2026/2027 BILLING GUIDE

BENONI HEIGHTS

HOW YOUR HOT AND COLD WATER BILL IS CALCULATED

A plain-language guide to the two meter readings and the charges shown on the account

The short version

Each unit has a cold-water meter and a hot-water meter. The two readings are added together to determine total cold-water consumption and billing. Hot-water usage then receives a separate heating charge for the electricity used and charged at a rate per kilo liter.

HOW THE BILLING WORKS

1	**Read both meters**	The cold-water and hot-water meters record the kilolitres used by the unit.
2	**Calculate total water use**	Cold-water reading + hot-water reading = total consumption used for the municipal water tariff.
3	**Add the heating cost**	Only the hot-water reading receives the additional rate for the electricity used to heat the water.
4	**Calculate sewer charges**	Sewer charges are linked to the combined water-use bands and are billed by the managing agent.

Why hot water appears in two parts of the calculation

Hot water is still municipally supplied water, so its reading forms part of total municipal consumption. The separate hot-water component covers only the electricity used to heat that water - it is not a second municipal water charge.

WORKED EXAMPLE

Illustrative example only: cold-water meter = 5 kL; hot-water meter = 2 kL. Total consumption = 7 kL. All amounts below include 15% VAT.

Charge	Calculation	Amount	Billed by
Municipal water: 0-6 kL	6 kL x 25,21	R151,26	Water account
Municipal water: 7-15 kL	1 kL x R41,55	R41,55	Water account
Hot-water heating component	2 kL x R100,28	R200,56	Water account
Sewer: 0-6 kL	6 kL x R29,10	R174,60	Water account
Sewer: 7-15 kL	1 kL x R23,28	R23,28	Water account
EXAMPLE TOTAL R591.25			

Rates, rounding and other possible charges

*The first water-band rate is displayed as R25,21 per kL. The line amount of R151.26 is calculated using the municipality's underlying tariff precision before the final amount is rounded. The hot-water heating rate is recalculated quarterly. Municipal tariffs may change. A separate demand levy may also apply to the account; it is not included in this worked example. Tariff references: www.topcharge.co.za.

If you ever have questions or would like us to walk you through your statement, our support team is always here to help.

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