

2022/07/01

Dear Customer

1. CLOSED ACCOUNTS.

Any customer receiving a closed account for a previous address, with a credit balance (- minus) in front of the amount should send an email to Amandaj@polokwane.gov.za, requesting the amount to be refunded. Refund Application form is also available on the municipal website: www.polokwane.gov.za.

2. PAYMENTS INCLUDING PREPAID UNITS.

The due date for payments on accounts is the 25th monthly. Account payments and purchasing of prepaid units can be done at Spar, Boxer Shoprite, Checkers, Pick 'n Pay, Woolworths, the Municipal building, including satellite offices. Remember you can also use your mobile phone to purchase prepaid units.

3. ELECTRONIC FUND TRANSFERS (EFT).

Can be made to STANDARD BANK, Account number 030 172 349, Branch code 052 548. Always quote the 10-digit account number as reference. One will be liable for a penalty if no reference is provided for each electronic payment. If you wish to follow-up on payments made, direct your query to RankotsaneL@polokwane.gov.za or RosinaS@polokwane.gov.za or Kgwaduc@polokwane.gov.za

4. DEBIT ORDERS

Should you want to pay the municipality through a debit order, request for debit orders can be made from Customer care, the prescribed form can be requested from BillingC@polokwane.gov.za

5. METER READINGS.

Meter readings can be submitted to meterreading@polokwane.gov.za however, your meter should at any reasonable time be accessible to read and to be inspected. Meters not read may be estimated a flat rate. On electricity residential 632.56kwh, Industrial >100 Amp = 39 174kwh, <100Amp 3 667, businesses 1 467.88kwh, and water Businesses users 91.07kl, Industrial 66.61kl, residential 14.54kl.

6. PENALTIES ON BRIDGING OF METERS.

The owner of any meter found to be bridged shall be liable for a penalty tariff from the amount of R75 229.00 for the first bridge up to R1 074 700.00 VAT exclusive. Depending on the category the amount shall be levied on the owner's account. Owners are advised to hold

up to their tenants and meters to ensure the meters are functioning well.

7. EXTENSIONS AND ARRANGEMENTS.

Customers who are unable to settle their accounts in full may request for payment arrangements with a 20% upfront payment. Terms and conditions will apply. Where previous arrangements were not honoured, no further application will be considered. Contact Mr D Bopape at (015) 023 5046, Mrs. A Setwaba 5026, Mr. H Mamabolo 5047, Mr. G Manganye 5041.

8. INDIGENT SUPPORT.

Poor households receiving less than R4 970.00 per combined total income, can apply for Indigent subsidy. Contact Mr. O Mokgotho or Mrs. M Mashiane at (015) 023 5582. A levy to the amount of R112.88 will be billed on the owner's account. Qualified customers will receive 6kl of water and 100kwh of electricity units per month at no cost to the customer.

9. PENSIONERS DISCOUNT.

Senior Citizens above 60 years, with a total household's income not exceeding R9 000.00 per month are invited to apply for a discount of 80% on assessment rates. Applicants can apply for the discount during office hours at the Rates hall, Civic Centre, counter no. 3. Application forms are also available on the municipal website: www.polokwane.gov.za.

10. GENERAL VALUATION ROLL AND ASSESSEMENT RATES.

The General Valuation Roll is effective from 1 July 2019 to 30 June 2024. If an owner's account does not reflect Assessment Rates, refuse or sewer or basic electricity charges, you are requested to contact the Municipality to ensure timely charging of the rates and taxes. Any query related to Valuation Roll, Review for valuation or application for supplementary valuation and Assessment Rates related queries, you may send your query to be assisted to: thandi@polokwane.gov.za / paulinen@polokwane.gov.za / lebogangma@polokwane.gov.za or during office hours' contact: Thandi Maila /Mahlodi Moremi (015) 023 5341; Pauline Nephawe (015) 023 1493; Lebogang Makweya (015) 023 5059; or Jacob Majola (015) 023 5571

11. CLEARANCES.

Applications for clearances can be sent by email: valuation@polokwane.gov.za. Clearance Application forms are available on the municipal website: www.polokwane.gov.za, alternatively, customers are also encouraged

to register for online systems.

12. STATEMENTS ON-LINE

You may register on the website at www.polokwane.gov.za where you will be able to obtain your statement with a password of which should be your cellphone number. Please update your profile if you are unable to open your accounts. That can be done at Statement@polokwane.gov.za or BillingC@polokwane.gov.za

13. BALANCES AND STATEMENTS REQUIRED BY E-MAIL.

No statement will be sent to an e-mail other than the e-mail captured on the system. Refer to the PoPI Act of 2013, relating to sharing of personal information.

14. TARIFF INCREASE.

Tariffs are increasing as follows; applicable from the 1st of July 2022. Electricity increased by 7.47%, Water and Sanitation 9%, Refuse, sewer, and assessment Rates 5.3%. Interest of 10%, will be billed on arrear accounts. The tariff structure is available on the website.

15. NEW TARIFFS:

Council adopted a new tariff in respect of sewer and refuse, where the charge will be billed according to the size of the stand and no longer based on the size of the building or per sewer point. These tariffs are applicable on Non-Domestic users (Commercial and Business). Take note if the charge results in an increase of more than 10% ; as a result of the new tariff, the customer shall receive a discount of 75% for the current financial year of which will be 2022/2023.

16. CREDIT CONTROL.

A notice will be delivered to the property where disconnection of supply will be done, if the accounts are not settled before or on the 25th of the month.

For reconnections; kindly contact: (015) 290 5046; 5045; 5047 or 5041.

17. TECHNICAL QUERIES

Water workshop (015) 290 2376 Electricity workshop per WhatsApp 083 824 9886.

GENERAL.

For more information or clarity on any of the above services, please call the Assistant Manager Customer Care and Billing, Suzanne Malan at 083 5715 964.

Ms Thuso Nemugumoni
MUNICIPAL MANAGER