

# LAINGSBURG MUNICIPALITY



# CUSTOMER CARE, CREDIT CONTROL & DEBT COLLECTION POLICY 2026/2027

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## PREAMBLE

**WHEREAS** Section 152 (1) (b) of the Constitution of the Republic of South Africa Act (Act 108 of 1996) ('the Constitution') provides that one of the objects of local government is to ensure that the provision of services to communities occurs in a sustainable manner.

**AND WHEREAS** Section 153 (a) of the Constitution provides that a municipality must structure its administration, budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community.

**AND WHEREAS** Section 195(1) of the Constitution provides that the public administration must be governed by the democratic values and principles enshrined in the Constitution, including-

- i) The promotion of the efficient, economic, and effective use of resources.
- ii) The provision of services impartially, fairly, equitably and without bias; and the fact that people's needs must be responded to.

**AND WHEREAS** Section 4(1)(c) of the Local Government: Municipal Systems Act (Act 33 of 2000) ('the Systems Act') provides that the Council of a municipality has the right to finance the affairs of the municipality by charging fees for services, imposing surcharges on fees, rates on property and, to the extent authorised by national legislation, other taxes, levies and duties.

**AND WHEREAS** Section 5(1)(g), read with subsection (2)(b), of the Systems Act provides that members of the local community have the right to have access to municipal services which the municipality provides provided that, where applicable and subject to the policy for indigent debtors, pay promptly for services fees, surcharges on fees, other taxes, levies and duties imposed by the municipality.

**AND WHEREAS** Section 6(2)(c), (e) and (f) of the Systems Act provides that the administration of a municipality must take measures to prevent corruption; give members of a local community full and accurate information about the level and standard of municipal services that they are entitled to receive; and inform the local community about how the municipality is managed, of the costs involved and the persons in charge;

**AND WHEREAS** Section 95 of the Systems Act provides for Customer Care Management.

**AND WHEREAS** Section 96 of the Systems Act provides that a municipality must collect all monies that is due and payable to it, subject to this Act and any other applicable legislation and for this purpose, must adopt, maintain, and implement a credit control and debt collection policy which is consistent with its rates and tariff policies and complies with the provisions of this Act.

**AND WHEREAS** Section 99 of the Systems Act provides that a municipality's executive mayor, as the supervisory authority, must oversee and monitor the implementation and enforcement of the municipality's credit control and debt collection policy and any by-laws enacted in terms of section 98 and the performance of the municipal manager in implementing the policy and any by-laws.

**AND WHEREAS** Section 100 of the Systems Act provides that the municipal manager or service provider must - implement and enforce the municipality's credit control and debt collection policy and any by-laws enacted in terms of section 98, must establish effective administrative mechanisms, processes, and procedures to collect money that is due and payable to the municipality and must report the prescribed particulars to a meeting of the supervisory authority.

**AND WHEREAS** Section 64(2)(a) the Local Government: Municipal Finance Management Act (Act 56 of 2003) provides that the municipality has effective revenue collection systems in place.

**NOW THEREFORE** the Laingsburg Municipality Council adopted this policy to be known as "The Laingsburg Municipality Customer Care, Credit Control and Debt Collection Policy" and will replace all previous Customer Care, Credit Control and Debt Collection Policies.

## DEFINITIONS

In this policy, unless the context indicates otherwise, the word or expression has the following meaning:

**“Accounting Officer”** The Municipal Manager appointed in terms of Section 82 of the Municipal Structures Act, 1998 (Act No. 117 of 1998).

**“Act”** The Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000) as amended from time to time.

**“Actual consumption”** means the measured consumption of a consumer of a municipal service during a specified period.

**“Arrangements”** means a formal agreement entered into between the Council and a debtor where specific repayment parameters are agreed to.

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

**“Authorized Representative”** refers to the person or institution legally appointed by the Council to act or to fulfil a duty on its behalf.

**“Average consumption”** means the deemed consumption of a customer of a municipal service during a specific period, which consumption is calculated by adding the recorded monthly average consumption and the current actual consumption and dividing the total by 2.

**“Bank guarantee”** refers to an undertaking by a registered financial institution whereby it guarantees a specified maximum amount to be paid if the principal debtor (“the consumer”) fails to pay.

**“Calculated amounts”** refers to the amounts calculated by the Chief Financial Officer, in consultation with the relevant technical departments, to be due to the Council by a consumer in respect of the supply of the applicable municipal services for any period during which the exact quantity of the supply cannot be determined accurately for reasons beyond the control of the Chief Financial Officer. This shall normally be based on the average consumption figures, if available, for the service rendered to the customer or, failing the availability of such data, on the average consumption figures applicable to one or more properties of similar size and nature in the area in which the customer resides or carries on business.

**“Chief Financial Officer”** refers to the person so designated in terms of Section 80(2)(a) of the Municipal Finance Management Act (Act No. 56 of 2003) to administer its finances.

**“Consolidated account”** refers to one combined account for all municipal services, housing rents and instalments, rates, and basic charges payable, and “consolidated bill” has a corresponding meaning.

**“Consumer”** means a customer.

**“Conventional electricity and water meters”** mean electricity and/or water meters which are used to determine the supply of electricity and water, and which are normally read on a monthly or other fixed interval basis.

**“Council”** refers to The Laingsburg Municipality and its successors in law and includes the Council of that municipality or its Executive Committee or any other body acting by virtue of any power delegated to it in terms of legislation, as well as any official to whom the Executive Committee has delegated any powers and duties with regard to this policy.

**“Councillor”** refers to any member of a municipal council.

**“Credit Control”** refers to all functions relating to the collection of monies owed by customers and users of municipal services.

**“Customer”** refers to any occupier of any premises to which Council has agreed to supply or is actually supplying services, or if there is no occupier, then the owner of the premises and includes any debtor of the municipality.

**“Debtors”** A person who owes the municipality money for services consumed.

**“Defaulter”** a person who owes money to the Municipality after the due date has expired.

**“Deposit”** refers to a minimum sum of money specified by the Chief Financial Officer and payable by the consumer to the Municipality prior to occupation of the property or prior to the date on which services to the property are required.

**“Due date”** in the absence of any express agreement in relation thereto between the Council and the customer, refers to the date stipulated on the account and determined from time to time as the last date on which the account must be paid.

**“Employer”** Means an employer as defined in paragraph 1 of the seventh schedule of the Income tax act, act no 58 of 1962.

**“Equipment”** refers to any building or other structure, pipe, pump, wire, cable, meter, engine, or any accessories.

**“Estimated consumption”** arises when no actual reading can be taken and is equivalent to the existing average consumption.

**“Existing customers”** refers to the customers who have already entered into an agreement for the supply of municipal services.

**“Financial year”** refers to the period starting from 1 July in a year to 30 June the next year.

**“Household”** - People who are jointly living on a stand or site on a permanent basis and who receive water and/or electricity from one meter.

**“Illegal tampering”** It is the unauthorized handling of municipal infrastructural services, with the intention to distort information that can be accessed from such machinery or with the intention to consumer services in a fraudulent manner.

**“Implementing Authority”** means the Municipal Manager or his nominee, acting in terms of Section 100 of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000).

**“Indigent”** A person who is needy and furthermore who generates no income or generates income which is so minimal that he can't make a worthwhile contribution towards the payment of municipal services and as defined within the municipality's indigent policy.

**“Interest”** is a charge levied with the same legal priority as service fees and calculated at a rate determined by Council from time to time on all arrear monies.

**“Meter audits”** refers to an investigation to verify the correctness of the consumption and supply of electricity and water.

**“Municipality”** when referred to as:

- a) a corporate body, means a municipality as described in Section 2 of the Municipal Systems Act, 2000 (Act No. 32 of 2000);
- b) a geographic area means a municipal area determined in terms of the Local Government Municipal Demarcation Act, 1998 (Act No. 27 of 1998).

**“Municipal Account”** An account rendered specifying charges for services provided by the municipality, or any authorised and contracted service provider, and/or assessment rates levies.

**“Municipal Manager”** means the person appointed as Municipal Manager in terms of Section 82 of the Local Government Municipal Structures Act, 1998, (Act No. 117 of 1998) and includes any person acting in that position or to whom authority has been delegated.

**“Municipal services”** refers to any services provided by the municipality or any authorised and contracted service provider, available or applied for, or provision made for any service, for which it is entitled to charge a fee or formulate a tariff, payable by a customer or user, thereof.

**“Normal office hours”** means the hours when the Chief Financial Officer's offices are open to the public from Mondays to Fridays, excluding public holidays, Saturdays, and Sundays.

**“Official”** refers to an employee of The Laingsburg Municipality.

**“Occupier”** means any person who occupies any property or part thereof, without regard to the title under which he or she occupies the property.

**“Owner”** means:

- a) The person in whom from time to time is vested the legal title to premises, which title is registered at the Deeds Office.
- b) In a case where the person in whom the legal title is vested is insolvent or deceased, or is under any form of legal disability whatsoever, the person in whom the administration of and control of such premises is vested as curator, trustee, executor, administrator, judicial manager, liquidator, or other legal representative.
- c) In a case where the Council is unable to determine the identity of such person, a person who is entitled to the benefit of such premises with a building thereon.
- d) In the case of premises for which a lease of 30 years or more has been entered into, the lessee thereof.
- e) In relation to-
  - i) A piece of land delineated on a sectional plan registered in terms of the Sectional Titles Act 1986, (Act 95 of 1986), and without restricting the above the developer or the body corporate in respect of the common property; or
  - ii) A section, as defined in such Act, the person in whose name such a section is registered under a sectional title deed and includes the lawfully appointed agent of such a person.
- f) Any legal person including but not limited to-
  - i) A company registered in terms of the Companies Act, 1973 (Act 61 of 1973), a Trust, a Closed Corporation registered in terms of the Closed Corporations Act, 1984 (Act 69 of 1984) and a voluntary association.
  - ii) Any department of State.
  - iii) Any Council or Board established in terms of any legislation applicable to the Republic of South Africa.
  - iv) Any Embassy or other foreign entity.

**“Person”** Means any natural person, local government body or similar 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.

**“Property”** any portion of land, of which the boundaries are determined, within the jurisdiction of the Municipality.

**“Rates”** refers to property rates on property situated in the municipal area, any other tax, duty, or levy imposed by the municipality.

**“Service agreement”** refers to an agreement for the consumption of electricity and/or water and other services as determined from time to time.

**“Supervisory Authority”** Means the Executive Mayor of the Municipality or his or her nominee, acting in terms of Section 99 of the Systems Act.

**“Terminated account”** refers to:

- a) the final account for services after the customer has left the premises, whether or not the customer has given notice to terminate the supply of service, OR
- b) the final account for services if the customer has contravened the service provisions of this policy and attendant municipal bylaws.

**“Unreliable customer”** includes an account holder, who according to his or her payment record fails to settle his or her Municipal account by the due date or who is in arrears with payment due to the Municipality or who tampers or interferes with metering equipment, seals or the supply of Municipal services.

**“Variable flow-restricting device”** refers to a device that is coupled to the water connection that allows the water supply to be restricted or closed.

**“Visitation fee”** refers to the fee charged for attendance and/or disconnection/reconnection of an electricity/water supply when the supply has been disconnected due to non-payment and/or tampering, or where access to disconnect/restrict has not been gained, which fee shall be charged as in terms of the tariffs applicable to the approved budget; and

**“Voluntary garnishee order/emoluments order”** refers to a court order for the deduction of an amount of money from the salary or other income of a customer.

# 1. INTRODUCTION

The primary objective of sound municipal debtor's management, or credit control, is to ensure that all monies owed to the municipality are collected in a reasonable period and all debtors owing money to the municipality are treated in a fair and equitable manner.

Given the small size and limited resources of Laingsburg Municipality, the Customer Care, Credit Control and Debt Collection Policy must be practical, cost-effective, and audit-defensible. It is designed to strengthen the municipality's cash flow, ensure compliance with legislation, and build a reliable debtor database.

The purpose is to ensure that credit control and debt collection forms an integral part of the revenue collection process of the municipality and to provide a framework to link the municipal budget to:

- a) Indigent Support.
- b) Tariff Policy – In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity.
- c) Establish a sound customer management system that aims to create a positive and reciprocal relationship between persons liable for payments and the municipality, and where applicable, a service provider.
- d) Establish an effective accounting system that produces timeous, clear, and understandable account for consumers.
- e) Establish mechanisms for users of services and ratepayers to give feedback to the municipality or other service providers regarding the quality of the services and the performance of the municipality.
- f) Take reasonable steps to ensure that users of services are informed of the costs involved in service provision, the reasons for the payment of service fees, and the manner in which monies raised from services are utilised.
- g) Where the consumption of services, have to be measured, to take reasonable steps to ensure that the consumption by individual users of services is measured through accurate and verifiable metering systems.
- h) Ensure that persons liable for payments, receive regular and accurate accounts that indicate the basis for calculating the amounts due.
- i) Provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such persons to receive prompt action in correcting inaccurate accounts.

- j) Provide accessible mechanisms for dealing with complaints from the community (ratepayers), together with prompt replies and corrective action by the municipality.
- k) Provide mechanisms to monitor the response time and efficiency.
- l) Provide accessible pay points and other mechanisms for settling accounts or for paying for pre-paid services; and, including the possible use of EPWP
- m) Reasonable terms for collection, payment of arrears and the imposition of penalties.

## **2. OBJECTIVES**

This policy will aim to assist council in the implementation of relevant legislation regarding credit control and debt control in the municipal sphere by:

- a) Providing a framework within which the municipal council can exercise its executive and legislative authority regarding credit control and debt collection.
- b) Ensuring that all money due and payable to the municipality is collected and used to deliver municipal services in a financially sustainable manner.
- c) Setting realistic targets for debt collection, mind-full of the municipality's small size and limited resources.
- d) Outlining Customer Care, Credit Control and Debt Collection Policy procedures and mechanisms; and
- e) Providing a framework to link the municipal budget to indigent support and tariff policies.

## **3. DUTIES AND FUNCTIONS**

The following duties and functions are assigned to the under mentioned role-players relating to the management, control and implementation of customer care, credit collection and debt collection.

### **3.1 DUTIES AND FUNCTIONS OF COUNCIL**

- 3.1.1 To approve budgets consistent with the needs of communities, ratepayers, and residents.
- 3.1.2 To impose rates and taxes and to determine service charges, fees, and penalties to finance the budget.
- 3.1.3 To facilitate sufficient funds to give access to basic services for the poor.
- 3.1.4 To provide for a bad debt provision, in line with the payment rate of the community in terms of section 18 of the MFMA (Funded budget).
- 3.1.5 To together with the Chief Financial Officer, set an annual improvement target for debt

collection (refer Section 5), in line with the acceptable industry norm and performance requirements of any appointed external service providers.

- 3.1.6 To approve a reporting framework for customer care, credit control and debt collection.
- 3.1.7 To consider and approve by-laws to give effect to the council's policy.
- 3.1.8 To revise the budget should council's targets for credit control and debt collection not be met.
- 3.1.9 To take disciplinary and/or legal action against councillors, officials and agents who do not execute council policies and by-laws or act improperly in terms of such policies.
- 3.1.10 To approve a list of suitably qualified service providers that will act on behalf of council in all collection and legal matters relating to debt collection.
- 3.1.11 To provide sufficient capacity in the municipality's budget and treasury office for customer care, credit control and debt collection or, alternatively, to appoint service providers or debt collection agents to assist with the credit control and debt collection function.
- 3.1.12 To assist the Municipal Manager in the execution of his duties, if and when required.
- 3.1.13 To provide funds for the training of staff in connection with credit control and debt collection.
- 3.1.14 In terms of Section 99 of the Municipal Systems Act, 2000 (Act No. 32 of 2000), the Executive Committee, is to monitor and supervise the application of this policy and is to report to council on the extent and success of the municipality's credit control actions.
- 3.1.15 In order to maintain the credibility of the municipality in the implementation of the present policy, Councillors, by adopting this policy, pledge that their own accounts will at no stage fall into arrear.

## **3.2 DUTIES AND FUNCTIONS OF THE MAYOR**

- 3.2.1 To ensure that the budget, cash flow and targets for customer care, credit control and debt collection are met.
- 3.2.2 To monitor the performance of the Municipal Manager in implementing the policy and by-law.
- 3.2.3 To review and evaluate the policy and by-laws in order to improve the efficiency of customer care, credit control and debt collection procedures, mechanisms and processes; and
- 3.2.4 Report to Council.

## **3.3 DUTIES AND FUNCTIONS OF MUNICIPAL MANAGER**

In terms of Section 100 of the Municipal Systems Act, 2000 (Act No. 32 of 2000), the Municipal

Manager is responsible for implementing the Customer Care, Credit Control and Debt Collection Policy. In line with this, the Municipal Manager needs to perform the following:

- 3.3.1 Install and maintain an appropriate accounting system.
- 3.3.2 Implement a customer care management system.
- 3.3.3 Bill customers.
- 3.3.4 Demand payment on due dates.
- 3.3.5 Raise penalties and interest for defaulters.
- 3.3.6 Appropriate payments received.
- 3.3.7 Collect outstanding debt.
- 3.3.8 Provide different/alternate payment methods.
- 3.3.9 Determine credit control and debt collection measures.
- 3.3.10 Determine all relevant work procedures for, inter alia, public relations, arrangements, disconnection/reconnection of services, summonses, attachments of assets, sales in execution, write-off of debts, sundry debtors, and legal processes.
- 3.3.11 Instruct attorneys to proceed with the legal process (i.e. attachment and sale in execution of assets, emolument attachment orders, etc.).
- 3.3.12 Appoint staff to execute council's policy and by-laws.
- 3.3.13 Set performance targets for staff.
- 3.3.14 Determine internal control procedures.
- 3.3.15 Monitor contracts with service providers in connection with credit control and debt collection.
- 3.3.16 Oversee indigent register verification and ensure EPWP-linked support.

The Municipal Manager may delegate these responsibilities to the Chief Financial Officer. However, this delegation does not absolve the Municipal Manager from being held accountable for the implementation of this policy.

Although the Municipal Manager is held accountable for implementing this policy, it is the responsibility of all officials of the municipality to promote and support this Customer Care, Credit Control and Debt Collection Policy.

- The Chief Financial Officer or delegated official shall enforce timelines for notices, disconnections and legal escalation,
- maintain accurate billing records with audit-defensible corrections, and supervise internal collection processes, escalating only to attorneys in cases where debt cannot be recovered

internally.

- Revenue officials shall issue notices and manage customer queries through the central complaints office, record all actions taken against defaulting accounts for audit purposes, and support indigent households in completing declarations and accessing subsidies.
- In Laingsburg, where Masakhane Officers are not appointed, EPWP programme staff engaged for community support shall facilitate communication with residents through wrd meetings and structured feedback channels, assist households with indigent registration and subsidy applications, deliver accounts and provide support in remote areas, and report community concerns to the CFO or Municipal Manager for inclusion in customer care reports.

### **3.4 DUTIES AND FUNCTIONS OF COUNCILLORS**

The duties and functions of councillors will include the following:

- 3.4.1 To hold regular ward meetings.
- 3.4.2 To adhere to and convey the policy and by-law to customers, residents, and ratepayers; and
- 3.4.3 Adhere to the Code of Conduct for Councillors.
- 3.4.4 Approve budgets in accordance with the needs of the communities, ratepayers, and residents.
- 3.4.5 Determine rates, service tariffs, levies, fees, fines, and interest in order to finance the budget.
- 3.4.6 Allocate sufficient funds to give poor households access to basic services.
- 3.4.7 Provide for uncollectable debt that is in proportion to the recovery percentage of money payable and owing to Council.
- 3.4.8 Approve the format of reporting on credit control and debt collection to Council.
- 3.4.9 Set realistic goals for debt collection every year in consultation with the Chief Financial Officer.
- 3.4.10 Consider and approve by-laws to give effect to Council policy.
- 3.4.11 Review and adjust the budget if collection objectives are not met.
- 3.4.12 Approve a list of suitably qualified service-providers who can act on behalf of Council in the collection of debt and the legal aspects arising from it.

- 3.4.13 Make available sufficient capacity for credit control and debt collection in the Municipality's Financial Directorate or alternatively appoint service-providers for this purpose.
- 3.4.14 Assist the Municipal Manager in the performance of his duties when requested to.
- 3.4.15 If not outsourced, allocate sufficient funds for the appointment and training of credit control personnel.
- 3.4.16 Monitor the implementation and enforcement of the Policy in terms of section 99 of the Municipal Systems Act, 2000 (Act 32 of 2000).
- 3.4.17 To ensure the credibility of the Municipality in the enforcement of this Policy, Councillors shall on approval of this Policy undertake not to allow their own municipal accounts to become overdue.

### **3.5 DUTIES AND FUNCTIONS OF WARD COUNCILLORS**

The duties and functions of ward councillors will include the following:

- 3.5.1 To adhere to and convey council policies to residents and ratepayers.
- 3.5.2 To adhere to the Code of Conduct for Councillors.
- 3.5.3 The ward committees will act in terms of roles and functions as approved by council.
- 3.5.4 The ward committees are encouraged to actively promote this policy, and to ensure, at the same time, that the municipality's customer service is of a standard acceptable to the community.

### **3.6 DUTIES AND FUNCTIONS OF COMMUNITIES, RATEPAYERS AND RESIDENTS**

The duties and functions of communities, ratepayers and residents will include the following:

- 3.6.1 To fulfil certain responsibilities, as brought about by the privilege and or right to use and enjoy public facilities and municipal services.
- 3.6.2 To pay service fees, rates on property and other taxes, levies and duties imposed by the municipality on or before the due date for payment.
- 3.6.3 To observe the mechanisms and processes of the municipality in exercising their rights.

- 3.6.4 To allow municipal officials access to their property to execute municipal functions.
- 3.6.5 To comply with the by-laws and other legislation of the municipality.
- 3.6.6 To refrain from tampering with municipal services and property.

### **3.7 DUTIES AND FUNCTIONS OF MUNICIPAL STAFF**

The duties and functions of municipal staff members will include the following:

- 3.7.1 To always pay amounts that are owed in respect of rates, taxes and services and not to default on payments.
- 3.7.2 The Municipality may deduct any outstanding amounts from a staff member, if the member has not paid amounts that are due to the municipality for more than three (3) months.
- 3.7.3 The normal credit control procedures shall also apply to any amount in arrears of a councillor or a municipal staff member.
- 3.7.4 Where the municipality provides temporary employment to members of the community who are in arrears with payment for municipal rates and services, they will be required to enter an agreement to pay at least 20% of their gross remuneration towards any amount in arrears.**
- 3.7.5 No accountholder or representative of an accountholder that are in arrears more than ninety days, may serve on any municipal committee.

## **4. PERFORMANCE AND EVALUATION**

Council will create a mechanism wherein the under mentioned targets can be assessed, evaluated and whereby remedial steps can be taken.

### **4.1 INCOME COLLECTION TARGETS**

Council will create income collection targets that will include the reduction in the monthly increase of debt in line with the performance agreements for officials. Actions to be taken to prevent prescription and budget in terms of Section 18 of the MFMA.

- Council shall set annual debt recovery targets (e.g., minimum 95% collection of billed revenue per financial year).
- Monthly reports must show collection percentage against outstanding debt.

- Deviations greater than 5% must be explained with corrective action plans

## 4.2 CUSTOMER SERVICE TARGETS

Council will create targets that will include:

- 4.2.1 Response time to customer queries.
- 4.2.2 Date of first account delivery to new customers.
- 4.2.3 Reconnection time lapse; and
- 4.2.4 Meter reading cycle.
  - All complaints must be resolved within **30 calendar days**.
  - Account queries must be answered within **7 working days**.
  - Annual “Customer Care Report” must be submitted to Council, including statistics on complaints, queries, and resolutions.

## 4.3 ADMINISTRATIVE PERFORMANCE

Council will create targets that will include:

- 4.3.1 Cost efficiency of debt collection.
- 4.3.2 Query and appeal periods.
- 4.3.3 Enforcement a mechanism of ratios.
  - All actions (notices, disconnections, payment arrangements) must be documented with date, responsible official, and supporting evidence.
  - Annual internal audit of the credit control process must be conducted.
  - Performance indicators include:
    - % of accounts issued on time.
    - % of meter readings completed accurately.
    - % of payments received by due date

## 5. REPORTING

The Chief Financial Officer shall report monthly to the Municipal Manager in a suitable format to enable him/her to report to the Executive Mayor as supervisory authority in terms of Section 99 of

the Systems Act, to be read in conjunction with Section 100(c).

a) This report will include:

- i) The total debt analysis as at month end.
- ii) Month- end balances after debit raising.
- iii) Brought forward balances at month end.
- iv) Number of fully recovered accounts.
- v) Indigents progressive growth.
- vi) Rand value indigent growth.
- vii) Number of indigent applications.
- viii) Cash flow improvement.
- ix) Net effect on arrears.
- x) Collections of arrangements.
- xi) Cash receipts.
- xii) Cash received versus debits raised.
- xiii) Cash received exceeding debits raised.
- xiv) Attorneys brought forward balances.
- xv) Meter readings functioning & performance.
- xvi) Arrangements made.
- xvii) Number hand delivered final demands.
- xviii) Number of posted final demands.
- xix) Electricity cuts versus reconnections.
- xx) Water restrictions versus reconnections.
- xxi) Electricity and water revisits; and
- xxii) Total accounts handed over to council's attorneys.

b) The Mayor as supervisory authority shall, at intervals of three (3) months, report to council as contemplated in Section 99(c) of the Systems Act. This will be reported as part of the quarterly section 52 of the MFMA report and bi-annually in terms of section 72 of the MFMA.

## **6. CUSTOMER CARE**

### **6.1 OBJECTIVES**

To focus on the client's needs in a responsible and pro-active way to create a positive and cooperative relationship between customers responsible for the payment of services received, and the municipality, and where applicable, any service provider to facilitate financial assistance and basic services to the community's poor.

### **6.2 COMMUNICATION AND FEEDBACK**

The municipality will, within its financial and administrative capacity, conduct an annual process of compiling and communicating its budget, which will include revised targets for customer care and service standards.

The Customer Care, Credit Control and Debt Collection Policy, or relevant extracts thereof, will be available at the municipal office, the official website and on special request. Council will endeavour to distribute a regular newsletter, which will give prominence to customer care and related issues. Ward councillors will be required to hold regular ward meetings, at which customer care and related issues will be given prominence. The media will also be encouraged to give prominence to customer care and related issues and will be invited to Council or Committee meetings where these matters are discussed.

### **6.3 HANDLING OF COMPLAINTS**

Within its financial and administrative capacity, the municipality will -

- a) Establish central complaints/feedback office.
- b) A centralized complaints database to enhance co-ordination of complaints, a speedy resolution and effective communication with customers.
- c) Appropriate training for officials dealing with the public to enhance communications and service delivery; and
- d) A communication mechanism to give feedback on service, debt and customer care and related issues.
- e) All complaints must be logged, tracked, and resolved within 30 calendar days
- f) Each complaint shall be documented with date, nature of complaint, responsible official, and

resolution outcome

- g) Complaints unresolved within 30 days must be escalated to the Municipal Manager.

## 6.4 ENQUIRIES, SERVICE COMPLAINTS AND APPEALS

The enquiries counters at the municipality's service centers can be contacted for all account queries. An enquiry clerk stationed at the municipality's service centers shall be available to assist consumers with account balance queries as well as the opening and closing of accounts.

**Any resident or consumer who may feel aggrieved concerning his/her account may address a dispute to the Chief Financial Officer.** Any dispute in respect of the amount due and payable on the consolidated bill must be lodged -

- a) In writing.
- b) In the prescribed format; and
- c) With valid reasons and all supporting documents / information attached, at the municipality or via email for further investigation.

The municipality endeavours to investigate any dispute and give feedback within fourteen working days of the receipt of a **valid dispute**. A query is enquiry about an account with a dispute being a

formal proses. It should be noted that an **"my account is incorrect" without being able to substantiate why will not be regarded as a valid dispute** and process dictate that a dispute will follow an enquiry or **query lodged first**. There is a sequence of remedial process before we get to a dispute.

A customer who has lodged a dispute is not relieved of the responsibility to maintain regular payment on his account. In the event of an accountholder reasonably querying any item or items on the monthly municipal account, no action shall be taken against the accountholder provided the accountholder has paid, by due date, an amount equal to the monthly average monetary value of the three most recent un-queried accounts in respect of the service under investigation, as well as all un-queried balances on such account, and, provided further that, such query is made in writing by the accountholder or is recorded in writing by the Chief Financial Officer or his designate on behalf of the accountholder.

If a customer has received a response to a dispute but is still not convinced that the account is correct, the customer will still be liable for the full outstanding amount and will be subject to credit

control action. A query will not suspend credit control action.

A customer may appeal to the Municipal Manager against the finding of the municipality or its authorised agent. Such an appeal must be made and lodged with the municipality within 21 (twenty-one) days after the notification of such finding has been received and must set out the reasons for the appeal and be accompanied by a deposit, as determined in the approved tariffs, for the testing of a measuring device, if applicable.

## **6.5 METERING**

Within practical and financial limits, the municipality will endeavour to provide meters for every consumable service. All meters will be read monthly on approximately the same date, if possible. If it is not possible to read all meters monthly the consumption will be estimated. Customers are entitled to request verification of meter readings and accuracy within reason but may be held liable for the cost thereof. Customers will be informed of meter replacements.

Customers will be allowed to communicate their meter reading to the municipality with a dated photo of the meter reading through WhatsApp or email, using the address provided under Contact Details at the end of the policy. However, the municipality will also read the meter at least once every twelve months.

If a service is metered but it cannot be read due to constraints or circumstances out of the control of the municipality or its authorised agent, and the customer is charged for an estimated consumption, the account following the reading of the metered consumption must articulate the difference between the actual consumption and the average consumption, and the resulting credit or debit adjustments.

## **6.6 ACCOUNTS, BILLING AND PAYMENT**

6.6.1 The municipality shall produce and mail one consolidated monthly bill to consumers for *services supplied or available* (inter alia, electricity, water, refuse and sewerage charges) and for *rates levied* on property within the municipal area unless, for whatever reason, the rates account has not been consolidated with the services account in which case separate monthly accounts will be mailed. These accounts will be produced in accordance with meter reading cycles at regular intervals or as prescribed by law.

6.6.2 The municipality shall undertake to mail the consolidated account to the customer address,

in South Africa, as specified by each customer. However, non-receipt of an account does not negate the responsibility of the customer to pay the amount owing by due date nor prevent interest charges and debt collection procedures. In the event of non-receipt of an account, the onus rests on the account holder to obtain a free copy of the most recent account, before the due date.

- 6.6.3 The consumer shall, in writing, notify the municipality of any change of address, including an e-mail address, and contact details. Notwithstanding the fact that a consumer has not received an account as a result of his failing to notify the municipality of his change of address or due to delays on the part of external service providers, the customer is nevertheless liable for payment of such account. Any change of address only becomes effective when the notification of the change is received and acknowledged by the municipality.
- 6.6.4 Accounts must be paid in full on or before the due date as indicated on the account. Failure to comply with this section shall result in debt collection action being instituted against the customer. Interest on arrears, at prime plus one percent (Prime+2%), in the absence of any determination, as prescribed by law, will accrue after due date if the account remains unpaid irrespective of the reason for non-payment.
- 6.6.5 Bulk consumers may at the discretion of the municipality be notified of their unpaid accounts prior to the commencement of the debt collection process.
- 6.6.6. Payments for accounts must be received at a municipal pay-point by close of business on or before the due date. In the case of any electronic payments, the money must be received in the municipal bank account no later than the close of business on the due date. In the case of monies paid to agents, the money must be deposited with the agent prior to the close of business on due date and proof thereof may be required to validate any claims.

The following methods of payment and payment points can be used:

- a) Electronic banking payments (EFT) directly into the municipality's account. EFT's must be made at least 48 hours before the applicable due date where it is made from banks other than the official bank of the municipality.
- b) At any municipal office during office hours (Cash & Card payments)

6.6.7 The consumer acknowledges that any agent used for transmitting payments to the municipality is at the risk and cost of the consumer. In addition, the consumer must take into account the transfer time of the particular agent.

6.6.8 Receipt of the total outstanding monies will be allocated to the credit of the account in full. If a debtor pays only part of any amount due, the Chief Financial Officer shall allocate such payment as follows:

- a) firstly, to any unpaid interest raised on the account.
- b) secondly, to any other sundry debtors (miscellaneous);
- c) thirdly, to housing rents and instalments.
- d) fourthly, to any unpaid property rates collection charges.
- e) fifthly, to any unpaid water charges.
- f) sixthly, to any unpaid wastewater (sewerage) charges.
- g) seventhly, to unpaid refuse; and
- h) lastly, to any unpaid electricity charges.

6.6.9 A customer shall not be entitled to allocate any payment made to any portion of the total debt due to the municipality.

6.6.10 Where an account is not settled in full, any lesser amount tendered and accepted shall not be deemed to be in full and final settlement of such an account.

6.6.11 The municipality or its authorised agent must, if administratively possible, issue a duplicate account to a customer on request, at a cost as determined by Council.

6.6.12 Where incorrect debits were raised or omitted levies regarding services, the accounts queried will be rectified for the year, in which the error was found or reported, and two preceding years -

Unless it can be motivated to Council that it is not economical, fair, or in the public's best interest at the time, to levy for one or both of the two preceding years, and Council approves the recommendation.

## **6.7 CUSTOMER ASSISTANCE PROGRAMMES**

### **6.7.1. Water Leakages and Abnormal Consumption**

- a) Where leakage occurs on the customer's side of the meter, the customer remains liable for payment of all water supplied to the property.
- b) In abnormal cases where it can be objectively demonstrated that the leakage was underground or otherwise not reasonably visible to the customer, the customer may apply for a once-off leakage rebate, provided that repairs are completed and verified.
- c) Applications for a customer rebate must be submitted within thirty (30) days of detection and must include proof of repairs such as a plumber's invoice or inspection report, photographic evidence of the repair, and a fully completed rebate application form. Council may, on recommendation of the CFO/MM, approve a rebate limited to a maximum of thirty percent (30%) of the excess consumption charges, provided that the above conditions are met. No rebate shall be granted for repeated leaks, negligence, or failure to repair.
- d) Where leakage is proven to be on the municipal side of the meter, the municipality shall correct the account and repair the infrastructure. Customers affected by such municipal leakage may receive a 50% of the excess charges, subject to verification and documentation.
- e) All leakage adjustments, whether customer-side or municipal-side, must be fully documented with meter readings, inspection reports, photographs, and the details of the responsible official to ensure audit defensibility.

### **6.7.2. Rate rebates**

Categories of property or owners may qualify for exemptions, rebates and reductions of rates as determined in the municipality's property rates policy.

### **6.7.3. Arrangements for settlement of arrear accounts**

- a) If a customer cannot pay his/her account with the municipality then the municipality may enter into an agreement with the customer for an extended term of payment according to the applicable category of the customer, in terms of the official Guidelines for the Payment of Arrears adopted by Council resolution. The customer must -

- i) on the official agreement form, adopted by Council for that purpose, sign an acknowledgement of debt.
  - ii) sign a consent to judgement.
  - iii) provide a garnishee order/emolument order/stop order (if he/she is employed).
  - iv) acknowledge that interest could be charged at the prescribed rate.
  - v) pay the current portion of the account.
  - vi) sign an acknowledgement that, if the arrangements being negotiated are later defaulted on, that no further arrangements will be possible, and that disconnection of water and electricity will follow immediately, as will legal proceedings; and
  - vii) acknowledge liability of all costs incurred.
- b) The municipality reserves the right to raise the deposit requirement of debtors who seek arrangements.
- c) Where an arrangement is made outside of the stipulations of the official Guidelines for the Payment of Arrears adopted by Council, such payments will be accepted, subject to the normal credit control and debt collection procedures.
- d) The municipality reserves the right to convert the conventional electricity service of a customer with consumption in arrears, to a pre-pay electricity meter, with the same applicable to water meters (conventional to be replaced by pre-paid where applicable);

**CATEGORIES OF CUSTOMERS**

**OLD AGE, DISABILITY, PENSIONERS & INDIGENT CUSTOMERS (over and above subsidized)**

<b>DEBT</b>	<b>PAYMENT OF ARREARS</b>
R1000 – R 2500	5% of outstanding debt plus the cost of credit control. The balance over maximum period 18 months.
R2501 – R5000	5% of the first outstanding R2500 3% over R2500 plus the cost of credit control actions. The balance of the outstanding amount over maximum period of 24 months.
R5001 and above	5% of the first outstanding R2500 3%above R2500 plus the cost of credit control actions. The balance of this outstanding amount over a maximum period of 36 months.

## DOMESTIC CUSTOMERS

DEBT	PAYMENT OF ARREARS
R1000 – R 2500	10%of outstanding debt plus the cost of credit control. The balance over maximum period of 12 months.
R2501 – R5000	10 % of the first outstanding R2500 3%over R2500 plus the cost of credit control actions. The balance of the outstanding amount over maximum period of 18 months.
R5001 and above	10% of the first outstanding R2500
	5% above the second R2500 outstanding plus the cost of credit control actions. The balance of this outstanding amount over a maximum period of 24 months.

## BUSINESS

DEBT	PAYMENT OF ARREARS
R3000 – R 15000	The first R3000 of the outstanding debt plus the cost of credit control. The balance up to R15000 over maximum period of 12 months.
R15001 and above	The first R5000 of the outstanding debt plus the cost of credit control. The balance over a maximum period of 18 months.

Arrangements will be free of interest, should the payment arrangement be maintained regularly.

The Council has the option to pass a resolution that would dictate that, in cases where a customer is on the prepaid electricity and/or water system and has arrears on their service account, the arrears amount shall be added as a surcharge to the prepaid electricity/water cost. The surcharge will be repaid by allocating a specified amount (not exceeding fifty percent) of each electricity/water purchase until the debt is fully paid.

## **GOVERNMENT DEPARTMENTS**

No arrangements for government departments.

### **6.8. INDIGENT SUBSIDY**

Customers may apply for an indigent subsidy on the conditions as stipulated in the municipality's Indigent Policy.

An indigent register shall be maintained and verified annually, with households required to provide supporting documents; where unavailable, sworn declarations may be accepted. Verification shall be conducted by delegated municipal officials under the oversight of the Chief Financial Officer, with internal staff assisting households in completing applications and declarations, while EPWP staff may be utilised to support households in gathering the required supporting documents. Indigent households shall receive free basic services and subsidies as determined by Council, with benefits reviewed annually to ensure affordability and compliance with national guidelines. All indigent applications, verifications, and approvals must be documented and retained to provide a complete audit trail.

### **6.9. FREE BASIC SERVICES**

Council may provide, free of charge to a customer, certain basic levels of services, as determined from time to time.

## **7. CREDIT CONTROL**

### **7.7. OBJECTIVES**

The objectives of the credit control section are to:

- a) Implement procedures that will ensure the prevention of an escalation in debt.
- b) Limit risk by employing effective management tools; and
- c) Prevent prescribed debt from accumulating.

### **7.8. APPLICATIONS FOR SERVICES AND SERVICE AGREEMENTS**

- 7.8.1. All consumers wishing to utilise municipal services must apply to enter into a service agreement.

- 7.8.2. The service agreement, on the prescribed form, will be entered into prior to the provision of services and prior to the consumer taking occupation of the premises.
- 7.8.3. Before being provided with electricity, water and/or other customer services, and prior to taking occupation of premises, every customer shall enter into a service agreement with the municipality in which, inter alia, the municipality may require the customer to agree that the electricity, water and/or other services, supplied by prepaid meter systems, may be used for credit control purposes to collect arrears in respect of all outstanding debt.
- 7.8.4. Owners may allow tenants to sign separate agreements with the municipality, which the municipality may at its own discretion accept or reject.
- 7.8.5. On default by a tenant, the owner will be the debtor of last resort. The owner of a property remains liable for all charges raised on the property irrespective of whether such property is rented out or not. The Tenant as well as the owner is jointly and severally liable for all charges on the property. The Municipality reserves the right to disconnect the services of tenant if the owner's account is in arrears.
- 7.8.6. A new service agreement will only be entered into once all amounts owed by a consumer on other debtor accounts are settled in full. The Municipality shall not enter into a new service agreement with a tenant where there is evidence that a previous tenant has defaulted on payment. In such cases, the outstanding debt shall be transferred to the owner's account, and services shall be linked to the owner's responsibility. The owner remains liable for all charges raised on the property, irrespective of whether the property is rented out or not, and the Municipality reserves the right to enforce recovery and disconnection measures against the property should arrears persist.
- 7.8.7. Where municipal services are used/consumed or made use of, and the owner, tenant, or occupants of a property, have not entered into nor completed an agreement for such services, the owner responsible for the payment of rates on the property will be billed for the metered consumption and all municipal service charges applicable to the property.
- 7.8.8. The service agreement shall indicate that transfer of a property may not be registered until the municipality issues a clearance certificate which reflects that all amounts due in connection with that property for municipal service fees, property rates and other municipal taxes, levies due in connection with that property have been fully paid.

- 7.8.9. Application forms are available at the municipal offices and the application process must occur at least ten (10) working days prior to taking occupation of the premises. This will ensure that services are available when occupation is taken. Failure to adhere to the timeframe may result in customers not having the services available when occupation is taken. Once the application has been approved, a service agreement will be entered into, and services will commence.
- 7.8.10. The Municipality will render the first account after the first meter reading cycle following the date of signing the service agreement or as soon as is administratively possible.
- 7.8.11. Consumers who illegally consume services without a valid service agreement will be subject to disconnection and/or removal of the service and may have charges laid against them for theft and fraud.
- 7.8.12. The service agreement shall set out the conditions under which the services are provided and shall require the signatories thereto to accept the contents of the municipality's credit control and debt collection policy, as well as the provisions of the Municipal Systems Act, 2000 (Act No. 32 of 2000).
- 7.8.13. Where a signatory is not the owner of the property to which the services are to be provided, a letter from the owner indicating that the signatory is the lawful occupant of the property and where a lesser/lessee arrangement exists between the parties, a copy of such agreement shall be attached to the service agreement.
- 7.8.14. Where a consumer has failed to enter into a service agreement with the municipality, water and/or electricity shall be restricted or disconnected, as the circumstances may require, until such time as a service agreement has been entered into and the applicable deposits have been paid. In such circumstances, the consumer will be held liable for any calculated amounts.
- 7.8.15. Prior to signing these agreements, customers will be entitled to receive the policy document of the municipality on request.
- 7.8.16. On the signing of the agreement, customers will receive a copy of the agreement for their records.
- 7.8.17. Existing customers of services will be required to sign new agreements as determined by the Municipal Manager from time to time.

## 7.9. CUSTOMER SCREENING AND SECURITIES

- 7.9.1. Every customer, other than those who are the registered owners of the property, is to pay a deposit on application for the provision of municipal services before the municipality renders any service to the property. Deposits are payable when new customers sign service agreements and when existing customers move to a new supply address. All deposits shall be paid at least 10 (ten) days prior to occupation of the property or prior to the date on which the services are required, if not required on date of occupation. Failure to comply with this clause may result in a delay in the connection of services and the Council shall not be liable for any loss or prejudice suffered by a customer as a result thereof.
- 7.9.2. All applicants for municipal services may be checked for creditworthiness including checking information from banks, credit bureau, other local authorities, trade creditors and employers.
- a) Consumers may be grouped into high, medium, or low risk consumers.
  - b) A consumer could then be granted a low-risk status if he/she/it has not defaulted on any payment to the municipality, medium risk for defaults on payments and high risk if any legal action and judgements were taken.
- 7.9.3. Based on any risk assessment, non-payment of services, default on existing payment arrangement, tampering with the service or theft of water/electricity, the level of deposits may be set or increased.
- 7.9.4. Deposits can be increased at the discretion of the municipality to a maximum of three months average consumption.
- 7.9.5. The outcome of any review contemplated shall be communicated to the customer in the event of any variation in the deposit arrangements being required.
- 7.9.6. The municipality will not pay any interest on deposits.
- 7.9.7. On the termination of the agreement the amount of the deposit, less any outstanding amount due to the municipality, will be refunded to the consumer.

- 7.9.8. Bank guarantees are only permitted for businesses and only under circumstances as determined by the municipality from time to time.
- 7.9.9. Deposits are not transferable when existing customers move to a new address.

## **7.10. RIGHT OF ACCESS TO PREMISES**

- 7.10.1. The owner and or occupier of property must allow an authorised representative of the municipality access at reasonable hours to the property in order to read, inspect, install or repair any meter or service connection for reticulation, or to disconnect, stop or restrict, or reconnect, the provision of any service. The representative must have proper authorisation and can only request access during reasonable hours.
- 7.10.2. The owner is responsible for the cost of relocating a meter if satisfactory access is not possible.
- 7.10.3. If a person fails to comply with 7.4.1 the municipality or its authorised representative may-
  - a) by written notice require such person to restore access at his/her own expense within a specified period; and
  - b) as a matter of urgency, without prior notice restore access and recover the cost from such person.
- 7.10.4. If the municipality is unable to read any meter on any property because the meter has been rendered inaccessible, the municipality shall estimate the consumption of the service concerned and thereafter bill the accountholder for the monetary value of such estimated consumption.
- 7.10.5. In the event that the municipality continues to be unsuccessful in obtaining access to the property and, therefore, is unable to obtain an accurate meter reading, the Chief Financial Officer or his authorised representative may disconnect the supply.
- 7.10.6. Voluntary readings -

These will be permitted provided the municipality obtains any final reading should the consumer move to another supply address.

Consumers may be liable for a fee to cover the costs of obtaining a reading if no advance warning is given and special arrangements are required to obtain a reading.

The municipality is entitled to make suitable adjustments to the readings should a consumer fail to ensure that a final reading is obtained.

An audit reading during the normal reading cycles must be obtained at least once every 12 months. If a special audit reading becomes necessary, this will be done at the cost of the consumer.

The consumer may elect to supply voluntary readings subject to compliance with these rules. The Chief Financial Officer may, however, cancel the voluntary reading convenience if the consumer fails to render readings on two or more consecutive occasions.

## **7.11. DISCONNECTIONS/RESTRICTIONS OF SERVICE**

7.11.1. The municipality shall disconnect/restrict services to consumers whose consolidated accounts remain unpaid after the due date.

7.11.2. The municipality shall, prior to disconnection and/or restriction of services, not be obliged to issue any final demand notices or other reminders to customers whose accounts are unpaid after the due date.

### **7.11.3. Business Accounts – Prepaid and Credit Meters**

In terms of a Council resolution, all business accounts with prepaid electricity meters shall have electricity sales blocked automatically one (1) day after the due date where arrears remain unpaid. No final demand notices or reminders shall be issued prior to such blocking. This measure applies specifically to prepaid business accounts and does not constitute physical disconnection of supply.

Business accounts with credit meters shall likewise be disconnected from electricity supply one (1) day after the due date where arrears remain unpaid. No final demand notices or reminders shall be issued prior to such disconnection.

7.11.4. The municipal account shall reflect a warning message that shall be deemed to be proper and sufficient notice to the customer that his services may be disconnected or restricted unless payment is received on or before due date.

7.11.5. Arrears is not received by close of business on due date, the electricity supply and thereafter the water supply may be disconnected/restricted, unless a formal

arrangement for an extension of payment, in terms of section 6.7.3 has been approved by the Chief Financial Officer or his authorised representative.

- 7.11.6. The municipality reserves the right to deny or restrict the sale of electricity or water to customers who are in arrears with their rates or other municipal charges.
- 7.11.7. Even though a customer may have concluded satisfactory credit arrangements in terms of section 6.7.3 the municipality is not obliged to affect a reconnection of services on the day that payment is received, or the agreement has been signed, but will, unless unable to do so because of circumstances beyond the control of the municipality, endeavor to do so within three (3) working days in terms of section 7.7 read in conjunction with section 7.6.
- 7.11.8. Where a customer's services, are disconnected or where access to a disconnected service has not been obtained, the customer shall be charged a visitation fee, as determined by council, which shall be paid prior to the services being reconnected.
- 7.11.9. Where a customer's account and/or service agreement has been terminated or is in arrears and no credit arrangement has been entered into, council may, at the customer's cost, proceed to collect such amount as is outstanding and due in terms of the procedures for debt collection contained in section 9 of this policy.
- 7.11.10. Where a customer or owner's account is in arrears and no credit arrangement for the settlement of any outstanding debt has been entered into, and, whether the services to the property have been disconnected / restricted or not, council may, regardless of whether the service agreement is terminated or not, implement the procedures for debt collection as set out in Section 8 of this policy, if such action is deemed by the Chief Financial Officer to be in the best interests of council.
- 7.11.11. Should the Chief Financial Officer be of the opinion that the termination of services, in respect of the account is in arrears, could result in the endangerment of the life of any person, the Chief Financial Officer may appropriately restrict rather than terminate the services in question.
- 7.11.12. All costs related to notices, the restrictions or dis- and reconnections, will be determined by tariffs approved by the municipal Council, and will be payable by the customer.

## **7.12. RECONNECTION OR RESTATEMENT OF TERMINATED OR RESTRICTED SERVICES**

7.12.1. Services which have been terminated or restricted shall be reconnected or reinstated by the municipality only when all the following conditions have been met:

- a) The arrear account has been paid in full, including the interest raised on such account; or
- b) An acceptable arrangement has been entered into with the municipality for the payment of the arrear account, including the cost of dis- and reconnections, the interest raised on such account; or a query, as contemplated in section 7.4 has been resolved and arrangements for payment as approved by the Chief Financial Officer have been concluded.
- c) A revised/existing service agreement, where required, has been entered into/reinstated with the municipality, as contemplated in Section 7.2 of this policy; and
- d) A suitable cash deposit, where required and as determined by the Chief Financial Officer in terms of Section 8.3, has been paid to the municipality.

7.12.2. Where consumers using prepaid meters are in arrears, Council has the option to pass a resolution that would dictate that, in cases where a customer is on the prepaid electricity and/or water system and has arrears on their service account, the arrears amount shall be added as a surcharge to the prepaid electricity/water cost. The surcharge will be repaid by allocating a specified amount (not exceeding fifty percent) of each electricity/water purchase until the debt is fully paid.

### **7.13. PERIOD FOR RECONNECTION OR REINSTATEMENT**

The municipality shall endeavour to reconnect or reinstate terminated or restricted services as soon as conveniently possible but not later than within 3 (three) working days after the date on which the conditions set out in section 8.6 of this policy have been met, unless unable to do so because of circumstances beyond the control of the municipality.

### **7.14. CLEARANCE CERTIFICATES**

7.14.1. On the sale of any property within the municipal jurisdiction, the municipality will withhold transfer until **all rates, services, consumption charges, and other municipal fees are fully paid**, by withholding a clearance certificate as contemplated in Section 118 of the Municipal Systems Act, No. 32 of 2000.

7.14.2. The municipality shall, wherever possible, issue a clearance certificate within ten (10) working days of such request once all outstanding debts and administration fees have been paid in full. Updating new owner records at the Deeds Office may take up to ten (10) weeks.

7.14.3. The above provisions do not apply in a case of transfers from national government or any other municipality of residential property where the provisions of Section 118 of the Systems Act are applicable.

7.14.4. The municipality shall collect **three (3) months' service and consumption charges in advance** to cover the period until transfer is registered at the Deeds Office.

7.14.5. A new owner shall not be held liable for any municipal debt incurred by a previous owner, linked to a property prior to the date of transfer. The liability for such debt remains with the person who incurred it, and the Municipality must pursue recovery against that party.

## **7.15. THE PRE-PAYMENT SYSTEM**

The municipality may use its pre-payment system to recover arrears in respect of accrued municipal taxes and other municipal levies, tariffs, and duties in respect of services such as water, refuse removal, sanitation, and sewerage.

## **7.16. INCENTIVES FOR PROMPT PAYMENT**

7.16.1. To encourage prompt payment and/or to reward regular payers the municipality may consider incentives for the prompt payment of accounts or payment by debit or stop orders.

7.16.2. Council can from time to time consider incentives like a customer rehabilitation incentive to collect arrears in combination of debt write-offs.

## **7.17. INTEREST ON ARREARS AND OTHER PENALTY CHARGES**

7.17.1. Interest shall be charged for a full month on all arrear amounts at the percentage determined by council irrespective of when payment is made.

7.17.2. For purposes of determining arrear amounts, all amounts that are unpaid after due date, excluding interest, penalty charges previously raised including collection charges and Value-Added Tax, shall be taken into account.

7.17.3. The Chief Financial Officer will be entitled to raise the following charges in addition to the interest charge contemplated in clause 7.11.1: charges for disconnection or restriction of services charges for reconnection or reinstatement of services charges

for notices of default and other correspondence penalty charges for illegal reconnections.

- 7.17.4. Other than those penalty charges prescribed by legislation, the value of each of these charges will be determined on an annual basis by council when considering its annual budget and shall be contained in the Laingsburg Municipality tariff listing.

## **7.18. ILLEGAL TAMPERING AND/OR THEFT OF SERVICES**

The Municipality does not condone theft and fraud of municipal services and will monitor the service networks for signs of tampering or irregularities.

### ***Furthermore,***

- 7.18.1. Water and electricity metering and connection equipment remain the property of the municipality, and anyone involved in instances of tampering, damaging or theft thereof will be liable for criminal prosecution.
- 7.18.2. With regard to electricity services, if tampering of any nature or theft of such services is identified, the electricity supply to the property may be discontinued by the removal of the meter and the cable and the water supply may be restricted. In addition, the customer's service agreement with the municipality may be cancelled and the customer's deposit may be offset against any amounts owed to the municipality.
- 7.18.3. If the restricted water supply is tampered with or any variable flow- restricting device removed, the water supply may be discontinued, the service connection removed and the customer's service agreement with the municipality may be cancelled. The customer's deposit may be offset against any amounts owed to the municipality.
- 7.18.4. Once the municipality becomes aware that any terminated or restricted service has been irregularly reconnected or reinstated, the necessary action to remedy the situation will be implemented which could include the Municipal Manager reporting such action to the South African Police Service.
- 7.18.5. Any person failing to provide information or providing false information to the municipality may face immediate disconnection and/or legal action.
- 7.18.6. All outstanding amounts including, penalties, assessment of monitored consumption, all metered consumption since the date of the illegal reconnection, shall be paid in full

together with any required increased deposit, before any reconnection/reinstatement, are considered. However, the receipt of payment will not necessarily impact on nor prejudice any legal or criminal proceedings against the customer.

## **8. DEBT COLLECTION**

### **8.1. OBJECTIVE**

The objectives of the debt collection section are –

- a) To provide procedures and mechanisms to collect all the monies due and payable to the municipality arising out of the supply of services and annual levies, in order to ensure financial sustainability and the continued delivery of municipal services in the interest of the community, in compliance with Section 96 of the Municipal Systems Act, 2000 (Act No. 32 of 2000); and
- b) To institute procedures to address debtor accounts in arrears, with the intention of proceeding until the debt is collected or written off by applying the following two phases:
  - i) Initial collection phase
  - ii) Final collection phase

### **8.2. INITIAL COLLECTION PHASE**

Where debtors' accounts are in arrears –

- 8.2.1. Immediately after due date, disconnect and/or restrict all water and/or electricity services for all overdue amounts relating to rates, service charges or any charges for services rendered by the municipality in terms of the procedures laid down in Section 7.5 of this policy.
- 8.2.2. After the due date:
  - a. Where deemed appropriate by the Chief Financial Officer, final notices advising payment within fourteen (14) days may be delivered to defaulters as an additional credit control measure.
  - b. The disconnection or blocking of electricity will follow if no arrangement or payment is made.
  - c. A final notice may be added to the monthly account, which will then serve with the due date as the start of the fourteen (14) days before disconnection or other credit control actions.
  - d. Tracing action may be authorized and instituted if the whereabouts of the debtor are unknown.

- 8.2.3. The Chief Financial Officer may insist that a consumer, who is utilising a credit meter, convert from that credit metered supply to a prepayment supply.
- 8.2.4. The Chief Financial Officer may allocate up to fifty (50) percent of any payment for prepayment service to accounts in arrears.
- 8.2.5. The Chief Financial Officer may order that emolument attachment or garnishee orders be instituted on debtors' salaries.
- 8.2.6. The Chief Financial Officer may withhold rates clearance certificates in terms of Section 118 of the Municipal Systems Act, 2000 (Act No. 32 of 2000) and Section 7.8 of this policy.
- 8.2.7. The Chief Financial Officer may withhold payments of grants-in-aid to consumers whose accounts are in arrears, where and if applicable.
- 8.2.8. The Chief Financial Officer may withhold payment to suppliers, in terms of the Supply Chain Management policy, whose accounts are in arrears; and
- 8.2.9. The Chief Financial Officer must arrange to withhold/reject the approval of building plans relating to improvements on properties if there are arrears on that property.

### **8.3. FINAL COLLECTION PHASE**

Where debtors' accounts are in arrears sixty days (or any earlier period if the Chief Financial officer deems that it is in the best interest of the Council) after due date and where an account rendered to a customer remains outstanding one of the following options may be taken –

- a) where an internal municipal debt collection unit is in operation.
- b) where EPWP staff and/or external collection agents are involved.

8.3.1. Where an internal municipal debt collection unit is in operation –

The following listed steps be instituted for recovery of arrear debt up to the point where the debt is collected:

- 8.3.1.1. Registered final demand letter to be delivered.
- 8.3.1.2. Summons to be served.
- 8.3.1.3. Default Judgement to be served.
- 8.3.1.4. Warrant of Execution to be served.
- 8.3.1.5. Garnishee Order to be served.

8.3.1.6. Sale in Execution by Sheriff – moveable assets; and

8.3.1.7. If no success, hand over to Attorney for action in court and/or sale in execution of assets.

8.3.2. Where EPWP staff and/or external collection agents are involved – Given the scale and operational realities of Laingsburg Municipality, Council may resolve that external debt collection agents will not be appointed except in exceptional cases where legal action requires attorney involvement. Instead, the Municipality shall utilise Expanded Public Works Programme (EPWP) staff and designated municipal officials to assist with the delivery of notices, tracing of debtors, and community-based debt collection support.

8.3.2.1. EPWP staff may be deployed to deliver accounts, notices and reminders to defaulters

8.3.2.2. EPWP staff may assist with tracing actions where the whereabouts of debtors are unknown.

Where more advanced tracing is required, the Municipality may request its appointed attorneys to engage professional tracing agents to locate debtors, at the debtor's cost.

8.3.2.3. Where legal enforcement is required, matters shall be referred to attorneys in terms of Section 9 of this policy.

8.3.2.4. If necessary, the sale in execution of a property to recover arrear property rates and service charges will be instituted (if the accountholder is also the owner of the property);

8.3.2.5. The Municipality shall exercise strict control over this process, and will require regular reports on progress from EPWP staff, municipal officials, and attorneys; and

8.3.2.6. The Municipality shall establish procedures and codes of conduct for EPWP staff involved in debt collection support, to ensure fairness, transparency and audit defensibility.

#### **8.4. COLLECTION CONTROLS AND GENERAL MATTERS**

8.4.1. All steps in credit control and debt collection procedures will be recorded for the municipality's records and for the information of the debtor.

8.4.2. Individual debtor account information is protected and not the subject of public information.

8.4.3. The municipality may consider the cost effectiveness of the legal process, and will receive reports on relevant matters, including cost effectiveness.

8.4.4. The municipality may consider the use of agents as service providers and innovative debt collection methods and products.

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

8.4.6. Any agreement concluded with an agent, service provider or product vendor shall include

a clause whereby breaches of the code of conduct by the agent or vendor will constitute a breach of the contract.

**A user that enters into a payment arrangement can be obligated to have a pre-paid water and/or electricity meter installed.**

## **8.5. COST OF COLLECTION**

All costs associated with credit control and debt collection including interest, penalties, service discontinuation costs and legal costs are for the account of the debtor and should reflect at least the cost of the particular action.

## **8.6. ABANDONMENT OF CLAIMS**

- 8.6.1. The Municipal Manager must ensure that all avenues are utilised to collect the municipality's debt.
- 8.6.2. Whenever all the legal avenues and procedures listed above have been exhausted, or it becomes uneconomical to proceed further, the arrear amounts should, in terms of council's Debt Write-Off Policy, be classified as irrecoverable and should be written off.
- 8.6.3. The valid termination of debt collection procedures as contemplated in section 109(2) of the Systems Act, may be considered under the following circumstances –
  - a) The insolvency of the debtor, whose estate has insufficient funds.
  - b) A balance being too small to recover, for economic reasons, considering the cost of recovery; and
  - c) Where the municipality deems that a customer or group of customers are unable to pay for services rendered.
- 8.6.4. The municipality must maintain audit trails in such instances and document the reasons for the abandonment of the actions or claims in respect of the debt.

## **8.7. CREDIT BUREAUS**

- 8.7.1. The municipality may release debtor information to credit bureaus.

8.7.2. Any debtors whose amounts are written off may be listed with the Credit Bureau and may not be permitted to enter future service contracts with the municipality.

## **9. REPORTING AND PERFORMANCE MEASUREMENT**

9.1. The Chief Financial Officer shall report to the Municipal Manager on a monthly basis in an appropriate format to enable the Municipal Manager to report to the Mayoral Committee as supervisory authority as defined in section 99 of the Municipal Systems Act, 2000 (Act 32 of 2000), read with section 100(c).

9.2. If the Chief Financial Officer is of the opinion that the expected income as included in the approved budget will not be realised, the Chief Financial Officer must submit a report together with a full motivation to the Municipal Manager. The Municipal Manager shall immediately request a budget review.

9.3. The Mayoral shall report to Council on a quarterly basis as prescribed in section 99 of the Municipal Systems Act, 2000 (Act 32 of 2000) and Section 52 of the MFMA.

## **10. PUBLICATION OF THE POLICY**

10.1. The Municipality shall publish this Policy in the local media for general notification purposes. The Policy shall also be published on Council's website and shall be available at all municipal pay points.

10.2. Ward Councillors shall address ward committees on the contents of this Policy from time to time.

## **11. ADOPTION OF A BY-LAW**

Council must adopt a by-law to give effect to its Customer Credit Control and Debt Collection Policy.


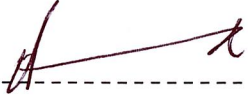
## **12. COMMENCEMENT**

This Policy shall take effect on 1 July and shall be known as the Laingsburg Municipality Customer Care, Credit Control and Debt Collection Policy.

## DOCUMENT CONTROL



### VERSION AND DOCUMENT CONTROL

<b>POLICY NAME:</b>	Customer Care, Credit Control & Debt Collection Policy		
<b>POLICY OWNER:</b>	Finance and Compliance Services Department / Revenue		
<b>RELATED POLICIES:</b>	Budget Policies		
<b>REVIEW:</b>	Annually	<b>Budget Policy</b>	Yes
<b>POLICY EFFECTIVE DATE:</b>	01 July 2026	<b>Budget Policy Nr</b>	02
<b>Version</b>	<b>Date</b>	<b>Adoption</b>	<b>Revision</b>
1	April 2023	2 <sup>st</sup> Adoption	
2	30 May 2025	28 March 2024	1 <sup>st</sup> Revision
3	27 March 2026		2 <sup>nd</sup> Revision
4	June 2026		3 <sup>rd</sup> Revision
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Municipal Manager J. Booyesen		Mayor A Theron	
Date: 28 May 2026		Date: 28 May 2026	