

KEY CHANGES TO CREDIT CONTROL AND DEBT COLLECTION POLICY



The way in which **pre-paid electricity users** settle their municipal account debt has now changed. A portion of your pre-paid electricity purchases will now be directly deducted to contribute towards any outstanding arrears on your municipal account.

IF YOUR ACCOUNT IS IN ARREARS, YOUR PRE-PAID ELECTRICITY WILL BE RESTRICTED IN THE FOLLOWING WAY.



Duration of arrears on municipal account.



Percentage of pre-paid purchases automatically deducted towards crediting your arrears account.



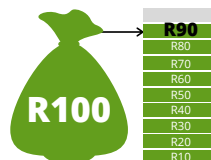
Percentage of pre-paid purchases remaining towards electricity usage.



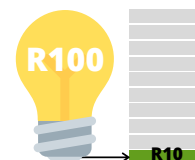
IF NO PRIOR PAYMENT ARRANGEMENT HAS BEEN MADE, DEDUCTIONS WILL BE MADE AS FOLLOWS:

1 Month in arrears (30 Days and more)

- 90% deducted



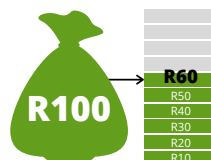
10% remain



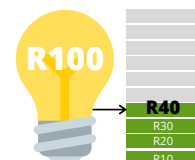
IF PRIOR PAYMENT ARRANGEMENT IS MADE, DEDUCTIONS WILL BE MADE AS FOLLOWS:

1 Month in arrears (30 Days - 59 Days)

- 60% deducted

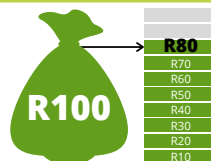


40% remain

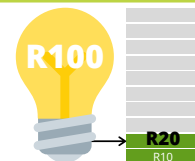


2 Months in arrears (60 Days - 89 Days)

- 80% deducted

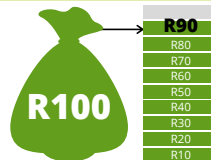


20% remain

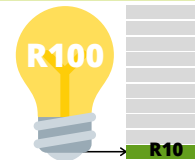


3 Months in arrears (90 Days and more)

- 90% deducted



10% remain



Through this policy, the municipality is providing assistance to residents to make special arrangements for outstanding accounts. While ensuring better debt collection that will allow a healthy cash flow towards continuous quality service delivery to all residents.

We are inviting consumers to contact us for a payment arrangement to prevent the limitation of services.

To make a payment arrangement, visit or contact the Credit Control Office at your nearest municipal office.

Ashton
023 615 8000

Bonnievale
023 616 8000

Montagu
023 614 8000

McGregor
023 625 1630

Robertson
023 626 8200

Indlela eya kuhlawulwa ngayo ityala lee-nkonzo zakho kwamasipala zitshintshile



Indlela eya kuhlawulwa ngayo ityala lee-nkonzo zakho kwamasipala zitshintshile.

Inxalenye yentlawulo xa uthenga umbane izokutsalwa ngqo ukuze kufakwe imali kuwo onke amatyala angekahlawulwa kwi-nkonzo zakho zikamasipala.

Ukuba intlawulo yenkonzo yakho yakwamasipala isemva , umbane wakho uyakuthintelwa ngezindlela zilandelayo



Ixesha leenkonzo zikamasipala osemva ngalo.



Ipesenti othenge ngayo umbane izotsalelwa iinkonzo zikamasipala osemva ngazo.



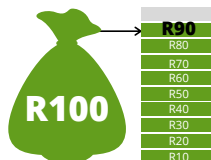
Ipesenti othenge ngayo umbane oshiyekileyo, uyakusetyenziselwa umbane.



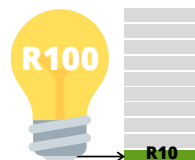
XA UNGENASIVUMELWANO SOKUBHATALA ITYALA:

Inyanga e-1 engekahlawulwa (lintsuku ezingama-30 nangaphezulu)

- 90% Ezokutsalwa



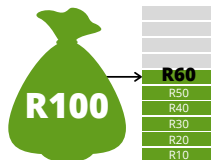
10% eshiyekileyo



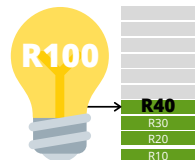
XA UNESIVUMELWANO SOKUBHATALA ITYALA:

Inyanga e-1 engekahlawulwa (lintsuku ezingama-30 ukuya kuma-59)

- 60% Ezokutsalwa

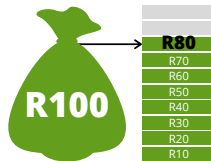


40% eshiyekileyo

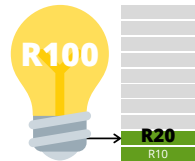


Iinyanga ezi-2 ezisemva (lintsuku ezingama-60 - 89)

- 80% Ezokutsalwa

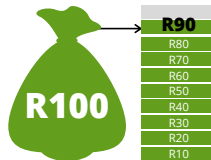


20% eshiyekileyo

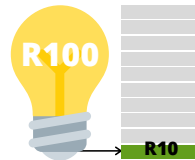


Iinyanga ezi-3 ezisemva (lintsuku ezingama-90 nangaphezulu)

- 90% Ezokutsalwa



10% eshiyekileyo



Ngalo mgaqo-nkqubo, umasipala unikezela ngoncedo kubahlali ukuze benze amalungiselelo akhethekileyo we-nkonzo ezingekahlawulwa, ngelixa aqinisekisa ukuqokelelwa kwamatyala, ngelixa kuqinisekiswa ukuqokelelwa kwetyala elifanelekileyo ukunceda ekuqhubekeni kokuhanjiswa kweenkonzo ezisemgangathweni eluntwini.

Simema abathengi ukuba banxibelelane nathi ngolungiselelo lokuhlawula ukunqanda ukusikelwa umbane.

Mayelana nokwenza kwentlawulo okanye izigcwangciso zentlawulo nxebelelana ne ofisi yezemali kwidolophu ekufutshane kuwe.

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BELANGRIKE AANPASSINGS AAN DIE KREDIETBEHEER- EN SKULDINVORDERINGSBELEID



Die manier waarop **koopkrag gebruikers** se munisipale rekeningskuld vereffen word, het verander. 'n Gedeelte van jou koopkrag-aankope sal nou direk afgetrek word om by te dra tot enige uitstaande agterstallige skuld op jou munisipale rekening.

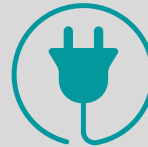
INDIEN JOU REKENING AGTERSTALLIG IS, SAL JOU KOOPKRAG BEPERK WORD OP DIE VOLGENDE MANIER.



Tydperk van agterstallige munisipale rekening



Persentasie koopkrag-aankope wat outomaties by die agterstallige rekening gekrediteer word.



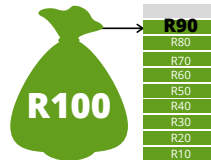
Persentasie koopkrag-aankope toegeken aan elektrisiteitgebruik.



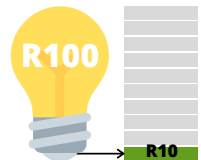
INDIEN **GEEN VORIGE BETALINGSREËLING** GETREF IS, WORD AFTREKKINGS SOOS VOLG GEDOEN:

1 Maand agterstallig (30 dae en meer)

- 90% afgetrek



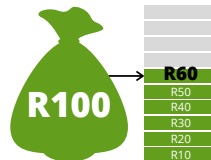
10% beskikbaar



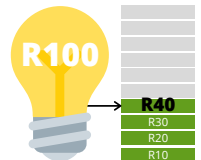
INDIEN 'N **VORIGE BETALINGSREËLING** GETREF IS, WORD AFTREKKINGS SOOS VOLG GEDOEN:

1 Maand agterstallig (30 dae - 59 dae)

- 60% afgetrek

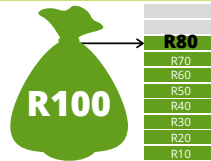


40% beskikbaar

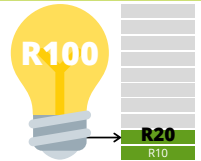


2 Maande agterstallig (60 dae - 89 dae)

- 80% afgetrek

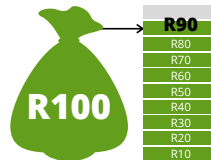


20% beskikbaar

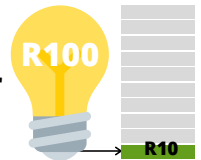


3 Maande agterstallig (90 dae en meer)

- 90% afgetrek



10% beskikbaar



Die munisipaliteit wil deur hierdie beleid inwoners tot hulp wees en versoek dat 'n betalingsreëling getref word op agterstallige rekeninge. Dit sal 'n beter skuldinvordering stelsel tot gevolg hê, wat bydra tot 'n gesonde kontantvloei om voortdurende gehalte dienslewering aan alle inwoners moontlik te maak.

Verbruikers kan ons kontak vir 'n betalingsreëling om die beperking van dienste te voorkom.

Besoek of kontak die Kredietbeheerkantoor by u naaste munisipale kantoor om 'n betalingsreëling te tref.

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