

Provincial Gazette

Free State Province

Published by Authority

Provinsiale Koerant

Provinsie Vrystaat

Uitgegee op Gesag

| NO. 31 | FRIDAY, 26 JUNE 2015 | NO. 31 | VRYDAG, 26 JUNIE 2015 |
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**COOPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND
HUMAN SETTLEMENTS NOTICES**

MOQHAKA MUNICIPALITY

Notice is hereby given in terms of Section 75A of the Local Government Municipal System Act 2000 (Act no 32 of 2000) and Section 14 of the Local Government: Municipal Property Rates act, 2004 (Act 6 of 2004) that the Municipal Council of Moqhaka Local Municipality has in respect of the 2015/2016 financial year passed a resolution with regard to approving estimates and revised Integrated Development Plan and determining property rates and other fees, charges and tariffs. Copies of the resolution and the estimates, property rates and other fees, charges and tariffs will be available for inspection during office hours for a period of 30 days from date of this notice at the Municipal Offices in Hill Street, Kroonstad, Viljoenskroon, Steynsrus and Maokeng and all libraries in the towns referred and Matlwangtlwang and Rammulotsi.

Notice is also given that the property rates and fees, charges and tariffs will be effective as from 1 July 2015. The property rates are payable in advance in equal monthly instalments. Interest is payable on all amounts in arrear.

At a meeting of the Council held on 17 June 2015 (**Item 186**) the following resolution pertaining to the property rates were passed, namely "that the tariffs and charges reflected in "Appendix A" be approved for the budget year 2015/2016". The portion of property rates in the Appendix referred to appears hereunder.

**MS MQWATHI
MUNICIPAL MANAGER**

No. 13/2015

**SAMEWERKENDE REGERING, TRADISIONELE SAKE EN
HUISVESTINGS KENNISGEWINGS**

MOQHAKA MUNISIPALITEIT

Kennis geskied hiermee in terme van Artikel 75 A van die Wet op Plaaslike Regering: Munisipale Stelsels, 2000 (Wet 32 van 2000), en Artikel 14 van die "Local Government: Municipal Property Rates Act, 2004" (Wet 6 van 2004) dat die Munisipale Raad van Moqhaka Plaaslike Munisipaliteit met betrekking tot die 2015/2016 finansiële jaar 'n besluit geneem het waarin die begroting en hersiene Geïntegreerde Ontwikkelingsplan, goedgekeur is en eiendomsbelasting en ander gelde, kostes en tariewe vasgestel is. 'n Kopie van die besluit, die begroting en eiendomsbelasting tariewe en ander gelde, kostes en tariewe lê ter insae vir 'n tydperk van 30 dae vanaf datum van hierdie kennisgewing by die Munisipale Kantore, Hillstraat, Kroonstad, Viljoenskroon, Steynsrus, Maokeng en die biblioteke in gemelde dorpe asook in Rammulotsi en Matlwangtlwang.

Kennis geskied verder dat die eiendomsbelasting en ander gelde, kostes en tariewe op 1 Julie 2015 in werking tree. Die erfbelasting is in gelyke maandelike paaiemente vooruitbetaalbaar. Rente is betaalbaar op alle agterstallige bedrae.

Tydens die Raadsvergadering gehou op 17 Junie 2015 (**Item 186**) is die volgende besluit rakende eiendomsbelasting geneem "that the tariff and charges reflected in "Appendix A" be approved for the budget year 2015/2016." Die gedeelte in die "Appendix" waarna verwys word, word hieronder aangehaal.

**MS MQWATHI
MUNISIPALE BESTUURDER**

Nr. 13/2015

APPENDIX A

MOQHAKA MUNICIPALITY/MUNISIPALITEIT

ASSESSMENT RATES TARIFF SCHEDULE FOR THE 2015/2016 FINANCIAL YEAR
ERFBELASTING TARIEF SKEDULE VIR 2015/2016 FINANSIËLE JAAR

| CODE | DESCRIPTION | BESKRYWING | FACTOR FAKTOR | DISCOUNT KORTING |
|------|--|--|------------------|----------------------------------|
| 1.1 | AGR – Agricultural Factor to be multiplied by the municipal valuation | AGR – Landbou/Plase Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00182 | As per policy Soos per beleid |
| 1.2 | AG – Agricultural Holding used for Guest House Factor to be multiplied by the municipal valuation | AG – Landbou Plot gebruik vir Gastehuis Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00302 | |
| 1.3 | AB – Agricultural Holding used for Business Purposes Factor to be multiplied by the municipal valuation | AB – Landbou geskik vir Besigheidsdoeleindes Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00302 | |
| 1.4 | AH – Agricultural Holding (Small Holdings) Factor to be multiplied by the municipal valuation | AH – Landbou Kleinhoewes Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00114 | |
| 1.5 | B – Business Factor to be multiplied by the municipal valuation | B – Besigheid Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.6 | BR – Business zoned property used for Single Residential Factor to be multiplied by the municipal valuation | BR – Besigheids gesoneerde Eiendom wat as Residensiële Eiendom gebruik word Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00576 | |
| 1.7 | CRE – Crèche Factor to be multiplied by the municipal valuation | CRE – Bewaarskool Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.8 | G – Guest House Factor to be multiplied by the municipal valuation | G – Gastehuis Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.9 | Government Factor to be multiplied by the municipal valuation | Staat Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01210 | |
| 1.10 | IND – Industrial Factor to be multiplied by the municipal valuation | IND – Industrieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.11 | Jukskeipark Factor to be multiplied by the municipal valuation | Jukskeipark Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00243 | |
| 1.12 | MIN - Mines Factor to be multiplied by the municipal valuation | MIN – Myne Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.13 | MPA – Multi-purpose Agricultural Factor to be multiplied by the municipal valuation | MPA – Landbou Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00302 | |
| 1.14 | MPB – Multi-purpose Business Factor to be multiplied by the municipal valuation | MPB – Besigheid Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.15 | MPC – Multi-purpose Crèche Factor to be multiplied by the municipal valuation | MPC – Bewaarskool Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |

| | | | | |
|------|--|--|----------------|--|
| 1.16 | MPG – Multi-purpose Guest House Factor to be multiplied by the municipal valuation | MPG – Gastehuis Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.17 | MPM – Multi-purpose Municipal Factor to be multiplied by the municipal valuation | MPM – Munisipaal Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.18 | MPR – Multi-purpose Residential Factor to be multiplied by the municipal valuation | MPR – Residensieël Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00576 | |
| 1.19 | MPP – Multi-purpose Private Service Infrastructure Factor to be multiplied by the municipal valuation | MPP – Publieke Infrastruktuur – Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.20 | MPS – Multi-purpose School Factor to be multiplied by the municipal valuation | MPS – Skool Meerdoelig Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01210 | |

| CODE | DESCRIPTION | BESKRYWING | FACTOR FAKTOR | DISCOUNT KORTING |
|------|--|---|------------------|--|
| 1.21 | MUN – Municipal Factor to be multiplied by the municipal valuation | MUN – Munisipaal Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.22 | NM – National Monument Factor to be multiplied by the municipal valuation | NM – Nasionale Monumente Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.23 | PBO – Public Benefit Organisation Factor to be multiplied by the municipal valuation | PBO – Publieke Diens Organisasie Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.24 | PSI – Public Service Organisation Factor to be multiplied by the municipal valuation | PSI – Publieke Diens Organisasie Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00148 | |
| 1.25 | PW – Public Worship Factor to be multiplied by the municipal valuation | PW – Plek van Aanbidding asook Offisiële Wonings Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.26 | PR – Public Road Factor to be multiplied by the municipal valuation | PR – Publieke Pad Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.27 | PRS – Private School Factor to be multiplied by the municipal valuation | PRS – Privaat Skole Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01210 | |
| 1.28 | PT – Privately owned towns (service by the owner) Factor to be multiplied by the municipal valuation | PT – Private Dorp (dienste word deur eienaar self verskaf) Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00576 | First R50 000 exempt and 50% discount Eerste R50 000 uitgesluit en 50% korting |
| 1.29 | PTM – Privately owned Towns (Municipality the owner) Factor to be multiplied by the municipal valuation | PTM – Private Dorp (Munisipaliteit die Eienaar) Faktor moet vermenigvuldig word met waardasie van eiendom | Non Ratable | |
| 1.30 | Residential Improved | Residensieële Verbeterings | | |
| | Res 1 – Single Residential Factor to be multiplied by the municipal valuation | Res 1 – Enkel Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | First R50 000 exempt Eerste R50 000 uitgesluit |

| | | | | |
|--------|--|--|---------|--|
| | Res 2 – Medium Residential Factor to be multiplied by the municipal valuation | Res 2 – Medium Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | First R50 000 exempt Eerste R50 000 uitgesluit First R50 000 exempt Eerste R50 000 uitgesluit |
| | Res 3 – General Residential Factor to be multiplied by the municipal valuation | Res 3 – Algemeen Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | |
| | Special Domestic Zoned as business and used as Residential Factor to be multiplied by the municipal valuation | Spesiaal Residensieël Gesoneer as besigheid, maar word vir woondoeleindes gebruik Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | |
| 1.31 | Residential Vacant | Residensieël Vakant | | |
| | Res 1V – Single Residential Factor to be multiplied by the municipal valuation | Res 1V – Enkel Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | |
| | Res 2V – Medium Residential Factor to be multiplied by the municipal valuation | Res 2V – Medium Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | |
| | Res 3V – General Residential Factor to be multiplied by the municipal valuation | Res 3V – Algemeen Residensieël Faktor moet vermenigvuldig word met waardasie van eiendom | 0.00728 | |
| 1.32 | RE – Remaining extent of proclaimed township Factor to be multiplied by the municipal valuation | RE – Oorblywende gedeelte van geproklameerde dorpsgebied Faktor moet vermenigvuldig word met waardasie van eiendom | 0.01590 | |
| 1.33 | Valuation Certificates (per certificate) | Waardasie Sertifikaat (per sertifikaat) | R30.00 | |
| 1.34 | Clearances | Uitklarings | | |
| 1.34.1 | Clearance Certificates Per certificate | Uitklarings Sertifikaat Per sertifikaat | R122.00 | |
| 1.34.2 | Application fee per Clearance Request (payable on request) | Aansoekfooi per Uitklaringsversoek (betaalbaar met versoek) | R85.00 | |
| 1.34.3 | Sale of Valuation Roll(printed copy) | Verkoop van Waardasierol (gedrukte afskrif) | R400.00 | |
| 1.34.4 | Valuation Appeal Fee | Waardasie Appèlfooi | R570.00 | |

COOPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE**NKETOANA (F.S. 193) LOCAL MUNICIPALITY****(Reitz, Mamafubedu, Lindley & Arlington)****FINAL NOTICE OF PROMULGATION OF BY-LAWS****BY-LAWS OF THE NKETOANA LOCAL MUNICIPALITY****STANDARD BY-LAWS RELATING TO IMPOUNDING OF ANIMALS, INFORMAL SETTLEMENTS, CEMETERIES AND CREMATORIA AND STREET TRADING**

1. Notice is hereby given that the Nketoana Local Municipality has by Council Resolution Number 181/05 on 30 May 2013 adopted the following Standard By-laws as published by the MEC for Local Government and Housing in the Provincial Gazette as by-laws:
 - (a) Standard Cemeteries and Crematoria By-law as published in PN No. 174 of 9 December 2011.
 - (b) Standard Impounding of Animals By-law as published in PN No. 192 of 9 December 2011.
 - (c) Standard Informal Settlements By-law as published in PN No. 194 of 9 December 2011.
 - (d) Standard Street Trading By-law as published in PN No. 205 of 9 December 2011.
 2. The Standard By-laws were adopted without any substantial amendments.
 3. This promulgation is done in terms of Section 156(2) of the Constitution of the Republic of South Africa, 1996 and in accordance with Section 13(a) of the Local Government: Municipal Systems Act (32 of 2000).
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COOPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE

NKETOANA (F.S. 193) LOCAL MUNICIPALITY
(Reitz, Mamafubedu, Lindley & Arlington)
SUPPLEMENTARY VALUATION ROLL (2014/2015)

Notice is hereby given in accordance with Chapter 4 of the Municipal Systems Act (32 of 2000) and Section 49 read together with Sec 78(2) of the Local Government: Municipal Property Rates Act (6 of 2004), as amended, that the Supplementary Valuation Roll of the Nketoana Municipality is open for inspection at the office of the Municipal Manager, Cnr Church and Voortrekker Streets, Reitz and the Mamafubedu, Lindley and Arlington offices. The Supplementary Valuation Roll is open for inspection for a period of thirty (30) days from the date of the second publication of this notice.

An invitation is hereby done in terms of Sec 49(1)(a)(ii) of the Act that any owner of a property or other person who desires could lodge an objection with the Municipal Manager in respect of any matter reflected in, or omitted from, the Supplementary Valuation Roll within the abovementioned period.

Attention is specifically drawn to the fact that in terms of Sec 50(2) of the Act any objection must be in relation to a specific individual property and not to the Supplementary Valuation Roll as such. Objection forms will be available at any of the Nketoana offices as mentioned above.

MUNICIPAL MANAGER
Cnr Voortrekker/Church Street
P o Box 26
REITZ
9810
Tel (058) 8632811

Notice is hereby give in terms of Sec 14(2) of the Local Government: Municipal Property Rates Act (6 of 2004) and Section 21(1) of the Local Government: Municipal Systems Act (32 of 2000) that the Nketoana Local Municipality tarrifs on property rates for 2015/2016 have been approved by Council and are as follows:

| | |
|---|--------------|
| Business, Commercial and Industries | 0,0043383c/R |
| Residential Property | 0,0043383c/R |
| Municipal Property | 0,0000000c/R |
| State Property | 0,0295125c/R |
| Farming land used for bona fide farming | 0,0017055c/R |
| Public Services Infrastructure | 0,0017055c/R |
| Vacant land (irrespective if zoning) | 0,0086764c/R |
| Mining Property | 0,0043383c/R |
| Education | 0,0295125c/R |
| Place of worship | 0,0000000c/R |

L.I. MOKGATLHE
Municipal Manager
Cnr.Church/Voortrekker Str
REITZ
9810

NKETOANA PLAASLIKE MUNISIPALITEIT (F.S. 193)

(Reitz, Mamafubedu, Lindley & Arlington)

AANVULLENDE WAARDASIEROL (2014/2015)

Kennis geskied hiermee ingevolge Hoofstuk 4 van die "Municipal Systems Act" (32 van 2000) asook Artikel 49 saamgelees met Artikel 78(2) van die Plaaslike Regering: Munisipale Eiendomsbelasting Wet (6 van 2004), soos gewysig, dat die Aanvullende Waardasierol van die Nketoana Plaaslike Munisipaliteit beskikbaar is vir inspeksie by die kantoor van die Munisipale Bestuurder, H/v Voortrekker en Kerkstraat Straat in Reitz asook die Munisipale Kantore in Mamafubedu, Lindley en Arlington. Die Aanvullende Waardasierol is beskikbaar vir inspeksie vir 'n tydperk van dertig (30) dae vanaf die datum van die tweede publikasie van hierdie kennisgewing.

'n Uitnoding in terme van Artikel 49(1)(a)(ii) van die Wet word gerig aan enige eienaar van eiendom of enige ander persoon wie dit nodig ag om verhoë te rig aan die Munisipale Bestuurder t.o.v. enige aangeleentheid in die Aanvullende Waardasierol, of enige aangeleentheid wat dalk uitgelaat is uit die Aanvullende Waardasierol, binne die voorgeskrewe tydperk soos genoem.

U aandag word spesifiek gevestig op die feit dat ingevolge Artikel 50(2) van die Wet, moet verhoë wat gerig word, wees t.o.v. individuele eiendomme soos in die Tussentydse Waardasierol gelys. Verhoë t.o.v die Aanvullende Waardasierol in beginsel kan nie aanvaar word nie. Vorms waarop verhoë gerig moet word is by al die Nketoana munisipale kantore beskikbaar.

MUNISIPALE BESTUURDER
H/v Voortrekker en Kerkstraat
Posbus 26
REITZ

Kennis geskied hiermee in terme van Artikel 14(2) van die Local Government Municipal Property Act (6 of 2004)" en Artikel 21(1) van die "Local Government: Municipal System Act (32 of 2000)" dat die Nketoana Plaaslike Munisipaliteit se belastingstariewe vir 2015/2016 soos volg deur die Raas goedgekeur is:

| | |
|---|--------------|
| Besigheid, Kommersieel en Indistrieel | 0,0043383c/R |
| Residensiele Eiendom | 0,0043383c/R |
| Munisipale Eiendon (Belasbaar) | 0,0000000c/R |
| Staats Eiendom | 0,0295125c/R |
| Landbougrond wat (alleenlik vir bona fide Boerdery) | 0,0017055c/R |
| Publieke Diens Infrastruktuur | 0,0017055c/R |
| Onverbetered Erwe (ongeaag sonering) | 0,0086764c/R |
| Myn Eiendomme | 0,0043383c/R |
| Opvoedkundig | 0,0295125c/R |
| Plek van Aanbidding | 0,0000000c/R |

L.I. MOKGATLHE
Munisipale Bestuurder
H/v. Kerk/Voortrekker str
REITZ
9810

CO-OPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE

SETSOTO LOCAL MUNICIPALITY

BUDGET AND ASSESSMENT RATES TARIFFS 2015/2016

Notice is hereby given in terms of section 21(1) of Local Government Municipal Systems Act 32 of 2000 that the Municipality's budget for 2015/16 financial year has been adopted by Council on 28 May 2015.

Notice is further given that a copy of the Estimates, Revenue and Expenditure and Capital requirements for the period ending 30 June 2016 as approved by Council, are available at the municipal offices during working hours from 07:30 to 16:30 (**Excluding lunch hours: 13:00 – 14:00**), Monday to Friday.

| Assessment Rates | | Refuse Levies | |
|-------------------------------|---------|-------------------------------------|----------|
| Residential | R 0.04 | Household – Township | R 87.47 |
| Government | R 0.08 | Household – Town | R 104.36 |
| Business | R 0.08 | Business – Township and Town Factor | R 99.49 |
| Farm | R 0.005 | Value | |
| Public Service Infrastructure | R 0.01 | Tuckshop | R 87.47 |

| Sewerage Levies | | Water Levies | |
|----------------------|----------|--------------------------------|----------|
| Availability Charge | R 47.76 | Availability Charges | R 86.11 |
| Bucket or VIP System | R 67.51 | Fully Connected (Domestic Use) | R 101.93 |
| Domestic | R 86.18 | Site with Communal Tap | R 86.11 |
| Septic Tank | R 86.18 | Site with Tap without Meter | R 101.93 |
| Business | R 125.74 | Business | R 128.80 |
| Provincial Admin | R 295.65 | Small Holdings | R 123.57 |
| Hospitals | R 861.30 | Government | R 315.66 |
| Jails | R 977.71 | Sports Clubs | R 247.05 |

| Unit Price – Water | |
|--|---------------------------------|
| 0 – 6 kl | Free for all domestic customers |
| 0 – 6 kl (All other users and consumers) | R 4.06 |
| 6.1 – 10 kl | R 4.78 |
| 10.1 – 20 kl | R 5.23 |
| 20.1 – 30 kl | R 5.81 |
| 30.1 kl > | R 6.24 |
| Municipal use and Sports Clubs | R 3.77 |

| Electricity Levies | | | |
|---------------------------|------------|-------------------------------|--------|
| Availability Charges | R 115.30 | Inclining Block Tariff | |
| Basic Charges: | | 0-50 Kwh) | R 0.86 |
| Domestic | R 292.98 | 51 – 350 Kwh | R 1.14 |
| Business | R 378.48 | 351 – 600 Kwh | R 1.48 |
| Industrial > 15 000 kwh | R 4 218.00 | 600 Kwh > | R 1.65 |
| Industrial < 15 000 kwh | R 316.92 | Unit Price per Kwh: | |
| Small Holdings / Farms | R 695.40 | Small Holdings / Farms | R 1.79 |
| Government and Provincial | R 695.40 | Government and Provincial | R 1.79 |
| School Hostels | R 296.83 | School Hostels | R 1.14 |
| Sport | R 250.80 | Sport | R 1.14 |
| Municipal Use | R 250.80 | Municipal Use | R 1.14 |
| | | Single Rate Tariff | R 1.76 |

The other user services will be levied as per approved and adopted budget by Council.

Assessment Rates are payable in advance in a once-off payment or in 12 equal monthly instalments. All other tariffs are payable in full on/before the 7th of every month. Accounts not paid will be charged interest.

Enquiries can be directed to Mrs. F Viljoen in the Revenue department 051 933 9301.

STR Ramakarane
Municipal Manager

CO-OPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE

SETSOTO PLAASLIKE MUNISIPALITEIT

BEGROTING EN EIENDOMSBELASTING TARIEWE 2015/2016

Kennis geskied hiermee dat die Bedryf-en Kapitale begroting vir die 2015/16 finansiële jaar deur die Munisipale Raas, kragtens die bepalings van artikel 21(1) van die Wet op Plaaslike Regering: Munisipale Stelsels No. 32 van 2000, op 28 Mei 2015 goedgekeur is.

Kennis geskied verder dat 'n afskrif van die geskatte Inkomste en Uitgawe Kapitaal begroting vir 'n tydperk eindigende 30 June 2016 ter insae sal wees by die munisipale kantore gedurende werksure 07:30 - 16:30 (**uitsluitende etensure 13:00 – 14:00**), Maandag tot Vrydag.

| Erfbelasting | | Vullis Heffing | |
|-------------------------------|---------|------------------------------------|----------|
| Residensieel | R 0.04 | Huishoudelik – Woongebied | R 87.47 |
| Staatsdiens en Provinsiaal | R 0.08 | Huishoudelik – Dorp | R 104.36 |
| Besighede | R 0.08 | Besighede – Woongebied en Dorp per | R 99.49 |
| Plase | R 0.005 | Faktor Waarde | |
| Publieke Diens Infrastruktuur | R 0.01 | “Tuckshop” | R 87.47 |

| Riool Heffing | | Water Heffing | |
|----------------------|----------|---------------------------------|----------|
| Beskikbaarheids fooi | R 47.76 | Beskikbaarheids fooi | R 86.11 |
| Emmer of VIP Sisteem | R 67.51 | Volle Aansluiting (Huishouding) | R 101.93 |
| Huishoudelik | R 86.18 | Erwe met Geeenskaps kraan | R 86.11 |
| Septiese put | R 86.18 | Erwe ongemeterde gebruik | R 101.93 |
| Besighede | R 125.74 | Besighede | R 128.80 |
| Provinsiale Admin | R 295.65 | Klein Hoewes | R 123.57 |
| Hospitale | R 861.30 | Staats diens | R 315.66 |
| Tronke | R 977.71 | Sport Klubs | R 247.05 |

| Eenheids prys – Water | |
|------------------------------------|--|
| 0 – 6 kl | Gratis vir alle huishoudelike gebruikers |
| 0 – 6 kl (Alle ander gebruikers) | R 4.06 |
| 6.1 – 10 kl | R 4.78 |
| 10.1 – 20 kl | R 5.23 |
| 20.1 – 30 kl | R 5.81 |
| 30.1 kl > | R 6.24 |
| Munisipale gebruik en sports klubs | R 3.77 |

| Elektrisiteits Heffing | | | |
|----------------------------|------------|---------------------------------|--------|
| Beskikbaarheids fooi | R 115.30 | Verhoging in Blok Tarief | |
| Basiese heffings: | | 0-50 Kwh | R 0.86 |
| Huishoudelik | R 292.98 | 51 – 350 Kwh | R 1.14 |
| Besighede | R 378.48 | 351 – 600 Kwh | R 1.48 |
| Industrieel > 15 000 kwh | R 4 218.00 | 600 Kwh > | R 1.65 |
| Industrieel < 15 000 kwh | R 316.92 | Eenheids prys per Kwh: | |
| Klein Hoewes / Plase | R 695.40 | Klein Hoewes / Plase | R 1.79 |
| Staatsdiens en Provinsiaal | R 695.40 | Staatsdiens en Provinsiaal | R 1.79 |
| Skool Koshuise | R 296.83 | Skool Koshuise | R 1.14 |
| Sport | R 250.80 | Sport | R 1.14 |
| Munisipale gebruik | R 250.80 | Munisipale gebruik | R 1.14 |
| | | Enkel tarief en Vooruitbetaalde | R 1.76 |

Ander verbruikersdienste sal gevorder word soos goedgekeur en aanvaar in die Begroting van die Munisipale Raad.

Eiendombelasting is vooruit of in 12 gelyke paaiemente maandeliks betaalbaar. Alle ander tariewe is ten volle betaalbaar op/of voor die 7de van elke maand. Indien rekenings nie ten volle vereffen word nie, sal rent gehê word.

Navrae kan gerig word aan Mev. F Viljoen, Inkomste Afdeling: 051 933 9301.

STR Ramakarane
Munisipale Bestuurder

COOPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE

METSIMAHOLO LOCAL MUNICIPALITY

RATES BY-LAWS TO GIVE EFFECT TO PROPERTY RATES POLICY

Notice is hereby given in terms of section 13 of the Local Government Municipal Systems Act, 32 of 2000 and section 6 of the Local Government: Municipal Property Rates Act, 2004 (No 6 of 2004), that the Council of the Metsimaholo Local Municipality has made the by law set out in the schedule hereto:

SCHEDULE
RATES BY-LAWS TO GIVE EFFECT TO PROPERTY RATES POLICY

T A B L E O F C O N T E N T S

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PREAMBLE

WHEREAS Section 229(1) of the Constitution of the Republic of South Africa authorises a municipality to impose rates on property and surcharges on fees for services provided by or on behalf of the municipality;
 AND WHEREAS section 3 of the Local Government: Municipal Property Rates Act, 2004 (No 6 of 2004), a municipality must adopt a policy consistent with the Act on the levying of rates on rateable property in the municipality;
 AND WHEREAS section 6 of the Local Government: Municipal Property Rates Act, 2004 (No 6 of 2004) requires a municipality to adopt by-laws to give effect to the implementation of its rates policy: the by-laws may differentiate between the different categories of properties and different categories of owners of properties liable for payment of rates;
 AND WHEREAS section 13 of the Local Government: Municipal Systems Act, 2000 read with section 162 of the Constitution requires a municipality to promulgate municipal by-laws by publishing them in the gazette of the relevant province.

NOW therefore be it enacted by the Council of Metsimaholo Local Municipality, as follows:

1. DEFINITIONS

In this by-laws, any word or expression to which a meaning has been assigned in the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004) shall bear the same meaning in these by-laws and unless the context indicates otherwise-
 “Municipality” means the municipal council for the municipal jurisdiction area of Metsimaholo Local Municipality;
 “Credit Control and Debt Collection Policy” means the Municipalities Credit Control and Debt Collection Policy as required by sections 96(b) and 97 of the Local Government: Municipal Systems Act, 32 of 2000;
 “Rate” or “rates” means a municipal rate as envisaged in section 229 of the Constitution of the Republic of South Africa.
 “Rates Policy” means the rates policy adopted by the Council of the Municipality from time to time, contemplated in chapter 2 of the Property Rates Act and which is consistent with the Local Government: Municipal Property Rates Act, Act no. 6 of 2004 as amended.
 “Property Rates Act” means the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004);

2. OBJECTIVE

The objective of this by-law is to give effect to the implementation of the Rates Policy as contemplated in section 6 of the Property Rates Act.

3. ADOPTION AND IMPLEMENTATION OF PROPERTY RATES POLICY

- 3.1 The municipality shall adopt and implement a rates policy consistent with the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004) on the levying of rates on rateable property in the municipality and
- 3.2 The municipality shall not be entitled to levy rates other than in terms of a valid rates policy.

4. CONTENTS OF PROPERTY RATES POLICY

The municipality's property rates policy shall inter alia:

- 4.1 Apply to all rates levied by the municipality pursuant to the adoption of the municipality's annual budget;
- 4.2 Comply with the requirements for:-
 - (a) the adoption and contents of a property rates policy specified in section 3 of the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004);
 - (b) the process of community participation specified in section 4 of the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004);
 - (c) the annual review of a rates policy specified in section 5 of the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004);
- 4.3 Provided for principles, criteria and implementation measures consistent with the Local Government: Municipal Property Rates Act, 2004 (No. 6 of 2004) for the levying of rates which the municipality may adopt and
- 4.4 Provide for enforcement mechanisms that are consistent with the Property Rates Act and Local Government: Municipal Systems Act, 2000 as well as enforcement mechanisms contained in the Credit Control and Debt Collection Policy.

5. ENFORCEMENT OF PROPERTY RATES POLICY

The municipality's property rates policy shall be enforced through the Credit Control and Debt Collection Policy and any further enforcement mechanisms stipulated in the municipality's Property Rates Policy.

6. SHORT TITLE AND COMMENCEMENT

This By-Law is called the Rates By-law, and takes effect on 1 July 2015.

S.M MOLALA
MUNICIPAL MANAGER
METSIMAHOLO LOCAL MUNICIPALITY
P.O Box 60
SASOLBURG
1947

COOPERATIVE GOVERNANCE, TRADITIONAL AFFAIRS AND HUMAN SETTLEMENTS NOTICE

METSIMAHOLO LOCAL MUNICIPALITY

CREDIT CONTROL AND DEBT COLLECTION BY LAW

Notice is hereby given in terms of section 13 of the Local Government Municipal Systems Act, 32 of 2000 that the Council of the Metsimaholo Local Municipality has made the by law set out in the schedule hereto:

SCHEDULE
CREDIT CONTROL AND DEBT COLLECTION BY LAW

To give effect to the Municipality's credit control and debt collection policy and/or to regulate its implementation and enforcement in the Metsimaholo Municipal Area (FS024) in terms of section 156(2) of the Constitution of the Republic of South Africa (Act 108 of 1996) and sections 96 and 98 of the Municipal Systems Act (Act 32 of 2000); to provide for the collection of all monies due and payable to the Municipality; and to provide for matters incidental thereto.

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1. DEFINITIONS

In this policy, unless the context indicates otherwise, the word or expression has the means as follows:

“**Account**” means any account or accounts rendered for municipal services provided;

“**Actual consumption**” means the measure consumption of any consumer for any given period;

“**Agreement**” means the contractual relationship between the municipality and a customer whether in writing or not;

“**Arrears**” means any amount due, owing and payable by a customer in respect of municipal services not paid on the due date;

“**Arrangement**” means a formal agreement entered into between the Municipality and a customer where specific repayment parameter are agreed to in respect of debt in arrears;

“**Average consumption**” means the average consumption by a customer of a municipal service during a specific period, which consumption is calculated by dividing the total measured consumption of that municipal service by the customer over the preceding twelve months by twelve;

“**Authorised Representative**” means a person or agent or instance legally appointed or authorised by the Council to act or to fulfil a duty on its behalf;

“**Chief Financial Officer**” means the person appointed by Council to administer its finances;

“**Connection**” means the point at which a customer gains access to municipal services;

“**Council**” means the municipal Council of Metsimaholo Local Municipality;

“**Customer**” means any occupier of any property to which the municipality has agreed to supply services or already supplies services to, or failing such occupier, then the owner of the property;

“**Defaulter**” means the person who owes money to municipality after the due date has expired

“**Deposit**” means a minimum sum of money specified by Council and payable by the customer to the Municipality prior to occupation of the property or prior to the date on which services to the property are required; or prior to the date on which services are supplied by the municipality;

“**Due date**” means the date stipulated on the account and determined from time to time as the last date on which the account must be paid;

“**Engineer**” means the person in charge of civil and/or electrical component of the municipality;

“**Equipment**” means a building or other structure, pipe, pump, wire, cable, meter engine or any accessories;

“**Financial year**” means the period starting on 1st July in a year and ending on the 30th June the next year;

“**Illegal connection**” means a connection to any system through which municipal services are provided that is not authorized or approved by the municipality;

“**Indigent customer**” means a domestic customer qualifying and registered with the municipality as an indigent in terms of the municipality’s indigent policy;

“**Interest**” means a charge levied with the same legal priority as service fees and calculated at a rate determined by Council from time to time on arrears monies;

“**Meter audits**” means an investigation of municipal electricity and water meter supply to verify the correctness of consumption;

“**Municipality**”

(a) means a municipality as described in the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000)

(b) a geographic area means a municipal area determined in terms of Local Government Municipal Demarcation Act, 1998 (Act No 27 of 1998);

“**Municipal Manager**” means the person appointed as Municipal Manager in terms of section 82 of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998) and include any person acting in that position or to whom authority was delegated;

“**Municipal services**” means those services provided by the municipality, such as, inter alia the supply of water, electricity, refuse removal, sewerage treatment, property rates and for which services charges are levied;

“**Owner**” means:

(a) the person in whose name the property is legally vested;

(b) in the case where the person in whose name the property is vested, is insolvent or deceased, or is disqualified in terms of any legal action, the person who is responsible for administration or control of the property as curator, trustee, executor, legal manager, liquidator or any other legal representative;

(c) in the case where Council is unable to determine the identity of such person, a person who is entitled to the benefit of such premises with a building thereon;

(d) in relation to:

(i) a portion of land delineated on a sectional plan registered in terms of the Sectional Title Act, 1986 (Act No 95 of 1986), without restricting it to the developer or managing body corporate in respect of the common property;

(ii) a portion as defined in the Sectional Title Act, the person in whose name that portion is registered in terms of a ‘sectional title’, including lawfully appointed agent of such person;

(e) any legal entity including but not limited to:

(i) a company registered in terms of the Companies Act, 1973 (Act No 61 of 1973), a trust, a closed corporation registered in terms of the Close Corporation Act, 1984 (Act No 4 of 1984) and a voluntary association;

(ii) any national or provincial government department; and

(iii) any Council or Board established in terms of any legislation applicable to the Republic of South Africa;

“**Property**” means any portion of land, of which the boundaries are determined, within the jurisdiction of the municipality;

“**Rates**” refers to property rates being levied by the municipality for a property that is situated in the municipal area

“**Terminated account**” refers to:

- (i) the final account for services after the customer has vacated the premises, whether or not the customer has given notice to terminate the supply of service or
- (ii) the final account for services if the customer has contravened the service provisions of this policy and attendant municipal by-laws

2. APPLICATION OF BY LAWS

- (1) These By-laws only apply in respect of amounts of money due and payable to the Council for –
 - (a) rates;
 - (b) fees, surcharges on fees in respect of the following municipal services :
 - (i) The provision of water and the availability thereof; (ii) refuse removal and disposal; (iii) sewerage and the availability thereof; and
 - (iv) electricity consumption and the availability thereof; (c) interest which has or will accrue in respect of any amount of money due and payable or which will become due and payable to the Council in regard to rates and municipal services; and (d) collection charges;
- (2) These By-laws also apply to any municipal service provided through pre-paid meters, in so far as the By-laws may be relevant.

3. CUSTOMER CARE

3.1 Specific Objective

- 3.1.1 To focus on the client's need in a responsible and pro-active way, to enhance the payment for services and to create a positive and cooperative relationship between the persons responsible for the payment for the services received, and the municipality, and where applicable, any service provider.

3.2 Communication

- 3.2.1 The municipality will, within its financial and administrative capacity, conduct an annual process of compiling and communicating its budget, which will include targets for credit control.
- 3.2.2 Council's Customer Care, Credit Control and Debt Collection Policy or relevant extracts thereof, will be available in **English, Afrikaans and Sotho**, and will be made available by general publications and on specific request, and will also be available for perusal at Council's offices.
- 3.2.3 Council will endeavour to distribute a regular newsletter, which will give prominence to customers' care and debt issues.
- 3.2.4 Ward Councillors will be required to hold regular ward meetings, at which customer care and debt collection issues will be given prominence.
- 3.2.5 The media will be encouraged to give prominence to Council's Customer Care, Credit control and Debt Collection policies and will be invited to Council or Committee meetings where these are discussed.

3.3 Metering

- 3.3.1 The municipality will endeavour, within practical and financial limits, to provide meters to every paying client for all consuming services.
- 3.3.2 All meters will be read monthly, if at all possible. If the meter is not read monthly the Council will estimate the consumption in terms of Council's operational procedures.
- 3.3.3 Customers are entitled to request verification of meter readings and accuracy within reason, but may be held liable for the cost thereof if it is found that the readings are correct or the difference is less than ten percent
- 3.3.4 Customers will be informed of meter replacement.
- 3.3.5 If a service is metered but it cannot be read due to financial and human resource constraints or circumstances out of the control of the municipality or its authorised agent, the customer is charged for an estimated consumption based on any consecutive twelve months consumption.
- 3.3.6 The account following the reading of the metered consumption must articulate the difference between the actual consumption and the average consumption, and the resulting credit or debit adjustments.

3.4 Accounts and Billing

- 3.4.1 Customers on the billing system will receive an understandable and accurate bill from the municipality, which bill will consolidate all services costs for that property.
- 3.4.2 Accounts will be produced in accordance with the meter reading cycle and due dates will be linked to the statement date.
- 3.4.3 Accounts will be rendered monthly in cycles of approximately 30 days at the address last recorded with the municipality or its authorized agent
- 3.4.4 It is the customer's responsibility to ensure that the postal address and other contact details are correct and in the case of a changes the municipality be notified in writing.
- 3.4.5 It is the customer's responsibility to ensure timely payment in the event of accounts not received on or before the due date.
- 3.4.6 Settlement or due dates will be as indicated on the statement.
- 3.4.7 Where an account is not settled in full, any lesser amount tendered and accepted shall not be deemed to be in full and final settlement of such an account.

- 3.4.8 Where any payment made to the municipality or its authorised representative by negotiable instrument is later dishonoured by a bank, the municipality or its authorised agent:-
- May recover the average bank charges incurred relating to dishonoured negotiable instruments against the account of the customer.
 - Shall regard such an event as a default on payment
 - Disconnect the service to such applicable property
- 3.4.9 The municipality or its authorised agent must, if administratively possible, issue a duplicate account to a customer on request, at a cost determined by Council from time to time.

3.5 Payment Facilities and Methods

- 3.5.1 The municipality will operate and maintain suitable payment facilities will be accessible to all users.
- 3.5.2 The municipality will, at its discretion, allocate a payment between service debts and a debtor who has overdue debt, may not specify that the payment is for a specific portion of the account.
- 3.5.3 Any payments received from debtors for service delivery by the Council shall be used to off-set debts to the council in the following order:-
- Arrears;
 - Interest;
 - Instalment – dwelling;
 - Instalment – stand;
 - Sundries;
 - Additional – deposit;
 - Rates;
 - Penalty on arrear rates and services;
 - Collection charges on arrear rates;
 - Refuse removal;
 - Water;
 - Sewerage;
 - Electricity; and
 - VAT on vat able services which will be the proportionate amount for the applicable services.
- 3.5.4 The municipality may in terms of section 103 of the Municipal Systems Act, with the consent of a customer, approach an employer to secure a debit or stop order arrangement.
- 3.5.5 The customer will acknowledge, in the customer agreements that the use of customer agents in the transmission of payments to the municipality is at the risk of customer – also for the transfer time of the payment

3.6 Incentives for Prompt Payment

- 3.6.1 The Council may, to encourage prompt payment and/or to reward regular payers, consider from time to time incentives for the prompt payment of accounts or payment by debt.
- 3.6.2 Such incentive schemes, if introduced, will be reflected in annual adjustment budgets as additional expenditure.

3.7 Enquiries, Appeals and Service Complaints

- 3.7.1 Within its administration and financial ability the municipality will establish:-
- A centralized complaints/feedback office;
 - A centralized complaints database to enhance co-ordination of complaints, their speedy resolution and effective communication with customers;
 - Appropriate training for officials dealing with the public to enhance communication and service delivery; and
 - A communication mechanism to give Council feedback on service, debt and other issues of concern.
- 3.7.2 If a customer is convinced that his/her account is inaccurate, he/she can lodge in writing a query with the municipality for investigation of this account, and where necessary the relevant alterations.
- 3.7.3 In the interim the debtor must pay the average of the last three months accounts where such history of the account is available. Where no such history is available, the debtor is to pay an estimate provided by the municipality before payment due date until the matter is resolved.
- 3.7.4 The relevant department will investigate and inform the debtor within the period specified herein, as determined by the Municipal Manager from time to time.
- 3.7.5 Failure to make such agreed interim payment or payments will result in the customer forming part of the normal credit control procedures.
- 3.7.6 A customer may appeal against the finding of the municipality or its authorised agent.

- 3.7.7 An appeal and request must be made and lodged in writing with the municipality within 21 (twenty-one) days after the customer became aware of the finding and must:-
- Set out the reasons for the appeal
 - Be accompanied by any security determined for the testing of a measuring device, if applicable.
- 3.8 Customer Assistance Programmes**
- 3.8.1 Water Leakages
- The customer has the responsibility to control and monitor his/her water consumption.
 - If the leakage is on the customer's side of the meter, the customer will be responsible for the payment of all water supplied to the property.
- 3.8.2 Rate Rebates
- Properties used exclusively for residential purposes may qualify for a rebated rate determined annually by Council.
 - A rate rebate may be granted according to certain qualifying criteria to social pensioners or the receiver of a State disability grant and/or any category of customer, as determined by Council from time to time.
- 3.9 Arrangements**
- 3.9.1 Customers with arrears and who cannot pay his/her account must:-
- Agree to the conversion to a prepayment electricity meter (if possible)
 - Sign an acknowledgement of debt
 - Provide a garnishee order/emolument order/ stop order (if he or she is in employment)
 - Acknowledge that as an incentive measure no interest will be charged on the arrear amount as from the date of the agreement
 - Sign an acknowledgement that, if the arrangements being negotiated are later defaulted on, that no further arrangements will be possible and that disconnection of water and electricity will follow immediately, as will legal proceedings
 - Acknowledge liability of all costs incurred.
- 3.9.2 Businesses, Schools and Industries are allowed to make arrangements up to a maximum period of 12 months.
- 3.9.3 Municipal employees and Councillors are allowed to make arrangements in line with credit policy arrangements and it be deducted from their salary/ allowance.
- 3.9.4 Council reserves the right to raise the deposit requirement of debtors who default on arrangements.
- 3.10 Rates by Instalments**
- 3.10.1 Customers may elect to pay the property rates account monthly, over a maximum period of 12 months at no interest cost, on the condition that there is no rates outstanding in respect of a previous period and that the rates are paid in full prior to the next cycle.
- 3.10.2 Any arrangement for monthly rate instalments will be cancelled by the Municipality and all rates will be payable in full with immediate effect should any three instalments become overdue.
- 3.10.3 Owners of farm property may pay their assessment rates in one payment by not later than 31st October; interest will be affected thereafter if no payment is received.
- 3.11 Indigent Subsidy**
- 3.11.1 The purpose of the indigent subsidy is to provide funding for a basic level of services to qualifying household consumers with a total gross income of two times the State old age pension, and according to further specified criteria as determined by Council from time to time
- 3.11.2 The source of funding of the indigence subsidy is that portion of the equitable share contribution to the municipality made from the national governments' fasces and as provided for in the budget. As such, the subsidy can only be credited to the qualifying customers' accounts until the amount received by the Municipality from National Government for this purpose has been exhausted, whereupon no further credits will be made, or the level of the credits reduced, until further national funds are received.
- 3.11.3 Subsidized services may include electricity, water, sewerage, refuse removal and assessment rates, rental and any consumption service charges.
- 3.11.4 If a consumer's consumption or use of the municipal service is less than the subsidised service, the unused portion may not be accrued by the customer and will not entitle the customer to cash or a rebate in respect of the unused portion.
- 3.11.5 If a customer's consumption or use of a municipal service is in excess of the subsidised service, the customer will be obliged to pay for such excess consumption at the applicable charges.
- 3.11.6 All consumers who qualify for an equitable share subsidy may be placed on restricted service levels in order to limit further escalation of debt.
- 3.11.7 Where applicable, these consumers may be exonerated from their arrear debt of portion thereof.
- 3.11.8 Where a qualifying customer's account is paid in full at the date of application, or maintains a paid up account after receiving the subsidy, the restriction on service levels may be waived on request by such a customer.
-

- 3.11.9 An indigent customer must immediately request de-registration by the municipality or its authorised agent if his/her circumstances have changed to the extent that he/she no longer meet the criteria.
- 3.11.10 An indigent customer may at any time request de-registration
- 3.11.11 A register of indigent customers will be maintained and may be made available to the general public.

3.12 Additional Subsidy Categories

- 3.12.1 Council may provide, free of charge to a customer, certain basic levels of water and electricity, as determined from time to time
- 3.12.2 Council may provide grants in lieu of rates to certain categories of owners of domestic properties to alleviate poverty
- 3.12.3 Rebates may be granted to sporting or any other determined bodies for consumption but tariffs must at least cover the cost of service.
- 3.12.4 Rebates may be granted to large customers to attract business to Metsimaholo that would benefit the community of Metsimaholo but tariffs must at least cover the cost of the service.

3.13 Customers Categories

- 3.13.1 Customers will be categorised according to specific classifications based on inter alia the type of entity and applicable tariffs and risk levels. Processes for credit control, debt collection and customer care may differ from category, as deemed appropriate from time to time by the Council.

3.14 Priority Customer Management

- 3.14.1 Certain customers may be classified as priority customers based on criteria determined by the Council from time to time, such as the number of properties owned or volume of consumption

4. CREDIT CONTROL

4.1 Service Application and Agreements

- 4.1.1 All customers (owners ONLY) of services will be required to sign an agreement governing the supply and cost of municipal services. Prior to signing these agreements, customers will be entitled to receive the policy document of the Council on request.
- 4.1.2 On the signing of the agreement, customers will receive a copy of the agreement for their records.
- 4.1.3 Council reserves the right to refuse any application for services if any amounts are owed on the account (site/erf) by the owner.
- 4.1.4 When applying for services, personal details as required by Council from time to time must be produced. Failure thereof will result in Council reserving its right refuse such application.
- 4.1.5 Customers are responsible for costs of collection, interest and penalties in the event of delayed and/or non-payment.
- 4.1.6 Existing customers of services may be required to sign new agreements as determined by the Municipal Manager from time to time
- 4.1.7 If at the commencement of these policies or at any other time, municipal services are provided and received and no written agreement exists in respect of such service it shall be deemed that an agreement in terms of paragraph (8.2.1) exist.

4.2 Right of Access to Premises

- 4.2.1 The owner and or occupier of property is to allow an authorizes representative of the municipality access at all reasonable hours to the property in order to read, inspect, install or repair any meter or service connection for reticulation, or to disconnect, stop or restrict, or reconnect the provision of any municipal service.
- 4.2.2 The owner is responsible for the cost of relocating a meter if satisfactory access is not possible
- 4.2.3 If a person fail to comply, the municipality or its authorised representative may:-
- By written notice require such a person to restore access at his/her own expense within a specified period.
 - If it is the opinion that the situation is a matter of urgency, without prior notice restore access and recover the cost from such person.

4.3 Enforcement Mechanisms

- 4.3.1 Interest will be raised as a charge on all accounts not paid by the due date, at a rate determined by Council from time to time, in accordance with applicable legislation.
- 4.3.2 The municipality shall have the right to restrict or discontinue the supply of services or to implement any other debt collection action necessary due to late or non-payment of accounts, relating to any consumer, owner or property.

4.4 Liability for Payment

- 4.4.1 The owner will be the debtor of last resort
- 4.4.2 The owner will remain liable for payment of the Municipal account up to and including the date which terminates the Service Agreement as indicate in the Notice of Termination of Services,
- 4.4.3 An owner, who fails to enter into the Service Agreement, will despite such failure, be liable for the payment of the Municipal account.
- 4.4.4 Nothing contained in this policy will prohibit the Council to collect payment of any amount from the owner or any other person, in terms of applicable legislation

- 4.4.5 The Chief Financial Officer may consolidate separate municipal accounts, or portions thereof, of persons liable for payment to the council
- 4.4.6 A copy of the identity document, payslip and Electricity Compliance Form, must be submitted with the Service Agreement.

4.5 Theft and Fraud

- 4.5.1 Any person (natural or juristic) found to be illegally connected or reconnected to municipal services, tampering with meters, the reticulation network or any other supply equipment or committing any unauthorised act associated with the supply of municipal services, as well as theft of and damage to Council property, may be prosecuted and/or liable for penalties as determined from time to time.
- 4.5.2 Council will immediately terminate the supply of services to a customer should such conduct as outlined above, be detected.
- 4.5.3 The total bill owing, including penalties, assessment of unauthorised consumption and discontinuation and reconnection fees, and increased deposits as determined by Council if applicable, will be due and payable before any reconnection can be sanctioned.
- 4.5.4 Council may maintain monitoring systems in order to identify customers who are undertaking such illegal actions.
- 4.5.5 Council reserves the right to lay criminal charges and/or to take any other legal action against both vandals and thieves.
- 4.5.6 Any customer failing to provide information or providing false information to the municipality may face immediate disconnection and/or legal action.

4.6 Customer Screening and Securities

- 4.6.1 All applicants for municipal services may be checked for credit-worthiness including checking information from banks, credit bureaus, other local authorities, trade creditors and employers.
- 4.6.2 Deposits either in cash or any other security acceptable to the municipality may be required, and may vary according to the risk as determined by the Municipality.
- 4.6.3 A minimum deposit of the equivalent of one month's average consumption will be required.
- 4.6.4 Deposits can be increased by the municipality at any time and at the sole discretion of the municipality to a maximum of three months average consumption.
- 4.6.5 Deposits can vary according to the credit-worthiness or legal category of the applicant.
- 4.6.6 The municipality will not pay any interest on deposit's
- 4.6.7 On the termination of the agreement the amount of the deposit, less any outstanding amount due to the municipality, will be refunded to the consumer.

4.7 Persons and Business who Tender to the Municipality

- 4.7.1 The Procurement Policy and Tender Conditions of the Municipality will include the following:-
- When inviting tenders for the provision of services or delivery of goods, potential contractors may submit tenders subject to a condition that consideration and evaluation thereof will necessitate that the tendered obtain from the municipality a certificate stating that all relevant municipal accounts owing by the tendered and/or its director, owners or partners have been paid or that suitable arrangements (which include the right to set off in the event of non-compliance) have been made for payment of any arrears
 - No tender will be allocated to a person/contractor until a suitable arrangement for the repayment of arrears, has been made. No further debt may accrue during contract period.
 - A condition allowing the municipality to deduct any moneys owing to the municipality from contract payments.
- 4.7.2 The municipality reserves the right not to consider and or disapprove any applications for subdivisions, consolidations and development of land if the owner, and partner or director (s) of such an application owes the municipality for rates and / or services.

4.8 Cost of Collection

- 4.8.1 All costs of legal processes, including interest, penalties, service discontinuation costs and legal costs associated with customer care or credit control, where ever applicable, are for the account of the debtor and should reflect at least the cost of the particular action.

4.9 The Pre-payment Meter System

- 4.9.1 The municipality may use its pre-payment system to:-
- Link the provision of electricity by the Municipality to a "pre-payment" system comprising, first, a pre-payment of electricity kWh and:
 - A payment in respect of arrears of accrued municipal taxes and other municipal levies, tariffs and duties in respect of services such as water, refuse removal, sanitation and sewage.
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5. DEBT COLLECTION**5.1 Personal Contact****5.1.1** Telephonic contact, agents calling on clients

- Council will endeavour, within the constraints of affordability, to make personal or telephonic contact with all arrear debtors to encourage their payment, and to inform them of their arrears state, their right (if any) to conclude arrangements or to indigence subsidies, other related matters and will provide information on how and where to access such arrangements or subsidies.
- Such contact is not a right for debtors to enjoy and disconnection of services and other collection proceedings may continue in the absence of such contact for whatever session.

5.2 Interruption of Service

5.2.1 Customers who are in arrears with their municipal account and who have not made arrangements with the Council will have their supply of electricity and water, and other municipal services, suspended, disconnected or reduced.

5.2.2 The disconnection of services may happen within 14 days of the date of the warning notice letter.

5.2.3 Council reserves the right to deny the sale of electricity or restrict the sale of water to customers who are in arrears with their rates or their municipal charges

5.2.4 Council reserves the right to levy an administrative fee if the process to disconnect services take legal action has been completed after the due date and the customer only pays the arrear amount before the action has been executed.

5.2.5 Upon the liquidation of arrears, or the conclusion of acceptable arrangements for term payment, the service will be reconnected as soon as conveniently possible.

5.2.6 The cost of the restriction or disconnection, and the reconnection, will be determined by tariffs approved by Council, and will be payable by the customer.

5.2.7 The deposit of any defaulter will be adjusted to bring into line relevant policies.

5.3 Legal Process/Use of Attorneys/Use of Credit Bureaus

5.3.1 Council may, when a debtor is in arrears, commence legal process against that debtor, which process could involve final demands, summonses, court trails, judgements, garnishee orders and/or sales in execution of property.

5.3.2 Council will exercise strict control over this process, to ensure accuracy and legality within it, and will require regular reports on progress from outside parties, be they attorneys or any other collection agents appointed by Council.

5.3.3 Council will establish procedures and codes of conduct with these outside parties.

5.3.4 Garnishee orders, in the case of employed debtors, are preferred to sales in execution, but both are part of Council's system of debt collection procedures.

5.3.5 All steps in the customer care and credit control procedure will be recorded for Council's records and for the information of the debtor.

5.3.6 All costs of this process will be for the account of the debtor.

5.3.7 Individual debtor accounts are protected and are not the subject of public information. However Council may release debtor information to credit bureaus. This release will be in writing or by electronic means.

5.3.8 Council may consider the cost effectiveness of the legal process, and will receive reports on relevant matters, including cost effectiveness.

5.3.9 Council may consider the use of agents as service providers and innovative debt collection methods and products. Cost effectiveness, the willingness of agents to work under appropriate codes of conduct and the success of such agents and products will be part of the agreement council might include with such agents or service providers; and will be closely monitored.

5.3.10 Customers will be informed of the powers and duties of such agents or service providers and their responsibilities including their responsibilities to observe agreed codes of conduct.

5.3.11 Any agreement concluded with an agent, service provider or product vendor shall include a clause whereby breaches of the code of conduct by the agent or vendor will constitute a breach of the contract

5.4 Rate Clearance

5.4.1 On the sale of any property in the municipal jurisdiction, Council will withhold the transfer until rates and service charges are paid by withholding a rates clearance certificate as contemplated in section 118 of the Systems Act.

5.5 Abandonment of Claims

5.5.1 The Municipal Manager must ensure that all avenues are utilised to collect the municipality's debt.

5.5.2 There are certain circumstances that allow for the valid termination of debt collection procedures as contemplated in section 109(2) of the Systems Act such as:-

- The insolvency of the debtor, whose estate has insufficient funds
- A balance being too small to recover, for economic reasons considering the cost of recovery.

5.5.3 Where Council deems that a customer or groups of customers are unable to pay for services rendered

5.5.4 The municipality will maintain audit trails in such an instance, and document the reasons for the abandonment of the action or claim in respect of the debt.

5.6 Writing off Bad Debt

Bad debts will be written off in terms of the Bad debts write off policy as approved by council.

6. CONFLICT OF BY LAWS

If there is any conflict between a provision in these By-laws and a provision of any other by- law, the provision in these By-laws must prevail.

7. SHORT TITLE AND COMMENCEMENT

This By-law is called the Metsimaholo Local Municipality: Credit Control and Debt Collection By-law and shall come into effect from the 01 July 2015

S.M MOLALA
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