

POLOKWANE CUSTOMER CARE

NEWS LETTER



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. Payments and units the purchasing of 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 your units.

3. ELECTRONIC FUND TRANSFERS (EFT).

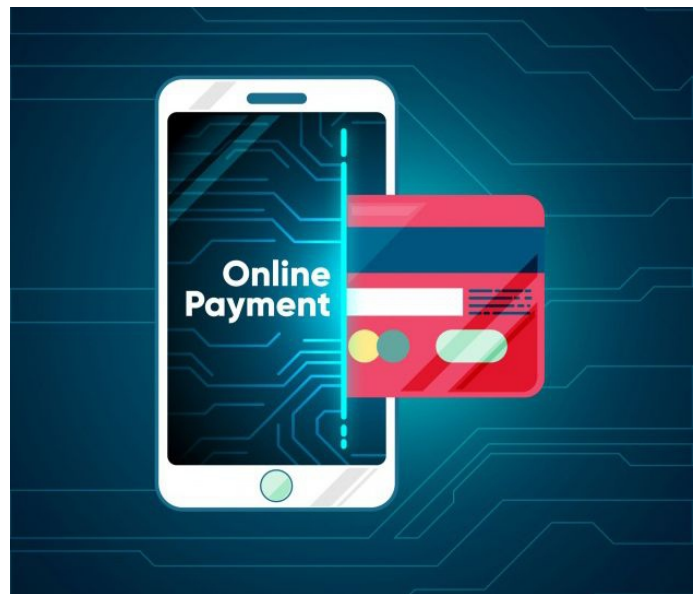
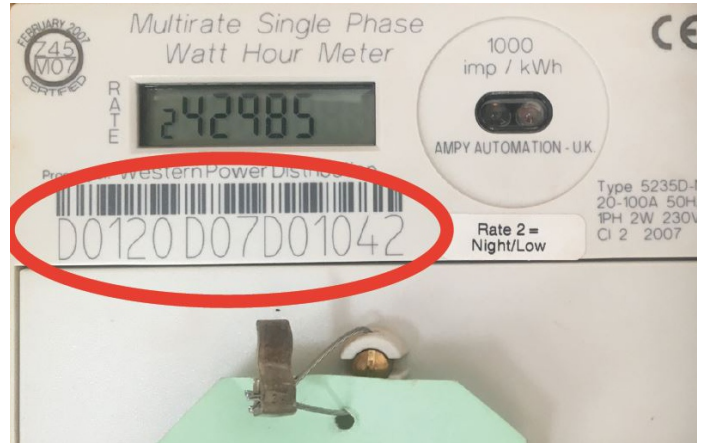
Can be made to STANDARD BANK, Account number 030 172 349, Branch code 052 548. Always quote the 10-digit account number as reference. One will be liable for a penalty if no reference is provided for each electronic payment. If you wish to follow-up on payments made, direct your query to RankotsaneL@polokwane.gov.za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

4. DEBIT ORDERS

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 metereaders@africanmet.co.za however, your meter should at any reasonable time be accessible to read and to be inspected. Meters not read will 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 R70 000.00 to R1 000 000.00. VAT exclusive. Depending on the category as well as from first bridge to more. The amount shall be levied on the owner's account.



7. WATER AND ELECTRICITY METER

If you want to convert your conventional meter to prepaid you need to contact the Smart meter Centre call centre at 087 3502 770 or you may sms them to 32915.

8. EXTENSIONS AND ARRANGEMENTS.

Payment arrangements can be made 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.

9. INDIGENT SUPPPORT.

Poor households receiving less than R4 720.00 per combined total income, can apply for subsidy. Contact Mr. O Mokgotho or Mrs. M Mashiane at (015) 023 5582. A levy to the amount of R107.20 will be billed on the owner's account.

10. 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 on assessment rates 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.

11.GENERAL VALUATION ROLL AND

ASSESEMENT 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/](mailto:thandi@polokwane.gov.za) [paulinen@polokwane.gov.za/](mailto: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

12. CLEARANCES.

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

13.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 and identity number.

14. BALANCES AND STATEMENTS REQUIRED BY E-MAIL.

No statement will be send 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.

15. TARIFF INCREASE.

The tariff increases are valid from 1 July 2021 to 30 June 2022. The tariff structure is available on the website.



Polokwane Municipality



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Polokwane Municipality



www.polokwane.gov.za

"The ultimate in innovation and sustainable development"

Layout and design by Polokwane Municipality (Communication and Marketing)

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Polokwane



16. CREDIT CONTROL.

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

For reconnections dial; 015 023 5046; 015 023 5045; 015 023 5047 or 015 023 5041.

17. TECHNICAL QUERIES

Water workshop (015) 023 5376. Electricity workshop (015) 023 5705.

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.

MR. R SELEPE

ACTING MUNICIPAL MANAGER

MESSAGE FROM THE EXECUTIVE MAYOR COUNCILLOR JOHN MPE OF POLOKWANE MUNICIPALITY:

As we enter this year's festive period, I would like to take this opportunity to thank all the people of Polokwane for entrusting us with this huge responsibility of accelerating and improving the quality of services to the people and steering the necessary changes that will develop the city's business for the better.

The festive period gives us an opportunity to take stock of our fair share of low and high moments that we experienced during the year and also to thank God for sparing us. As we reflect, I continue to be appreciative of all the support that we continue to receive from communities and all our stakeholders in our effort to build a city that will be everyone's pride. We are looking ahead for a better year of

partnerships and cooperation.

In line with the call by the president of the Republic, Cyril Ramaphosa, on the looming fourth wave, I urge all the people of Polokwane to take the lead and advantage of this festive season to vaccinate because vaccination is our best line of defence in protecting ourselves and others. Vaccines offer protection against Covid-19 and reduce the risk of serious illness, hospitalisation and death. We should encourage all citizens including children over the age of 12 to vaccinate. We have the power to prevent the fourth wave. Let's act now!

We enter the festive season with the 16 Days of Activism campaign. This year's campaign is more about accountability with men taking the leading role towards gender based violence prevention. We appeal to all men to take a stand and play their part in ending the scourge of violence by speaking out and reporting gender-based violence and raising awareness. As men, let's come together and pledge to never rape a woman and lay a hand on a woman.

Our heartfelt condolences and sympathy goes to the families and friends of those who lost their loved ones due to the Corona Virus and to the victims of violence and abuse. We say may their Souls rest in peace.

As we celebrate this festive season, we must allow our patriotism to unite us against racism, inequality, poverty and help those in need by being generous. We expect the roads to be extremely busy during this period and motorists are encouraged to exercise patience and tolerance on the roads and to abide by all traffic laws. Please don't drink and drive. Let's buckle up and enjoy the ride. Arrive Alive! All the law enforcement will be visible to ensure that

I take this opportunity, on behalf of the Polokwane Municipality Council to wish you a joyful and safe end to 2021 and a prosperous 2022. May God bless and protect you. Kgotso!

Cllr. John Mpe
Polokwane, Executive Mayor