



TARIFF POLICY

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PREAMBLE

Whereas section 74 of the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000) requires a municipal council to adopt a tariff policy on the levying of fees for municipal services.

And whereas the tariff policy should at least include the principles contained in section 74(2) of the Act, thus giving effect to the By-Law required in terms of section 75 of the Act.

And whereas the tariff policy may differentiate between different categories of users, debtors, service providers, service standards and geographical areas as long as such differentiation does not amount to unfair discrimination.

Now therefore the Municipal Council of the Overstrand Municipality adopts the following Tariff Policy:

TARIFF POLICY

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1. DEFINITIONS

In this tariff policy, unless the context otherwise indicates –

“Availability Charge”	Availability charge means a charge levied on all properties with or without improvements, where a basic fee is not levied, to recover fixed costs which do not vary with consumption or volume produced.
“basic municipal service”	means the amount or level of any municipal service that is necessary to ensure an acceptable and reasonable quality of life and which, if not provided, could endanger public health or safety of the environment and for the purposes of this policy are restricted to electricity, refuse, sewage and water services;
“break even”	means the financial situation where the income derived by the Municipality from the supply of a service is equal to the aggregate of the fixed and the variable costs associated with the provision of the service concerned;
“capital contributions”	means the tariffs payable in respect of the water, electricity, sewage, storm water, roads and refuse removal infrastructure of the Municipality and which amounts exclude amounts payable towards the operational and maintenance costs of such infrastructure;
“Commercial Unit/Erf”	means a self-contained or lettable section within a building or a group of buildings on the same plot excluding short term residential accommodation establishments for e.g. hotels, bed & breakfast, guest houses etc. An owner of a commercial property may annually choose between being levied either per erf or per commercial unit for water and sewage basic charges. This choice must be applied on or before 30 September of each financial year.
“community services”	means the services referred to in paragraph 5(1)(c) and in respect of which the tariffs are set at a level that the costs of the services are not recovered fully from public service charges and are of a regulatory nature;
“consumer, customer, owner, occupier, account holder”	means individuals and other legal entities against whom a tariff, fee, charge or other levy specific to identifiable services are levied.
“Council” or “municipal council”	means a municipal council referred to in section 18 of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998) and for purposes of this policy, the municipal council of the Overstrand Municipality;
“economic services”	means services that the Council has classified as such and the tariffs have been compiled with the intention that the total costs of the services are recovered from customers;
“Electricity Service charge”	means the monthly charge payable per point of supply to recover administration-related and service-related costs such as meter reading, billing and meter capital. It is based on the monthly utilized capacity of each point of supply linked to an account.
“fixed costs”	means costs which do not vary with consumption or volume produced;
“lifeline”	Available to pre-paid consumers whose connection is ≤ 30 Amp with a maximum average consumption of 350 kWh measured over a period of 12 months. This tariff is only available to Informal dwellings in informal settlements;
“low voltage metering point”	means a metering point at the set of nominal voltage levels that are used for the distribution of electricity and whose upper limit is generally accepted to be an a.c. voltage of 1000V or less
“medium voltage metering point”	means a metering point at the set of nominal voltage levels that lie above low voltage and below high voltage in the range of $1\text{kV} < U_n < 44\text{kV}$
“multi-purpose”	In relation to a property, means the use of a property for more than one purpose;
“Municipality”	the institution that is responsible for the collection of funds and the provision of services to the customers of Overstrand;

“Municipal Manager”	means the accounting officer appointed in terms of section 82 of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998) and being the head of administration and accounting officer in terms of section 55 of the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000) and includes any person:- (a) acting in such position; and (b) to whom the Municipal Manager has delegated a power, function or duty in respective of such a delegated power, function or duty;
“NMD”	Notified Maximum Demand – the maximum capacity in kVA, as measured over a 30-minute integration period, per point of supply that the customer will contract for Overstrand to make available during all time periods.
Network charges	charges designed to recover costs (including capital, operations, maintenance and refurbishment) for the provision of network capacity required by and reserved for the customer.
“resident “	means a person who normally resides in the municipal area;
“residential unit”	means a single residential erf, flat, townhouse or group development unit, retirement village unit, guest house, bed and breakfast and any household related consumer that do not fall in one of the above household consumer categories;
“RUE”	means Residential Unit Equivalent;
“time of use”	means a tariff with energy charges based on the volume of electricity demand during high, mid and low demand periods and may differ per tariff.
“the Act”	means the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000);
“total cost”	means the sum of all fixed and variable costs associated with a service;
“trading services”	means services that the Council has classified as such, and the tariffs have been compiled with the intention that the Council makes a profit from the delivery of the services;
“utilized capacity”	Means the higher of the notified maximum demand (NMD) or maximum demand, per point of supply measured in kVA, and registered each month.
“vacant land”	means all undeveloped land irrespective of its current or future intended zoning. Agricultural properties will not be considered as being vacant erven.
“variable costs”	means costs that vary with consumption or volume produced;
“wet Industry”	Defined as an industry using water as essential and fundamental input in the production process.

2. PURPOSE OF POLICY

The Overstrand Municipality wishes to achieve the following objectives by adopting this tariff policy: -

- 2.1. To comply with the provisions of section 74 of the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000).
- 2.2. To prescribe procedures for calculating tariffs where the Municipality wishes to appoint service providers in terms of section 76(b) of the Act.
- 2.3. To give guidance to the Portfolio Committee for Finance regarding tariff proposals that must be submitted to Council annually during the budgetary process.

3. TARIFF PRINCIPLES

The Overstrand Municipality wishes to record that the following tariff principles will apply:-

- 3.1. Service tariffs imposed by the Municipality shall be viewed as user charges and shall
- 3.2. not be viewed as taxes, and therefore the financial ability of the relevant user of the services to which such tariffs relate, shall not be considered as a criterion.
- 3.3. Tariffs for the basic municipal services rendered by the Municipality, namely:

- (a) electricity;
- (b) water;
- (c) sewage (wastewater); and
- (d) refuse removal (solid waste),

shall be calculated at a level which will recover all expenses associated with the rendering of these services.

- 3.4. To prevent existing consumers from subsidising the capital costs associated with new developments and subdivisions the Municipality will plan and manage the extension of services in such a manner that it will not impact negatively on the fixed costs and availability charges of existing tariffs.
- 3.5. Capital contributions to finance new developments and subdivisions will be required from all developers.
- 3.6. All users of municipal services, within a category of users, will be treated equitably.
- 3.7. The amount payable by consumers and/or owners will generally be in proportion to usage of the service.
- 3.8. The Municipality shall develop, approve and at least annually review an indigent support policy for the municipal area. This policy shall set out clearly the Municipality's cost recovery policy in respect of the tariffs which it levies on registered indigents, and the implications of such policy for the tariffs which it imposes on other users and consumers in the municipal region.
- 3.9. Subject to annual budgetary provisions and the availability of funds from National Treasury through the equitable share contribution, the Municipality may consider supplying free basic services to categories of consumers.
- 3.10. In the case of directly measurable services, namely electricity and water, the consumption of such services shall be properly metered by the Municipality, and meters shall be read, wherever circumstances reasonably permit, on a monthly basis. If a service is metered but it cannot be read due to financial and/or human resource constraints or circumstances beyond the control of the Municipality or its authorised agent, and the customer is charged for an estimated consumption, the account following the reading of the metered consumption must articulate the difference between the actual consumption and the average consumption, and the resulting credit or debit adjustments.

Tariffs must be set at a level that facilitates the sustainability of services. Sustainability will be achieved by ensuring that: -
 - (a) Cash inflows cover cash outflows. This means that sufficient provision for working capital and bad debts will be made.
 - (b) Access to the capital market is maintained. This will be achieved by providing for the repayment of capital, maintaining sufficient liquidity levels and if possible, generating a surplus on trading services.
 - (c) Service providers retain a fair rate of return on their investments.
- 3.11. Provision may be made in appropriate circumstances for surcharges on tariffs.
- 3.12. Efficient and effective use of resources may be encouraged by providing for penalties to prohibit or restrict exorbitant use.
- 3.13. The extent of subsidisation of tariffs will be disclosed and such disclosure will include the extent of subsidisation of the indigent or incentives for local development.
- 3.14. Provisions may be made for the subsidisation of the indigent and the promotion of local economic development by creating expenditure votes in the service budgets and including the costs in tariff calculations.
- 3.15. VAT is included in all tariffs where applicable.
- 3.16. This policy shall be binding on all tariffs other than those governed by legislation which supersedes the Act.

- 3.17. A property used for multiple purposes must, for purposes related to the services and categories of users concerned, be calculated at the appropriate and applicable rate for each distinct use of the property.
- 3.18. In order to provide the Municipality with appropriate security for payment of amounts owing to it from time to time for services rendered, the Council shall impose a system of deposits payable by consumers. The deposits shall be set with due regard to the potential financial risk associated with the amounts owing from time to time as well as sufficient provision for working capital. The level of the deposits shall be revised annually and the Municipality may introduce transitional arrangements in respect of existing consumers.

4. CATEGORIES OF CONSUMERS

- 4.1. Separate tariff structures may be imposed for the following categories of consumers (which the council may change) :
 - (a) domestic consumers;
 - (b) commercial consumers;
 - (c) industrial consumers;
 - (d) agricultural consumers;
 - (e) organs of state;
 - (f) municipalities;
 - (g) consumers with whom special agreements were made;
 - (h) consumers in certain geographical areas;
 - (i) sport and recreation facilities
 - (j) private schools & educational institutions;
 - (k) public benefit organisations and suchlike institutions, and
 - (l) vacant land
- 4.2. Section 74(3) of the Municipal Systems Act allows for the differentiation between different categories of users, debtors, service providers, services, service standards, geographical areas and other matters for tariff purposes as long as the differentiation does not amount to unfair discrimination.
- 4.3. Where there are substantial differences between the infrastructures used to provide services to specific groups of users within a category and/or standard of services provided, the Council can, after considering a report by the Municipal Manager or the relevant Director, determine differentiated tariffs for the different consumers within the specific category.
- 4.4. Differentiated tariffs must be based on one or more of the following elements: infrastructure costs, volume usage, availability and service standards.
- 4.5. If, for purposes of determining the tariff applicable to a particular user or category of users, the user or category of users has not specifically by definition been included under a defined category of users in this policy, the Municipal Manager shall, by applying the closest match principle, determine the category under which the user or category of users fits in best, taking into account the nature of the service concerned and the user or category of users involved.

5. INCENTIVE POLICY

- 5.1. Tariffs will not reflect incentives for investment or to promote economic development.

6. INDIGENT RELIEF

- 6.1. Tariffs will not reflect relief granted to indigent households. Such relief will be developed as a separate policy and be subject to the discretion of Council as to its sustainability.
- 6.2. All such relief will be reflected, accounted for and disclosed separately in invoices, account statements, budgets, financial statements or reports.

- 6.3. During implementation of such policy, cognisance will be taken of the fact that the existing tariffs and procedures may require amendment to accommodate the above clauses and that such amendments will be phased in over time.
- 6.4. Indigent households are expected to manage their consumption of services within the levels of relief granted.
- 6.5. Assistance and management of indigent households is contained in the Customer Care and Debt Collection Policy/By-Law. The Municipality, however, retains the right to limit consumption through prepaid meters or restriction if the accounts of assisted households fall into arrears.

7. SERVICE, EXPENDITURE CLASSIFICATION AND COST ELEMENTS

7.1. Service classification

7.1.1. To isolate the costs associated with a service, the Municipal Manager shall, subject to the guidelines provided by the National Treasury, Generally Recognised Accounting Practice (GRAP) and Executive Mayoral Committee of the Council, provide for the classification of services into the following categories: -

- (i) trading services;
- (ii) economic services;
- (iii) community services; and
- (iv) subsidised services.

7.1.2. Trading and economic services must be financially ring-fenced and financed from service charges while community and subsidised services will be financed from rates and related income.

7.2. Expenditure classification

Expenditure will be classified in accordance with GRAP.

7.3. Cost elements

The following cost elements may be used to calculate the tariffs of the different services:-

- (a) "*Fixed costs*" which consist of the capital costs (interest and redemption) on external loans as well as internal advances and/or depreciation, whichever are applicable to the service, and any other costs of a permanent nature as determined by the Council from time to time.
- (b) "*Variable costs*" which include all other variable costs that have reference to the service.
- (c) "*Total cost*" which is equal to the fixed costs and variable costs.

8. TARIFF TYPES

In determining the type of tariff applicable to the type of service, the Municipality shall make use of any of the following six options or a combination thereof:-

8.1. "Single tariff":-

This tariff shall consist of a cost per unit consumed. All costs will be recovered through unit charges at the level where income and expenditure breaks even. Subject to a recommendation by the Municipal Manager, the Council may decide to approve profits on trading services during the budget meeting. Such profits will be added to the fixed and variable cost of the service for the purpose of calculating the tariffs.

8.2. “Cost related to a two to four part tariff”:-

This tariff shall consist of two to four parts. Management, capital, maintenance and operating costs may be recovered by grouping certain components together, e.g. management, capital and maintenance costs may be grouped together and may be recovered by a fixed charge, independent of consumption for all classes of consumers, or the total costs may be recovered by a unit charge per unit consumed. Three- and four-part tariffs may be used to calculate the tariff for electricity and to provide for maximum demand and usage during limited demand.

8.3. “Inclining block tariff”:-

This tariff is based on consumption levels being categorised into blocks, the tariff being determined and increased as consumption levels increase.

8.4. “Declining block tariff”:-

This tariff is the opposite of the inclining block tariff and decreases as consumption levels increase.

8.5. “Regulating tariff”:-

This tariff is only of a regulatory nature and the Municipality may recover the full or a portion of the cost associated with rendering the service.

8.6. “Cost plus mark-up tariff”:-

This tariff is for other services rendered.

9. CALCULATION OF TARIFFS FOR MAJOR SERVICES**9.1. General**

In order to determine the tariffs which must be charged for the supply of the basic municipal services, (electricity, refuse, sewage and water), the Municipality shall use service and expenditure classifications and cost elements contained in clause 7 and identify all the costs associated with the service concerned, including the following:-

9.1.1. Cost of bulk purchases in the case of electricity and water.

9.1.2. Distribution costs, including distribution losses in the case of electricity and water.

9.1.3. Depreciation and finance charges.

9.1.4. Maintenance of infrastructure and other assets.

9.1.5. Administration and service costs, including:-

- (a) service charges levied by other support services, such as finance, human resources and legal services;
- (b) reasonable general overheads, such as the costs associated with the office of the Municipal Manager;
- (c) adequate contributions to the provisions for bad debts, working capital and obsolescence of stock;
- (d) all ordinary operating expenses associated with the service concerned, including the cost of providing street lighting in the municipal area in the case of the electricity service.

9.1.6. The intended surplus to be generated for the financial year shall be applied generally in relief of rates and general services.

9.1.7. Where a consumer has an option to choose between different tariffs on a service such option must be exercised before 30 September to be implemented for the specific financial year.

9.2. Electricity

- 9.2.1. Tariffs and conditions set out herein will apply to all consumers within the municipal supply area of Overstrand Municipality. These terms and conditions must be read in conjunction with the Customer care, credit control and debt collection policy.
- 9.2.2. Inclining block tariffs will be phased out so that there is only a flat rate energy charges to ensure efficient and fair cost recovery.
- 9.2.3. Domestic and Commercial customers differential tariffs will be phased out so that it will be charged the same rate. There will only be differentiated between Single Phase and Three Phase fixed charges.
- 9.2.4. A cancellation fee will be payable for the cancellation of any requested services.
- 9.2.5. Conversion fees are payable when a customer requires a change in the technical characteristics of the supply and/or the tariff.
- 9.2.6. The guidelines and policy issued by the National Energy Regulator from time to time, as well as the Cost of Supply study will form the basis of calculating tariffs.
- 9.2.7. The Municipality has standardized on the installation of Pre-Payment Meters for all Domestic Consumers. As such it is compulsory for all new domestic connections to be equipped with Pre Payment-Meters. The Municipality has embarked on a program to effect the migration of all Credit Meters to Pre-Payment Meters. The change from Pre-Payment Meters to Credit Meter will therefore be disallowed unless special health circumstances exist, in which extreme case a credit meter will be installed by special concession from the Chief Engineer: Infrastructure Services and by payment of the required change of meter fees as well as the required deposit.
- 9.2.8. When an adjustment is made to the electricity consumption registered on a meter in terms of Section 55(2) or 55(3) of the Electricity Supply By-Law, published on 21 October 2016, such adjustment shall either be based on the percentage error of the meter as determined by the test referred to in Section 55(5) or upon a calculation by the Municipality from consumption data in its possession. Where applicable, due allowance shall be made, where possible for seasonal or other variations which may affect the consumption of electricity.
- 9.2.9. To make electricity affordable to certain categories of consumers, cross subsidisation between and within categories of consumers will be allowed, based on the load factors of the categories and consumers within the category. Domestic electricity consumers, who applied and were approved in terms of the relevant clause of the Overstrand Indigent Policy, will receive 70 free units in the tariff block 0 – 350 kWh with their first purchase each month.
- 9.2.10. The fixed costs, or portions thereof, will be recovered through an energy or time-of-use charge.
- 9.2.11. A basic charge per electricity meter or unit in the municipal area, as determined by the Council from time to time, may be charged against all electricity consumers. The basic monthly charge covers our fixed operational costs and capital infrastructure expenditure. This includes, but is not limited to, upgrading, maintenance on the entire municipal electrical network, from main supply point up to the consumer connection point, as well as the repair/replacement of faulty metering equipment within the electrical distribution area of Overstrand Municipality.
- 9.2.12. A fixed charge per capacity category will be charged for each connection within the Overstrand Municipal distribution area. This charge will be based on the size of the connection to the property (i.e the capacity reserved for each customer each month by the municipality).

9.2.13. To apply the abovementioned principles, the consumer types and cost allocations reflected in the following table will be used: -

Categories of Consumers	Tariff Components				
	Basic Fixed Charge (Rand/consumer/month)	Capacity Charge (Rand/Amp/meter/month)	Active Energy Charge (cent/kWh/month)	Time-of-use Energy Charge Peak / Standard / Off-peak (sent/kWh/month)	Charge (Rand/KVA/month)
Single Phase: (Domestic Credit meters)	X		X		*Note: IBT BLOCK 1) 0 - 350 kWh 2) 351 – 600 kWh 3) > 600kWh <u>Flat rate to be phased in</u>
Single Phase: (Domestic Pre-paid meters)	X	30Amp 40Amp 50Amp 60Amp	X		*Note: IBT BLOCK 1) 0 - 350 kWh 2) 351 – 600 kWh 3) > 600kWh <u>Flat rate to be phased in</u>
Lifeline One – (pre-paid meters only)	X	30Amp	X		0 – 350 kWh <u>Flat rate to be phased in</u>
<u>Two Part</u> – (pre-paid meters only) Local Economic Development Projects	X	30Amp 40Amp 50Amp 60Amp	X		0 – 350 kWh <u>Flat rate to be phased in</u>
Single Phase: (Commercial Credit meters)	X	30Amp 40Amp 50Amp 60Amp	X		Flat rate
Single Phase: (Commercial Pre-paid meters)	X	30Amp 40Amp 50Amp 60Amp	X		Flat rate
Three Phase: (Domestic Credit meter) ≤ 100A	X	40Amp 60Amp 80Amp 100Amp	X		*Note: IBT BLOCK 1) 0 - 350 kWh 2) 351 – 600 kWh 3) > 600kWh <u>Flat rate to be phased in</u>
Three Phase: (Domestic Pre-paid meter) ≤ 100A	X	40Amp 60Amp 80Amp 100Amp	X		*Note: IBT BLOCK 1) 0 - 350 kWh 2) 351 – 600 kWh 3) > 600kWh <u>Flat rate to be phased in</u>
Three Phase: (Commercial Credit meter) ≤ 100A	X	40Amp 60Amp 80Amp 100Amp	X		Flat Rate

Three Phase: (Commercial Pre-Paid meter) ≤100A	X	40Amp 60Amp 80Amp 100Amp	X		Flat Rate
Economic Pre-paid: - ≤ 100A	<u>X</u>	<u>40Amp</u> <u>60Amp</u> <u>80Amp</u> <u>100Amp</u>	X		Flat Rate
Time of Use Tariff (.70kVA)	<u>X</u>	<u>X</u>	X	X	X
Service Charge (per month) for MV and LV consumers	<u>X</u>	<u>X</u>	X	X	X
Medium Voltage Metering Points (11000V) >500kVA	<u>X</u>	<u>X</u>	X	X	X
Low Voltage Metering Points (400V) >70kVA ≤ 500kVA	<u>X</u>	<u>X</u>	X	X	X
Small Customer <100kVA	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>

9.2.14 A basic level of service will be provided free to qualifying households with a total gross income level which is below a determined amount, and according to further specified criteria, as set out in the Indigent policy and determined by Council from time to time.

9.2.15. An infrastructure basic charge for electricity will be levied on a monthly basis on all properties or meters. The fixed Infrastructure charge is a non-escalating monthly fee which covers the capital contribution due for a specific capital infrastructure expenditure. A fixed cost charged for a specific loan undertaken for the upgrading of Bulk electrical infrastructure. It is not affected by the annual tariff increase.

9.2.16. A network charge will be levied on all erven or units not connected to the electricity network but can reasonably be connected to the service. The Network Charge for Serviced land will be calculated on a standard 60Amp connection size and be applicable to all vacant erven.

9.2.17. Time of Use customers will be charged at High season tariffs from June to August and Low Season tariffs from September to May. Peak, Standard and Off-peak time slots will be as per the time schedules published by Eskom annually. Reactive energy charges on Time of use accounts will only be applicable within high season periods.

9.2.18. Each Time-of Use consumer must nominate the Maximum demand that they intend to draw from the Overstrand municipal electricity network. This nominated figure is known as the Notified Maximum Demand (NMD) and is measured in kVA.

9.2.19. The use of tariffs E5A10 "Exceed NOTIFIED MAXIMUM DEMAND (NMD) per kVA Per month".

Each Time-of-Use consumer must nominate the Maximum Demand that the consumer intends to draw from the Overstrand Municipal Electricity Network. This nominated figure is known as the Nominated Maximum Demand (NMD) and is measured in kVA.

Upon exceeding this NMD, the consumer will be warned that he/she has exceeded the NMD and upon exceeding such NMD again within the next 12 months, the consumer will be required to pay the charge per kVA as indicated under tariffs E5A10 as the case may be. Each subsequent exceeding of the NMD will be charged similarly. When the NMD has not been exceeded in any 12 consecutive months, the consumer will then only receive a warning upon

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the next time the NMD is exceeded, after which the required tariff will again be instituted as shown above.

The consumer may increase his/her NMD and would be required to pay the associated tariffs as indicated under E15, where appropriate. A consumer may increase his NMD as many times as is needed within one financial year, but may only decrease the NMD once within any Financial Year.

- 9.2.20. Overstrand Municipality allows for approved SSEG customers to feed electricity back into our electricity network. Customers however need to be net consumers (in monetary value) who purchase more electricity than they feed back (over a consecutive 12 month period). This period will be in line with the Municipal financial year and all excess credit accumulated by the customer within this period will be forfeited by them. Credit from feed-back may only be used for kwh charges and may not be played off against any other municipal services.
- 9.2.21 All upgrades will be network permitted and subject to the relevant approval from the Electrical department.
- 9.2.22 All prepaid residential single-phase customers above 30 amps, will be given the opportunity to change their connection size to one of the following: 30 amps, 40 amps, 50 amps or 60 amps. The first decrease of the connection size will be free of charge. Any subsequent changes to the connection size, be these decreases or increases, will be charged at the prescribed annual rate.
- 9.2.23 All other non-standard connection sizes will be dealt with as and when needed by the electrical department.
- 9.2.24 Customers will be allowed to downgrade their connection size without providing a COC or changing a circuit breaker. Should the municipality however be called out for the overloading of the meter more than once, a call-out fee will be charged (per visit) and the customer will be required to change their main circuit breaker and provide a COC. Should the customer refuse to do so, they will be changed back to a suitable connection size to prevent any further overload.
- 9.2.25 All post-paid customers who wish to downgrade from 60Amp to 30-, 40- or 50Amp, will be required to change to prepaid.
- 9.2.26 Qualifying customers may upgrade as many times as they require at the annual approved rate but may only downgrade once in a financial year.
- 9.2.27 Changing between different connection sizes will be network permitted, and these tariffs will not apply to customers within RDP areas.
- 9.2.28 All RDP and UISP housing will be provided with a 30Amp single phase supply. The standard supply connection for all other properties will be 60Amp Single Phase
- 9.2.29 All indigent and Lifeline customers will remain on their existing connection size or have the option to downgrade to 30Amp, free of charge. Subsidy for indigent customers will be the equivalent of 30Amp.
- 9.2.30 Lifeline tariffs will only be available to pre-paid customers whose connection is ≤30Amp with a maximum average consumption of 350 kwh measured over a period of 12 months. This tariff is only available to informal dwellings in informal settlements.
- 9.2.31 As per National Regulations, the approval of SSEG systems (for own use or grid export) are to be based on the size of the municipal connection. The size of the system may not exceed the size of the municipal connection. As such, a minimum connection size for all properties with approved SSEG systems will be determined and no applications will be accepted that do not adhere to these requirements.
- 9.2.32 Capacity charges for Uilenkraalsmond will be calculated at 30Amp.
- 9.2.33 Wheeling energy through the Municipal network are permitted and based on the published tariffs. The requirements for wheeling energy are contained in the wheeling of energy policy.

9.3. Water

- 9.3.1. The categories of water consumers as set out in clause 9.3.4 shall be charged at the applicable tariffs as approved by the Council in each annual budget.
- 9.3.2. The first 10kℓ of water consumption per month shall only be supplied pro rata free of charge to domestic water consumers who qualify for the indigent grant.
- 9.3.3. Because water is a scarce national resource, and this Municipality is committed to the prudent conservation of such resources, the tariff levied for consumption of water shall escalate according to the volume of water consumed.
- 9.3.4. The tariffs for consumption of purified water shall be based on the levels reflected in the following table:-

Category of Consumer	Basic Fixed Charge (Rand/meter/month)	Unit Charge per kℓ	Level of Consumption (Rand/kℓ/month)
NORMAL TARIFF			
Single Residential Flats Group Housing (including Townhouse Developments) Retirement Villages Guest Houses	X	X	HOUSEHOLD 0 - 6 kℓ 7 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Indigent Households	X	X	HOUSEHOLD 0 - 10 kℓ 11 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Churches Caravan Parks Boutique Hotels and Hotels Other Consumers	X	X	NON-HOUSEHOLD 0 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
RESTRICTION TARIFF 1 (LEVELS 2 & 3 WATER RESTRICTIONS) PLUS 30% on Normal Tariff)			
Single Residential Flats Group Housing (including Townhouse Developments) Retirement Villages Guest Houses	X	X	HOUSEHOLD 7 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Indigent Households	X	X	HOUSEHOLD 0 - 10 kℓ 11 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Churches Caravan Parks Boutique Hotels and Hotels Other Consumers	X	X	NON-HOUSEHOLD 0 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
RESTRICTION TARIFF 2 (LEVELS 4 & 5 WATER RESTRICTIONS) PLUS 60% on Normal Tariff)			

Single Residential Flats Group Housing (including Townhouse Developments) Retirement Villages Guest Houses	X	X	HOUSEHOLD 7 - 18 kℓ 19- 45 kℓ 46 - 60 kℓ >60 kℓ
Indigent Households	X	X	HOUSEHOLD 0 - 10 kℓ 11 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Churches Caravan Parks Boutique Hotels and Hotels Other Consumers	X	X	NON-HOUSEHOLD 0 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
RESTRICTION TARIFF 3 (LEVEL 6 WATER RESTRICTION) PLUS 100% on Normal Tariff)			
Single Residential Flats Group Housing (including Townhouse Developments) Retirement Villages Guest Houses	X	X	HOUSEHOLD 7 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ <i>T 1 / 015</i>
Indigent Households	X	X	HOUSEHOLD 0 - 10 kℓ 11 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ
Churches Caravan Parks Boutique Hotels and Hotels Other Consumers	X	X	NON-HOUSEHOLD 0 - 18 kℓ 19 - 45 kℓ 46 - 60 kℓ >60 kℓ

9.3.5. A basic charge per water meter or unit in the municipal area, as determined by the Council from time to time, may be charged against all water consumers.

9.3.6. An infrastructure basic charge for water will be levied on a monthly basis on all erven or units.

9.3.7. An availability charge will be levied on all erven or units not connected to the water network but can reasonably be connected to the service.

9.3.8. Allocation of RUEs to categories of Household consumers:

Clinics – Outpatients	☐ 1 RUE
Flats	☐ 1 RUE per residential unit
Guest houses and B & B's	☐ 1 RUE
Household related consumers that do not fall in one of the above household consumer categories	☐ Upon application the Engineering & Financial Departments will assess the validity within the tariff's structural framework.

Old Age Homes, Hostels & Boarding School	□ 1 RUE per 7 Beds
Retirement Villages, Hospital & Hospice	□ 1 RUE per 1 residential unit □ 1 RUE per 7 Frail care beds
Single Residential erven	□ 1 RUE
Townhouse and group developments	□ 1 RUE per unit □ Townhouse/Group Developments must apply should they require more than 1 rue during development phase) □ RUE's are only applicable from date of application and approval

9.3.9. The number of basic water and infrastructure charges for non-household consumers shall be coupled to the number of commercial sewage basic and infrastructure charges. The owner has the option to select to be charged either one commercial unit, or for the respective individual number of lettable sections.

9.3.10. The tariffs for consumption of irrigation and raw water shall be based on the levels reflected in the following table: -

Category of Consumer	Basic Charge (Rand/meter/month)	Level of Consumption (Rand/kiloliter/month)
Use and pump water	X	80 – 90 minutes
Small Holdings	X	(i) 0 – 70 kℓ (ii) > 70 kℓ

9.3.11. Wet Industries –

9.3.11.1. Commercial and Sport (Customers must apply for this tariff)

Detail	Basic Charge (Rand/meter/month)	Unit Charge / kℓ	Level of Consumption (Rand/kiloliter/month)
Normal Tariff	X	X	(i) 0 – 500 kℓ (ii) 501 – 1 000 kℓ (iii) > 1 000 kℓ
Restriction Tariff 1 (levels 2 & 3 water restrictions) PLUS 30% of Normal Tariff	X	X	(i) 0 – 300 kℓ (ii) 301 – 700 kℓ (iii) > 700 kℓ
Restriction Tariff 2 (levels 4 & 5 water restrictions) PLUS 60% of Normal Tariff	X	X	(i) 0 – 250 kℓ (ii) 251 – 500 kℓ (iii) > 500 kℓ
Restriction Tariff 3 (level 6 water restrictions) PLUS 100% of Normal Tariff	X	X	(i) 0 – 100 kℓ (ii) > 100 kℓ

9.3.11.2. Industry - Marine (Customers must apply for this tariff)

Detail	Basic Charge (Rand/meter/month)	Unit Charge / kℓ	Level of Consumption (Rand/kiloliter/month)
Normal Tariff	X	X	(i) 0 – 5 800 kℓ (ii) > 5 800 kℓ
Restriction Tariff 1 (levels 2 & 3 water restrictions) PLUS 30% of Normal Tariff	X	X	(i) 0 – 5 800 kℓ (ii) > 5 800 kℓ

Restriction Tariff 2 (levels 4 & 5 water restrictions) PLUS 60% of Normal Tariff	X	X	(i) 0 – 5 800 kℓ (ii) >5 800 kℓ
Restriction Tariff 3 (level 6 water restrictions) PLUS 100% of Normal Tariff	X	X	(i) 0 – 5 800 kℓ (ii) >5 800 kℓ

9.3.12. The tariffs for consumption of Treated Effluent water shall be based on the levels reflected in the following table: -

Detail	Basic Charge (Rand/meter/month)	Unit Charge / kℓ	Level of Consumption (Rand/kiloliter/month)
Hermanus Golf Club	X	X	As per agreement
Schools, municipal sport grounds & project sport grounds as per agreement		X	As per Agreement
Curro Holdings		X	250kℓ free per day
Other		X	

9.3.13. Restriction Tariff

- 9.3.13.1. When level 1 water restrictions are implemented by the Directorate Infrastructure Services, no restriction tariffs will be implemented.
- 9.3.13.2. When level 2 water restrictions are implemented by the Directorate Infrastructure Services, level 1 restriction tariffs will be implemented.
- 9.3.13.3. When level 3 water restrictions are implemented by the Directorate Infrastructure Services, level 1 restriction tariffs will remain applicable.
- 9.3.13.4. When level 4 water restrictions are implemented by the Directorate Infrastructure Services, level 2 restriction tariffs will be implemented.
- 9.3.13.5. When level 5 water restrictions are implemented by the Directorate Infrastructure Services, level 2 restriction tariffs will remain applicable.
- 9.3.13.6. When level 6 water restrictions are implemented by the Directorate Infrastructure Services, level 3 restriction tariffs will be implemented.

9.4. Refuse Removal

- 9.4.1. A separate fixed monthly refuse removal charge shall apply to each category of users based on the costs of the service concerned and the applicable level of service, which can vary from once a week up to 7 times a week.
- 9.4.2. The fixed basic charge will be based on the number of removals per week.
- 9.4.3. An availability charge will be levied on all erven/units where no building plan has been approved. -
- 9.4.4. The tariff for refuse removal for residential units will be one removal per household per week.
- 9.4.5. Household refuse collection is the responsibility of the Municipality in the urban areas and only where a service cannot be rendered, a private contractor can do the collection per agreement with the municipality, in which case the Municipality will be entitled to charge a tariff for utilisation of the landfill site.

9.5. Sewage

9.5.1. The categories of users as set out below, shall be charged monthly at the applicable tariff as approved by Council in each annual budget: -

- (i) Domestic (including Semi Permanent Caravan Sites);
- (ii) Hotels, Hostels, Hospitals, Old Age Homes and Group Housing;
- (iii) Guest Houses and Bed & Breakfast Establishments;
- (iv) Shops and Offices;
- (v) Low Cost Housing Schemes;
- (vi) Schools;
- (vii) Caravan Parks with communal ablution facilities;
- (viii) Departmental Municipality;
- (ix) Consumers with a conservancy tank.

9.5.2. A monthly basic charge shall be levied on all developed properties or units within urban areas, irrespective of the type of service available.

9.5.3. A sewage **usage charge** will be levied on all properties or units that produce sewage or have a water meter. This charge will be levied as follows:

- (i) **SEWAGE – SINGLE AND INTERMEDIATE RESIDENTIAL** (Dwelling houses and Duplex apartments)
The sewage volume will be deemed to be 70% of water consumption, up to a maximum of 35kl of sewage per month (70% of 50kl water per month).
- (ii) **SEWAGE – GENERAL RESIDENTIAL** (Blocks of apartments and Residential Buildings)
Sewage volume will be deemed to be 90% of water consumption per individual unit up to a maximum of 45kl of sewage per month (90% of 50kl water per month).
- (iii) **SEWAGE – GUEST HOUSES AND BED & BREAKFAST ESTABLISHMENTS**
Sewage volume will be deemed to be 70% of water consumption per individual unit.
- (iv) **ALL OTHER USERS** (Including Commercial, Industrial, School, Sport, etc.)
The sewage volume will be deemed to be 90% of water consumption.
The 90% may be adjusted by the Municipal Manager as appropriate to the consumer. The Municipal Manager may also institute a cap on the volume of sewage if appropriate to the consumer.
- (v) **SEWAGE–CONSUMERS WITH NO WATER METER OR NO MUNICIPAL WATER USE**
Sewage volume will be charged as **one additional basic fee per RUE to compensate for the use of the sewer system in the absence of a water meter reading to calculate the sewerage volume.**

9.5.4. An effluent fee shall further be payable by factories and other industrial users where the wastewater emanating from such users requires special purification measures by the Municipality. Such fees shall be based on the toxic content of the wastewater concerned and the costs of purification.

9.5.5. A monthly infrastructure charge will be levied on all properties or units.

- 9.5.6. (i) Consumers with conservancy or septic tanks that cannot connect to the network, may only apply to have their tariff changed at the beginning of a financial year before 30 September, or with a change in occupancy status (ownership/registration or new occupancy), which took place after 30 September.
- (ii) In case of conservancy tanks or septic tanks, the municipality reserves the right to change the tariff option should it become apparent that the

sewer consumption is more than the water consumption for more than two consecutive months.

- 9.5.7. The sewage basic and infrastructure charge shall be levied on the owner's account, whilst the consumption portion of the charge shall be levied on the same account as where the water consumption is charged.
- 9.5.8. The number of sewage basic and infrastructure charges for non-household consumers shall be coupled to the number of commercial water basic and infrastructure charges. The owner has the option to select to be charged either one commercial unit or the total number of lettable sections.
- 9.5.9. A sewage availability charge shall apply to serviced vacant or undeveloped land.

9.6. Minor tariffs

- 9.6.1. All minor tariffs shall be standardised within the municipal region.
- 9.6.2. All minor tariffs shall be approved by the Council in each annual budget and shall, when deemed appropriate by the Council, be subsidised by property rates and general revenues, particularly when the tariffs will prove uneconomical when charged to cover the cost of the service concerned, or when the cost cannot be determined accurately, or when the tariff is designed purely to regulate rather than finance the use of the particular service or amenity.
- 9.6.3. Minor tariffs may include fees for the following: -

A	Administration	- Access to information - Administration Costs - Advertisements / Advertising - Bank cost on foreign accounts - Deposit - Duplicate Accounts - Duplicate Pay Day Slip - Facsimiles - Interest on Accounts in Arrear - Laminated documents	- Photocopies - Placard / Poster Costs - Section 62 Appeals - Tender Objections - Top Management Consultation - Top Management Deposit - Trace of Direct Deposits
B	Building Control	- Administration / Viewing Request, Filing retrieval and Copying of Plans - Building Plans - Demolition application - Heritage Investigations	- Plan Printing Fees - Plan Scrutiny Fees - Plan validity extension - Re-inspection fees - Signage
C	Cemeteries	- Grave-depths - Indication of grave	- Plot Cost - Wall of Remembrance
D	Business License	- Application for extended Liquor hours - Duplicates - License- Formal	- License - Informal - Liquor License - Re-inspection Fee
E	Commercial Filming/Photographing	- Animals - Application Fee - Area required for production and catering - Cancellation Fee	- Environmental Control Officer - Permits - Vehicles off Public Roads per Parking Bay
F	Credit Control & Debt Collecting	- Administration fee - Notices - Sheriff fee	- SMS - Tracing fee

G	Development Contributions	- Water - Electricity - Sewerage - Roads - Sanitation	- Storm water - Solid Waste - Off Grid Developments - Evaluations/Investigations Levies
H	Electricity	- Builders' connection - Call-out fee - Cancellation Fee - Capital Contributions - Casual Supplies - Change to SSEG or Time of Use - Change of Circuit Breaker - Commission of Bulk Meter - Connection and Disconnection of Service - Consumer Deposits - Contractor inspections - Conversion of meters - Credit Control and Debt Collection - Damaged cables - Damaged meter - Deposits cables etc. - Development Contribution - Erection & Removal of Banners - Fee recalculation – no access - Hire of temporary distribution kiosk - Hire of Sleeve Space for fiber optic cable	- Illegal Connection/Tampering Fee - Illuminated Signs - Small Scale Embedded Generation (SSEG) - Meter Testing - Meter Verification - MV Switching - Public Lighting & CCTV - Removal of meter - Replacement - Repositioning of Meter - Service Connections - Special Meter Readings - Sundry Services - Tariff change - Unsafe/illegal connections per visit - Upgrading extension Fee - Way leave
I	Fire Services & Disaster Management	- Assistance of motor vehicle accidents and rescues - Burn Permits - Events - Extinguishing of Fires - Fire Prevention inspections - Fire Safety	- Plot Clearing - Re-inspection Fee under the By-law - Special Services - Standby at fire scene
J	Housing	Administration	Rental
K	Law Enforcement	- Business & Other Events - Bylaw on outdoor advertising - Impoundment of Informal Traders (Hawkers) goods - Impoundment of illegal Advertising/Agent boards - Inspection Fees - Impoundment of Abandoned/Obstructing Items - Pound Fee Cattle - Pound fee Dogs and Cats - Pound fee Horses	- Pound fee other animals - Pound fee Pigs - Pound Fee Poultry - Pound fee Sheep and Goats - Pound fee Shopping Trolley - Re-inspection Fee - Removal of illegal structure - Storage Fee
L	Libraries	- Damage or lost Library material - Deposits - Facsimiles - Laminated documents - Lost Cards - Penalty for Late Return	- Photocopies - Rental of Library Amenities - Scanning - Special Requests - Subscription - Visitors Fee (Handling)
M	Municipal Buildings	- Deposits - Rental of Amenities	Rental of Equipment

N	Off-Grid Developments/Units	Development Contribution	
O	Operational Cost	Street Signage	
P	Parking Fees	* Metered Parking	* Monthly Parking Permit
Q	Property Administration	- Application lease/ purchase/ Encroachment - Leases	- Memorial Benches - Radio Mast
R	Public Works	- Felling and Pruning of Trees - Private Work - Sale of Miscellaneous Items - Storm Water Drainage	- Street Signage - Tar and Patch Work - Vehicle Entrances
R	Recreational Amenities	- Affiliated Members - Beaches - Boat Launching - Boat License/Permits - Caravan Parks - Change Rooms - Clubhouses - Commercial Fishing Vessels - Community Halls - Day Camping Site - Deposit - Entrance Fee - Formal Shop Rental - Frank Robb Hut - Hawker Stalls - Informal Trader under cover rental - Kelp Collectors, Whale Watching and Shark Diving	- Leases of stalls/containers - Non-Affiliated Members - Office Rental - Open Spaces - Parking - Passenger Boats - Plett House - Public Open Space - Recreational Fishing Vessels - Rental Units Kleinmond - Rental Wet core Stands - Schuss Houses - Spaces for Sport - Sport Events - Sport Grounds - Support Services - Use of Tractor
T	Roads	Capital Contributions	Development Contribution
U	Refuse Removal	- Asbestos Sheet removal - Baboon Resistant Bins - Deposits - Rental of Bulk Containers	- Self-Dumping - Replacement of lock on baboon resistant wheelie bin - Weigh Bridge weighing vehicles
V	Sewage	- Capital Contributions - Connection of tanks - Development Contribution	- Disposal - Tank Services - Testing of tanks
W	Storm water	Development Contribution	
X	Swimming Pool	- Entrance Fee - Galas	Training session
Y	Town Planning	- Advertising Cost - Application Fee - Closure of Public Place - Contravention - Penalty - Demolition of Administrative Penalty - Departure - Deposit – Appeal - Determination of Zoning - Exemption ito Section 26 - Extension of Time	- Formal Structure - Informal Structures - Land use planning Fee - Permission ito Zoning Scheme - Relaxation of Title Deed - Registered Letter - Removal of Title Deed Restrictions - Search Fee - Section 30(2) Certification/Clearance - Spatial Development Framework - Sub-division - Zoning Certificate

Z	Traffic	▪ Business and Other Events ▪ Disabled Parking Tokens ▪ Driver's Licenses ▪ Escorting and Other Services ▪ Hiring Traffic cones ▪ Impoundment of Boats ▪ Impoundment of Public Transport Vehicles ▪ Learner's Licenses ▪ Parking Meters ▪ Professional Driver's Permits	▪ Removal of Vehicles ▪ Roadworthy Certificates ▪ Storage Fees ▪ Taxi Rank Tokens ▪ Traffic Cones ▪ Towing Charge ▪ Vehicle Registration ▪ Wheel clamping fee
AA	Valuation (Property Information)	▪ Access to Information ▪ Clearance Certificates ▪ Deeds Office Registrations ▪ Extract from Valuation Roll	▪ Revaluation ▪ Valuation Certificates ▪ Valuation Roll ▪ Voters' Roll
BB	Water	▪ Administration Fee – recalculation no meter access ▪ Call-out Fee ▪ Capital Contributions ▪ Connection & Disconnection ▪ Consumer Deposits ▪ Convert to water flow restrictor meter ▪ Credit Control and Debt Collection ▪ Damaged Water Meter; Water main & Service Connection ▪ Development Contribution ▪ Final meter reading ▪ Irrigation Water ▪ Illegal Connection/Tampering Fee	▪ Meter Testing ▪ Meter verification ▪ Rebates ▪ Reconnection ▪ Registration of borehole ▪ Removal of meter ▪ Repair of meter ▪ Replacement of Damage meter ▪ Repositioning of meter ▪ Service Connections ▪ Special Meter Readings ▪ Still-off" inspections ▪ Sundry Services ▪ Temporary connections
CC	Wayleaves and the use of Municipal Road Reserves for the Installation of services	▪ Administration and Supervision Fee ▪ Roadway Trench Fee ▪ Remedying, Repairing and Cleaning	

9.6.4. The Municipal Manager shall maintain a list of all minor services indicating their unit of service for the purposes of determining tariffs, fees, charges and levies. Such list shall be reviewed annually together with the proposed tariffs, fees charges and levies.

10. NOTIFICATION OF TARIFFS, FEES AND SERVICE CHARGES

- 10.1. After a draft budget as required by the Local Government: Municipal Finance Management Act, 2003 (Act No 56 of 2003) has been tabled, the Municipal Manager must invite the local community to submit representations for consideration by the Council. Such invitation includes the draft resolutions on taxes and tariffs proposed.
- 10.2. After approval of the budget, the Council will give notice of all tariffs approved at the annual budget meeting at least 30 days prior to the date that the tariffs become effective.
- 10.3. A notice stating the purport of the council resolution, date on which the new tariffs shall become operational and invitation for objections will be advertised by the Municipality.
- 10.4. All tariffs approved must have been considered at the annual budget meeting.

11. IMPLEMENTING AND PHASING-IN OF THE POLICY

- 11.1. The principle contained in this Policy will be reflected in the various budget proposals submitted to the Council on an annual basis, service by-laws as promulgated and

adjusted by the Council from time to time and the Tariff By-laws referred to in section 75 of the Act.

- 11.2. The Council may determine conditions applicable to community service of a regulatory nature. These conditions will be reflected in the standing orders of the Council.

12. PROCEDURES AND ACCOUNTABILITY

- 12.1. The Municipal Manager shall ensure that procedures to manage all aspects of this Policy are prepared in the form of a manual, reviewed regularly and that these are formally adopted by him/her for implementation. These procedures will include aspects in this Policy and subscribe to sound principles of internal control.
- 12.2. The Directors and Managers shall ensure compliance with the procedures as approved from time to time by the Municipal Manager to give effect to the provisions of this Policy.

13. IMPLEMENTATION AND REVIEW PROCESS

This policy will come into effect on **01 July 2026** and will be reviewed at least annually or when required by way of a Council resolution.

14. SHORT TITLE

This policy shall be called the **Tariff Policy of the Overstrand Municipality**.

POLICY SECTION:	DIVISIONAL MANAGER: REVENUE MANGEMENT
CURRENT UPDATE:	24 JUNE 2026
PREVIOUS REVIEW:	29 MAY 2026
PREVIOUS REVIEW:	29 MAY 2025
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PREVIOUS REVIEW:	31 MAY 2024
PREVIOUS REVIEW:	31 MAY 2023
PREVIOUS REVIEW:	31 MAY 2022
PREVIOUS REVIEW:	26 MAY 2021
PREVIOUS REVIEW:	27 MAY 2020
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