2026/2027 BILLING GUIDE

UNITY HOUSE

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 number of kilolitres used by the unit.
2	Calculate total water use	Cold-water reading + hot-water reading = total water consumption used for the municipal water tariff.
3	Add the hot-water heating cost	Only the hot-water reading receives the additional rate that recovers the cost electricity used to heat the water.
4	Add property-level municipal charges	The managing agent bills the demand-management and sewer charges as shown in the example.

Why hot water appears in two parts of the calculation

The water itself is still supplied municipally, whether it comes through the hot or cold meter. For this reason, the hot-water reading is included in total municipal water consumption. The separate hot-water component covers the electricity used to heat that portion of the water - it is not a second charge for the same municipal water.

WORKED EXAMPLE

Illustrative example only: cold-water meter = 8 kL; hot-water meter = 2 kL. Total consumption = 10 kL. All amounts below include 15% VAT.

Charge	Calculation	Amount	Billed by
Municipal water: free portion	6 kL x R0,00	R0,00	Water account
Municipal water: billed portion	4 kL x R38,61	R137,28	Water account
Demand Levy Charge	Monthly Flat Fee	R107.74	Water account
Hot-water heating component	2 kL x R101,20	R202,40	Water account
Sewer charge	Monthly charge	R397,85	Managing agent
EXAMPLE TOTAL R845.27			

Rates and billing responsibility

The hot-water heating rate is recalculated quarterly so that it remains aligned with the electricity cost of producing hot water. Municipal tariffs and the demand-management charge may change when the municipality adjusts its rates. In this example, the demand-management and sewer charges are billed by the managing agent. For tariff references, visit 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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