

The Residents  
Vista Body Corporate

20 October 2025

(By hand / email)

Attention: Trustees  
Owners / Residents  
Managing Agent

Dear Client,

**VISTA BODY CORPORATE: MIDCITY UTILITIES  
WATER AND SANITATION BILLING AND FREQUENTLY ASKED QUESTIONS**

The above matters refer:

MidCity Utilities is managing the electrical utilities (metering, billing, electrical account and all City of Tshwane electrical queries) for Vista Body Corporate.

Vista Body Corporate is currently making use of another service provider to do the water meter readings and the associated billing thereof, and their services will come to an end as from the 30<sup>th</sup> of November 2025.

MidCity Utilities will take over the management and billing of the water and sanitation as from the 1<sup>st</sup> of December 2025 going forward.

MidCity Utilities apply the prescripts and bylaws of relevant municipalities for tariffs, fees, risk deposits, administrative charges, penalties, and fines, when and where applicable.

As per the municipal bylaws of the City of Tshwane Metropolitan Municipality, risk deposits on all post-paid accounts (electricity, water, and sanitation) are applicable.

The risk deposits on all post-paid utility's accounts are reviewed annually or when needed, based on the end user's consumption and account history or behaviour.

**As per the agreement with the Trustees of Vista Body Corporate, the following would apply in relation to risk deposits on water / sanitation:**

- Current owners living in the BC, **will NOT** be required to pay a WS (Water and sanitation) risk deposit.
- Existing residents who are renting and have paid the risk deposit of R700 to EAS will have their risk deposit transferred over to MidCity Utilities.
- New residents who are renting at the BC, will be required to pay a WS risk deposit.
- Risk deposits on owners, living in the BC, will only be raised with instruction and agreement between the Trustees, owners and the service provider (MidCity Utilities).
- All new owners/residents, moving in after the 1st of December 2025, will be required to pay a WS risk deposit, starting off at R700 (Seven hundred Rand).
- Risk deposits are refundable after settlement of the final account has been made to the registered account holder.

MidCity Utilities (Pty) Ltd. Registration No 2014/115245/07.  
Board of Directors: M Alberts, JJ Croukamp, JA Basson, DJ de Villiers Sr & DA Groenewald.

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**Detail with regards to overall risk deposit requirements:****1. Prepaid electricity clients:**

1.1 No electricity risk deposit payable on prepaid electricity.

**2. Post-paid electricity clients: (If applicable)**

2.1 Current post-paid clients should already have risk deposits that were raised.

2.2 The risk deposit is reviewed annually. (Will be reviewed shortly, for 2025 / 2026)

2.3 All new residents will be required to pay a postpaid electricity risk deposit, should they request a postpaid electricity account.

2.4 MidCity Utilities initially request a R1 500 (One Thousand Five Hundred Rand) risk deposit for post-paid electricity accounts.

2.5 Risk deposit to be held, should be equal to at least two months average consumption / account.

2.6 Risk deposit held is refundable, after final account has been issued and paid or offset against the final account, with balance remaining due or refunded.

**3. Water and sanitation: (Post-paid)**

3.1 Account for water and sanitation at the BC is a post-paid account.

3.2 Refer to page 1 regarding the agreement made on current owner and renting resident special arrangement on risk deposit.

3.3 Refer to page 1 regarding the requirement, as from the 1<sup>st</sup> of December 2025, of all new renting resident risk deposits.

3.4 The risk deposit held, is reviewed annually.

3.5 Risk deposit to be held, as per the municipal Bylaw prescripts, should be equal to at least two months average consumption / account.

**Please note:**

- All current and future residents must complete the attached, “Application form Tenants” for MidCity Utilities to update our records accordingly.
- Previously prepaid clients were only required to complete the “Vending agreement”, but as MidCity Utilities will be taking over the water and sanitation billing, we require the full agreement.
- Failure to provide the required “Application for Tenants” could result in electricity meter being blocked for prepaid or electricity supply being disconnected.
- Your assistance in the process would be appreciated to avoid any service interruption.

**Other related questions and matters:**

**A: How does my account work?**

- All accounts are issued on or about the 22<sup>nd</sup> of every month, with a sms notification sent out as well.
- The account issued, is payable by the 4<sup>th</sup> of the next month.
- Accounts issued will always be for a month or two's prior consumption period.
- As an example for Vista BC: Statement 202602, that will be for the December 2025 consumption period, will be issued on the 22<sup>nd</sup> of January 2026 and is due on or before the 4<sup>th</sup> of February 2026. (Statement 202602).
- If an account is not paid on or before the 4<sup>th</sup> of the month, reminders are sent and by the 7<sup>th</sup> the Credit Control Process would start with costs being charged (Final demand).
- If by the 9<sup>th</sup> the account is still not paid, the disconnection process is started at a high prescribed fee.
- Should payment still not be received, post-paid electricity will be switched to prepaid and the outstanding balance will be loaded onto the prepaid meter. Prepaid purchase made will first contribute towards outstanding balance. Prepaid clients with high available kWh on their meter, will have available kWh stripped, to the value of the outstanding balance, with the disconnection fees also loaded.
- Please note that these fees will not be written back because of clients not paying their account on time.
- Clients must contact their assigned Credit Controller before the due date if an arrangement needs to be made for payment.
- Arrangements are not the norm, and we will only be able to assist under extenuating circumstances.
- The cost for water consumption, water administration fee of MidCity Utilities, and the fixed charges on water and sanitation, is invoiced monthly as a post-paid account.
- Actual water meter readings are taken monthly.
- Water consumption is a variable cost, and it is calculated on a sliding scale – refer to “the “Tariffs” and “How is my consumption determined”.

**B: How is my consumption determined?**

- Each stand / house would have its own water meter.
- Units with two water meters, (if applicable) will have their consumption combined and then the combined consumption is applied to the tariff scales.
- Water meters are read monthly by a Meter Reader / read electronically.
- We work on actual water meter readings.

- If for any reason, our Meter Reader does not have access to a water meter or is unable to electronically take a reading, he will indicate as such on his reading sheet.
- Our Billing Department will do an estimation of what the reading should be, based on historical actual meter readings.
- We will leave the client a note, send a sms or email, requesting the clients to email or WhatsApp us a photo of their water meter number and reading.
- Consumption is calculated by deducting the meter reading taken this month from the reading taken the previous month.
- The consumption is then used against the tariff scales and considering the number of days since the last reading was taken.

**C: High consumption / Water leaks:**

- The water being used from the meter to the house is for the owner's account.
- Water leaks between the meter and house is the responsibility of the resident / owner.
- Water leaks and usage between the bulk municipal meter and a residential water meter, is the responsibility of the Body Corporate, in most instances.
- Water leaks should be reported and addressed immediately to prevent excessive water billing.
- Common property water usage is for the account of the Body Corporate and dedicated common water points should receive a water meter if so decided, with other non-essential common property water taps that should be closed off.

**D: What are the water and sanitation tariffs?**

TSHWANE			TSHWANE		
WATER TARIFF - DOMESTIC AS FROM 01/07/2025			SANITATION TARIFF - DOMESTIC AS FROM 01/07/2025		
	STAGE 1	STAGE 2			
Sliding scale kl consumed per 30 days	Tariff (Excl. VAT)	Tariff (Excl. VAT)	Sliding scale kl consumed per 30 days	Discharge %	Tariff (Excl. VAT)
0 - 9 kl	R0.00	R0.00	0 - 9 kl	98	R0.00
10 - 18 kl	R32.74	R39.27	10 - 12 kl	90	R22.37
19 - 30 kl	R44.30	R66.05	13 - 18 kl	75	R22.37
31 - 42 kl	R51.03	R81.56	18 - 24 kl	60	R22.37
43 - 60 kl	R54.56	R98.19	25 - 30 kl	52	R22.37
> 60 kl	R58.42	R116.82	31 - 42 kl	10	R22.37
			> 42 kl	1	R22.37
<b>Network access charge per unit / stand</b>	<b>R185.20</b>	<b>R185.20</b>	<b>Network access charge per unit / stand</b>		<b>R103.00</b>

(The above prices exclude VAT)

**E: Fixed charges:**

- A household using less than 9KL in a month (30 days cycle) will have an account payable of: R185,20 (water) + R103,00 (Sanitation) = R288,20 (Excl. VAT) and R331,43 (Incl. VAT) per month in a 30-day reading cycle.

**F: Sliding Scale:**

- The sliding scale on water is set up in a way where the resident that uses a lot of water pays more for the water being consumed.

**G: Types of water leaks?**

- Damaged piping inside a living unit, after the water meter.
- The toilet mechanism keeps flushing.
- Leaking taps and sprinkler systems.
- Washing machines with faulty valves or washers.
- Swimming pool leaks / Top-up of swimming pool.
- Geyser leaks, piping, and overflow.
- Common property piping and infrastructure.
- Common property water meters that are faulty, not recording water usage can leave water leaks undetected.

**H: Monthly account statement:**

- Itemized billing and transaction recording is done.
- Prepaid purchases will have three-line items (First line item for the total purchase made, second line item for the kWh received and the third for the vending fee applicable).
- As per the NERSA and Municipal Bylaws, full details regarding prepaid electricity must be presented in the statements.
- Line item for the fixed water charge.
- Line item for the sanitation fixed charge.
- Line item for water consumption.
- Line item for sanitation consumption.
- Line item for water administration fee.
- Line item for any other charges (Final demand, disconnection notice, other if applicable).

**I: MidCity Utilities Portal:**

- Clients can access the MidCity Utilities portal to view their statements current and historical.
- The email address used to register for the MidCity Utilities App is the email address for the portal login.
- Portal login brochure and information will be shared with receipt of newly completed application forms.

**J: Who should complete the application form?**

- MidCity Utilities contracts with the person living in the unit, using electricity, water and sanitation.
- The person could be the owner or a tenant.
- The owners / agent and tenant should discuss their agreement if the rental agreement is inclusive of water / sanitation costs.

**K: How do I pay my account?**

- Each client will receive a statement via email, or they can login to the MidCity Utilities Portal.
- Each client receives a unique client reference number.
- The reference number must always be used when making payment to MidCity Utilities Nedbank Bank account via EFT or from ATM.
- Pay directly from your statement with the Ozow link.
- Pay via Debit order.

If there are any other questions, please do not hesitate to contact MidCity Utilities.

MidCity Utilities Offices: 012 426 3400  
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Regards,

Dirk Groenewald  
Director: MidCity Utilities

**Examples of expected cost per kiloliter (kl) used in a 30-day cycle as per the City of Tshwane Tariff Scales.**

**1 kiloliter is 1000 liters**

CITY OF TSHWANE  
 EXAMPLE OF WATER AND SANITATION CALCULATIONS FOR HOUSEHOLDS:  
 2025/2026

WATER: SCENARIO CONSUMPTION			LEVEL: 1		INCLUSIVE OF VAT				
					1 9 kL	2 12 kL	3 16 kL	4 20 kL	5 22 kL
SLIDING SCALE	TARIFF: (EXCL. VAT)	TARIFF (INCL. VAT)							
0 TO 9 KL	R0.00	R0.00	R0.00	R112.95	R263.56	R338.86	R338.86		
10 TO 18 KL	R32.74	R37.65				R101.89	R203.78		
19 TO 30 KL	R44.30	R50.95							
31 TO 42 KL	R51.03	R58.68							
43 TO 60 KL	R54.56	R62.74							
MORE THAN 60 KL	R58.42	R67.18							
NETWORK ACCESS CHARGE	R185.20	R212.98	R212.98	R212.98	R212.98	R212.98	R212.98	R212.98	
<b>MONTHLY WATER COST:</b>			<b>R212.98</b>	<b>R325.93</b>	<b>R476.54</b>	<b>R653.73</b>	<b>R755.62</b>		

SANITATION: SCENARIO CONSUMPTION			LEVEL: 1		INCLUSIVE OF VAT					DISCHARGE %
					1 9 kL	2 12 kL	3 16 kL	4 20 kL	5 22 kL	
SLIDING SCALE	TARIFF: (EXCL. VAT)	TARIFF (INCL. VAT)								
0 TO 9 KL	R0.00	R0.00	R0.00	R69.46	R69.46	R69.46	R69.46	R69.46	98	
10 TO 12 KL	R22.37	R25.73			R77.18	R115.77	R115.77		90	
13 TO 18 KL	R22.37	R25.73				R30.87	R61.74		75	
19 TO 24 KL	R22.37	R25.73							60	
25 TO 30 KL	R22.37	R25.73							52	
31 TO 42 KL	R22.37	R25.73							10	
MORE THAN 42 KL	R22.37	R25.73							1	
NETWORK ACCESS CHARGE	R103.00	R118.45	R118.45	R118.45	R118.45	R118.45	R118.45	R118.45		
<b>MONTHLY SANITATION COST:</b>			<b>R118.45</b>	<b>R187.91</b>	<b>R265.09</b>	<b>R334.55</b>	<b>R365.42</b>			

<b>TOTAL: WATER AND SANITATION COST FOR THE MONTH (30 DAY CYCLE)</b>	<b>R331.43</b>	<b>R513.84</b>	<b>R741.62</b>	<b>R988.28</b>	<b>R1 121.04</b>
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INCLUSIVE OF VAT

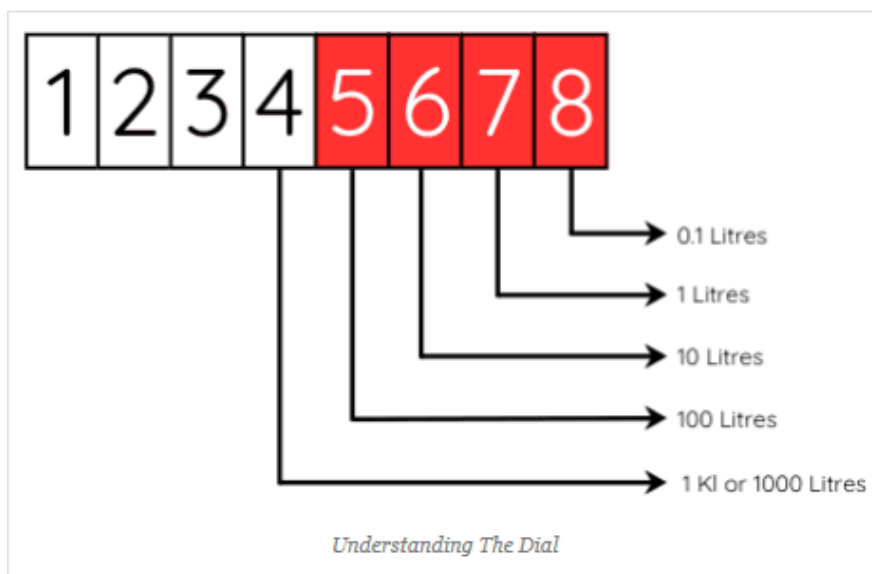
### How to read your water meter reading:

Depending on the type of meter, the displays may vary, but the basics of reading your water meter remain the same.

It is advisable that residents check their water meter readings regularly, themselves.

Water Meter Readings are taken by a Meter Reader regularly or should it be a Smart Water Meter, the readings are taken electronically / remotely.

Example of water meter readings and display:



- Readings and billing are based on the white numbers, in kiloliters.
- Current reading is subtracted from the previous reading to determine the consumption between the reading dates.
- The consumption is billed according to the applicable municipal tariffs, considering the number of days between readings.
- Should the numbers in red continue to “run”, when there is no water usage, it can indicate that there is a leak that needs to be attended to.
- Water usage and any water leaks after a water meter, is the responsibility of the resident or owner.
- If there is any uncertainty, please contact us for further information and assistance.
- Water leaks before a water meter, is in most instances, the responsibility of the Body Corporate or the Homeowners Association.
- Please report any possible water leaks to the Caretaker, Managing Agent, Utilities Service Provider for investigation and action.

**Risk deposit and related matters in the MidCity Utilities residential agreement:**

- 1.4 A risk deposit is payable on or before the connection of the electricity supply as determined by MIDCITY UTILITIES in its sole discretion. MIDCITY UTILITIES shall be entitled to increase the risk deposit from time to time, in its sole discretion. MIDCITY UTILITIES reserves the right not to connect electricity or to disconnect electricity supply until such / any risk deposit has been paid.

The Process of Raising Risk Deposits Explained – Annual / Periodic Risk Deposit Reviews

When you receive your monthly bill, at any given time during your contract with MIDCITY UTILITIES, and note a risk deposit increase amount billed to the account please take note of the following.

1. We would have delivered a letter regarding the increase, emailed (if we have your email address), sent a sms and / or hand- delivered (to your unit / house / office).
2. SMSs would have been sent to your cell phone, Applicant/s's whose cell phone numbers are on our system; informing you of the increase in your risk deposit.
3. We have calculated your risk deposit increase based on your consumption over a 12x month rolling period. This gives a very fair average consumption over the lower and higher consumption months of the year (ie summer and winter).
4. The city council's bylaws regulate that a risk deposit equal to two month's average consumption is to be held on all utility consumption accounts.
5. The settlement of the risk deposit amount raised on your account is required in full, together with the billed month's actual consumption charges.

***To assist our new clients, an arrangement can be made to settle the risk deposit over a three-month period, if requested in writing.***