



EMALAHLENI LOCAL MUNICIPALITY

PUBLIC NOTICE IMPLEMENTATION OF THE CREDIT CONTROL AND DEBT COLLECTION POLICY 2020/21 FINANCIAL YEAR

Section 4 (1) (c) of the Local Government: Municipal Systems Act 33 of 2000 (*the Systems Act*) provides that the Council of a municipality has the right to finance the affairs of the municipality by charging fees for services, imposing surcharges on fees, rates on property and, to the extent authorised by national legislation, other taxes, levies and duties.

Section 5 (1) (g), read with subsection (2) (b), of the Systems Act provides that members of the local community have the right to have access to municipal services which the municipality provides provided that, where applicable and subject to the policy for indigent debtors, pay promptly for services fees, surcharges on fees, other taxes, levies and duties imposed by the municipality. Chapter 9, Sections 95, 96, 97, 98, 99 and 100, of the Systems Act provides for Consumer Care Management, Debt Collection responsibility of the Municipality, contents of the policy, by-laws that give effect to the policy, Supervisory authority and Implementing authority.

Emalahleni Local Municipality will implement an arrears collection on all customers that owe on their municipal services as per Section 21.2 of the Credit Control and Debt Collection Policy. All customers who have pre-paid meters and owe municipal services in excess of more than 30 days and wishes to purchase pre-paid electricity token, the following arrears collection strategy will be applied:

1. Accounts owing between 30 -60 days, a 20% of the tendered amount will be deducted and be allocated towards municipal service;
2. Accounts owing between 61 -90 days, a 40% of the tendered amount will be deducted and be allocated towards municipal service;
3. Accounts owing between 91 -120 days, a 50% of the tendered amount will be deducted and be allocated towards municipal service;
4. Accounts owing between 121 -150 days, a 60% of the tendered amount will be deducted and be allocated towards municipal service;
5. Accounts owing between 151 -180 days, a 70% of the tendered amount will be deducted and be allocated towards municipal service;
6. Accounts owing between 181 days and more, 80% of the tendered amount will be deducted and be allocated towards municipal service.

All amounts collected will be credited the next business day into the municipal services account corresponding to the meter transaction. Instructions for the reconnection of electricity may only be done by the municipal Credit Control Section.


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