3013, 083 707 3013 (SMS only) or eServices@dmws.durban.gov.za.

Who will be charged?

The volume based sewage disposal charge is payable when a premises is reasonably capable of being connected to the sewerage system, and when that premises receives a supply of water from the Municipality. Properties which rely on privately owned septic tanks or conservancy tanks, or are connected to a privately owned package treatment plant, and do not have access to a municipal sewer, will not be charged a volume-based sewage disposal charge but will continue to be responsible for the operation and maintenance of their septic tank, conservancy tank or treatment plant.

A circular which provides more detailed advice is available on the Council's website or may be obtained on request at 080 131 3013, 083 707 3013 (SMS only) or eServices@dmws.durban.gov.za.

CONTACTS

Aids Helpline

0800 012 322

Ambulance (public)

10177

Ambulance (private)

082 911

Air Pollution

031 311 3555

O/H 8am – 4pm, Mon – Fri

A/H contact

Emergency Services

031 361 0000

Beaches and Recreation Facilities

031 335 3700

O/H 7.30am – 6pm

Development Planning

031 311 7883

O/H 7am – 4.30pm

Mon – Fri

Sub division

Rezoning

Special consent

Development Management

031 311 7881

Building inspectorate

Plans submissions

Enforcement

Advertising and Signage

031 311 7055

Environment

031 311 7875

Engineering Services Centre

080 131 3013

O/H 24hrs, 7 days a week

Road repairs

Stormwater

Blockages/repairs

Replacement of

manhole covers

Repairs of guardrails and

roadside fencing

Sidewalk and kerb repairs

Sewer repairs/blockages

Road marking and

Street signs

Water reconnections/

Accounts

Faulty traffic signal

Flooding coastal

Infrastructure

Water faults

Water pollution

Water account queries

SMS: 083 707 3013

Fax: 031 311 8220

Mxit: 083 707 3013

Email: eservices@dmws.durban.gov.za

dmws.durban.gov.za

Revenue Call Centre

031 328 1200

O/H 7.30am to 4.30pm,

Mon to Fri

and 7.30 – 11.30 on Sat

Rates

Electricity

Water Accounts

Emergency Services

031 361 0000

O/H 24Hrs, 7 Days a week:

- Fire

- Disaster Management

- Metro Police

Electricity Call Centre

080 131 3111

O/H 24Hrs, 7 days a week

Faults and breakdowns

Fax: 031 328 1050

Street lights

Illegal connections

Cable theft

031 311 9611

Health

031 311 3555

O/H 7am - 4.30pm Mon to

Fri

A/H contact Emergency

Services

Air pollution

Environmental noise

Illegal dumping

Food safety

Communicable diseases

Hazardous chemical

Substances

Vector Control (mosquitoes,

flies, rats, etc)

Illegal dumping

031 311 8804

O/H 7:30am – 4pm,

Mon to Fri

Refuse Removal

031 311 8824

O/H 7.30am – 4pm,

Mon to Fri

Removal of dead animals

031 311 8809

Parks, Leisure and Cemeteries

031 201 1303

O/H 7.30am – 4pm,

Mon to Fri

Verge and grass

maintenance

Fallen and trimming of trees

after hours

080 131 3013

Ombudsperson and Head Investigations

080 020 2020

Reporting fraud, corruption

and maladministration in the

Municipality:

Ombudsperson@durban.gov.za

Fax 031 311 4002

Regional Centres (Sizakala)

080 033 1011

O/H 7.30am – 4pm, Mon to

Fri, 8am to 11am Sat

080 033 1011

One Stop Shops access/

payments for council

services 031 311 6101

Switchboard

031 311 1111

O/H 7.30am – 5pm, Mon – Fri

Sewage Disposal Tariffs: 1 July 2010

Dwelling houses, flats in developments not exceeding two storeys

Your monthly water usage (kl)	Fraction of water to sewage	Sewage Disposal Tariff	Fixed Charge excl VAT
		Semi Pressure (roof tank) R per kl excl VAT	Full Pressure R per kl excl VAT
0 - 9	95%	0.00	0.00
9 - 25	75%	2.79	4.10
25 - 30	75%	3.82	5.45
30 - 45	65%	8.41	8.41
Greater than 45	60%	9.27	9.27

Flats in developments exceeding two storeys in height

Your monthly water usage (kl)	Fraction of water to sewage	Sewage Disposal Tariff	Fixed Charge excl VAT
		Full Pressure R per kl excl VAT	Fixed Charge excl VAT
0 - 9	90%	0.00	0.00
9 - 25		4.10	
25 - 30		5.45	
30 - 45		8.41	
Greater than 45		9.27	

Industrial, Commercial and other uses

Your monthly water usage	Fraction of water to sewage	R per kl, excl VAT	Fixed Charge excl VAT
Per kilolitre	90%	4.39	Varies with size of water connection

A domestic customer with a semi-pressure or full pressure water supply, using 32kl of water in one month, will be charged as follows (excluding VAT):

For a dwelling house or a flat in a development not exceeding two storeys:

Kl per month	Water volume (kl)	%	Sewage Volume kl	Semi-Pressure Rate Rand	Full Pressure Amount Rand	Rate Rand	Amount Rand
0 - 9	9	95%	8.55	0.00	0.00	0.00	0.00
9 - 25	16	75%	12.00	2.79	33.48	4.10	49.20
25 - 30	5	75%	3.75	3.82	14.33	5.45	20.44
30 - 45	2	65%	1.30	8.41	10.93	8.41	10.93
Greater than 45	0	60%	0.00	9.27	0.00	9.27	0.00
Total	32		25.60		58.74		80.57

For a flat in a development which exceeds two storeys in height:

Kl per month	Water volume (kl)	%	Sewage Volume (kl)	Full Pressure Rate R	Amount R
0 - 9	9	90%	8.10	0.00	0.00
9 - 25	16	90%	14.40	4.10	59.04
25 - 30	5	90%	4.50	5.45	24.53
30 - 45	2	90%	1.80	8.41	15.14
Greater than 45	0	90%	0.00	9.27	0.00
Total	32		28.80		98.71

Golf a hit with SDB children

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THIRTY-FIVE exuberant youngsters from three South Durban Basin schools are getting into the swing of things with golf, thanks to a Municipality-backed development programme.

The previously disadvantaged pupils are now in the second phase of the programme which provides them with training and equipment.

The group were the pick of the pack who took part in an earlier beginners' course.

The initiative has been made possible by the Municipality's South Durban Basin (SDB) Area Based Management (ABM) Programme, Sports and Recreation Development Department and the SA Golf Development Board.

Local golfer, Calvin Coelho, has been trained by the Golf

Development Board and has been appointed coach. He said, "The children have such a lot of talent, and with the right coaching and support they have the potential to become golf stars. I enjoy their energy and enthusiasm."

KZN Golf Development Manager Joseph Kunene said, "I am glad kids are getting an opportunity... Golf is an expensive sport, and 'ordinary' children would not necessarily get such an opportunity."

Eurakha Singh, Social Development Manager SDB ABM, said "We have given these youngsters a start, and would like to see other governments departments and corporates coming on board to take this project forward."

"If two or three pupils show real talent, it would be wonderful if they could receive advanced coaching," said Singh.