



GREATER TZANEEN MUNICIPALITY

GROTER TZANEEN MUNISIPALITEIT

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MEDIASTATEMENT

RESPONSE TO COMPLAINT RELATING TO ACCOUNTS BILLING

The Greater Tzaneen Municipality has received numerous complaints from residents in relation to their monthly municipal bills. The bulk of the complaints are related to electricity charges and disconnection fees.

Residents are reminded that the deadline for payments is the 25th of each month, those who fail to meet the deadline will receive a reminder. Failure to act on the reminder will result in the defaulter receiving a “final request” notice, which is accompanied by a **R45.00** fee plus VAT. Action will therefore be required from the accountholder within three days of receiving the “final request” notice.

Failure to act within the stipulated timeframe will result in the delivery of a disconnection notice and subsequent disconnection. The disconnection notice is delivered at the same time that the actual disconnection is done.

A disconnection fee of **R365.00** plus VAT will be billed into the account of the property owner or account holder. The electricity will only be reconnected after payment is made.

We have appointed a service provider to do meter reading on behalf of the municipality and they have already started with their work. The readings are collected on a monthly basis and captured onto our financial systems.

For accuracy and as proof a photo of the meter at the time when the reading is recorded is taken and uploaded into the account.

The hike in electricity bills in most instances is a result of the heat wave which led to residents overusing their air conditioners. The air conditioner consumes more electricity more than most household utilities.

Residents who have queries or are not satisfied with their accounts are welcome to lodge their queries with our accounts section in the Finance Department. Residents can visit the municipality and our officers at Credit Control will kindly explain the charges and rectify any errors thereof.

For Immediate release

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