



GREATER TZANEEN MUNICIPALITY

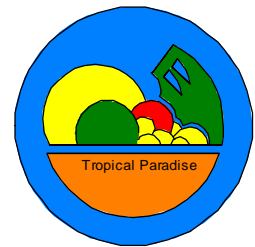
GROTER TZANEEN MUNISIPALITEIT

P.O. BOX 24

TEL: 015 307 8000

TZANEEN 0850

FAX: 015 307 8049



MEDIA RELEASE

DATE: 08 OCTOBER 2020

TO: ALL NEWS EDITORS AND JOURNALISTS

CHALLENGES WITH MUNICIPAL STATEMENTS AND PAYMENTS RESOLVED

In July we released a statement/notice alluding to numerous challenges we encountered in relation to municipal account statements due to our migration to a new financial system. The migration resulted in the following changes:

- The format of the statements.
- Account numbers.

The migration also came with the following challenges:

- Meter readings for July 2020 were not reflected on the statements
- Assessment rates for flats and sectional titles were not billed for July 2020.
- Debit orders could not be submitted to the banks.
- Clients could not make payments via Easypay.
- The clearance office had huge backlog.

We have since managed to resolve the issues above.

- Easypay payments are now possible at Checkers, Shoprite, Woolworths, Pick n Pay, Boxer, Ackermans, Spar and Game. The GTM Easypay number is **91425000000838126**.
- Debit orders issues have been resolved and they will go off this month.

Payments made Easypay which previously did not reflect have now been updated and should reflect on the September statements.

Issued by: Neville Ndlala on behalf of the Greater Tzaneen Municipality
Spokesperson - 015 307 8489 - 073 076 2125- neville.ndlala@tzaneen.gov.za