



Sol Plaatje Municipality



DID YOU KNOW?

You get early payment discount of 10% every time you pay your account in full.

In a cycle of 12 months, the early payment discount equals one-month's account bill, and that saves you cash in the bank.

You can opt for the holding of 10 to 30% of your prepaid electricity purchases and have this paid towards your arrear debt, thus saving yourself time from having to make payment arrangements, SMSes reminding you of payment arrangement that is falling due and will save you from the risk of having your services disconnected.

The Municipality collects over R12 million in 3 days when services are lawfully disconnected due to non-payment. This money assists the Municipality in the providing of services and paying of essential service providers such as Eskom.

The Municipality is in arrears with its Eskom and Bulk Water Accounts as a result of non-payment by customers. We are facing a risk of Eskom lodging a dispute on the unpaid account and may be compelled to implement a stringent collection plan, which may include a total blackout of electricity supply.

The Municipality has adopted a Customer Care, Credit Control and Debt Collection Policy together with the Budget. The policy acknowledges the financial difficulties experienced by business and residential customers and has made various provisions to manage consumer debt.

SETTLEMENT OF ACCOUNTS

Municipal policy allows for debt settlement for all customer groups. The policy allows for discounts when the customer proposes a full and final settlement of their account. The following is extended to all customer groups:

- 100% write off of interest charged on arrears.
- 100% write off of all penalties charged on the account.
- 10-30% discount on rates, refuse removal and sanitation fees in arrears as per approval by the MM.

*STRICTLY SUBJECT TO MUNICIPAL
POLICY PROVISIONS*

TAKE CHARGE.
THIS IS YOUR MUNICIPALITY, IT NEEDS YOU.
PAY YOUR ACCOUNT FOR IT TO PROVIDE SERVICES.