



Sol Plaatje Municipality

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.

PAYMENT OF DEBT ARRANGEMENT

You can pay your municipal services through bank transfer.

Make sure that the amount you pay is the debt arrangement amount plus the current account balance as reflected in the statement.

The system will automatically allocate the amount to your account.

Use your account number as it appears on the statement as reference number or ID number as registered on the billing system.

VALIDITY OF PAYMENT ARRANGEMENT

- A payment arrangement is valid immediately upon signing.
- It remains valid for as long as it is honored.
- A default will be recorded once you miss the payment date as per the arrangement agreement.
- One default nullifies the debt arrangement agreement.
- Your electricity meter will be blocked immediately.
- You will be required to enter into a new debt arrangement at a higher amount as your risk profile will be adjusted.



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