

# Opening and Closing of Municipal Accounts

## Free Standing Properties

### Purchaser

#### ESKOM (electricity not charged on your City of Johannesburg Account)

- ✓ [www.eskom.co.za](http://www.eskom.co.za) or 0860 037 566
- ✓ On date of occupation attend to Eskom to open a new electricity account by completing the application and providing them with:
  - meter reading;
  - identity document;
  - copy of the agreement of sale;
  - deposit;
  - copy of the electrical compliance certificate; and
  - unique reference number received from the seller.

#### City of Johannesburg Account

- ✓ <https://eservices.joburg.org.za> and go to “how do I?”
- ✓ Rates Accounts: are created between 8 to 10 weeks of registration but may be delayed in certain cases.
- ✓ Refer to the Local Authority’s regional offices between 8 to 10 weeks after registration. They will require the following to open a new account:
  - letter from the conveyancer confirming registration;
  - purchaser’s identity document; and
  - purchaser’s contact details.
- ✓ A deposit will be payable by the purchaser. The **deposit** will be included in the purchaser’s first account upon it being created.

#### Purchaser’s occupation BEFORE registration of the transfer

- ✓ If the Purchaser occupies the property BEFORE registration, the purchaser is liable for electricity and water consumed (subject to the agreement of sale).
- ✓ The Council does not account for this arrangement and therefore the Purchaser will have to reimburse the seller, who will receive an account for such usage.

### Seller

#### ESKOM (electricity not charged on your City of Johannesburg Account)

- ✓ [www.eskom.co.za](http://www.eskom.co.za) or 0860 037 566
- ✓ On date of occupation call Eskom and request your account to be closed. They will require your meter reading for this.

Refund: After the account has been closed the deposit will be paid out. Refunds are paid within 3 months, although this period may be delayed in certain cases.

#### City of Johannesburg Account

- ✓ See attached infographic of the regional office and their contact details.
- ✓ Refer to the Local Authority’s regional offices between 8 to 10 weeks after registration. They will require the following to close the account:
  - seller’s identity document;
  - letter from the conveyancer confirming registration; and
  - copy of the rates clearance figures, proof of payment and clearance certificate.

Refund: Pay-outs take place after registration and once the purchaser has opened a new account. A refund application form needs to be completed. Refunds are paid into the attorney’s trust account and take between 4 to 24 months.

#### Seller’s occupation AFTER registration of the transfer

- ✓ If the Seller occupies the property after registration, the Seller is liable for electricity and water consumed (subject to the agreement of sale).
- ✓ The Council does not account for this arrangement and therefore the Seller will have to reimburse the Purchaser, who will receive an account for such usage.

***DVH Value Added Service: Our offices offer the added service of attending to Council for opening or closing of City of Johannesburg accounts on your behalf for a nominal fee.***

## Sectional Title Properties

- ✓ The accounts for Sectional Titles are no different to Full Title Properties but for Sectional Titles do not including water and electricity but include refuse disposal.
- ✓ Water and electricity: are billed on the Body Corporate’s Levy Statement and dealt with exclusively by the trustees or Managing Agent of the Sectional Title Scheme. This means that one need not attend to the Council to open an account.
- ✓ Rates Account: are created within 8 to 10 weeks of the property being registered and may be delayed in some cases. The deposit to open this account may only be paid after an account number has been issued.