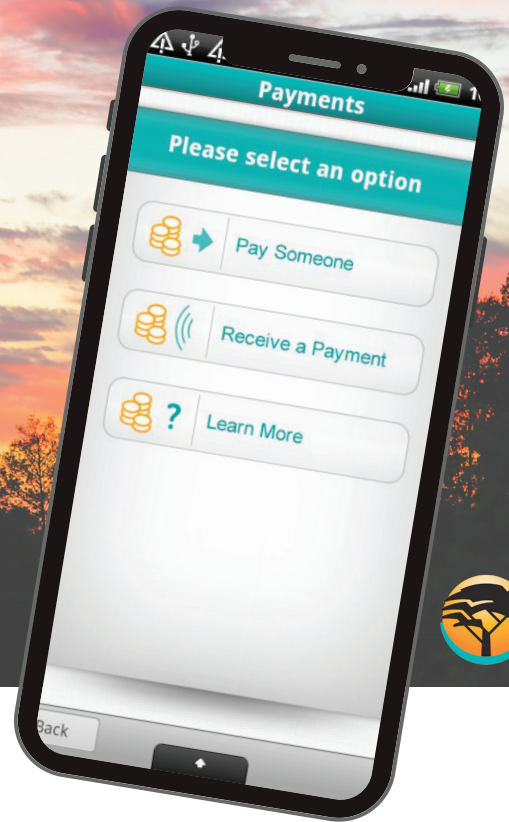




Stellenbosch Municipality BANKING DETAILS



You can make payments on these banking details:

Consumer/Utilities Account:

For Municipal Billing Accounts
Water, Electricity, Sewerage Refuse,
Rates and Sundry Accounts
FNB Account Number: 62869253709
Reference: Municipal Account Number
Universal Branch Code: 250655
Swift Code: FIRAZAJJ

Traffic Fines:

For Traffic Fines Only
(For all other traffic related payments,
please use General Account Number)
FNB Account Number: 62869253725
Reference: Traffic Fine Number

General Account:

For all payments relating to building
plans, hall reservations, burial site and
other payments not specified
FNB Account Number: 62869253684
Reference: Provided by the contact
person
Very Important: Forward proof of
payment to:
electronic.payment@stellenbosch.gov.za

PAYMENT OPTIONS

More cost-effective, convenient and safer than cash or cheques.



APP



Cellphone Banking



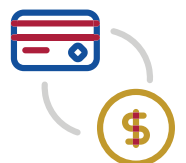
Online Banking



Card Payments at the
Municipal Finance Office



Cash-accepting ATM's



Debit Orders

Let's Fix It

Please report all water, electrical, roads, stormwater, refuse removal and area cleaning issues to the Municipality directly:

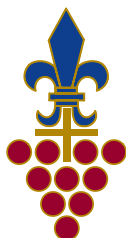
**Stellenbosch / Klapmuts /
Kayamandi / Jamestown / Raithby**
021 808 8215 / 8953 / 8343

Dwarsrivier Region / Franschhoek
021 808 8632

AFTER HOURS FOR ALL REGIONS
021 808 8890 / 8891

Alternatively, send an email to
engineering.services@stellenbosch.gov.za
or **WhatsApp** us on **0769510768**

If we don't know about it, we cannot fix it!



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STELLENBOSCH MUNICIPALITY TRAFFIC SERVICES CONTACT DETAILS

CHIEF: TRAFFIC SERVICES

GAVIN SOLOMONS

Gavin.Solomons@stellenbosch.gov.za

021 – 808 8801 / 8811

DEPUTY CHIEF: TRAFFIC ADMINISTRATION

AYANDA ROYI

Ayanda.Royi@stellenbosch.gov.za

021- 808 8846

SUPT: ACCIDENT RESPONSE UNIT, TRAINING & EDUCATION

HERMIEN SWANEPOEL

Hermien.Swanepoel@stellenbosch.gov.za

021 – 8088824

COURT SECTION: CLERK

INGE MARCUS

Inge.Marcus@stellenbosch.gov.za

021 - 8088820

MOTORREGISTRATION SECTION

NATASHA SIAS

Natasha.Sias@stellenbosch.gov.za

021 – 808 8807/08

SUPPORT ASSISTANT

JANINE ADAMS

Janine.Adams@stellenbosch.gov.za

021 – 808 8811

ACTING SUPT: TRAFFIC LAW ENFORCEMENT

MICHELLE FORTUIN

Michelle.Fortuin@stellenbosch.gov.za

021 – 808 8866

ACCIDENT BUREAU

FERNALD PAULSE

Fernald.Paulse@stellenbosch.gov.za

021 - 8088825

DRIVERS LICENCE SECTION

ELVIS NONTYI

Elvis.Nontyi@stellenbosch.gov.za

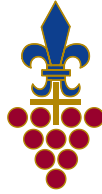
021 - 8088832

SPEED & ELECTRONIC ENFORCEMENT

ASHLEY DE MINK

Ashley.Demink@stellenbosch.gov.za

021-808 8805



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REQUESTING A REBATE ON WATER LOSS

Our Water Service By-Law has been promulgated on 14 August 2017 and updated in 2020. In terms of this By-Law the public may put in a claim for a rebate on water that was lost due to a mishap such as a burst main or burst hot water cylinder.

There are however a few rules to abide to:

- A request for a rebate must be submitted within **7 working days** after such a mishap has been repaired.
- Where a pipe has been repaired before the next account has been received and the owner/user only saw that this has caused the usage of a large amount of water on his next account, then an application must reach us within **7 working days** from receiving this account.
- An approved plumber certificate and proof of payment must be supplied or a sworn affidavit that the burst main or hot water cylinder was hidden, underground, within a wall, under a floor or within the ceiling void and could therefore not have been detected. A rebate will not be paid if the leak could easily have been detected, such as a leaking tap, a tap left open, a leaking toilet, overflowing hot water cylinder or a burst irrigation system.
- Note that a tap left open can easily consume 100kl over 48 hours and in this case no rebate will be allowed. We are also not allowed to give a rebate or right this off, in terms of the By-Law.