



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Revenue Department

COVID-19 Billing and Relief FAQs

Last updated: 1 July 2020

Contents

Billing.....	2
Payment arrangements.....	3
Rates rebates and relief for property owners.....	3

Billing

1. Why have I not received my municipal account in the post during the lockdown?

The South African Post Office (SAPO) was closed during Level 5 and 4 of lockdown and only resumed services on 1 June 2020. We can now continue to send your municipal accounts via post, however, SAPO is still operating with skeleton staff and this may cause delays.

We encourage you to [register for e-Services](#) to keep track of your account statements and invoices and activate the [e-Billing service](#) to receive your account via email every month.

To request a copy of your invoice, email copy.invoice@capetown.gov.za with your account details.

2. How do I pay my account during the lockdown?

Only a few of our Walk-in Centres/Cash Offices are open, but you can pay your account via the following channels:

- Register with www.easypay.co.za or www.paycity.co.za
- **EFT:** Select the City as a bank-listed beneficiary. Use only your nine-digit municipal account number as reference
- Checkers, Pick 'n Pay, Shoprite, Spar and Woolworths
- Use the City's online [e-Services portal](#)
- **ATM:** contact your bank to add the City as an ATM beneficiary
- Visit your [nearest open Walk-in Centre/ Cash Office](#).

3. How is the City billing during the lockdown?

On-site meter reading is suspended until further notice. Billing will be done based on estimated consumptions over the lockdown period and compared to the same period of consumption in 2019.

4. Can I still submit my own meter readings?

Yes, you can still submit your water and electricity meter readings via [e-Services](#).

Enter your electricity meter reading on e-Services and then send a photo of your meter reading via email to electricity.meterreading@capetown.gov.za. For assistance, call 021 444 6286/8432/8478/1554 or 0860 103 089.

Enter your [water meter readings](#) and/or view your meter reading dates via e-Services.

5. How do I query my account?

In-person account enquiries are suspended until further notice. Contact our Call Centre on *0860 103 089* for more information.

Payment arrangements

6. My electricity/water has been disconnected/restricted because I am in arrears; what should I do?

If your electricity or water has been disconnected/restricted due to outstanding account payments, you can still arrange a payment plan:

Residential payment arrangements:

In order to enter into a payment arrangement, you must agree to the following up front:

- An upfront payment and instalments for the next three months
- Your current account must be paid as part of the upfront payment
- If you have only defaulted on two previous occasions, an additional payment of at least 1% of the total debt will be included in the upfront payment.
- If you have defaulted on three or more occasions in the past, an additional payment of at least 10% of the total debt will be included in the upfront payment

Documents required:

- Proof of payment for upfront payment
- ID copies of all the owners
- Permission/proxy if more than one owner giving permission
- Proof of income / payslip
- 3 Month bank statement, (for you and your spouse, if applicable)
- Income and expenditure (if you cannot afford to pay 10% of the income on the arrears)
- Death Certificate (if applicable)
- Executor appointment letter/ A Will (if applicable)

Send all documents to COVID19.Relief@capetown.gov.za along with your account number and updated contact details, or send an SMS to 48043 for assistance.

Rates rebates and relief for property owners

7. I am a property owner and I am unable to pay my rates account due to the COVID-19 crisis, can I apply for relief?

We have adjusted the processes of our [indigent, disabled and pensioner rebate applications](#). This will help those severely affected by the crisis to qualify faster for benefits.

Normally, we would assess your income over three months, but we have reduced this requirement to a one-month assessment period and/or submission of a letter from your employer indicating the reduction in income or job loss.

The rebate will be backdated to 1 April 2020, or the month in which your income was lost. It will be valid for 12 months unless there is a change in your income or you are re-employed, in which case you need to notify us.

COVID-19 Billing and Relief FAQs

NB: You will need to apply and send proof of your circumstances to the relevant email address listed below.

Residential property owners	Help (during lockdown)
If you have lost your job/have no income and your total household income is now R7 000 or less per month	Apply for help via email: Indigent.relief@capetown.gov.za or SMS to 48043
You are 60 years or older and receive a pension or disability rebate. Your investment returns or household income has been reduced due to COVID-19.	Apply for help via email: Rates.rebate@capetown.gov.za or SMS to 48043
You previously did not apply/qualify for pensioner/rates rebates as your total household income was above R17 500 per month BUT now your total household income has fallen to R17 500 or below.	Apply for help via email: Rates.rebate@capetown.gov.za or SMS to 48043
You do not qualify for indigent/pensioner rebates but your account is going into arrears.	Apply for help, or arrange a payment plan via email: COVID19.Relief@capetown.gov.za or SMS to 48043. Interest will not be charged, nor will debt management actions be taken for the duration of the arrangement, provided it is honoured.

Commercial property owners	Help (during lockdown)
Your account has gone into arrears.	Apply for help via email: COVID19.Relief@capetown.gov.za or SMS to 48043 Interest will not be charged, nor will debt management actions be taken for the duration of the arrangement, provided it is honoured.

Each application will be assessed on its own merits. Applications from those able to submit proof via email will be assessed during the lockdown period.

8. I own a Bed and Breakfast (B&B) / Guest House and my business has been severely affected by the COVID-19 crisis, what can I do?

We are offering various options to help alleviate financial stress for guest house and bed and breakfast (B&B) owners in Cape Town during the COVID-19 crisis.

[View our COVID-19 business support options.](#)