



MUNICIPAL NOTICE

Dear consumers,

Swartland Municipality is aware of the many queries and challenges related to municipal accounts. We want to assure you that we are attending to these queries and will make a special effort to address each one in a promptly manner.

We have in the interim assigned a team who will assist in handling all telephonic queries. All collated information will be recorded and a list submitted to our Services Department for follow-up. They are committed to respond to the queries within 72 hours from receipt of your query after having investigated same.

During the National Covid-19 initial lockdown period the municipality has applied the principle of charging average usage of water and electricity on all accounts, because we were lawfully prevented from reading meters in terms of the lockdown regulations. Simultaneously we also had staff from the Meter Reading Section who contracted the virus and had to remain in isolation for the compulsory period.

Estimates are based on the historical usage of each individual household. This had a negative effect on many consumers as the actual usage was much higher during the lockdown period than the averages (historical usage) that were billed. Prior to the lockdown, family members were either at work or at school during the day or on holiday.

We want to assure consumers that the reversal of averages and accounting for the actual reading is a tried and tested method. The billing scales for each month were used appropriately or apportioned when needed. We welcome consumers to query their accounts as this allows us to give each consumer the individual attention they deserve.

If you are unable to settle your account immediately, we encourage consumers to contact us to enter into a payment arrangement.

We trust and hope that you will have understanding for the current situation, whilst we make the necessary corrections where such is required.

MUNICIPAL MANAGER



MUNISIPALE KENNISGEWING

Beste verbruikers,

Swartland Munisipaliteit is bewus van die vele navrae en uitdagings in verband met munisipale rekeninge. Ons wil u verseker dat ons alle navrae sal behartig en 'n spesiale poging sal aanwend om dit spoedig af te handel.

Ons het intussen 'n span aangewys wat sal help met die hantering van alle telefoniese navrae. Alle inligting wat versamel word sal aangeteken word en aan ons Dienste-afdeling deurgegee word vir opvolg. Hulle is daartoe verbind om binne 72 uur na ontvangs van die navrae en nadat dit ondersoek is te reageer.

Gedurende die Nasionale Covid-19 aanvanklike inperkingsperiode het die munisipaliteit die beginsel toegepas om die gemiddelde water en elektriese verbruik te hef op alle rekeninge omdat ons wettiglik verhinder was om meters te lees. Gepaartgaande hiermee het personeel van die Meterlesingsafdeling die virus opgedoen en moes vir die verpligte periode in isolasie bly.

Heffings van gemiddeldes is gebaseer op die historiese verbruik van elke individuele huishouding. Dit het 'n negatiewe uitwerking op baie verbruikers gehad, aangesien die werklike verbruik gedurende die inperkingsperiode baie hoër is as die gemiddeldes (historiese verbruik) wat gehef was. Familielede was voor die inperking by die werk of skool gedurende die dag of met vakansie.

Ons wil verbruikers verseker dat die regstelling van gemiddeldes en die verantwoording van die werklike lesing 'n beproefde metode is. Die heffingsskale is korrek gebruik of volgens behoefte toegedeel vir elke maand. Ons verwelkom verbruikers om hul rekeninge te bevraagteken, aangesien dit ons in staat stel om elke verbruiker die individuele aandag te gee wat hul verdien.

As u nie dadelik u rekening kan vereffen nie, versoek ons u om ons te kontak om 'n betalingsreëling aan te gaan. Ons vertrou en hoop dat u begrip sal hê vir die huidige situasie, terwyl ons die nodige regstellings aanbring waar nodig.

MUNISIPALE BESTUURDER