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LOCAL AUTHORITY

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MOSSEL BAY MUNICIPALITY

AMENDMENTS TO THE CUSTOMER CARE, CREDIT CONTROL, DEBT COLLECTION, INDIGENT AND TAMPERING POLICY

Whereas section 98 of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000) provides that a municipal council must adopt a Customer Care, Credit Control, Debt Collection, Indigent and Tampering Policy and By-laws to give effect to that policy, and its implementation and enforcement;

And whereas the Mossel Bay Municipality has published its revised Policy in the Provincial Gazette, 8949, dated 28 June 2024 for general information;

And whereas the Mossel Bay Municipality has published its amendments to the Policy in the Provincial Gazette, 9092, dated 27 June 2025 for general information;

And whereas the Council of the Mossel Bay Municipality has adopted the following amendments to the Policy on 17 October 2025, Resolution E294-10/2025;

Now therefore the amendments to the Policy is hereby published in English for general information. The revised Customer Care, Credit Control, Debt Collection, Indigent and Tampering Policy will be made available upon request in Afrikaans and Xhosa. In the event of an inconsistency between the English, Afrikaans or Xhosa text, the English text shall prevail.

Aldus die wysigings tot die Beleid hiermee gepubliseer word in Engels vir algemene inligting. Die gewysigde Klientediens, Kredietbeheer, Skuldinvordering, Deernis en Peuterbeleid sal op aanvraag in Afrikaans en Xhosa beskikbaar gestel word. In die geval van 'n teenstrydigheid tussen die Engels, Afrikaans en Xhosa sal die Engelse teks aanvaar word.

Izihlomelo ezenziwe kwimigaqo elawula indlela yokuphatha abantu, nowesibonelelo sabantu abangathathintweni, nowokulawulwa kwatyala, nowokuqokelelwa kwamatyala ipapashwa ngolwimi lwesiNgesi elubala. Xa ubani efuna inguqulelo yesiBhulu okanye eyesi Xhosa angayifumana ngokwenza isicelo eso. Ukuba kuthe kwakho imbambhano kwezilwimi xa kutolikwa lemigaqo, ulwimi lwesiNgesi luyakulandelwa.

Insertions are indicated in **bold** and underlined
Deletions are indicated in [brackets]

Amendment of Section 8

1. Section 8 is hereby amended-

(a) By the deletion of the current subsection 8.15(b) as follows:

[“8.15(b) raise and recover payments in respect of arrear municipal taxes and other municipal levies, tariffs and duties in respect of services such as water, refuse removal and sanitation via the following percentages as determined by Council, of the value of units purchased for electricity allocated to any arrears:

- (i) Account with debt in 30 days – 55%*
- (ii) Account with debt in 60 days – 70%*
- (iii) Account with debt in 90 days – 85%*
- (iv) Account with debt in 120 days or older – Full Block]*

(b) By the insertion of a new subsection 8.15(b) as follows:

- “8.15(b) raise and recover payments in respect of arrear municipal taxes and other municipal levies, tariffs and duties in respect of services such as water, refuse removal and sanitation via the following percentages as determined by Council, of the value of units purchased for electricity allocated to any arrears:**
- (i) Account with debt in 30 days – 55%**
 - (ii) Account with debt in 60 days – 70%**
 - (iii) Account with debt in 90 days or older – 85%**
 - (iv) The Municipality reserves the right to block prepaid meters, at its discretion, in the following specific instances:**
 - a) Where the consumer has not paid an outstanding deposit;**
 - b) Where there is an unresolved or ongoing water leak on the property;**
 - c) Where the auxiliary amount being deducted from the prepaid purchases does not reduce the arrear debt on the account sufficiently;**
 - d) Where the water supply cannot be restricted successfully.”**

Amendment of Section 9

2. Section 9 is hereby amended-

(a) By the deletion of the current subsection 9.4(e) as follows:

- [9.4(e) Debtors who default on two occasions in respect of arrangements made on the same debt, will be denied the privilege of making further arrangements on that debt and the full amount becomes due and payable. Any payment arrangement may be paid up to date to be re-instated;]**

(b) By the insertion of a new subsection 9.4(e) as follows:

9.4 (e) **Debtors who default on two occasions in respect of arrangements made on the same debt, will be denied the privilege of making further arrangements on that debt and the full amount becomes due and payable. Any payment arrangement may be paid up to date to be re-instated.**

The Accounting Officer and the Chief Financial Officer (CFO) have the discretion to grant permission to a debtor to enter into an additional payment arrangement on agreed upon terms. A number of payment arrangements may be granted, subject to the approval of both the Accounting Officer and the Chief Financial Officer (CFO).

CB PUREN
MUNICIPAL MANAGER