



**GREATER TZANEEN MUNICIPALITY**

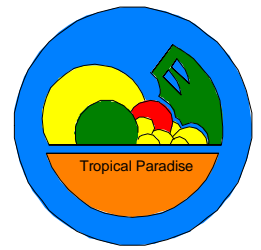
**GROTER TZANEEN MUNISIPALITEIT**

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## **PUBLIC NOTICE**

### **CHALLENGES WITH ACCOUNT STATEMENTS FOR OCTOBER 2020**

We have discovered that municipal account statements for October 2020 were issued in an incorrect format. Whilst the format is incorrect the information contained in the statements is correct apart from 500 accounts.

- We have a new financial system in place and in previous statements meter-readings did not reflect and in addressing the omission it was later discovered that an incorrect format was used.
- We issue statements to 20 000 accounts monthly and only 500 of these accounts have issues with billing which have been attended to. Corrected statements will be issued today.
- Customers will also note that amounts on their October accounts are higher than their September accounts. We did not include charges on consumptive services for September and these charges have now been included in the October statements.
- Customers have issues with their municipal accounts must visit our revenue office in the civic centre in Agatha Street Mondays to Fridays between 07h30 and 12h00 alternatively you can call us on 015 307 8000 or contact us via email at [mamoloko@tzaneen.go.za](mailto:mamoloko@tzaneen.go.za) or [mosebudi.mpiti@tzaneen.go.za](mailto:mosebudi.mpiti@tzaneen.go.za).

BS MATLALA

MUNICIPAL MANAGER