



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

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

PLEASE USE BLOCK CAPITAL ONLY AND TICK APPLICABLE BLOCKS.  
READ TERMS AND CONDITIONS BEFORE COMPLETING THE APPLICATION.

1. SERVICE LOCATION

Premise Address   
 Erf no.   
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 ☐ Period from  to   
Arrears levy %  Refer to clause 08 of the condition of supply

2. BUSINESS PARTNER DETAIL

☐ Owner ☐ Tenant  
Business partner no.   
Contract Account no.   
Title ☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Rev ☐ Prof ☐ Sir  Other  
First name/company name   
Second trading name/trading as   
Surname   
Type of identification  
☐ SA Identity document ☐ Old SA Identity document ☐ Passport ☐ Co. Reg. no. ☐ Trust no.  
Identification no.   
Telephone no. Code    
Date of birth   
Nationality   
Name of employer  Telephone no.  Code   
Gender ☐ Male ☐ Female  
Correspondence ☐ English ☐ Afrikaans ☐ Xhosa  
Marital Status  
☐ Single ☐ MICP ☐ MOCP ☐ Muslim rights ☐ Divorced ☐ Widowed

3. BUSINESS PARTNER RELATIONSHIP

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Rev ☐ Prof ☐ Sir  Other  
First name/company name   
Second name/trading as   
Surname   
Type of identification  
☐ SA Identity document ☐ Old SA Identity document ☐ Passport ☐ Co. Reg. no. ☐ Trust no.  
Identification no.   
Telephone no. Code    
Relationship to applicant  
☐ Spouse ☐ Partner ☐ Jointly liable ☐ Shared living ☐ Contact ☐ Director of  
☐ Shareholder ☐ Member ☐ Group Account ☐ Trustee  Other  
Gender ☐ Male ☐ Female  
Correspondence ☐ English ☐ Afrikaans ☐ Xhosa

#### 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 Installation No.

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

- |  |   |                                     |
|--|---|-------------------------------------|
| <input type="checkbox"/> House   | <input type="checkbox"/> Flat   | <input type="checkbox"/> Town house |
| <input type="checkbox"/> Domestic rate 1- more than 600 kWh pm         | <input type="checkbox"/> Domestic rate 2- less than 450kWh pm           |                                     |
| <input type="checkbox"/> Domestic rate 2 -450-600 kWh pm               | <input type="checkbox"/> Domestic rate 3 -(3 Phase)                     |                                     |
| <input type="checkbox"/> Small power user rate 1- more than 1000kWh pm | <input type="checkbox"/> Small power users rate 2- less than 1000kWh pm |                                     |

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

- |                                 |                                    |                                   |                                     |                                 |                                    |
|---------------------------------|------------------------------------|-----------------------------------|-------------------------------------|---------------------------------|------------------------------------|
| <input type="checkbox"/> Shop   | <input type="checkbox"/> Office    | <input type="checkbox"/> Factory  | <input type="checkbox"/> Restaurant | <input type="checkbox"/> School | <input type="checkbox"/> Warehouse |
| <input type="checkbox"/> Hostel | <input type="checkbox"/> Storeroom | <input type="checkbox"/> Fun park | <input type="checkbox"/> Hotel      | <input type="checkbox"/> B&B    | <input type="checkbox"/> 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

- |                                     |   |  |                                      |                                       |
|-------------------------------------|---|--|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Domestic   | <input type="checkbox"/> Domestic cluster | <input type="checkbox"/> Commercial    | <input type="checkbox"/> Industrial  | <input type="checkbox"/> School/Sport |
| <input type="checkbox"/> Government | <input type="checkbox"/> Municipal        | <input type="checkbox"/> Miscellaneous | <input type="checkbox"/> Bulk tariff | <input type="checkbox"/> Other        |

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

Device no.  Reading

#### 8. SERVICE DETAILS FOR REFUSE REMOVAL

Type of refuse to be removed ☐ Domestic ☐ Trade

Council Service Required ☐ Yes ☐ No (Please complete Waste Assessment Form)

Date supply is required  Service type 240ℓ bins where applicable

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 Existing Additional Reduction To be billed  
bins:  +  -  =

#### 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 AND CONDITIONS FOR REFUSE REMOVAL SERVICE

## 1. For a Council-supplied refuse removal service:

- a. The Council will provide or will ensure that a scheduled refuse removal service ("the service") is supplied to an applicant according to need for domestic and trade (non-industrial) waste, unless otherwise permitted and agreed to in writing or publicly advertised notice.
- b. The service's tariffs and rates are advertised and amended by the Council annually, but may be amended in the interim by a resolution of full Council at a Special Council Meeting;
- c. A minimum of one 240-litre plastic wheeled container will be supplied by the Council to the property of an applicant where applicable, but containers remain the property of the Council;
- d. Each container is marked with a unique code, must be kept inside the applicant's property boundary and may only be used for the purpose intended;
- e. All waste must be placed in the container and kept inside the property, except on the scheduled day of collection – service schedules and guidelines are available at Customer Care Offices;
- f. On the scheduled day of collection, the container of bags must be placed on the kerbside on the roadside outside the applicant's property at 06:00 – the lid must be able to close;
- g. Waste not placed in the containers will not be removed;
- h. Containers must be retrieved and stored inside the property boundary as soon as possible after the collection;
- i. The cleaning and safekeeping of the container is the applicant's responsibility – in the event of a theft, this must be reported to the SAPS for a case number, and then reported to the Council, either in person at a Customer Care Office, or via the Call Centre (tel. 0860 103 089);
- j. Although every endeavour will be made to effect the scheduled service, the Council will not be liable in the event of an omission of any kind.

## 2. Requests to amend, change or terminate the service:

- a. Where waste volumes increase, applications for increased frequency of service (businesses only), or additional containers must be completed at the Customer Care Office;
- b. An elected body corporate representative, or the developer/property owner, or the property owner's managing agent of a sectional title or cluster development, secured complex, flat complex, shopping mall/centre or office complex may apply for a contract based on a lesser amount of containers than the number of units occupied by tenants or lessees;
- c. The adjusted service will only be supplied after consideration and the written approval of the Director of Solid Waste Management.

## 3. Billing and Service Enquiries:

- a. Accounts will be rendered one month in arrears, and are due owing and payable by the account's specified due date;
- b. The Customer Care Office must be informed at least 30 (thirty) days prior to any change in, or termination of service;
- c. The Customer Care Office must be informed timeously of a change of address in respect of either the service address or where accounts are rendered;
- d. Enquiries regarding billing or the service must be directed in person at one of the Customer Care Offices, or via the Call Centre (tel. 0860 103 089).
- e. The existing number of containers will be confirmed by Solid Waste Inspectors and the contract agreement will be adjusted accordingly should a discrepancy arise.

## 4. Validity of contracts:

- a. A copy of the approved application (and/or amendments) will be provided to the applicant as confirmation of a valid agreement between the Council and the applicant;
- b. The Council reserves the right to alter schedules, amend or terminate services should the Director of Solid Waste Management deem it necessary;
- c. The terms and conditions for a Refuse Removal Service provided or ensured by Council, or for private sector refuse removal services are subject to changes in the Council's applicable policies;
- d. All existing arrangements with the Council will remain in force until changed by means of a new completed agreement.

## 5. Refuse Collection Services that are not provided by the Council:

- a. The services of a private waste management company must be engaged for the collection, removal and disposal of industrial waste (non-hazardous, hazardous and dangerous), health care waste, building and construction rubble, bulk garden refuse and sand.
- b. All businesses and organisations (non-residential entities) registering with the Council as a business partner must complete the attached "Waste Assessment" form to assist the Council with future service and infrastructure planning.