

PUBLIC NOTICE



BA-PHALABORWA MUNICIPALITY

In terms of **LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT NO 32 OF 2000 SECTION 95-CUSTOMER CARE AND MANAGEMENT**, in relation to levying of rates and other taxes by the municipality and charging of fees for municipal services:


A municipality must, within its financial and administrative capacity:

- (a) Establish a sound customer care management system that aims to create a positive and reciprocal relationship between persons liable for these payments and the municipality.
- (c) Take reasonable steps to ensure that users of services are informed of the costs involved in service provision, the reasons for the payment of service fees, and the manner in which monies raised from the service are utilised.
- (e) Ensure that persons liable for payments, receive regular and accurate accounts that indicate the basis of calculations

OUTSTANDING ARREARS COLLECTION VIA **PREPAID METER**

Outstanding arrears amounts owed to the Municipality will be collected via Prepaid Electricity purchases made by the homeowner at a ratio of 80% to electricity and 20% to the outstanding amount owed.

Yours faithfully,


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MUNICIPAL MANAGER
DR SS SEBASHE
NO: 24/16

PP

Why Wait? Get Tested!!