



PUBLIC NOTICE:

CREDIT CONTROL & DEBT COLLECTION

Section 96 of the Local Government Municipal Systems Act requires that the municipality must adopt, maintain and implement a debt collection and credit control policy. It should be noted that account holders have a responsibility to timeously pay for services rendered and for amounts levied on ratable property.

The Municipality has noted with concern a high level of increasing debt resulting from municipal accounts not being honoured timeously.

Notice is hereby given on the following measures which is in accordance with provisions of the Debt Collection & Credit Control Policy as approved by Council on 30 June 2021 under item 254:

- I. **Cost of Collection** – Section 14 of the Policy stipulates that all costs of legal processes, including interest, service discontinuation costs, debt collection and costs associated with customer care or credit control, wherever applicable, are for the account of the debtor or unless otherwise specified.
- II. **Percentage payment ratio from prepaid purchases** – Section 15(3) of the Policy stipulates that to enforce satisfactory recovery of arrears of 30 days and older, a 40% of the prepaid purchase will be allocated towards the arrears amount. Please note that this system is only for collection of arrears and not payment towards current accounts. *Consumers are still responsible and required to timeously effect payment on their current account/s.*
- III. **Disconnection / blocking of electricity** – Section 15(7) of the Policy stipulates that Council may implement a restriction/blocking system whereby consumers who are in excessive arrears will not be able to purchase pre-paid electricity/water until the arrears have been paid in full or arrangements made to pay off the arrears. With regards to conventional metering those supplies may be disconnected.

Please be informed that consumers are afforded a fourteen (14) day period as from the date of this notice to ensure that the requisite arrangements are made on arrear accounts, or alternatively, for the accounts to be brought up to date.


ACTING MUNICIPAL MANAGER

