



fn inc

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MUNICIPAL SERVICES AND ACCOUNTS

Termination of existing service accounts by sellers and application for new service accounts by purchasers.

1. **Electricity**

Electricity in Johannesburg is supplied by either ESKOM or by the CITY OF JOHANNESBURG depending on your area and property use. Make reference to the seller's account or the clearance figures issued to the conveyancers to verify which service provider to approach.

1.1 **ESKOM** (electricity not charged on your City of Johannesburg account)

www.eskom.co.za

t 0860037566

Sellers, on the day that you vacate the property call Eskom with your account number as reference, your meter reading in hand and request them to terminate your account and refund your deposit.

Purchasers, not later than the day you take occupation of the property, attend to Eskom to complete your Application form and provide them with

- i) meter reading
- ii) identity document
- iii) copy of agreement of sale
- iv) requisite deposit to enable Eskom to open an account for you

1.2 **CITY OF JOHANNESBURG**

www.joburg.org.za

t 011 375 5555

Sellers, please refer to the local authority who provides electricity to the property you sold. They will be able to provide you with a form for completion wherein you request for the termination of your service. Refer to our Knowledge Centre for a sample 'Cancellation of Consumer Agreement'.

Purchasers, please refer the local authority who provides electricity to your property, for the appropriate application form for the supply of electricity to your property. As each application form has a unique reference number, these forms can only be obtained from the local authority.

2. **Water**

Water is supplied by City of Joburg

www.joburg.org.za

t 011 375 5555

Sellers, please refer to the local authority who provides water to the property you sold. They will be able to provide you with a form for completion wherein you request for the termination of your service. At time of this advice the form is called – "Cancellation of Consumer Agreement".

Purchasers, please refer the local authority who provides water to your property, for the appropriate application form for the supply of water to your property. As each form has a unique reference number, these forms can only be obtained from the local authority.

Opening an account for water and electricity

Every City of Johannesburg customer should have their own water and electricity account; you can't inherit an existing water and electricity account from a previous owner or tenant of a property.

To open an account, go to your nearest [Customer Service Centre](#) and ask for an Application for the Supply of Water and Electricity contract.

In some instances we have experienced the council opening accounts prior to registration and in other instances they refuse to do so until transfer has been registered in the Deeds Office. We recommend that you enquire from the council re their latest policy decisions in this regard.

Submit the completed form, together with the following standard documents:

- Applicant's valid South African identity document/ copy of owner's ID if applicant is a Tenant;
- Spouse's details and ID and spouse's employer details;
- Details of next of kin;
- Your bank account details;
- Monthly income;
- Contact details, which include your name, telephone and cellphone numbers, physical and postal addresses, and email; and
- Meter readings and numbers;
- The deposit amount (cash, cheque or Electronic Funds Transfer (EFT))

For the latest updated information, we suggest you consult the City of Johannesburg's website regarding the opening of accounts and payment of deposits on the following link <http://www.joburg.org.za/content/view/716/168/1/2/>

3. Rates

Council receives a list of registrations from the deeds office monthly and will create an account for the new owner automatically once they have updated their records. To facilitate this process it has become practice for conveyancers to alert the council of registration, and if the council updates their records based on the advice from conveyancers, they will prepare the sellers refund and commence billing the purchaser. Processing of refunds can be followed up at Counter 1, Thuso House, 61 Jorrison St, Braamfontein and new owners can log a request with the call centre on 011 375 5555 for information regarding their new account as well as to change postal address information.

Rates accounts will automatically be created in your name, as the new property owner, as soon as transfer is registered at the Deeds Office. It may take up to 10 weeks to receive and update new owner records.

Although care has been taken to ensure the accuracy of the above information, FN Inc and its members, employees, agents and representatives cannot be held liable for any loss suffered, as a result of the use of this information.

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