



**March 2019**

### DO YOU MAKE USE OF ELECTRICITY/WATER WITH A CONVENTIONAL METER OR A PREPAID METER?

Dear Resident,

It all starts when the municipality reads your conventional electricity- and water meters (whether applicable) every month. It is your responsibility to ensure that the municipality has access to your conventional meter(s) and can read it. The meter reading(s) is then processed and your account is prepared. This happens every month.

1. You will receive your account either in the post or via e-mail. You have the option of changing to the latter. Should you want to receive an electronic account, kindly inform the municipality in writing at [enquiries.navrae@stellenbosch.gov.za](mailto:enquiries.navrae@stellenbosch.gov.za) or at the Enquiries Desk (The preferred option to receive an account is via e-mail). Please note, it is your responsibility to ensure that you receive an account from the municipality. Please contact the Enquiries Desk at [enquiries.navrae@stellenbosch.gov.za](mailto:enquiries.navrae@stellenbosch.gov.za) or (021) 808 8498/8550/8551

**NB** : Please submit your Account number or Erf reference number with your enquiry.

2. Check your account carefully. Telephone numbers where enquiries can be directed to are listed on the back of your account. If you do not query your account within seven days of the date thereof, it is regarded as being correct. Please note, you have the option to receive your account in the following languages: Afrikaans or English. Should you want to change the option, kindly inform the municipality in writing at [enquiries.navrae@stellenbosch.gov.za](mailto:enquiries.navrae@stellenbosch.gov.za) or at the Enquiries Desk.
3. Please pay your account on/before the due date as indicated on your account. Due date is normally on the 7<sup>th</sup> day of each month. If the 7<sup>th</sup> falls on a weekend or public holiday, the due date will be on the next working day.

4. You can pay your account as follows:

- ACB – you sign a debit order and the municipality draws the money from your account every month. Enquire about this at [enquiries.navrae@stellenbosch.gov.za](mailto:enquiries.navrae@stellenbosch.gov.za), or (021) 808 8498 / 8550 / 8551.
- Over the counter at any of our three cashier offices in Stellenbosch, Franschhoek and Pniel. Office hours are Monday to Friday, 08h00 – 15h30. Offices are closed on public holidays. Debit cards and Credit cards are accepted. In Klapmuts, you can pay your account at the Shoprite Supermarket during normal shopping hours.
- EFT – If you make use of internet banking, you can pay your account via the internet at any hour of the day. Our banking details are as follows:

- Stellenbosch Municipality
- **Nedbank**
- Account number                      1152271687
- Branch Code                            198765
- **Use your municipal account number as reference**

(This information also appears at the bottom of your account)

- Over the counter at any Nedbank branch during normal banking hours, using the same banking details as above.
  - At any "Easypay" or "Pay@" retail outlet during normal shopping hours. Pick & Pay, Woolworths, Lewis Stores, Pep Stores, selected Spar shops, etc. At these outlets, you can also use your credit card to pay your account, should you wish to do so.
7. If you do not pay your account in full, interest will be charged on the outstanding balance from the day after due date.
  8. If you have not paid your account by the due date, you will receive a "First Notice-Reminder" letter via post and/or SMS reminder. It is your responsibility to ensure that the municipality has your correct cell phone number and postal address on record.
  9. If you have still not paid your account or made an acceptable arrangement as mentioned in your First Notice after 14 (fourteen) days you will receive a "Notice of Disconnection of Services". If your correct cell phone number is on record, you will also receive a similar sms message. This notice basically informs you that your electricity is going to be disconnected because you have failed to settle your account or make an acceptable arrangement in this regard.
  10. Your Conventional/Pre-paid electricity supply will now be disconnected without any further notice. There will now also be extra costs in the form of an administration fee.
  11. If you pay your account only after having been disconnected you must notify the municipality and provide proof of payment before your service will be restored. During normal office hours this can be done at the Credit Control and Debt Collection unit of the municipality. If you pay your account after normal office hours, you may contact the municipality's **Control Room at tel. 021 808 8890/1**. They will assist you in considering your proof of payment and arrange for your service to be restored.

#### **BATTLING TO PAY?**

12. If you meet the requirements of the approved Council's Indigent Policy, you may qualify for Indigent Subsidy. If properly registered, you will receive Free Basic Services to a certain level. You will still have to pay for any services you consume above the levels of Free Basic Services. It is therefore important that you manage your consumption of water and electricity.
13. In order to apply for Indigent Subsidy, contact the Indigent offices at 021-808 8501/8579/8597/8932 at the municipality, where you will be assisted. You will have to supply certain information and documentation; terms and conditions apply. Should you be approved as an indigent consumer, you will have to have a pre-paid electricity meter and water management device installed.
14. If you cannot pay your account at all or in full, you are welcome to visit the municipality and make an acceptable arrangement to pay your account. Terms and conditions apply, but the municipality will assist as far as possible within the framework of its approved policies.