

Important Information

1. This account may also be paid at any Pick 'n Pay, Shoprite, Checkers and Spar.
2. Payments at EasyPay and Internet pay points must be made 2 working days prior to the due date as indicated on the monthly statement.
3. Only the tear-off stubs of accounts should accompany payments. Please retain the main body of the account as a tax invoice.
4. Incorrect detail will be rejected by our Electronic Banking System.
5. Interest calculated at the standard rate of interest applicable will be levied on all arrear amounts payable to the Municipality, for each month the said amounts are outstanding. (Outstanding amount X Interest rate / 12 months). Payments received will be applied first to liquidate interest as well as arrears.
6. All payments are accepted without prejudice to any rights of the Municipality.
7. Kindly note that all accounts must be paid in full on or before the due date. Should an account be unpaid on the due date, all services will be terminated and credit control measures be applied without further notification.
8. The Chief Financial Officer must be notified in writing of termination of services, failing which, service charges will be levied normally.
9. Where services were disconnected on account of non-payment, reconnection will only be affected after payment of arrears, a reconnection fee and an additional deposit.
10. Cheques must be made out to Stellenbosch Municipality. Receipts for cheque payments will only be mailed upon request.
11. Post dated cheques are not accepted. Only bank guaranteed cheques are accepted.
12. Should you not query your account within 7 days from date of account your account will deem to be correct.

Belangrike Inligting

1. Hierdie rekening kan ook betaal word by enige Pick 'n Pay, Shoprite, Checkers en by Spar.
2. Betalings d.m.v EasyPay en Internet betaalpunte moet asseblief 2 werksdae voor die laaste betaaldag soos aangedui op die maandelikse rekeningstaat inbetaal word.
3. Slegs die afskeurstrokie van rekeninge hoef betalings te vergesel. Behou asseblief die hoofrekening as belastingfaktuur.
4. Foutiewe inligting sal verwerp word deur ons Elektroniese Bank Stelsel.
5. Rente bereken teen die standaard rentekoers sal gehef word op alle agterstallige bedrae wat aan die Munisipaliteit verskuldig is, vir elke maand wat sodanige bedrae onbetaald bly. (Uitstaande bedrag X rentekoers / 12 maande) Alle gelde ontvang word aangewend om die rente asook agterstallige skuld eerste te vereffen.
6. Alle betalings word aanvaar sonder benadeeling van die Munisipaliteit se regte.
7. Indien 'n rekening nie ten volle betaal is op betaaldatum nie, sal alle dienste beëindig word en ander kredietbeheermaatreëls toegepas word sonder verdere kennisgewing.
8. Die Hoof Finansiële Beampte moet skriftelik verwittig word van staking van dienste, anders sal diensteheffings normaal voortgaan.
9. In geval van staking van dienste weens wanbetaling, sal dit slegs heraan gesluit word na die betaling van die agterstallige bedrag, 'n heraanluitingslooi en 'n addisionele deposito.
10. Tjeks moet uitgemaak word aan Stellenbosch Munisipaliteit. Kwantities vir betalings per tjek sal slegs op versoek gegee word.
11. Vooruitbetaalde tjeks word nie aanvaar nie. Slegs bank gewaarborgde tjeks word aanvaar.
12. Indien u nie binne 7 dae vanaf rekening datum u rekening bevestig nie sal die rekening as korrek beskou word.

13. FINANCE : Debtors Account Enquiries / FINANSIES : Debiteure Rekening Navrae

| | | |
|------------------------------------|---------------------------------|-----------------------------|
| General / New & Disconnections | Algemeen, Aan en Afsluitings | 021 808 8498/8551/8550 |
| Water & Electricity | Water & Elektrisiteit | 021 808 8549/8577/8568/8570 |
| Meter readings | Meterlesings | 021 808 8586 |
| Rates & Services | Belasting en Diensgelde | 021 808 8552/8553 |
| Valuations | Waardasies | 021 808 8515/8662 |
| Free Basic Services | Gratis basiese dienste | 021 808 8595/8529 |
| Sundries & Debit orders | Diverse & Debit orders | 021 808 8587 |
| Electronic & other payments | Elektroniese & ander betalings | 021 808 8547/8578 |
| Credit Control | Krediet beheer | 021 808 8539/8540 |
| Disconnections due to non payments | Staking van dienste-wanbetaling | 021 808 8548/8579 |

14. OTHER IMPORTANT NUMBERS/ ANDER BELANGRIKE NOMMERS

| | | |
|--|----------------------------------|--|
| Monday to Friday / Maandag tot Vrydag Office Hours / Kantoor ure 8:00 - 16:30 | | |
| General/Algemeen | 021 808 8111 | |
| Fraud Hotline/Bedrog Blitslyn | 0800 111 027 | |
| Water | 021 808 8230 | |
| Electricity/Elektrisiteit | 021 808 8300 | |
| Sewerage/Riool | 021 808 8250 | |
| Fire Services/Brandweer Dienste | 021 808 8888 / 021 887 1333 | |
| Traffic Services/Verkeersdienste | 021 808 8800 | |
| Environment, Sport & Facilities/Omgewing, Sport & Fasiliteite | 021 808 8168 | |
| Law Enforcement (not SAPS)/Wetstoepassing | 021 808 8890 | |
| Solid Waste/Waste Afval (Vullisverwydering/Refuse Removal) | 021 808 8270 | |
| Area Cleaning/Reinigingsdienste | 021 808 8270 | |
| Control Room/Beheerkamer | 021 808 8890 Na ure/ After hours | |

STELLENBOSCH

OFFICE HOURS
Monday to Friday
08:00 - 16:30
Account Enquiries
08:00 - 15:30
Payment of accounts
08:00 - 15:30

PO Box / Posbus 17
Stellenbosch
7599
(021) 808 8111
(021) 886 7318

KANTOORURE
Maandag tot Vrydag
08:00 - 16:30
Rekening Navrae
08:00 - 15:30
Rekeningbetalings
08:00 - 15:30

PNIEL - FRANSCHHOEK

OFFICE HOURS
Monday to Friday
08:00 - 13:00 and 13:30 - 16:30
Account Enquiries
08:00 - 13:00 and 13:30 - 15:30
Payment of accounts
08:00 - 13:00 and 13:30 - 15:30

☒ Main Road / Hoofweg
Pniel, 7681
(021) 808 8502
(021) 885 1105

KANTOORURE
Maandag tot Vrydag
08:00 - 13:00 en 13:30 - 16:30
Rekening Navrae
08:00 - 13:00 en 13:30 - 15:30
Rekeningbetalings
08:00 - 13:00 en 13:30 - 15:30

☒ PO Box / Posbus 18
Franschhoek, 7690
(021) 808 8700
(021) 876 2170

PLEASE NOTE THAT MY PERSONAL DETAILS HAVE CHANGED TO:

POSTAL ADDRESS
[Grid for postal address]
CODE [Grid for postal code]

EMPLOYERS NAME
SELF [Grid]
SPOUSE [Grid]

E-MAIL ADDRESS [Input field]

ID NUMBER [Grid for ID number]

ACCOUNT NUMBER
[Grid for account number]

HOME
[Grid]
DAILING CODE [Grid]
TELEPHONE NUMBER [Grid]

BUSINESS
[Grid]
DAILING CODE [Grid]
TELEPHONE NUMBER [Grid]

SPOUSE'S BUSINESS
[Grid]
DAILING CODE [Grid]
TELEPHONE NUMBER [Grid]

CELLPHONE NUMBER
[Grid for cellphone number]