



DHOOGELAW

Attorneys • Notaries • Conveyancers

EKURHULENI MUNICIPAL SERVICE AND ACCOUNTS

EKURHULENI METROPOLITAN MUNICIPALITY

CITY OF EKURHULENI (T 0860 543 000)

www.ekurhuleni.gov.za

On registration of transfer the Conveyancers send a letter to the Council notifying them that the transfer has taken place. The Conveyancers will advise the Council of all relevant information relating to the transfer and the date of registration.

The Deeds Registry also independently notifies the Council of the transfers that have taken place.

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

SELLERS

Please visit the enquiries counter at your nearest Customer Care Centre to complete the necessary **termination of services** forms.

Please be sure to take the following documents :

- i) Certified copy of ID ;
- ii) Copy of your municipal account that reflects your account number and stand number ;
- iii) Forwarding/future address

When applying for the termination of services, apply for the refund of the deposit you paid when connecting the services.

Remember that your account is billed in arrears and you may still receive an account after you have disconnected the services.

PURCHASERS

Visit the enquiries counter at your nearest Customer Care Centre to collect the necessary forms to apply for the connection of services. The form includes a Service Agreement that must be signed by you before the supply may be connected.

You will need to pay a deposit fee, the amount of which will be communicated to you when you collect your forms.

Please be sure to take the following documents :

- i) Identity Document ;
- ii) Copy of Agreement of Sale ;
- iii) Letter from Conveyancer confirming registration date ;
- iv) Meter readings (on date of occupation and on date of registration)

In the event of the purchaser being a legal entity (company, close corporation or trust) :

- i) The information above for individuals as may be applicable:
- ii) Company, close corporation or trust documents
- iii) Identity Documents of all directors/trustees/members

A letter/resolution authorizing the signatory to open the account and sign all the necessary documents

E-SIYAKHOKHA SERVICES

www.e-siyakhokha.co.za

This is a free online service that allows home owners, companies, property managing agents and tenants to register. Thereafter you can view, download and make payments for all utility accounts electronically from the comfort of your home or office.

This service also provides a full history of accounts from registration and payments made using this system, as well as the ability to interact with the Ekurhuleni Metropolitan Municipality in the form of lodging complaints and queries electronically.

To complete the online registration process you will need :

- i) Your Ekurhuleni Metropolitan Municipality Account Number
- ii) Your ID number
- iii) Your personal details
- iv) Your bank account details [optional]

The contact details for **Ekurhuleni** are as follows:

Call centre no: 0860 543 000

Web site address: www.ekurhuleni.gov.za

Each customer care centre has its own email address, direct number and physical address listed on the above website