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LIMPOPO PROVINSIE  
XIFUNDZANKULU XA LIMPOPO  
PROFENSE YA LIMPOPO  
VUNDU LA LIMPOPO  
IPHROVINSI YELIMPOPO

**Provincial Gazette • Provinsiale Koerant • Gazete ya Xifundzankulu  
Kuranta ya Profense • Gazethe ya Vundu**

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*(Yi rhijistariwile tanihi Nyuziphepha)*

*(E ngwadisitšwe bjalo ka Kuranta)*

*(Yo redzhistariwa sa Nyusiphepha)*

**POLOKWANE,**

**Vol. 21**

**Extraordinary**

**Ku katsa na Tigazete to  
Hlawuleka hinkwato**

30 JUNE 2014

30 JUNIE 2014

30 KHOTAVUXIKA 2014

30 JUNE 2014

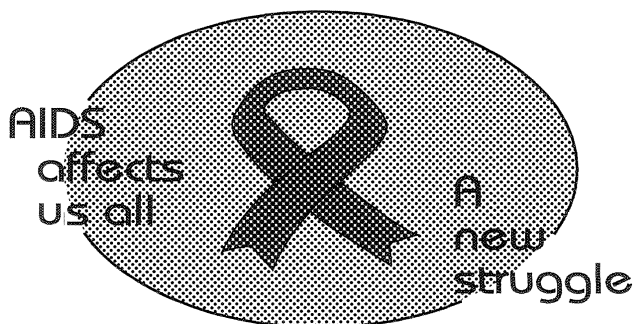
30 FULWI 2014

**No. 2382**

**Buitengewoon**

**Hu tshi katelwa na  
Gazethe dza Nyingo**

**We all have the power to prevent AIDS**



**Prevention is the cure**

**AIDS  
HELPLINE**

**0800 012 322**

**DEPARTMENT OF HEALTH**

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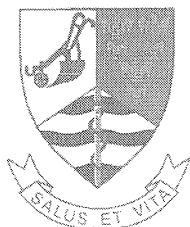
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## LOCAL AUTHORITY NOTICES

### LOCAL AUTHORITY NOTICE 96



#### BELA BELA LOCAL MUNICIPALITY

#### RESOLUTION LEVYING PROPERTY RATES FOR THE FINANCIAL YEAR 1 JULY 2014 TO 30 JUNE 2015

Notice is hereby given in terms of section 14(1) and (2) of the Local Government: Municipal Property Rates Act, 2004; that the Council resolved by way of council resolution number MC79/2014, to levy the rates on property reflected in the schedule below with effect from 1 July 2014.

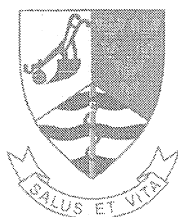
Category of property	Cent amount in the Rand determined for the relevant property category
a) Residential	0.0113
b) Bona Fide Farmers, Public Service Infrastructure, Public Benefit Organisations	0.0028
c) Farms Residential	0.0099
d) Farms not used for any purpose	0.0099
e) Farms Other	0.0133
f) State Owned Properties	0.0133
g) Business/Industrial	0.0133
h) Vacant Land Residential & Other	0.0133
i) Vacant Land Business	0.0146

Full details of the Council resolution and rebates, reductions and exclusions specific to each category of owners of properties or owners of a specific category of properties as determined through criteria in the municipality's rates policy are available for inspection on the municipality's offices, website ([www.belabela.gov.za](http://www.belabela.gov.za)) and all public libraries.

NAME: MM Maluleka

DESIGNATION: MUNICIPAL MANAGER

59 Chris Hani Drive, Bela-Bela, Limpopo  
Private Bag x1609  
Bela Bela, 0480  
Tel: 014 736 8000, Fax 014 736 3288

**LOCAL AUTHORITY NOTICE 97****BELA BELA LOCAL MUNICIPALITY  
PROPERTY RATES BY-LAW  
2014/2015**

Bela Bela Local Municipality, hereby, in terms of section 6 of the Local Government: Municipal Property Rates Act, 2004, has by way of (No of the resolution) adopted the Municipality's Property Rates By-law set out hereunder.

**BELA BELA LOCAL MUNICIPALITY****MUNICIPAL PROPERTY RATES BY-LAW****PREAMBLE**

WHEREAS section 229(1) of the Constitution requires a municipality to impose rates on property and surcharges on fees for the services provided by or on behalf of the municipality.

AND WHEREAS section 13 of the Municipal Systems Act read with section 162 of the Constitution require a municipality to promulgate municipal by-laws by publishing them in the gazette of the relevant province.

AND WHEREAS section 6 of the Local Government: Municipal Property Rates Act, 2004 requires a municipality to adopt by-laws to give effect to the implementation of its property rates policy; the by-laws may differentiate between the different categories of properties and different categories of owners of properties liable for the payment of rates;

NOW THEREFORE BE IT ENACTED by the Council of Bela Bela Local Municipality, as follows:

## 1. DEFINITIONS

In this by-law, any word or expression to which a meaning has been assigned in the Local Government: Municipal Property Rates Act, 2004 (Act No. 6 of 2004), shall bear the same meaning unless the context indicates otherwise.

**'Municipality'** means Bela Bela Local Municipality;

**'Property Rates Act'** means the Local Government: Municipal Property Rates Act, 2004 (Act No 6 of 2004);

**'Rates Policy'** means the policy on the levying of rates on rateable properties of the Bela Bela Local Municipality, contemplated in chapter 2 of the Municipal Property Rates Act;

**'Rate' or "Rates"** means a municipal rate on property as envisaged in section 229 of the Constitution.

**'Credit Control and Debt Collection Policy'** means Credit Control and Debt collection policy of Bela Bela Local Municipality.

## 2. OBJECTS

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

## 3. ADOPTION AND IMPLEMENTATION OF RATES POLICY

- 3.1. Bela Bela Local Municipality shall adopt and implement its Rates Policy consistent with the Municipal Property Rates Act on the levying of rates on rateable property within the jurisdiction of the municipality; and

- 3.2.** Bela Bela Local Municipality shall not be entitled to levy rates other than in terms of its Rates Policy.

#### **4. CONTENTS OF A RATE POLICY**

The Rates Policy shall, *inter alia*:

- 4.1. Apply to all rates levied by Bela Bela Local Municipality pursuant to the adoption of its Annual Budget;
- 4.2. Comply with the requirements for:
  - 4.2.1. the adoption and contents of a rates policy specified in section 3 of the Act;
  - 4.2.2. the process of community participation specified in section 4 of the Act; and
  - 4.2.3. the annual review of a Rates Policy specified in section 5 of the Act.
- 4.3. Provide for principles, criteria and implementation measures that are consistent with the Municipal Property Rates Act for the levying of rates which the Council may adopt; and
- 4.4. Provide for enforcement mechanisms that are consistent with the Municipal Property Rates Act and the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000).

#### **5. ENFORCEMENT OF THE RATES POLICY**

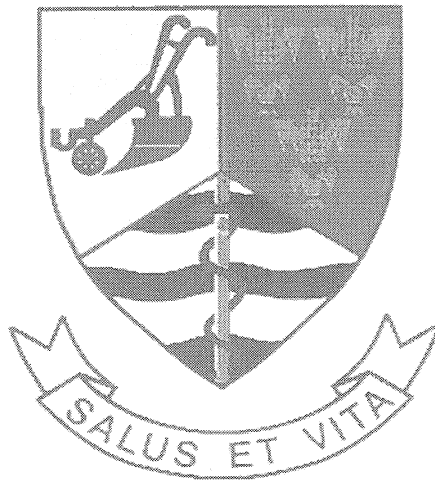
Bela Bela Local Municipality's Rates Policy shall be enforced through the Credit Control and Debt Collection Policy and any further enforcement mechanisms stipulated in the Act and the Municipality's Rates Policy.

#### **6. SHORT TITLE AND COMMENCEMENT**

This By-law is called the Municipal Property Rates By-law, and takes effect on 1 July 2014

**LOCAL AUTHORITY NOTICE 98**

# **BELA-BELA LOCAL MUNICIPALITY**



## **APPROVED INDIGENT SUPPORT BY-LAW 2014/2015**

**DEFINITION**

**"Actual consumption"** means the consumption measured of any consumer within the residential area;

**"Applicable charge"** means the rate, charge, tariff, flat rate or support determined by the Municipality;

**"Area of supply"** means any area within or partly within the area of jurisdiction of the Municipality for which a municipal service(s) is/are provided;

**"Authorised agent"** means:

- (a) Any person authorized by the municipality to perform any act, function or duty in terms of or exercise any power conferred thereto under these by-laws; and/or
- (b) Any person to whom the Municipality has delegated the performance of certain rights, duties and obligations in respect of providing revenue services; and/or
- (c) Any person appointed as a service provider to provide revenue services to consumers on behalf of the Municipality, to the extent authorized in written contract entered thereto with the Municipality;

**"Authorised official"** means any official of the municipality who has been authorized by it to administer, implement and enforce the provisions of these By-Laws;

**"Basic -water supply"** means the minimum standard of water supply services necessary for the reliable supply of water to households to support life and personal hygiene, prescribed in terms of the Water Services Act under regulation 3 of Government Notice R509 of 8 June 2001, as amended from time to time, or any substitution for that regulation;

**"Council"** means the – Council of Bela Bela Local Municipality and includes any duly authorised political structure or office bearer as defined in the Local Government: Municipal Finance Management Act 56 of 2003 and/or any duly authorised official of



Council and as contemplated in section 157(1) of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996);

**"Domestic purposes"**, in relation to the supply of water, means water supplied for drinking, ablution and culinary purposes to premises used predominantly for residential purposes;

**"Dwelling Unit"** means an interconnected suite of rooms designed for residential purposes and occupation by a single household, regardless of how many persons comprise the household.

**"Enforcement notice"** means any notice issued by a designated officer under these by-laws, which instructs the person to whom it is issued to comply with the terms of the notice, and includes a compliance notice contemplated in section 111;

**"Fixed quantity water delivery system"** means a water installation, which delivers a fixed quantity of water to a consumer in any single day;

**"Household Income"** means all sources of income being formal and/ or informal of nature

Including, but not restricted to, salaries, revenue generated, pensions, fixed deposits, investments, state subsidies and or grants, private financial support/contributions from outside the indigent household

**"Indigent"** means an indigent household whose total household income is as determined by Council annually during the budget process;

**"Indigent Households"** shall include all individual residing at the residential premises of the indigent debtor, inclusive of destitute indigent and indigents, by whom and for which application is made, which premises has access to municipal services;

**"Indigent Support Policy"** means the policy for the provision of indigent subsidies to qualifying indigent debtors in terms of the Council's policy relating to the following:

[a] Free basic electricity

[b] Free basic water

[c] Subsidised sewerage rates and refuses

[d] Assisted arrear debt recovery  
programme

As determined by Council annually during the budget process, in line with National norm and guidelines;

**"Indigent debtor"** means the head of an indigent household, inclusive of destitute indigents, being old age pensioners, the unemployed and households with a total monthly income as determined in the Indigent Support Policy:

[a] Who applies for the provision of services from the municipality;

[b] Who makes application for indigent support in terms of these by-laws; and

[c] Who shall be regarded as the representative of all members of his/her household

**"Indigent support"** refers to the allocation from the equitable share grant and the municipality's own resources to support/ assist indigent households as determined by the Council;

**"Indigent rebate"** refers to the amount of revenue that is foregone by the municipality to the indigent households;

**"Law"** means any law, including the common law;

**"Municipality"** means the Municipality established in terms of Section 12 of the Municipal Structures Act, 117 of 1998, Provincial Notice 487 dated 22 September 2000 and includes any political structure, political office bearer, councillor, duly authorized agent thereof or any employee thereof acting in connection with this by-law by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councillor, agent or employee;

**"Municipal Manager"** means the person appointed by the municipality as the Municipal Manager or Accounting Officer of the Municipality in terms of section 82 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998 as amended), and includes any person:

- a) Acting in such a position; and
- b) To whom the Municipal Manager has delegated a power, function or duty

**"Municipal service"** means, for purposes of these by-laws, a service provided by the Municipality, and includes a refuse removal service, a water supply service, a sanitation service or an electricity service;

**" Person"** means a natural person, a local government body, a company or close corporation incorporated under any law, a body of persons, whether incorporated or not, a statutory body, an organ of state as defined in section 239 of the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996), and the Minister of Water Affairs and Forestry, or his successor in performing his/ her function as Minister of Water Affairs, a public utility body, a voluntary association or a trust;

**"Threshold level"** refers to total combined household income that does not exceed the monthly national pensioner grant as stipulated by national treasury or, in the case of two pensioners or person dependant of grants, where the household income does not exceed that stipulated grant amount,

**"Prescribed"** means, determined by resolution of the municipal Council from time to time;

**"Prescribed tariff or charge"** means a schedule of prescribed tariff or charge;

**"Public notice"** means notice in the official languages determined by the municipality and in an appropriate medium that may include one or more of the following;

- (a) The publication of a notice -
  - (i) In a local newspaper or newspapers in the area of the municipality; or
  - (ii) In a newspaper or newspapers circulating in the area of the Municipality and determined by the municipality to be a newspaper of record; or
- (b) The broadcasting of a notice by means of radio broadcasts covering the area of the municipality; or

(c) The displaying of a notice at appropriate offices and pay points of the

Municipality; or

(d) The communication of the content of a notice to consumers through  
public meetings and ward committee meetings;

**"Subsidised service"** means a municipal service, which is provided for a consumer at an applicable charge that amounts to less than the cost of actually providing the service, and includes a service provided for a consumer at no cost to the consumer;

**"Systems Act"** means the Local Government: Municipal Systems Act 2000 (Act No. 32 of 2000);

**1. Application for Indigent water supply services**

(1) The Municipality recognizes its responsibilities in terms of the Municipal Systems Act, Act 32 of 2000, of ensuring that poor households have access to at least basic services through

(a) Tariffs that cover only operating and maintenance; or

- (b) Special tariffs or life line tariffs for basic levels of service; or
  - (c) Any other direct or indirect method of subsidization of tariffs for poor households
- (2) Household at the poverty threshold with a gross income of R2576.64 and below per month qualify to apply for indigent status and will receive basic services subsidies.
- (3) No person will receive an indigent support unless:
- (a) An application has been made to the Municipality on the form prescribed in terms of the Municipality's by-laws relating to Indigent household (person);
  - (b) The application form is accompanied by an affidavit which indicates the applicant's declaration that he/she qualifies to be indigent;
  - (c) In situations where the applicant is employed but still falls below or at the threshold level, their payslip is attached to the application form to substantiate their indigent status;
  - (e) The applicant has signed the application form and will be issued with a receipt with a unique number;
  - (f) The application has been advertised in the daily local newspapers for at least a week and no member of the public has objected to the applicant being given an indigent status;
  - (g) The application for indigent status is renewed annually after the Municipality has approved the application.
- (4) Indigent basic services rendered to a consumer by the municipality are subject to these by-laws and the conditions contained in the relevant policies and agreements.



- (5) An application for indigent services approved by the municipality constitutes an agreement between the municipality and the applicant, and takes effect on the date referred to in the application.
- (6) A person approved as an indigent will be responsible to make arrangements with Financial Officer or delegated municipal officials for the repayments of outstanding Amounts in instances where the applicant's status changed to indigent while he had amounts still owing on his/ her account.
- (7) An application form should contain at least the following minimum information -
  - (a) A statement by the applicant that he or she is aware of and understands the contents of the form;
  - (b) Acceptance by the applicant of the provisions of these By-laws, and acceptance of liability for the cost of services consumed above the indigent support provided;
  - (c) The name of the proposed consumer, and his or her identity;
  - (d) The address or stand number of the premises to or on which services are to be rendered
  - (e) The address to which accounts should be sent
  - (f) If water is to be supplied, the purpose for which the water is to be used;
- (8) The applicant should be informed if The Municipality declines an application for the provision of an indigent service. The Municipality should furnish the applicant with the reasons therefore and, if applicable, any other information that the Municipality consider necessary to be able to approve an application to provide such a service.

## 2. PAYMENT

### Indigent Tariff and Support

- (a) All prescribed tariffs or charges payable in respect of indigent services rendered by the Municipality in terms of this By-Law, are determined by the Municipality in accordance with:
- (i) The rates and tariff policy of the Municipality;
  - (ii) Any relevant by-laws; and
  - (iii) Any regulations under any national or provincial law.
- (b) The Council will, as part of the budgetary process, determine an indigent support that will be granted to indigent households;
- (c) The amount payable by the indigent household will be determined follows:

Service tariffs	xxxx
Property Rates	xxxx
Less: Indigent Support	(xxx)
<b>Amount payable</b>	<b>xxx</b>

Should the calculation of the amount payable results in a negative figure, only the amount of the indigent support will be granted;

- (d) The Council will determine the indigent support from time to time based on the equitable share received from the National Government;
- (e) Should a person who qualifies for indigent assistance be unable to pay the amount due by him/her, the person's circumstances will be considered and brought before Council before any debt collection action is instituted;

### 3. ACCOUNTS

Monthly accounts will be rendered to consumers and will indicate the following information:

- (a) Details of the ageing (30, 60, 90 days, etc) of the account;
- (b) Payments made so far;

- (c) Charge for the current month;
- (d) Indigent support granted;
- (e) Total amount outstanding;
- (f) The final due date for payment;

An indigent consumer is only entitled to basic water supply services and will be liable for payment in respect of services used in excess of the quantity of basic services.

#### 4. INDIGENT SUPPORT POLICY

The Council shall adopt an Indigent Policy, which shall embody and provide procedures and guidelines for the subsidisation of basic services and tariff charges to indigent households in its municipal area.

The object of the Indigent Policy shall be to ensure:

- [a] The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council; and
- [b] The provision of procedures and guidelines for the subsidisation of basic service charges to indigent households.

#### *Guiding Principles*

The following guiding principles shall be contained in the Indigent Policy:

- [a] Relief will be provided by the Council to registered residential consumers of services who are declared destitute and/or indigent by the Council, but subject to the condition that such indigent consumers make a financial contribution towards the cost of the services provided by the Council to them on such basis determined by the Council;
- [b] The Council shall, wherever possible, ensure that any relief provided in terms of this bylaw and its policy is constitutional, practical, fair, equitable and justifiable in order to avoid the alienation of any group of households;
- [c] Differentiation between residential consumers shall, in accordance with the By-laws, Policies and resolutions of the Council and legislation, be permitted;

- [d] Differentiation shall also be permitted in respect of the level of service provided to or to be provided to indigent households;
- [e] The application of the indigent support for minimum service levels should not result in the creation of a massive bureaucratic administration that would not be cost effective to implement;
- [f] A differentiation shall be made between those households who cannot afford to pay for basic services and those households who refuse to pay for such services;
- [g] The payment for services rendered should be affordable for the indigent;
- [h] The indigent support policy will apply during each municipal financial year;
- [i] Financial support to the indigent will be dependent upon the availability of funds to enable the Council to provide such support;
- [j] The Council shall, annually, review and amend the qualification criteria for indigent support provided by it if and when necessary;
- [k] The collective or joint gross income of members of indigent households will always be taken into account to determine the level of financial support to be granted to indigent households;
- [l] Indigent households must formally apply on the prescribed application form for indigent support and will qualify for such support according to prescribed criteria/principles to be laid down by the Council;
- [m] The household income must be correctly reflected on the application form requesting indigent support;
- [n] The applicant who signs the prescribed application form shall be regarded as the indigent Debtor and a representative of the indigent household;
- [o] after the application form for indigent support has been completed by an indigent debtor it shall be assessed in terms of the policy;
- [p] All approved indigent debtors should be registered on the municipal Indigent database system;
- [q] The onus will be on the approved indigent debtor to inform the Council of any change in his/ her status or personal household circumstances;
- [r] All indigent households should be re-evaluated annually or such period as the Council may determine to assess the provision of continued basic services and indigent support to them;-

[s] Disciplinary measures decided by the Council should be imposed on indigent debtors who misuse the indigent support policy of the Council and/or provide incorrect information to the Municipality;

[t] An approved community communications programme, embodying the principles of transparency and fairness, must be implemented in respect of the indigent support policy; and:

[u] Skills Training and other education related programmes should be supported to develop the indigent to become self - sufficient and thereby reduce the rate of indigence.

#### Qualification, Acceptance and Registration Criteria

The qualification, acceptance and registration criteria for indigent support and the services qualifying for such support shall be determined by Council Policy as reviewed annually during the budget process.

### **5. PROVISION OF INDIGENT SUPPORT SUBSIDIES**

Indigent Subsidies will be provided by the Council on the following basis:

[a] Relief will only be provided to those indigent households who apply and qualify thereof;

[b] The relief must be significant so as to relieve the recipient of an indigent support from the financial hardship of paying fully for services received from the Municipality for a specific period; [c] All registered indigents will be granted subsidies on services and property rates levied;

[d] The indigent will receive a monthly account, which will reflect the amount due and payable;

[e] The indigent will only be billed on the system;

[f] The subsidised amount will be reflected against the indigent support vote.

[g] Subject to annual resubmission by the applicant of the application to Council on the date as determined by Council.

### **6. INDIGENT STATUS**

The Council shall not amend, alter, withdraw, or suspend in terms of these by-laws and its policy the indigent households status without first having forwarded notification thereof to the said indigent household.

#### **7. SPECIAL TARIFF FOR SERVICES**

The Council may determine the extent of the support for indigent households, subject to the availability of funds and compliance with prescribed criteria for municipal services and amenities.

#### **8. RESPONSIBILITIES OF MUNICIPAL MANAGER**

It shall be the responsibility of the Municipal Manager:

- [a] To create, maintain and update a register of all debtors receiving indigent subsidies from the Council in terms of these by-laws;
- [b] To reflect the indigent status of debtors in the accounting records of the Municipality;
- [c] To advise and keep indigent debtors informed of the approval, amendment, suspension or withdrawal of an application for indigent support in terms of these by-laws and the conditions under which such support will be granted, including the renewal of indigent support applications;
- [d] To report any instances of misuse of the Council's Indigent Policy to the Council for its attention in terms of these by-laws;
- [e] To report at regular intervals as may be required by Council on the progress or otherwise of the implementation of the Council's Indigent Support Programme; and.
- [f] To publish a copy of these by-laws, policy and any amendments thereto on the official website of the municipality.

#### **9. BUDGETING FOR INDIGENT SUPPORT**

The Council must annually budget for the total indigent support to be granted to indigent debtors in terms of these by-laws. Such amount must, upon approval of the budget of the Council, be reflected against a separate vote in the name of indigent support.

The total value of indigent subsidies for all subsidised services must be reflected against such indigent support vote on a monthly basis.

#### **10. REVIEW AND AMENDMENT OF INDIGENT SUPPORT POLICY**

The Council has the discretionary power to amend any clause, stipulation or tariff embodied in its

Indigent Support Policy in the interests of all the parties concerned at the annual budgetary review of Council policies in conjunction with the consideration of the annual budget of the Council.

The Indigent Support Policy adopted in terms of these by-laws shall be regarded as a budget-related policy and be reviewed on an annual basis by the Council during the annual budget review. Any amendment thereto shall be considered and adopted in conjunction with the adoption of the annual budget of the Council.

#### **11.OFFENCES**

Any indigent household who-

[a] Obstructs or hinders the Council in the exercise of its powers or performance of functions or duties under these by-laws;

[b] Uses or interferes with Council equipment or consumption of services supplied;

[c] Tamperers or breaks any seal on any meter installed, or with the water restrictor system installed or on any equipment belonging to the Council, or for any reason as determined by the Chief Financial Officer causes interference with the service provision and the service used;

[d] Furnishes misleading information knowing it to be false or misleading; [e]

Contravenes or fails to comply with a provision of these by-laws;

shall be guilty of an offence and be liable upon conviction to a fine or to imprisonment for a period not exceeding three months or both. Such a fine and imprisonment and, in addition, may be charged for usage, as estimated by the Chief Financial Officer based on average usage during the previous six months or as may be determined by resolution of the Council from time to time.

#### **12. NOTICES AND DOCUMENTS**

[a] A notice or document issued by the Council in terms of these by-law shall be deemed to be duly issued if signed by an employee duly authorized by the Council.

[b] If a notice is to be served on a person in terms of these by-laws, such service shall be effected by:

[i] Delivering the notice to him/ her personally;

[ii] Delivering the notice at his/ her residence or to a person apparently not less than sixteen years of age and apparently residing or employed there;

[iii] If he/ she has nominated an address for legal purposes, by delivering the notice to such an address; or

[iv] A Registered or certified post addressed to his/ her last known address;

[v] If service cannot be effected in terms of the aforesaid sub-sections, by affixing it to the principal door of entry to the premises, or displaying it on a conspicuous place on the land

#### **Authentication of Documents**

[a] Every order, notice or other document requiring authentication by the Council shall be sufficiently authenticated, if signed by the Municipal Manager or by a duly authorized employee of the Council;

[b] Delivery of a copy of the document shall be deemed to be delivery of the original.

#### **13. RESPONSIBILITY OF COMPLIANCE WITH THESE BY-LAWS**

The indigent debtor is responsible for ensuring compliance with these by-laws in respect of all or any matters relating to the indigent support granted. The indigent debtor is responsible for compliance with these by-laws and policy in respect of matter relating to the use of any water, electricity, sanitation installation and other services provided by Council.

#### **14. AVAILABILITY OF BY-LAWS**

[a] A copy of these by-laws shall be included in the municipalities Municipal Code as required in terms of section 15 of the Municipal Systems Act, No 32 of 2000 and shall be displayed on the official website of the municipality;

[b] A copy of these by-laws shall be available for inspection at the municipal offices at all reasonable times; and

[c] A copy of the by-laws may be obtained against payment of a prescribed fee from the Council.

#### **15. APPEALS AGAINST DECISIONS OF THE COUNCIL**

An indigent household, whose application has been declined, may appeal against such decision which appeal procedure shall be laid down within the policy.

#### **16. CONFLICT OF BY-LAWS**

If there is any conflict between these by-laws and any other by-law of the Council, the Credit Control and Debt Collection by-law will prevail if applicable failing which these by-laws will prevail. These by-laws must be read in conjunction with the Credit Control and Debt Collection by-law.



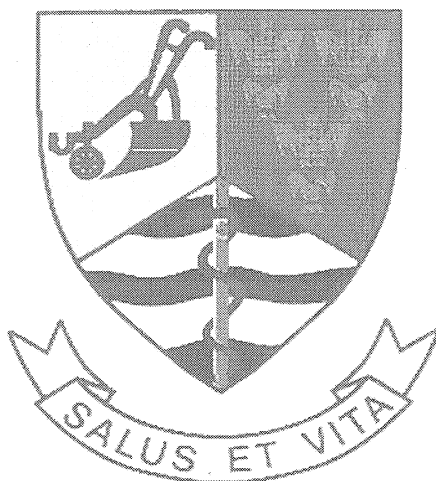
**17. SHORT TITLE AND COMMENCEMENT**

This By-Law is called the Indigent Support By-law of the Bela-Bela Local Municipality and shall come to force and effect upon promulgation in the government gazette.

**18. REPEAL OF COUNCIL INDIGENT SUPPORT BY-LAW**

The provisions of any by-law or by-laws relating to the provision of indigent support subsidies to qualifying indigent debtors by the administrative unit of the Council are hereby repealed.

**LOCAL AUTHORITY NOTICE 99**



**CREDIT CONTROL BY-  
LAW 2014/2015**

**CHAPTER 1: DEFINITIONS****1. Definitions**

For the purpose of these by-laws, any word or expressions to which a meaning has been assigned in the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000) shall bear the same meaning in these by-laws and unless the context indicates otherwise and a word in any gender shall be read as referring also, to the other two genders -

**"Account"** means any account or accounts rendered for municipal services that have been provided;

**"Act"** means the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000), as amended from time to time;

**"actual consumption"** means the measured consumption by a customer of a municipal service;

**"agreement"** means a contractual relationship between the municipality and a customer that arises, either as a result of the municipality's approval of a written application for municipal services made in terms of section 2, including any subsequent variation that may be to that agreement in conformity with these by-laws, or that is deemed to be an agreement by subsection (3) of that section;

**"Applicable charges"** means the rate (including assessment rates), charges, tariffs or subsidies determined by the municipal council;

**"Area of supply"** means any area within or partly within the area of jurisdiction of the municipality to which a municipal service is provided;

**"Arrears"** means any amount that is due, owing and payable by a customer in respect of a municipal service that has not been paid on or before the due date;

**"Authorised agent" means -**

- (a) any person authorised by the municipal council to perform any act, function or duty in terms of, or to exercise any power under, these by-laws;
- (b) any person to whom the municipal council has delegated responsibilities, duty or obligation in respect of providing revenue services; or
- (c) any person appointed by the municipal council, in a written contract, as a service provider for the provision of revenue services or a municipal service to customers on its behalf, to the extent authorised by that contract;

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

**"Commercial customer"** means a customer other than a domestic customer and an indigent customer, including, but not limited to, a business or an industrial, governmental or an institutional customer;

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

**"Customer"** means a person with whom the municipality has concluded, an agreement for the provision of a municipal service;

**"Defaulter"** means a customer who owes arrears to the municipality;

**"Domestic customer"** means a customer who, primarily for residential purposes, occupies a dwelling, structure or premises;

**"due date"** means the date on which an amount payable in respect of an account becomes due, owing and payable by the customer, which date shall be not less than 21 days after the date on which the account has been sent to the customer by any of the ways contemplated in section 56;

**"emergency situation"** means a situation that would if allowed to continue, pose a substantial risk, threat, impediment or danger to the present or future financial viability or sustainability of the municipality, or to a specific municipal service;

**"Estimated consumption"** means the consumption that a customer, whose consumption is not measured during a specific period, is deemed to have consumed, that is estimated by taking into account factors that are considered relevant by the municipality and which may include the consumption of municipal services by the totality of the users of a service within the area where the service is rendered by the municipality, at the appropriate level of service, for a specific time;

**"household"** means a family unit, that is determined by the municipality to be traditional by taking into account the number of persons in the unit, the relationship between the members of a household, their ages and any other factor that the municipality considers to be relevant;

**"Illegal connection"** means a connection to any system through which a municipal service is provided that is not authorised or approved by the municipality;

**"Indigent customer"** means a domestic customer who is qualified to be, and who is registered with the municipality as, an indigent in accordance with these by-laws;

**"infrastructure"** means the facilities, installations or devices required for the rendering of a municipal service, or for the functioning of a community including, but not limited to, facilities, installation or devices relating to water, power, electricity, transport, sewerage, gas and waste disposal;

**"interest"** means interests as may be prescribed by the Minister of Justice in terms of section 1 of the Prescribed Rate of Interest Act, 1975 (Act No 55 of 1975);

**"Municipality"** means the Municipality established by General Notice 274 in Provincial Gazette Extraordinary 601 of 5

September 2000 in terms of the provisions of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), the Municipality's Executive Committee acting under the powers delegated to it in terms of the provisions of section 58 of the Local Government (Administration and Elections) Ordinance, 1960 (Ordinance 40 of 1960), or any officer to whom

The Executive Committee has delegated, in terms of the provisions of section 58(3) of the Ordinance, any function, duty or power vested in the Municipality in respect of this By-Law

**"Municipal council"** means the municipal council as referred to in section 157(1) of the Constitution of the Republic of South Africa Act, 1996;

**"municipal manager"** means the person appointed by the municipal council as the municipal manager of the municipality in terms of section 82 of the Local Government Municipal Structures Act, 1998 (Act No 117 of 1998) and includes any person to whom the municipal manager has delegated a power, function or duty but only in respect of that delegated power, function or duty;

**"municipal services"** means, for purposes of these by-laws, services provided by a municipality, including refuse removal, water supply, sanitation, electricity services and rates or anyone of the above;

**"occupier"** includes any person who occupies any, or any part of any, land, building, structure or premises without regard to the title under which he or she occupies it or them, and includes any person who, for someone else's remuneration or reward, allows a lodger or tenant, or any other similar person, to use or occupy any, or any part of any, land, building, structure or premises;

**"Owner"** means -

- (a) The person in whose name the ownership of the premises is registered from time to time or his agent;
- (b) Where the registered owner of the premises is insolvent or dead, or for any reason lacks legal capacity, or is under any form of legal disability, that has the effect of preventing him from being able to perform a legal act on his own behalf, the person in whom the administration and control of such premises is vested as curator, trustee, executor, administrator, judicial manager, liquidator or other legal representative;
- (c) Where the municipality is unable to determine the identity of the owner, a person who has a legal right in, or the benefit of the use of, any premises, building, or any part of a building, situated on them;
- (d) Where a lease has been entered into for a period of 30 (thirty) years or longer, or for the natural life of the lessee or any other person mentioned in the lease, or is renewable from time to time at the will of the lessee indefinitely or for a period or periods which, together with the first period of the lease, amounts to 30 years, the lessee or any other person to whom he has cede his right title and interest

Under the lease, or any gratuitous successor to the lessee;

(e) In relation to-

(i) a piece of land delineated on a sectional plan registered in terms of the Sectional Titles Act,

1986 (Act No 95 of 1986), the developer or the body corporate in respect of the common property, or

(ii) a section is defined in the Sectional Titles Act, 1986 (Act No 95 of 1986), the person in whose name such section is registered under a sectional title deed and includes the lawfully appointed agent of such a person; or

(iii) a person occupying land under a register held by a tribal authority or in accordance with a sworn affidavit made by a tribal authority;

**"person"** means any person, whether natural or juristic and includes, but is not limited to, any local government body or like authority, a company or close corporation incorporated under any law, a body of persons whether incorporated or not, a statutory body, public utility body, voluntary association or trust;

**"Premises"** means any piece of land, the external surface boundaries of which are delineated on -

(a) a general plan or diagram registered in terms of the Land Survey Act, 1927 (Act No 9 of 1927), or in terms of the Deeds Registries Act, 1937 (Act No 47 of 1937);

(b) a sectional plan registered in terms of the Sectional Titles Act, 1986 (Act No 95 of 1986); or

(c) a register held by a tribal authority or in accordance with a sworn affidavit made by a tribal

authority;

**"public notice"** means publication in the media including one or more of the following:

(a) Publication of a notice, in the official languages determined by the municipal council-

(i) In any local newspaper or newspapers circulating in the area of supply of the municipality

- (ii) In the newspaper or newspapers circulating in the area of supply of the municipality determined by the municipal council as a newspaper of record; or
- (iii) On the official website of the municipality;
- (iv) By means of radio broadcasts covering the area of supply of the municipality;
- (b) Displaying a notice in or at any premises, office, library or pay-point of either the municipality, or of its authorised agent, to which the public has reasonable access; and
- (c) Communication with customers through public meetings and ward committee meetings;

**"shared consumption"** means the consumption by a customer of a municipal service during a specific period, that is calculated by dividing the total metered consumption of that municipal service in the supply zone where the customer's premises are situated for the same period by the number of customers within the supply zone, during that period;

**"Subsidised service"** means -

- (a) A municipal service which is provided to a customer at an applicable rate which is less than the cost of actually providing the service and includes services provided to customers at no cost;
- (b) An area, determined by the municipality, within which all customers are provided with services from the same bulk supply connection; and
- (c) The receipt, use or consumption of any municipal service which is not in terms of an agreement, or authorised or approved by the municipality; and

**"Unauthorised service"** means the receipt, use or consumption of any municipal service which is not in terms of an agreement with, or approved by, the municipality.

**CHAPTER 2: MUNICIPAL SERVICES TO CUSTOMERS OTHER THAN INDIGENT CUSTOMERS****Part 1: Application for Municipal Services****1. Service Agreement**

Before supplying of a service, a consumer must enter into a contract of agreement and such contract should provide for a deposit to be paid as security.

Such contract shall set out the conditions on which services are provided and shall require the consumer to note the contents of the municipality's credit control and debt collection policy, (A copy of the policy will be provided to such consumer upon request.) The consumer shall note the provision of the Municipal Systems Act in regards to the municipality right of access to property.

All applications for the provision of Municipal Services in respect of any immovable property shall be made by the registered owner of the said immovable property in writing and in accordance with the prescribed form.

Individuals and businesses with lease agreements to lease properties from the municipality and Government departments will be allowed to open an account in the name of the lessee of the property.

1.3 The registered owner of an immovable property in respect of which application for the provision of municipal services has been made shall, at least five working days prior to the date on which the services are required to be connected, enter into a written agreement with the Municipality in accordance with the prescribed form.

1.4 The municipality, when an application for the provision of municipal services has been made to it, must inform the applicant of the levels of services that are available and the applicable tariffs or charges then current, and, if it be known, the future tariffs or charges, associated with each level of service.

1.5 The municipality is obliged to provide level of service requested by the applicant within its available resource and capacity to provide that level of service.

1.6 A customer may at any time apply for an alteration to the level of services that was elected in terms of an agreement, and, if he



does so, the municipality may approve of the application and customer shall be liable for the cost of effecting the alteration and if feasible calculate cost payable by the customer before any alteration commences

1.7 An application for services that has been submitted by a customer and approved by the municipality shall constitute a written agreement between the municipality and the customer, and such agreement shall take effect on the date referred to or stipulated in the agreement.

1.8 The municipality must take reasonable steps to attempt to ensure that an illiterate person who wishes to complete an application form understood the document as well as the consequences of entering into the agreement, and must also advise him of the possibility of registering as an indigent customer.

1.9 The municipality, must, in addition to satisfying the requirements of subsection (8), assist an illiterate person in completing the application form.

1.10 Municipal services rendered to a customer are subject to the provisions of these by-laws, any other applicable by-laws and the conditions contained in the agreement;

1.11 The municipality may, subject to the provisions of any right to privacy and secrecy recognised by any law, undertake an investigation into the creditworthiness of customers, and may impose specific additional conditions, which are neither contained in these by-laws nor in the prescribed form, on that customer.

1.12 If the municipality-

- (a) refuses an application for the provision of municipal services or a specific service or level or service;
- (b) is unable to render municipal services, or a specific service or level of service, by when the customer wants it; or
- (c) is unable to render municipal services, a specific service, or a specific level of service.

**2. Special Agreements for Municipal Services**

The municipality may enter into a special agreement for the provision of municipal services with an applicant-

- (a) Within the area of supply, if the services applied for requires the imposition of conditions not contained in the prescribed form of these by-laws;
- (b) Receiving subsidised services; and
- (c) if the premises to receive such services are outside the area of supply, and if the municipality having jurisdiction of the premises has no objection to such a special agreement, and it shall be incumbent on the customer to advise the municipality having jurisdiction of such a special agreement.

**3. Change in Purpose for which Municipal Services are used**

Where the purpose for any municipal service is changed, the customer must promptly advise the municipality of the change and enter into a new agreement with the municipality.

**4. Termination of Agreements for Municipal Services**

- (1) A customer may terminate an agreement for municipal services by giving at least 21 (twenty-one) days written notice to the municipality.
- (2) The municipality may terminate an agreement for municipal services by giving 21 (twenty-one) days written notice to a customer where -
  - (a) Municipal services were not utilised for a consecutive period of 2 (two) months and without an arrangement, to the satisfaction of the municipality or
  - (b) Premises vacated by the customer who owns or has occupied them, and no arrangement for the continuation of the agreement has been made with the municipality.
- (3) A customer shall remain liable for all arrears and applicable charges that are payable for municipal services rendered prior to the termination of an agreement.

**5. Property Developments**

- (1) A property developer must adequately and promptly apply for rendering of municipal services to an area which is the subject of development to the municipality within a reasonable time and explain the nature and extent of the service or services to be provided and of the measuring devices that will be used.
- (2) A property developer who fails to comply with the provisions of subsection (1) shall be liable for the payment of all the

Applicable charges that would have been payable by customers in respect of municipal services that have been used or consumed.

**6. Applicable Charges for Municipal Services**

- (1) All applicable charges payable in respect of municipal services, (including but not limited to the payment of connection charges, fixed charges or any additional charges) must be set by the municipal council in accordance with -
  - (a) Its Tariff policy;
  - (b) the by-laws; and
  - (c) Any regulations made in terms of national or provincial legislation.
- (2) Applicable charges may vary for different categories of customers, users of services, types and levels of services, quantities of services, infrastructural requirements and geographic areas.

**Part 2: Applicable Charges****8. Availability Charges for Municipal Services**

The municipal council may, in addition to the tariffs or charges prescribed for municipal services actually provided, levy a monthly fixed charge, an annual fixed charge or a single and final fixed charge where municipal services are available, irrespective of whether or not the services are, or are not, used.

## 9. Subsidised Services

(1) A municipal council may implement subsidies, by public notice, to the extent to which it can afford to do so without detriment to the sustainability of municipal services that are being rendered by it within its area of jurisdiction, for what, in its opinion, is a basic level of service for a particular municipal service.

(2) The municipal council may in implementing subsidies differentiate between types of domestic customers, types and levels of services, quantities of services, geographical areas and socio-economic areas.

(3) A public notice in terms of subsection (1) must contain at least the following details applicable to a specific subsidy:

- (a) The domestic customers who will benefit from the subsidy;
- (b) The type, level and quantity of a municipal service that will be subsidised;
- (c) the area within which the subsidy will apply;
- (d) The rate (indicating the level of subsidy);
- (e) The method of implementing the subsidy; and
- (f) any special terms and conditions that will apply to the subsidy.

(4) If a domestic customer's consumption or use of a municipal service is -

- (a) less than the portion of a service that has been subsidised, the unused portion will not accrue to the customer and will not entitle the customer to a payment or a rebate in respect of the unused portion; and
- (b) in excess of the subsidised portion of the service, the customer will be obliged to pay for excess consumption at the applicable rate.

(5) A subsidy implemented in terms of subsection (1) may at any time, after reasonable public notice, be withdrawn or

altered in the sole discretion of the municipal council.

(6) Commercial customers shall not qualify for subsidised services.

(7) Subsidised services shall be funded from the portion of revenue that is raised nationally and allocated to the municipality and if such funding is insufficient the services may be funded from revenue raised by means of rates, fees and charges for municipal services.

#### **10. Recovery of Additional Costs**

The municipality by-laws may in addition to any charge, tariff, levy or payment of any kind referred to in these by-laws, recover from the customer any costs incurred by it in implementing these by-laws, including but not limited to-

(a) all legal costs, including attorney and client costs incurred in the recovery of arrears which shall be debited against the customer as arrears in his account; and

(b) The costs incurred in demanding payment from the customer and for reminding the customer, by means of telephone, fax, e-mail or otherwise that payment is due.

### **Part 3: Payment**

#### **11. Payment of Deposit**

(1) A municipal council may require a customer to pay a deposit that has been determined by it and may determine that different deposits be paid by different categories of customers, users of services and debtors as well as for different services and standards of service.

(2) The deposit to be paid must be an amount not less than a sum equal to one month's service levies or a minimum amount determined by Council from time to time.

(3) The municipal council may specify acceptable forms of deposits, which may include:

(a) cash;

(b) Bank guaranteed cheques; and

(c) Bank guarantees

(4) A deposit determined by the Municipal Council must be paid by a customer when he applies for a municipal service and no service will be rendered until it has been paid.

(5) The municipality may annually review a deposit paid in terms of subsection (5) and depending on the outcome of the review -

(a) Require that an additional amount of money be deposited by the customer if the deposit is less than the most recent deposit determined by the municipal council; or

(b) Refund to the customer whatever amount of money that may be held by the municipality as a deposit which is in excess of the most recent deposit determined by the municipal council.

(7) If a customer is in arrears, the municipality may require the customer to -

(a) Pay a deposit if that customer has not previously been required to pay a deposit, if the municipal council has determined a deposit; and

(b) Pay an additional deposit where the deposit paid by that customer is less than the most recent deposit as determined by a municipal council.

(8) A deposit, or any part of a deposit, is neither a payment, nor a part payment, of an account but if an account is in arrears, the deposit will be used in payment, or part payment, of the arrears.

(9) No interest shall be payable by the municipality on any deposit, or part of a deposit, held by it.

(10) A deposit, is refundable to the customer on settlement of all arrears on the termination of the agreement but if any arrears are still due, they will be deducted from it.

(11) A deposit shall be forfeited to the municipality if it has not been claimed by the customer within 12 (twelve)

months of the termination of the agreement.

(12) Consumer accounts opened **prior to 2008** were not required to pay for a service deposit.

(13) Consumer accounts opened **after 2008** are required to pay for the service deposit before services could be rendered.

**12. Methods for Determining Amounts Due and Payable**

- (1) A municipality must endeavour to meter all municipal services that are capable of being metered, if it has the financial and human resources, to do so and, also, to read all metered services on a regular basis, but if a service is not measured, a municipality may, subsection determine what is due and payable by a customer for a municipal services by calculating the shared consumption, or if that is not possible, by means of an estimated consumption.
- (2) If a metered service is metered, it cannot be read because of financial and human resource constraints, or circumstances beyond of the control of the municipality, and the customer is charged for an average consumption, the account following a reading of the metered consumption must state the difference between the actual consumption and the average consumption, and reflect the resultant credit or debit adjustment.
- (3) Where in the opinion of the municipality it is not reasonably possible or cost effective to meter all customer connections, or to read all metered customer connections, within a determined area, the municipal council may determine the amount due and payable by a customer for municipal services in the manner set out in subsection (1).
- (4) Where water supply services are provided by a communal water-services work, the amount that customers must pay for gaining access to, and utilizing, water from the communal water services work, will be based on the shared or estimated consumption of water supplied to that water services work.
- (5) The municipality must inform customers about the method used in determining what is due and payable in respect of municipal services in their consumption or supply zones.

**13. Payment for Municipal Services Provided**

- (1) A customer shall be responsible for the payment of all municipal services rendered to her from the commencement date of the agreement until her account has been paid in full and the municipality shall be entitled to recover all payments due to it.
- (2) If a customer uses a municipal service for a use other than that for which it is rendered by the municipality in terms of an agreement, and if it is charged at a lower than the usual applicable charge, the municipality may alter the amount to be charged and recover from the customer the difference between the altered charge and the amount that has been paid by the customer.
- (3) If amendments to the applicable charge become operative on a date between when measurements are made for rendering an account for the applicable charges -
  - (a) It shall be deemed that the same quantity of municipal services was provided for each period of twenty-  
Four hours during the interval between the measurements; and
  - (b) Any fixed charge shall be calculated on a pro rata basis in accordance with the charge that applied immediately before such amendment and such amended applicable charge.

**14. Full and Final Settlement of an Amount**

Where an account is not settled in full, any lesser amount tendered to, and accepted by, the municipality shall not be a full and final settlement of such an account despite the fact that the payment was tendered, in full and final

- (1) A deposit, or any part of a deposit, is neither a payment, nor a part payment, of an account but if an account is in arrears, the deposit will be used as payment, or part payment, of the arrears.
- (2) No interest shall be payable by the municipality on any deposit, or part of a deposit, held by it.



- (3) A deposit, is refundable to the customer on settlement of all arrears on the termination of the agreement but if any arrears are still due, they will be deducted from it.
- (4) A deposit shall be forfeited to the municipality if it has not been claimed by the customer within 12 (twelve) months of the termination of the agreement.
- (5) Consumer accounts opened **prior to 2008** were not required to pay for a service deposit.
- (6) Consumer accounts opened **after 2008** are required to pay for the service deposit before services could be rendered.

## **12. Methods for Determining Amounts Due and Payable**

- (1) A municipality must endeavour to meter all municipal services that are capable of being metered, if it has the financial and human resources, to do so and, also, to read all metered services on a regular basis, but if a service is not measured, a municipality may, subsection determine what is due and payable by a customer for a municipal services by calculating the shared consumption, or if that is not possible, by means of an estimated consumption.
- (2) If a metered service is metered, it cannot be read because of financial and human resource constraints, or circumstances beyond the control of the municipality, and the customer is charged for an average consumption, the account following a reading of the metered consumption must state the difference between the actual consumption and the average consumption, and reflect the resultant credit or debit adjustment.
- (3) Where in the opinion of the municipality it is not reasonably possible or cost effective to meter all

customer connections, or to read all metered customer connections, within a determined area, the municipal council may determine the amount due and payable by a customer for municipal services in the manner set out in subsection (1).

- (4) Where water supply services are provided by a communal water-services work, the amount that customers must pay for gaining access to, and utilizing, water from the communal water services work, will be based on the shared or estimated consumption of water supplied to that water services work.
- (5) The municipality must inform customers about the method used in determining what is due and payable in respect of municipal services in their consumption or supply zones.

### **13. Payment for Municipal Services Provided**

- (1) A customer shall be responsible for the payment of all municipal services rendered to her from the commencement date of the agreement until her account has been paid in full and the municipality shall be entitled to recover all payments due to it.
- (2) If a customer uses a municipal service for a use other than that for which it is rendered by the municipality in terms of an agreement, and if it is charged at a lower than the usual applicable charge, the municipality may alter the amount to be charged and recover from the customer the difference between the altered charge and the amount that has been paid by the customer.
- (4) If amendments to the applicable charge become operative on a date between when measurements are made for rendering an account for the applicable charges –
  - (a) It shall be deemed that the same quantity of municipal services was provided for each period of twenty-four hours during the interval between the measurements; and

- (b) Any fixed charge shall be calculated on a pro rata basis in accordance with the charge that applied immediately before such amendment and such amended applicable charge.

#### **14. Full and Final Settlement of an Amount**

Where an account is not settled in full, any lesser amount tendered to, and accepted by, the municipality shall not be a full and final settlement of such an account despite the fact that the payment was tendered, in full and final settlement, unless the municipal manager or the manager of the municipality's authorised agent, expressly settlement, unless the municipal manager or the manager of the municipality's authorised agent, expressly accepts it in writing as being in full and final settlement of the account in question.

#### **15. Responsibility for Amounts due and Payable**

(1) Subject to subsection (2) and notwithstanding any other provision in these by-laws, an owner of premises shall be liable for the payment of any amount that is due and payable to the Municipality by a customer for the preceding two years, if the municipality, after having taken reasonable steps to recover from a customer any amount due and payable by the customer could not do so, provided that the municipality may only recover it if the owner has signed the application form what was submitted by a consumer in accordance with section 2 and if she was informed by the municipality that the consumer was in arrears.

(2) If, at the commencement of these by-laws or at any other time, municipal services are rendered and received by any persons at the premises, and if no written agreement exists in respect of those services, the owner of the premises shall be deemed to have agreed to the provisions of subsection (1) until the customer enters into an agreement with the municipality in terms of section 2 and the application for the services is signed by the owner.

#### **16. Dishonoured Payments**

Where any payment made to the municipality by negotiable instrument is later dishonoured by the bank, the municipality -

- (a) May debit the customers account with the bank charges incurred in respect of dishonoured negotiable instruments;

- (c) Shall regard such an event as default on payment.

#### **17. Incentive Schemes**

The municipal council may institute incentive schemes to encourage prompt payment and to reward customers who pay their accounts regularly and on time.

#### **18. Pay-points and Approved Agents**

- (1) A customer must pay his account at pay-points specified by the municipality or by an approved agent of the municipality.
- (2) The municipality must inform a customer of the location of specified pay-points and about who is an approved agent for receiving the payment of accounts.

### **Part 4: Accounts**

#### **19. Accounts**

- (1) Accounts must be rendered monthly to customers at the customer's last recorded address.
- (2) Where in the opinion of the municipality it is not reasonably possible or cost effective to render accounts to consumers who consume only subsidised services, the municipal council may, notwithstanding subsection (1), decide not to render accounts to those consumers.
- (3) Failure by the customer to receive or accept an account does not relieve a customer of the obligation to pay any amount that may be due and payable.
- (4) The municipality must, if it is reasonably possible to do so, issue a duplicate account to a customer on request.
- (5) Accounts must be paid not later than the last date for payment specified in it.

(6) Accounts for municipal services must –

(a) reflect at least the

- (i) Services rendered;
- (ii) Consumption of metered services or the average shared or estimated consumption;
- (iii) Period addressed in the account;
- (iv) Applicable charges;
  - i. subsidies;
  - ii. amount due (excluding the value added tax payable)
  - iii. value added tax;
  - iv. adjustment, if any, to metered consumption which has been previously estimated;
  - v. arrears
  - vi. interest payable on any arrears;
  - vii. final date for payment; and
  - viii. methods, places and approved agents where payment may be made; and

state that-

- (i) the customer and the municipality may enter into an agreement at the municipal offices in terms of which the customer will be permitted to pay arrears in instalments;
- (ii) if no such agreement is entered into, the municipality will limit or disconnect the services, after sending a final demand notice in terms of sections 24 and 26 to the customer;
- (iii) Legal action may be instituted against any customer for the recovery of any amount more than 40 (forty) days in arrears;
- (iv) a claim for arrears may be ceded to a debt collector for collection; and
- (v) Proof of registration, as an indigent customer, in terms of the municipality's indigent policy, which may form part of the municipality's credit control and debt collection policy, must be handed in at the offices of the municipality before the final date for payment.

**20. Consolidated Debt**

- (1) If an account is rendered for more than one municipal service provided, the amount due and payable by a customer constitutes a consolidated debt, and any payment made by a customer of an amount less than the total amount due, will
- (2) be allocated in reduction of the consolidated debt in the following order towards payment:
  - (a) of the current account;
  - (b) of arrears; and
  - (c) of interest.
- (3) A customer may not elect how an account is to be settled if it is either not paid in full or if there are arrears;

**Part 5: Queries, Complaints and Appeals****21. Queries or Complaints in Respect of Account**

- (1) A customer may lodge a query, complaint or objection relating to the accuracy of any amount stated to be due and payable by him for a specific municipal service in an account that has been rendered to him.
- (2) A query, complaint or objection must be lodged with the municipality in writing before the due date of payment of the account.
- (3) The municipality must assist an illiterate or similarly disadvantaged customer in lodging a query, complaint or objection and must take reasonable steps to ensure that it is reflected correctly in writing.
- (4) A query, complaint or objection must be accompanied by a payment calculated by taking the average consumption by the customer of the service and subtracting the amount that has been questioned, complained about or objected to.

The municipality must record the query, complaint or objection and provide the customer with a reference number to identify where it has been recorded

(9) If the outcome of any test shows that a measuring device is –

(a) within a prescribed range of accuracy, the customer will be liable for the costs of the test and any other amounts outstanding, and those costs will be debited in the customer's account;

(b) is outside a prescribed range of accuracy, the municipality will be liable for the costs of such test and the customer must be informed of the amount of any credit to which he is entitled as a consequence of any inaccuracy.

**(10) A deposit referred to in subsection (2)(b), shall be -**

(a) Retained by the municipality if the measuring device is found not to be defective; or

(b) refunded to the applicant to the extent that it exceeds the amount payable in respect of quantity determined in accordance with subsection (11)(b), if the measuring device is found in terms of that subsection to be defective.

(11) In addition to subsection (9) and (10) the municipality must if the measuring device is found defective -

(a) repair the measuring device or install another device in good working order, without charge to the customer, unless the cost of doing so is recoverable from the customer in terms of these or any other by-laws of the municipality; and

(b) Determine the quantity of municipal services for which the customer will be charged in lieu of the quantity measured by the defective measuring device by taking as a basis for such determination, and as the municipality may decide -

(i) the quantity representing the average monthly consumption of the customer during the three months preceding the month in respect of which the measurement is disputed and adjusting that quantity in accordance with the degree of error found in the reading of the defective meter or measuring device;

- (ii) the average consumption of the customer during the succeeding three metered periods after the defective meter or measuring device has been repaired or replaced; or
- (iii) The consumption of services on the premises recorded for the corresponding period in the previous year.

#### **Part 6: Arrears**

##### **23. Consolidated Arrears**

If one account is rendered for more than one municipal service provided, all arrears due and payable by a customer constitute a consolidated debt, and any payment made by a customer of an amount less than the total amount due, will be allocated in reduction of the consolidated debt in the following order;

- (a) Towards payment of the current account
- (b) Towards payment of arrears;
- (c) Towards payment of interest; and
- (d) Towards cost incurred in taking relevant action to collect amounts due and payable.

##### **24. Arrears**

(1) If a customer fails to pay the account on or before the due date, a final demand notice may be hand delivered or sent by registered post to the most recent recorded address of the customer within 2 (two) working days of the arrears having accrued.

(2) Failure to deliver or to send a final demand notice within 2 (two) working days does not relieve a customer from paying arrears.



**25. Interest**

- (1) Interest may be levied on arrears;
- (2) The municipal council may differentiate between types of domestic customers, types and levels of services, quantities of services, geographical areas and social-economic areas in levying interest on arrears.

**26. Final Demand Notice**

- (1) The final demand notice must contain the following statements:
  - (a) the amount in arrears and any interest payable;
  - (b) That the customer may conclude an agreement with the municipality for payment of the arrears in instalments within 7 (seven) working days of the date of the final demand notice;
  - (c) That if no such agreement is entered into within the stated period that specified municipal services will be limited or disconnected in accordance with section 27;
  - (d) That legal action may be instituted against any customer for the recovery of any amount 40 (forty) days in arrears;
  - (e) That the account may be handed over to a debt collector for collection; and that proof of registration, as an indigent customer, in terms of these by-laws must be handed in at the offices of the municipality before the final date of the final demand notice.
- (2) The municipality must, subject to section 27, in deciding whether a municipal service is to be specified for limitation or disconnection in terms of subsection (1)(c) consider-

- (a) What potential socio-economic and health implications the limitation or disconnection may have on the customer; and
- (b) A domestic customer's right of access to basic municipal services as identified in the municipal council's credit control and debt collection policy.

#### **27. Limitation or Disconnection of Municipal Services**

(1) The municipality may, immediately on the expiry of the 7 (seven) working day period allowed for payment in terms of the final demand notice limit or disconnect the municipal services specified in SUBsection26(1)(c) provided that a domestic customer's access to basic water supply services and sanitation services may not be disconnected.

(2) The municipality may only limit a domestic customer's access to basic water supply services by –

- (a) reducing water pressure; or
- (b) Limiting the availability of water to a specified period or periods during a day; or
- (c) disconnecting in-house and yard connections and making an alternative water supply services available to the domestic consumer, which alternative service may consist of a basic water supply services as prescribed by the Minister of Water Affairs and Forestry in terms of the Water Services Act, 1997 (Act No 108 of 1997).

(3) The costs associated with the limitation or disconnection of municipal services shall be at the cost of the customer and shall be included in the arrears amount due and payable by the customer.

**28. Accounts 60 (Forty) Days in Arrears**

(1) Where an account rendered to a customer remains outstanding for more than 60 (sixty) days the municipality may-

- (a) Institute legal action against a customer for the recovery of the arrears; or
- (b) Cede the customer's account to a debt collector for collection.

(2) A customer will be liable for recoverable administration fees, costs incurred in taking action for the recovery of arrears and any penalties, including the payment of a higher deposit, as may be determined by the municipal council from time to time.

**29. General**

(1) No action taken in terms of this section because of non-payment will be suspended or withdrawn, unless the arrears, any interest, recoverable administration fees, additional charges, costs incurred in taking relevant action and any penalties, including the payment of a higher deposit, payable have been paid in full.

(2) The municipality will not be liable for any loss or damage suffered by a customer owing to municipal services having been limited or disconnected.

**Part 7: Agreement for the Payment of Arrears in Instalments****30. Agreements**

(1) The following agreements for the payment of arrears in instalments may be entered into:

- (a) an acknowledgement of debt;
- (b) A consent to judgment; or
- (c) An emolument attachment order.

(2) Only a consumer with positive proof of identity or a person authorised, in writing, by that consumer, or, if a consumer is illiterate, a person authorised by a consumer personally in the presence of an officer appointed by the authority for that purpose, will be allowed to enter into an agreement for the payment of arrears in instalments.

(3) No customer will be allowed to enter into an agreement for the payment of arrears in instalments where that customer failed to honour a previous agreement for the payment of arrears in instalments, unless the municipality, in its sole discretion, permits the customer to do so.

(4) A copy of the agreement must be made available to the customer.

(5) An agreement for the payment of arrears in instalments must not be entered into unless and until a customer has paid his current account.

### **31. Additional Costs, Partial Settlement and Instalments**

(1) The costs associated with entering into agreements for the payment of arrears in instalments and the limitation or disconnection of municipal services in accordance with section 27 shall be included in the arrears amount due and payable by the customer.

(2) The municipality must, in determining the amount payable by the customer on entering into an agreement for the payment of arrears in instalments and the instalments payable in respect of any arrear amounts take the following factors into account.

- (a) The credit record of customer;
- (b) The amount in arrear;
- (c) The level of consumption of municipals services;

(d) The level of service provided to the customer;

(e) Previous breaches of agreements (if there be any) for the payment of arrears in instalments; and

(f) any other relevant factors.

(3) If a customer on entering into an agreement for the payment of arrears in instalments, proves to the municipality that he is unable to pay the amount referred to in section 30(5) the municipality may, after taking into account the factors referred to in subsection (2) -

(a) Extend its payment to the end of the month in which the customer enters into the agreement; or

(b) Include in the amount payable in terms of the agreement.

(4) The municipality may, after taking into account the factors referred to in subsection (2), require a customer to pay an additional amount on entering into an agreement for the payment of arrears, in addition to the current account, representing a percentage of the arrears amount in arrears.

(5) The municipality may, when a customer enters into an agreement or any time afterwards -

(a) install a pre-payment meter; or

(b) limit the municipal services to basic municipal services.

### **32. Duration of Agreements**

(1) One of the key objectives of debt collection is to encourage debtors to start paying their monthly accounts in full. In addition it is also necessary to ensure that arrear debt is addressed. The current average balances on consumer accounts necessitates that innovative ideas be implemented to encourage consumers to pay off their arrears. At the same time it is also of utmost importance that regular payers not be discouraged through the implementation of any possible incentives.

(2) The main aim of an agreement will be to promote full payment of the current account and to address the arrears on a consistent basis. A debtor may enter into a written agreement with the Municipality to repay any outstanding and due amount to the Municipality under the following conditions:-

- (3) The outstanding balance, costs and any interest thereon shall be paid in regular and consecutive monthly instalments;
- (2) The current monthly amount must be paid in full; and
- (3) The written agreement has to be signed on behalf of the Municipality by a duly authorised officer.
- (4) In order to determine monthly instalments, a comprehensive statement of assets and liabilities of the debtor must be compiled by a credit control official.
- Firstly, to ensure the continuous payment of such arrangement the amount determined must be affordable to the consumer, taking into account that payment of the monthly current account is a prerequisite for concluding an arrangement.
  - Secondly, the outstanding amount must be taken into consideration when an agreement is entered into. A minimum amount, based on the outstanding arrears amount on the account need to be paid on signature of the agreement.
  - Agreement of payment of the outstanding amount within 6 months will be regarded as an interest free arrangement.
  - The maximum agreement period may not exceed 60 months (5years) - also refer point 8 in the Credit Control and Debt Collection Regulations for outstanding amounts, cases where the agreement exceeds the 60 month due affordability if the consumer
  - If a previous agreement has been dishonoured, the municipality will sell pre-paid electricity to a consumer if the consumer has paid the current account as well as an agreed amount on the arrears. The need of a consumer must be taken into consideration when the amount of electricity which the consumer will be allowed to buy, is determined.

However, the maximum electricity which can be bought must not exceed the amount which has been paid on the arrears. If a dispute arises, the CFO will determine the amount for which electricity can be bought.

(2) The municipality may, in deciding on the duration of the agreement for the payment of arrears have regard to-

- (a) the credit record of the customer;
- (b) the amount in arrear;
- (c) the gross and net income of the customer;
- (d) the level of consumption of municipal services;
- (e) the level of service provided to the customer;
- (f) previous breaches of agreements for the payment of arrears in installments; and
- (g) any other relevant factor.

### **33. Failure to Honour Agreements**

(1) If a customer fails to comply with an agreement for the payment of arrears in installments, the total of all outstanding amounts, including arrears, any interest, administration fees, costs incurred in taking relevant action, and penalties, including payment of a higher deposit, will be immediately due and payable without further notice or correspondence and the municipality may -

- (a) limit or disconnect the municipal services specified in the final demand notice sent to the customer in accordance with section 26;
- (b) institute legal action for the recovery of the arrears; and
- (c) hand the customer's account over to a debt collector or an attorney for collection.

**34. Re-connection of Services**

(1) The Chief Financial Officer shall authorise the reconnection of services or reinstatement of service delivery only after satisfactory payment has been made according to the Municipality's Credit Control Policy.

(2) In addition to any payments referred to in subsection (1), the customer must pay the standard re-connection fee, as determined by the municipality from time to time, prior to the re-connection of municipal services by the municipality.

(3) Municipal services shall be restored after a customer has complied with the provisions of subsections (1) and (2).

**CHAPTER 3: ASSESSMENT RATES****35. Amount Due for Assessment Rates**

(1) The provisions of Chapter 2 apply to the recovery of assessment rates and assessment rates form part of a consolidated account and consolidated debt.

(2) All assessment rates due by owners are payable by a fixed date as determined

Joint owners of property shall be jointly and severally liable for the payment of assessment rates.

(3) Assessment rates may be levied as an annual single amount, or in equal monthly instalments, and when levied in equal monthly instalments, the amount payable may be included in the municipal account.



- (1) A property owner remains liable for the payment of assessment rates included in municipal accounts, notwithstanding the fact that -

- (a) the property is not occupied by the owner thereof; or
- (b) the municipal account is in the name of a person other than the owner of the property.

- (2) Payment of assessment rates may not be deferred beyond the fixed date because of an objection to the valuation reflected in the valuation roll.

#### **36. Claim on Rental for Assessment Rates in Arrears**

The municipality may apply to court for the attachment of any rent, due in respect of rateable property, to cover, in part or in full, any amount outstanding in respect of assessment rates for a period longer than three months after a date that has been fixed in terms of section 35(2)

#### **37. Disposal of Municipality's Property and Payment of Assessment Rates**

- (1) The purchaser of municipal property is pro rata liable for the payment of assessment rates on the property for the financial year in which he becomes the new owner, from the date of registration of the property in the name of the purchaser.
- (2) In the event of the municipality repossessing the property, any amount outstanding and due in respect of assessment rates shall be recoverable for the purchaser.

#### **38. Assessment Rates Payable on Municipal Property**

- (1) For the purpose of liability for assessment rates, the lessee of municipal property will be deemed to be the owner of the property for the duration of the lease.

- (2) The assessment rates payable by a lessee, despite being a payment in addition to rent, may be deemed to be rent and may be included in a claim for rent as if it were rent.

#### CHAPTER 4: PROVISION OF MUNICIPAL SERVICES TO INDIGENT CUSTOMERS

##### 39. Qualification for Registration

A domestic customer, with a household where the gross monthly income of all of its members of 18 years old or over, is less than an amount determined by the municipal council from time to time, who -

- (a) does not own more than one property, and who
- (b) does not have any income from letting a property or part of a property,

Qualifies as an indigent person and, if he applies for registration, may, subject to the provisions of section 40, 42 and 43 of these by-laws, be registered as being indigent.

##### 40. Application for Registration

- (1) A domestic customer wishing to qualify as an indigent customer must complete the application form entitled

"Application for Registration as Indigent Customer" attached as Annexure B to these by-laws; (2) Any application in terms of subsection must be -

- (a) Accompanied by-
- (b) Documentary evidence of his income, such as a letter from an employer, a salary advice slip, a pension card, unemployment insurance fund card or
- (c) an affidavit declaring that he is unemployed and stating any income that he may have despite being unemployed; and
- (d) the customer's latest municipal account, if there be one, and if it is in his possession; and

- (e) a certified copy of the customer's identity document; and
- (f) the names and identity numbers of all occupants over the age of 18 years who are resident at the property.

(3) A customer applying for registration as an indigent customer shall be required to declare that all information provided in the application and other documentation and information provided in connection with the application is true and correct.

(4) The municipality shall counter-sign the application form and certify on the application form that its content and the consequences for the customer of its being approved, were explained to him and that he indicated that he understood the explanation.

#### **41. Approval of Application**

(1) The municipality may send representatives to premises or to persons applying for registration as indigent customers to investigate whether the information provided prior to approval of an application is correct, and the provisions of section 61 apply to such an investigation

(2) An application received in accordance with section 40 shall be considered by the municipality and the applicant must be advised in writing within 14 (fourteen) working days of receipt of the application by the municipality, whether or not the approval has been given and, if it is not approved, the applicant must be given reasons for the refusal.

(3) The provisions of Part 5 of Chapter 2 shall, with the necessary alterations, apply in respect of a customer who feels aggrieved by a decision of the municipality in terms of subsection (2)

(4) An application shall be approved only for the period of the municipality's financial year and application that has been approved during the municipality's financial year shall be valid only for the remaining period of the municipality's financial year.

#### **42. Conditions**

The municipality may on approval of an application or at any time afterwards -

- (a) Install a pre-payment electricity meter for the indigent customer where electricity is provided by the municipality
- (b) Limit the water supply services of an indigent customer to basic water supply services

**43. Annual Application**

(1) An indigent customer must annually, before the end of the municipality's financial year, re-apply for re- registration as an indigent customer for the forthcoming financial year, failing which the assistance will cease automatically.

(2) The provisions of sections 39 and 40 shall apply to any application in terms of subsection (1).

(3) An indigent customer shall have no expectation of being regarded as an indigent customer in any year that ensues or follows a year in which he or she was so registered and the municipality gives no guarantee on ground for the expectation of a renewal.

(4) The municipality shall inform the applicant in writing, within 14 (fourteen) working days of the receipt of the application by the municipality, whether or not the application has or has not been approved, and if it has not been approved, the applicant must be given the reasons why it has not been approved.

(5) The provisions of Part 5 of Chapter 2 shall, with the necessary alterations, apply in respect of a customer who feels aggrieved by a decision of the municipality in terms of subsection (4).

**44. Subsidised Services for Indigent Customers**

(1) The municipal council may annually as part of its budgetary process, determine the municipal services and levels of municipal services that will be subsidized in respect of indigent customers subject to principles of sustainability and affordability.

(2) The municipality must on a determination in terms of subsection (1) give public notice of the determination. (3) Public notice in terms of subsection (2) must contain at least the following:

- (a) the level or quantity of municipal service that will be subsidized;
- (b) the level of subsidy;
- (c) the method of calculating the subsidy; and
- (d) any special terms and conditions that will apply to the subsidy, not provided for in these by-laws.

(4) An indigent consumer shall be liable for the payment of any municipal services rendered by the municipality or municipal services used or consumed in excess of the levels or quantities determined in subsection (1).

(5) The provisions of Chapter 2 shall, with all necessary changes, apply to the amounts due and payable in terms of subsection (4).

#### **45. Funding for Subsidised Services**

The subsidized services referred to in section 44 shall be funded from the portion of revenue raised nationally that is allocated to the municipality and if that funding is insufficient the services may be funded from revenue raised through rates, fees and charges in respect of municipal services

#### **46. Existing Arrears of Indigent Customers on Approval of Application**

(1) Arrears accumulated in respect of the municipal accounts of customers prior to registration as indigent customers will be suspended for the period that a customer remains registered as an indigent customer, and interest shall not accumulate in respect of arrears during such a suspension.

(2) Arrears suspended in terms of subsection 91) shall become due and shall be paid by a customer in monthly installments, to be determined by the municipality, on de-registration as an indigent customer in accordance with section 48 and interest will be payable on arrears.

(3) Notwithstanding the provisions of subsection (2) arrears that have been suspended for a period of two (2) years or longer shall not, subject to the provisions of subsection (4), be recovered from a customer on de-registration.

(4) Arrears not recovered due to the provisions of subsection 92) shall remain a charge against the property of the indigent customer for a period of 5 (five) years after the customer was first registered as an indigent customer and shall become due and payable when the property is sold, irrespective of the fact that the customer may no longer be registered as an indigent customer at the time that the property is sold. A clearance certificate in respect of the property shall only be issued by the municipality when such arrears have been settled in full.

#### **47. Audits**

The municipality may, subject to the provisions of any right to privacy and secrecy recognised by any law, undertake regular random audits to -

- (a) verify the information provided by indigent customers;
- (b) record any changes in the circumstances of indigent customers; and
- (c) make recommendations on the de-registration of the indigent customer.

#### **48. De-Registration**

- (1) An indigent customer must immediately request de-registration by the municipality if his or her circumstances has changed to the extent that he or she no longer meet the qualifications set out in section 39.
- (2) An indigent customer shall automatically be de-registered if any application in accordance with section 43 is not made of if such application is not approved.
- (3) An indigent customer may at any time request de-registration.
  - (a) an audit or verification concludes that the financial circumstances of the indigent customer has changed to the extent that he or she no longer meet the qualifications set out in section 39; or
  - (b) the municipality reasonably suspects that a customer intentionally or negligently has provided false information in the application form or any other documentation and information in connection with the application.

(c) it must prior to deregistering the customer, deliver by hand or sent by registered post a deregistration notice to the most recent recorded address of the customer.

(5) Prior to deregistering an indigent customer, a de-registration notice must be hand delivered or sent by registered post, to the most recent recorded address of the customer.

(6) The deregistration notice must contain the following statements:

(a) that the municipality is considering de-registering the indigent customer and the reasons therefore.

(b) that the customer must within 7 (seven) working days of the date of the deregistration notice make representations to the municipality as to why he should not be de-registered;

(c) that if no such representations are made within the stated period that he will be deregistered as an indigent consumer; and

(d) that on deregistration payment for all services received by the customer as an indigent customer may be recovered if de-registration is considered on the grounds of providing false information or failure to comply with subsection (1).

(7) The municipality may, immediately on the expiry of the 7 (seven) working day period allowed for making representations de-register the indigent customer.

(8) Where an indigent customer is de-registered on the grounds of providing false information the municipality may recover payment for all services received by the customer as an indigent customer from the customer, in addition to any other legal actions the municipality may take against such a customer.

(9) If the indigent customer makes representations to the municipality within the specified period the municipality must notify the customer in writing within 7 (seven) working days after the representations of its decisions to deregister the customer or not.

- (10) The provisions of Part 5 of Chapter 2 shall mutatis mutandis apply in respect of a customer feeling aggrieved by de-registration in terms of subsection (4).

## CHAPTER 5: EMERGENCY SITUATIONS

### 49. Declaration of Emergency Situations

(1) The municipal council may at any time at the request of the municipality declare by public notice, that an emergency situation exists in a supply zone in respect of a municipal service, or more than one municipal service, it, in its opinion, a significant risk to the financial viability or sustainability of the municipality, or the sustainable rendering of a specific municipal service to the community exists and that no other reasonable measures may be taken to avoid or limit the risk, but may only do so if the municipality had submitted a report that contains at least –

- (a) details of all measures taken by it to avoid or limit the risk;
- (b) an assessment of why any measure taken by it to avoid or limit the risk has been unsuccessful;
- (c) details of the proposed measures to be taken by it to avoid or limit the risk;
- (d) an assessment of the impact or potential impact of the proposed measures on individual customers within the relevant supply zone, including, but not limited to, health and access to basic services;
- (e) details of the educational and communication measures to be, or that have been, taken prior to the implementation of the proposed measures;
- (f) the duration of the proposed measures to be taken; and
- (g) details of the reasonable measures to be taken to ensure equitable access by each household in the supply zone to that municipality's service.

(2) Public notice in terms of subsection (1) must contain at least the following details applicable to a specific emergency situation:

- (a) the reasons for the declaration;
- (b) the customers who, and supply zone that, will be affected by the declaration;
- (c) the type, level and quantity of municipal service that will be provided;
- (d) the duration of the declaration;
- (e) the method of implementing the declaration;



- (f) specific measures or precautions to be taken by affected customers; and
  - (g) special relief that may be granted to individual consumers on application to the municipality.
- (3) In the event of the declaration of a supply zone as an emergency area in accordance with subsections (1) and (2) the municipal services to that supply zone may be limited to basic municipal services for a household as determined by the municipality from time to time, provided that at no time may the municipal services provided by the municipality to that supply zone be less than the collective quantity and quality of basic municipal services as determined by the municipal council per households in that supply zone.
- (4) The municipality must submit a monthly status report to the municipal council that contains at least the following details:
- (a) any improvement in the conditions that were reflected in the information on which the declaration was based;
  - (b) the impact of the proposed measures on individual customers within the relevant supply zone, including, but not limited to, health and access to basic services implications; and
  - (c) special relief granted to individual customers.
- (5) The municipal council must by public notice declare an area no longer to be an emergency area -
- (a) if any of the information on which the declaration was based, improves to such an extent that the avoidance or limitation of the risk referred to in subsection (1) no longer warranted its being declared an emergency area;
  - (b) if, in its opinion, undue hardship has been suffered by customers affected by the declaration; and
  - (c) on the expiry of the period specified in terms of subsection (1) and (2).
- (6) The municipality may request the municipal council to declare a supply zone an emergency area after the ending of a declaration in terms of subsection (3), if in the municipality's opinion a new declaration is required.
- (7) The provisions of subsections (1) to (4) apply to a request in terms of subsection (6).

**CHAPTER 6: UNAUTHORISED SERVICES****50. Unauthorised Services**

- (1) No person may gain access to municipal services unless it is in terms of an agreement entered into with the municipality for the rendering of those services.
- (2) The municipality may, irrespective of any other action it may take against a person in terms of these by-laws, by written notice order a person who is using unauthorised services to –
- (a) apply for such services in terms of sections 1 and 2; and
  - (b) undertake any work that may be necessary to ensure that the customer installation, by means of which access was gained, complies with the provisions of these or any other relevant by-laws or if it is of the opinion that the situation is a matter of urgency, and may, without prior notice, prevent or rectify the non-compliance and recover the cost from him.
- (3) A person who gains access to municipal services in a manner other than in terms of an agreement entered into with the municipality for the rendering of those services shall be liable to pay for any services that he, may have utilized or consumed in breach of these by-laws, notwithstanding any other actions that may be taken against such a person. Consumption and use will be estimated on the basis of the average consumption of services to the specific area within which he authorized connection was made.

**51. Interference with infrastructure for the Provision of Municipal Services**

- (1) No person other than the municipality shall manage, operate or maintain infrastructure through which municipal services are provided.
- (2) No person other than the municipality shall effect a connection to infrastructure through which municipal services are provided.
- (3) No person shall intentionally or negligently damage, change or in any way interfere with infrastructure through which the municipality provides municipal services unless there is a lawful justification for intentionally doing so.
- (4) If a person contravenes subsection (1), the municipality may-
- (a) by written notice require a person to cease or rectify the damage, change or interference at his own expense within a specified period; or
  - (b) if it is of the opinion that the situation is a matter of urgency, without prior notice prevent or rectify the change, damage or interference and recover the cost of doing so from him.

**52. Obstruction of Access to Infrastructure for the Provision of Municipal Services**

- (1) No person shall prevent or restrict physical access to infrastructure through which municipal services are provided.
- (2) If a person contravenes subsection (1), the municipality may-
  - (a) by written notice require such person to restore access at his own expense within a specified period; or
  - (b) if it is of the opinion that the situation is a matter of urgency, without prior notice restore access and recover the cost of doing so from him.

**53. Illegal Re-Connection**

- (1) A customer whose access to municipal services have been restricted or disconnected, who, except as provided for in these by-laws, restore or reconnects to those services or who intentionally or negligently interferes with infrastructure through which municipal services are provided, shall be disconnected, after he has been given reasonable written notice.
- (2) A person who re-connects to municipal services in the circumstances referred to in subsection (1) shall be liable for to pay for any services that he may have utilized or consumed in breach of these by-laws, notwithstanding any other action that may be taken against him.
- (3) Consumption will be estimated on the basis of the average consumption of services to the specific area within which the illegal re-connection was made.

**CHAPTER 7: OFFENCES****54. Offences**

- (1) Subject to subsection (2), any person, who -
  - (a) Contravenes or fails to comply with any provisions of these by-laws other than a provision relating to payment for municipal services;
  - (b) fails to comply with any notice issued in terms of these by-laws;
  - (c) fails to comply with any lawful instruction given in terms of these by-laws; or

(d) who obstructs or hinders any authorized official or employee of the municipality in the execution of his duties under these by-laws,

Is guilty of an offence and liable on conviction to a fine or in default of payment to imprisonment for a period not exceeding 6 months and in the case of any continued offence, to a further fine not exceeding R50, or in default of payment, to imprisonment not exceeding one day for every day during the continuance of such offence, after a written notice has been issued by the municipality and served on the person concerned requiring the discontinuance of such an offence.

(2) No person shall be liable to imprisonment if he is unable to afford to pay a fine, and shall instead be liable to a period of community service.

(3) Any person committing a breach of the provision of these by-laws shall be liable to recompense the municipality for any loss or damage suffered or sustained by it in consequence of the breach.

#### **CHAPTER 8: DOCUMENTATION**

##### **55. Signing of Notices and Documents**

A notice or document that is required to be issued by the municipality in terms of these by-laws and which purports to be signed by an employee of the municipality shall, subject to section 3 of the Law of Evidence Act,

1988 (Act No 45 of 1988), on its mere production, constitute prima facie evidence of its having been duly issued.

##### **56. Notices and Documents**

(1) Any notice, order or other document that is served on any person in terms of these by-laws must, subject to the provisions of the Criminal Procedure Act, 1977 (Act No 51 of 1977), be served personally, failing which it may be served -

(a) when it has been left at that person's place of residence or business, or, where his household is situated in the Republic, when it has been left with a person who is apparently 16 years or older.

(b) if that person's address in the Republic is unknown, when it has been served on that person's agent or representative in the Republic either personally or in the manner provided by paragraphs (a), (c) or (d); or

(c) if that person's address and the identify or the address of his agent or representative in the Republic is unknown, when it has been posted in a conspicuous place on the property or premises, if any, to which it relates; or

(d) if sent by registered post, whether service by registered post is, or is not required, if effected by sending it by properly addressing to the addressee's last known residence, place of business or postal address, prepaying and posting a registered letter containing the notice, order or other document, and unless the contrary be proved, shall be presumed to have been effected at the time at which the letter would be delivered in the ordinary course of post.

(2) When any notice or other document must be authorized or served on the owner, occupier or holder of any property or right in any property, it is sufficient if that person is described in the notice or other document as the owner, occupier or holder of the property or right in question, and it is not necessary to name that person.

(3) Any legal process is effectively and sufficiently served on the municipality when it is delivered to the municipal manager or a person in attendance at the municipal manager's office.

(4) Where compliance with a notice is required within a specified number of working days, that period shall commence on the date of service as defined in subsection (1).

#### **57. Authentication of Documents**

Every order, notice or other document requiring authentication by the municipality shall be sufficiently authenticated, if signed by the municipal manager, or by a person duly authorized to do so on behalf of the municipality, by resolution of the municipality, written agreement, or by a by-law.

#### **58. Prima Facie Evidence**

In legal proceedings by, or on behalf of the municipality, a certificate reflecting an amount purporting to be due an payable to the municipality, which is signed by the municipal manager, or by a suitably qualified employee of the municipality authorized by the municipal manager to sign or the Manager of the municipality's authorized agent, shall, subject to section 3 of the law of Evidence Amendment Act, 1988 (Act No 45 of 1988), upon its mere production constitute prima facie evidence of the indebtedness.

**CHAPTER 9: GENERAL PROVISIONS****59. Provision of Information**

An owner, occupier, customer or person within the area of supply of the municipality must provide the municipality with accurate information requested by the municipality that is reasonably required by the municipality for the implementation or enforcement of these by-laws.

**60. Power of Entry and Inspection**

- (1) The municipality may enter and inspect any premises for any purposes connected with the implementation or enforcement of these by-laws, at all reasonable times, after having given reasonable written notice to the occupier of the premises of the intention to do so, where appropriate

- (2) Any entry and inspection must be conducted in conformity with the requirements of the Constitution of Republic of South Africa, 1996, and any other law and, in particular, with strict regard to decency and order, respect for a person's dignity, freedom and security, and personal privacy.

- (3) The municipality may be accompanied by an interpreter and any other person reasonably required assisting the authorized official in conducting the inspection.

- (4) A person representing the municipality must, on request, provide his or her identification.

**61. Exemption**

- (1) The municipality may, in writing exempt an owner, customer, any other person or category or owners, customers, ratepayers, users of services from complying with a provision of these by-laws, subject to any conditions it may impose, if it is of the opinion that the application or operation of that provision would be unreasonable, provided that the municipality shall not grant exemption from any section of these by-laws that may result in -

- (a) the wastage or excessive consumption of municipal services;
- (b) the evasion or avoidance of water restrictions;
- (c) Significant negative effects on public health, safety or the environment;

- (d) the non-payment for services;
- (e) the Act, or any regulations made in terms thereof is, not complied with..

(2) The municipality at any time after giving written notice of at least thirty days withdraw any exemption in terms of subsection (1).

#### **62. Indemnification from Liability**

Neither an employee of the municipality nor any person, body, organization or corporation acting on behalf of the municipality are liable for any damage arising from any omission or act done in good faith in the course of his or its duties.

#### **63. Availability of By-Laws**

- (1) A copy of these by-laws shall be included in the municipality's Municipal Code as required by legislation.
- (2) The municipality shall take reasonable steps to inform customers of the contents of the by-laws.
- (3) (3) A copy of these by-laws shall be available for inspection at the offices of the municipality at all reasonable times. (4) A copy of the by-laws or an extract thereof may be obtained from the municipality against payment of an amount as determined by the municipal council.

#### **64. Conflict of Interpretation**

- (1) If there is any conflict between these by-laws and any other by-laws of the council, these by-laws will prevail.

#### **65. Short Title and Commencement**

- (1) These by-laws are called the Debt Collection and Credit Control By-Laws of the Bela-Bela Local Municipality
- (2) These by-laws will commence on publication thereof in the Provincial Gazette.
- (3) The municipality may, by notice in the Provincial Gazette, determine that provisions of these by-laws, listed in the notice, do not apply in certain areas within its area of jurisdiction listed in the notice from a date specified in the notice.
- (4) Until any notice contemplated in subsection (2) is issued, these by-laws are binding within the whole jurisdiction

**NOTICE – CHANGE OF TELEPHONE NUMBERS: GOVERNMENT PRINTING WORKS**

As the mandated government security printer, providing world class security products and services, Government Printing Works has adopted some of the highly innovative technologies to best serve its customers and stakeholders. In line with this task, Government Printing Works has implemented a new telephony system to ensure most effective communication and accessibility. As a result of this development, our telephone numbers will change with effect from 3 February 2014, starting with the Pretoria offices.

The new numbers are as follows:

- Switchboard : 012 748 6001/6002
- Advertising : 012 748 6205/6206/6207/6208/6209/6210/6211/6212
- Publications Enquiries : 012 748 6052/6053/6058 [GeneralEnquiries@gpw.gov.za](mailto:GeneralEnquiries@gpw.gov.za)
  - Maps : 012 748 6061/6065 [BookShop@gpw.gov.za](mailto:BookShop@gpw.gov.za)
  - Debtors : 012 748 6060/6056/6064 [PublicationsDebtors@gpw.gov.za](mailto:PublicationsDebtors@gpw.gov.za)
  - Subscription : 012 748 6054/6055/6057 [Subscriptions@gpw.gov.za](mailto:Subscriptions@gpw.gov.za)
- SCM : 012 748 6380/6373/6218
- Debtors : 012 748 6236/6242
- Creditors : 012 748 6246/6274

Please consult our website at [www.gpwonline.co.za](http://www.gpwonline.co.za) for more contact details.

The numbers for our provincial offices in Polokwane, East London and Mmabatho will not change at this stage.