

City of Johannesburg  
Johannesburg Water (SOC) Ltd

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 Johannesburg Water

[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)

Providing Water. Providing Life



## COJ WATER POLICY AND REGISTERING FOR THE EXPANDED SOCIAL PACKAGE FOR CUSTOMERS WITH PREPAID WATER METERS



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It is the trend across our country's metros to no longer provide free basic water to all residents, but only to registered indigent residents, which is in line with the National Water Policy and recommended by National Treasury.

In line with our commitment to care for the poorest members of our society, we will continue to provide free basic water to residents on the City's indigent list. Depending on household income, our poorest residents will receive up to a maximum of 15 kilolitres of free water per household, per month in line with the CoJ Extended Social Package Policy.

Given the scarcity of water in Johannesburg, the huge inequality in our City, domestic users who do not qualify as indigents will no longer receive the 6kl FBW and therefore see an increase of R42.84 per month to their water bill as a result of this change.

In order to accommodate indigent residents, CoJ is offering the Expanded Social Package (ESP). The ESP targets vulnerable residents in the city such as the unemployed, youth, people with disabilities, displaced persons and senior citizens. People with different levels of need will qualify for different levels of subsidy according to the City's measure of affordability.

## Who should register for ESP package?

- Indigent customers using a Johannesburg Water prepaid meter

## Who qualifies for the ESP package?

- South African citizens;
- Residing within the CoJ boundaries;
- with the monthly income of (0- not exceeding R5 308.20 per month)

## Why Re-registering for ESP package?

- The primary objective of the ESP is to offer individuals and families temporary relief and lifeline.
- The ESP register is updated on a daily basis allowing new registration and re-registration which takes place every (six) months for individuals to continue receiving benefits.

## Who should re- register ESP package?

- Any individuals whose benefits has expired or about to expire
- Individuals who may have recently registered.

## How do you get the ESP benefit?

- Residents who qualify for ESP will claim their benefits from the vending points through their tags on a monthly basis.

## When can you register for the ESP package?

- Residents can register for ESP any time
- We strongly encourage residents to register on or before the 15th of the month to benefit by the beginning of the following month

## How to register for ESP package?

Residents who meet the requirements should submit the following documents at the nearest Revenue Customer Service Centres

- Proof of income (SASSA) card and 3 months latest bank statement
- Identity Document
- Proof of residence (CoJ Municipal bill/statement)
- Latest receipt of purchased prepaid water

## Revenue Customer Service Centres

Region	Address
A	4326 Makhanya Drive, Lord Khanyile Multi Purpose Centre, Ivory Park
A	Rabie Ridge Skills Centre, Cnr Korhaan and Kraai Street, Rabie Ridge (next to BP)
C	Roodepoort City Hall, Beladina Str, Traffic Department, Roodepoort CBD
D	2332 Luthuli Street , Dobsonville Civic Center, Dobsonville
D	3623/7 Modjadji Street , Pimville Skills Center, Pimville Zone 3
D	Diepkloof People's Centre, 1729 Ugoye Street, Zone 1, Diepkloof
D	3700 Masizakhe Street , Zola Office, Zola North
D	47 Heckoord Street ,Meadowlands Revenue Center, Circle Zone 2,
D	Mofolo Paypoint / Kwezi 666 Moswaledi and Koma Road
E	Cnr 8th Avenue and Roosevelt, Alex Multi-purpose Center, Alexandra
F	61 Jorissen Street, Thuso House Building, Braamfontein
F	CJ Cronje Building, 80 Loveday Street, Johannesburg
F	Eureka House, 92 cnr Marlborough & Rosettenville, Springfield
G	4064 Link Crescent Street, Eldorado Park Community Hall, Eldorado Park
G	5449 Cnr Katz & Smith Street, Ennerdale Civic Centre, Ennerdale Extension 9

## What are the benefits of having the ESP package?

- Residents who successfully qualify will get free water based on the bands within which the individual falls under