

# FINANCE ROAD SHOW



## ***“LET’S BUILD MANGAUNG TOGETHER MMOHO RE AHA MANGAUNG”***

### **Special points of interest:**

- Debt Incentive Scheme
- Meter Reading Cycle
- 2014/15 Budget
- Indigent Support Programme

### **Inside:**

- Debt Incentive Scheme
- Credit Control and Debt Collection Procedures
- Debt handed over to Municipal Attorneys
- Pay your municipal bills on time
- Monthly Municipal Bills/ Statements
- Meter Reading Cycle
- Understand your municipal account
- Frequently Asked Questions



## Introduction of Mangaung Finance Roadshow

### Foreword by the Executive Mayor

The Mangaung Finance Roadshow is aimed at educating and encouraging communities to pay for municipal services in order to ensure sustainable service delivery. Collection of consumer charges is the lifeblood and determines financial viability of a municipality.

A number of customers are defaulting on payment of services.

Municipal consumer debt has a number of potential impacts. It can cripple the cash position

of municipality and, therefore, their ability to fulfill constitutionally mandated responsibilities. Municipal consumer debt can also reduce the finance available for the delivery of basic services, as well as maintenance and upgrading of infrastructure.

Municipal consumer debt refers to the non-payment of property rates, fees/charges for services provided by municipalities (for example water, sanitation, electricity and refuse removal) and various other financial obligations to municipality.

Municipal consumer debt encompasses late

payments for property rates, service and other municipal charges, as well as amounts that are deemed irrecoverable.

The municipality has been relying on cutting off/disconnecting of services to encourage payment. Total cut-offs are not possible for certain services such as water, which is considered a basic human right. Responses to service cut-offs also need to be managed, as existing social conditions (including high levels of unemployment and poverty) can lead to, or exacerbate, negative reactions and/or resistance from



communities. Some of the residents responds to cut-offs by resorting to illegal connections. These will result in excessive fines and penalties by the City.

### Municipal Service Centers (Pay points)

List of Municipal Customer Service Centres/ Paypoints		Contact numbers
<b>A. Bloemfontein</b>		
Bram Fischer Building	Corner Nelson Mandela Drive & Markgraaf Street	(051) 405 8347
Intermodal Facility	Shop A44, Harvey Road, Intermodal Facility(New Taxi Rank)	(051) 447 6905
Hostel 1	Hostel No 1, Doctor Belcher Road, Heidedal	(051) 409 6625
Leslie Monnanyana Building	Corner Moshoeshoe Road & George Lubbe Street	(051) 410 6677
Heidedal Municipal Offices	10 Da Vinci Crescent, Heidedal	(051) 409 6798
Centlec Offices	30 Rhodes Avenue, Oranjesig	(051) 409 2493
Centlec Offices	195 Nelson Mandela Road, Telkom Building	(051) 412 2601
<b>B. Botshabelo</b>		
Reahola Complex	Shop No. 23, Re-A-Hola Centre	(051) 534 4691
<b>C. Thaba Nchu</b>		
Thaba Nchu Civic Centre	96 Station Road	(051) 873 9721

## Debt Incentive Scheme

The Municipal Council has approved Debt Incentive Scheme for residential customers, churches and businesses in July 2014. Incentives will be applied by using criteria and procedures within which identified debts of participant to the scheme is written-off in exchange for prompt and timeous payment of future accounts rendered by the Municipality. In order to participate for debt relief, customers are required to submit applications forms on or before the deadline of Debt Incentive Scheme (By no later than 09 January 2015). Application forms are obtainable from all municipal service centres or on municipal website ([www.mangaung.co.za](http://www.mangaung.co.za))

Residential Customers and Churches will benefit as follows:

Ageing of Debt	Cash Payment (Debt Incentive %)	Arrangement Payment (Debt Incentive %)
270 – 630 days as at 31 March 2014 (Debts from 01 July 2012-30 June 2013)	5%	5%
631 – 1 020 days as at 31 March 2014 (Debts from 01 July 2011-30 June 2012)	30%	20%
1 021 days and older as at 31 March 2014 (Debts from 30 June 2011 and older)	50%	40%

Business accounts shall receive incentive by way of interest write back provided that total balance outstanding is settled. No capital portion shall be written –off on business accounts.  
Payment arrangements will only be allowed for a period up to a maximum of 12 months.

## Credit Control and Debt Collection Procedures

An account rendered to a customer by the Municipality in respect of rates or municipal services, including the collection and disposal of refuse, electricity, water and sewerage services shall be paid by the due date. In case where customers default on amount outstanding (Overdue for 60 days and more). The account will be scheduled for a cut-off . Defaulters will receive a final demand notice. To avoid being cut off, customers must pay arrear accounts within 14 days of this final demand being posted to you.

If you can't pay the amount in full you must make an arrangement to pay the amount off over time. Customers should visit nearest Service Centre for making

arrangements. A deposit of up to 50% is required to make the arrangement on business account. If customers do not respond to the disconnection notice within the days stipulated in the letter of demand, Municipal water or electricity service will be cut off without further notice. Accounts outstanding for more than 90 days are handed over to Attorneys for collection.

***“By paying for municipal services, you help us make your life more comfortable”***

## Debt Handed - Over to Attorneys

Debts outstanding for more than 90 days from due date are handed over to Ramothello, Raynard & Tsotetsi Attorneys and Vericred (Pty) Ltd (Centlec) for collection. The process will be as follows:

- Phoning of customers.
- Sending SMS to customers.
- Sending out demand letters.
- Making arrangements with customers to pay off debt in terms of the Council's credit control and debt collection policy.
- Making follow-up contact with customers on unpaid arrangements.

If the debt collectors are unsuccessful in collecting the debt within 90 days of same being handed over, the debt may be handed over for the recovery thereof by means of formal litigation processes. Litigation process will be as follows:

- Final demands for payment to customers.
- Emolument attachment orders on customer's salaries.
- Summons issued for debt to be paid.
- Default judgment be obtained against the customer.
- The attachment of moveable properties and sale in execution of moveable property
- The attachment of immoveable property and the sale of immoveable property.

### The Office of the Speaker is responsible for:

- Creating an enabling environment for efficient/quality participation of all councillors in the decision making process.
- The effective management of Council meetings.
- Ensuring that ward committees operate effectively as links between community and municipality.
- The active involvement of citizens in the decision-making processes of the municipality.
- The effective management and use of CDWs to improve linkages with citizens and service delivery.
- Ensuring that the MANGAUNG Metro Municipality has a sound working relationship with other districts and neighbouring municipalities well as other strategic partners.



### Free Basic Services

Free Basic Services	Budget	Budget	Budget	Budget
	2013/14	2014/15	2015/16	2016/17
	R'000	R'000	R'000	R'000
<b>Water Revenue</b>	58,418	32,832	46,403	49,187
<b>Electricity Revenue</b>	17,467	15,600	16,848	18,196
<b>Sewerage Revenue</b>	50,877	53,930	57,166	60,595
<b>Refuse Removal Revenue</b>	17,308	12,247	12,982	13,761
<b>Assessment Rates Revenue</b>	14,411	15,450	16,068	17,032
<b>TOTAL</b>	158,481	130,059	149,467	158,771

Indigent households in the Metro area are entitled to the following on a monthly basis:

- 10 kilo litres of free water
- property rates
- sewerage and refuse removal
- 50 kwh of electricity

Registered indigent households can also benefit from municipal burial policy.

Revenue forgone includes exemptions, rebates and reductions on rates as well as exemption on refuse removal charges for properties valued above R70 000 for non-indigent consumers.

## HOW TO REGISTER FOR INDIGENT SUPPORT PROGRAMME

The municipality is currently implementing Indigent Policy to ensure that all deserving residents have access to free basic services.

### How to apply for Indigent subsidy

customers need to go to any municipal service offices (Thaba Nchu, Botshabelo, Rocklands, Heidedal, Hostel 1, and City Hall) to complete an application form.

The following documents will be required for application to be considered:

### If the account holder receives state grant pension/ is employed with salary of less than two state pensions

the following must be attached:  
Copy of municipal service statement, certified copy of identity document, bank statement or grant slip and or affidavit, pay slip (if employed), proof of ownership (title deed)/lease (lease contract/affidavit)/right to occupy (site permit)

### If the account holder is unemployed

Copy of municipal service statement, certified copy of identity document, affidavit confirming unemployment.

### Child headed households/ permit holders

Death certificates, letter of authority, birth certificates of children residing in the premises

Any false information provided upon application shall result in automatic disqualification.

In the event that the approved applicant passes away, the heir(s) of the property must re-apply for the indigent support, provided that the stipulated requirements are met.



## Pay your municipal bill on time to ensure effective service delivery

Municipalities are expected to be self-funding, raising much of their revenue from three key sources: electricity and water supplies, and the property taxes known as rates. The money raised by the Municipality will pay not only for basic services such as roads, refuse collection, traffic control, sewers, lights and water, but also for community services like libraries, halls, museums, parks and recreational facilities.

Property owners are responsible for the full payment of all municipal services and rates accounts, even if the property is let to a tenant.

If you see your tenant has fallen into arrears with their municipal account and is making no effort to make arrangements to pay it off or settle the arrears, property owners can request the restriction or termination of services from the Mangaung Metropolitan Municipality. For peace of mind, property owners should ask for copies of their property bills from the Municipality in order to monitor them. Producing two statements of one account will, however, cost a small fee. Alternatively you can enroll for electronic statement by sending your account number and email address

to [ebilling@mangaung.co.za](mailto:ebilling@mangaung.co.za).

OR

Electricity email enquiries:  
[debtors@centlec.co.za](mailto:debtors@centlec.co.za)



## Monthly Municipal Bills/ Statements

Municipal bills/ statement are generated on a monthly basis. Water charges are calculated based on consumption. For businesses there is a fixed basic charge applicable plus sliding scale charge based on consumption. For residential properties, a sliding scale is applied to the volume of water consumed to determine the amount due. The onus is on the property owner to ensure that he or she receives

a statement from the municipality. The property owner should open a municipal account at the municipality offices and must ensure that the correct postal details are provided. If the account holder has the account but did not received a statement he/ she must contact the call centre at **0800 111 300** or send an email to [ebilling@mangaung.co.za](mailto:ebilling@mangaung.co.za)

Centlec 24hrs call centre number – **(051) 409 2345** please press option 1 or alternatively email to [debtors@centlec.co.za](mailto:debtors@centlec.co.za)

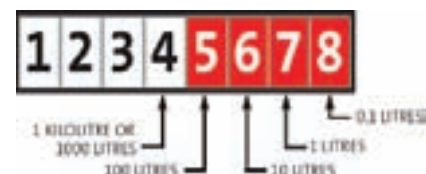
**“Every right has a responsibility - please pay for your municipal service”**

## Meter Reading Cycles

Meter reading cycle starts at the beginning of the month i.e. from the 1st day to the 12th day of the month (Mangaung) and from the 1st to the last day of the month for Centlec. During this period, meter readers visit all the addresses and record meter readings and this information is used to calculate the amount of water and electricity consumed from the last reading date until the new reading date.

The municipality strives to read all meters at interval of 30 days in

order to ensure uniform reading periods. The meter readings are recorded on an electronic device that records date and time as well as the location of the meter reader (GPS coordinates) at the time of recording such readings. Once all the meter readings are obtained and verified to be correct, the information is then transferred to Billing Division for the purposes of compiling customer statements.



**\*Refer to Frequently Asked Questions for detailed meter reading schedule.**



## 2014/15 APPROVED BUDGET

### Budget Overview

**Total Budget** is projected at R 7,069 billion in 2014/15, representing an increase in revenue of R 408,03 million (6.13%) on the 2013/14 budget of R 6,661 billion. The allocation for the outer two years of the MTREF period is R 7,458 billion and R 7,912 billion respectively.

**The Operating Budget** increases from R 5,419 billion in 2013/14 to R 5,924 billion representing an increase of 9.32% (R 504,93 million) in 2014/15. The allocation of the outer two years of the MTREF period is R 6,328 billion and R 6,710 billion respectively.

**The Capital Budget** has increased by R 177,6 million for the 2014/15 financial year to R 1,469 billion as compared to the approved budget of R 1,291 billion for the 2013/14 period. The projected capital expenditure budget for the two outer years of the MTREF period has been set at R 1,403 billion and R 1,180 billion respectively.

### Water Tariffs

Domestic: Step Tariffs 2012/13	Previous year 2013/14 (R)	Percentage Increase %	Adopted Tariff from 1 July 2014 (R)
0-6kl	5.12	18	R 6.04
7-15kl	12.84	7	R 13.74
16-30kl	13.55	7	R 14.50
31-60kl	14.64	10	R 16.10
A b o v e 61kl	15.32	18	R 18.08



Non-Residential: Step Tariffs 2012/13	Previous year 2013/14 (R)	Percentage Increase %	Adopted Tariff from 1 July 2014 (R)
0-60kl	13.57	7	14.52
61-100kl	15.00	12	16.80
Above 100kl	15.62	20	18.74
Plus Basic Charge per month	375.67	10	413.24



### Sanitation Tariffs

Description	Ref	Provide description of tariff structure where appropriate	Previous Year 2013/14	Approved Tariff from 1 July 2014	Budget Year +1 2015/16	Budget Year +2 2016/17
Domestic						
Waste water - flat rate tariff (c/kl)		Tariff for sewer is linked to the value of the property as shown in the valuation roll. The tariff was reduced after the split of sanitation and refuse charges in July 2012	0.2249 c	0.2384 c	0.2527c	0.2679 c

### Property Rates Tariffs

Category	Previous year 2013/2014	Approved Tariff from 1 July 2014	2015/16	2016/17
<b>Residential</b>	0.5457 c	0.5784 c	0.6136 c	0.6504 c
<b>Agriculture</b>	0.1364 c	0.1533 c	0.6136 c	0.6504 c
<b>Business</b>	2.4836 c	2.5005 c	2.6505 c	2.8096 c
<b>Government</b>	2.4836 c	2.5005 c	2.6505 c	2.8096 c

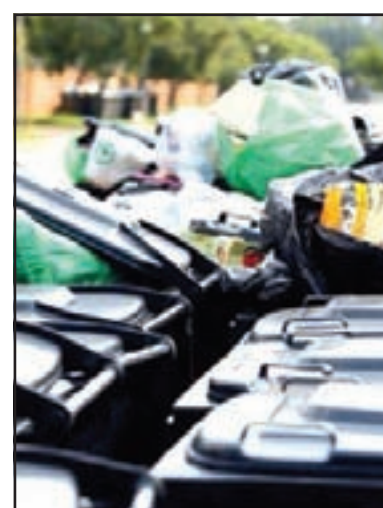


The City is committed to reducing the rate ratio between residential and other categories and for this budget process in particular the current tariff applicable to business and government institutions has been reduced from 0.24836 in 2013/14 to 0.23590 in 2014/15 budget year before the 6% increase.

### Refuse Removal Tariffs

Domestic:Size of the Stand (Square metres)	Approved Tariff from 1 July 2014
<b>0 - 300</b>	34.02
<b>301 - 600</b>	45.36
<b>601 - 900</b>	79.39
<b>901 - 1500</b>	113.42
<b>&gt;1500</b>	136.52

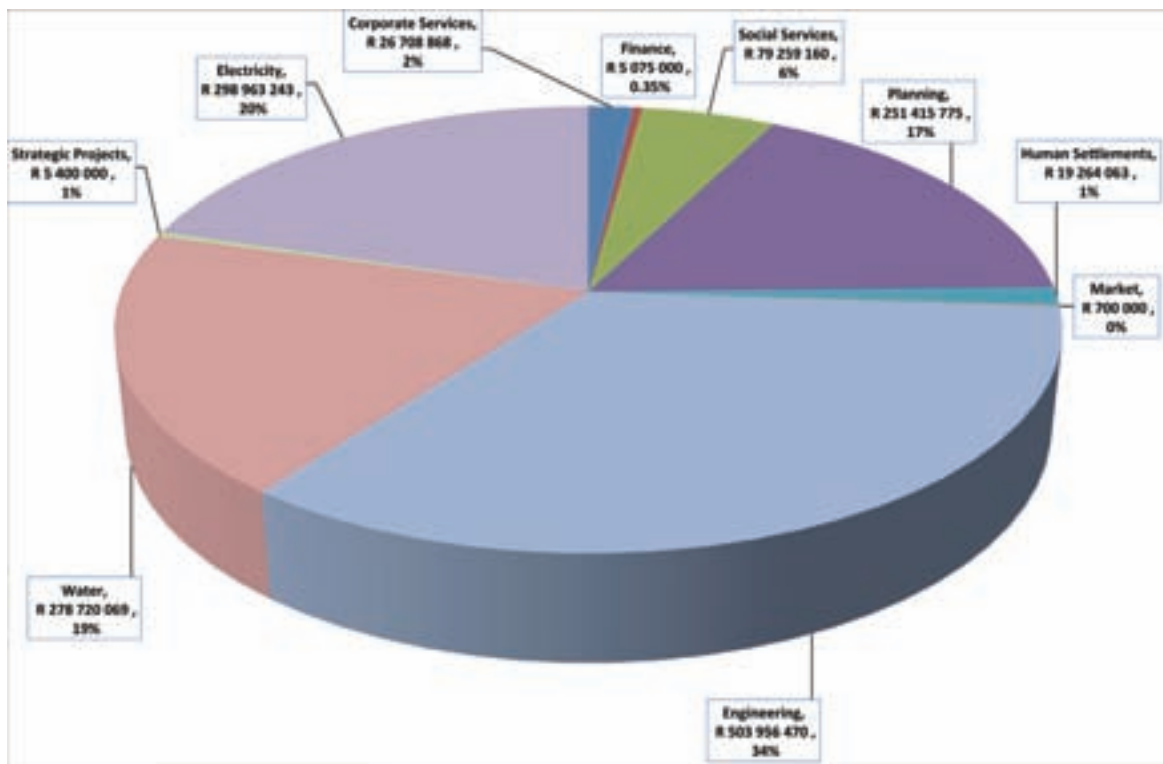
The residential properties with a market value of R70 000 or less are exempted from paying refuse removal charges including all approved indigent households.



**As per approved tariffs on the official Centlec website and tariff pamphlets**



## CAPITAL BUDGET



## Capital Budget per cluster/ward

MANGAUNG AND CENTLEC	WARD NO's	CAPITAL ESTIMATES		
		BUDGET 2014/2015	BUDGET 2015/2016	BUDGET 2016/2017
Bloemfontein Central	1, 2, 3, 4, 5	40 861 551	88 018 057	131 517 393
Mangaung South	9, 13, 14, 15, 18	60 027 389	9 288 500	11 461 483
Bloemfontein South	6, 7, 10, 11, 12	34 121 708	27 123 488	11 283 522
Bloemfontein East	8, 17, 45, 46, 16, 47	253 391 591	169 266 160	76 348 366
Bloemfontein North	19, 21, 44, 48	93 840 932	113 905 706	83 235 524
Bloemfontein West	20, 22, 23, 24, 25, 26	95 098 124	43 270 000	37 540 000
Botshabelo North	27, 28, 29, 30	56 611 228	56 307 438	49 439 958
Botshabelo East	31, 32, 33, 35	13 203 868	30 372 766	11 325 000
Botshabelo South	34, 36, 37	17 488 625	4 000 000	85 955 434
Thaba Nchu Central	39, 40, 43	4 732 903	20 732 331	300 000
Thaba Nchu, Botshabelo	38, 41	9 693 000	2 100 000	2 400 000
Thaba Nchu Rural areas	42, 49	19 596 439	3 000 000	9 860 000
Not Determined (Utilization in all wards)	All	770 795 290	835 739 441	669 512 949
<b>TOTAL</b>		<b>1 469 462 648</b>	<b>1 403 123 888</b>	<b>1 180 179 629</b>

## Significant Projects

Social Services	2014-15	2015-16	2016-17
Relocation of Zoo	R22,9 m	R34,2 m	R12,8 m
Regional Park – Thaba Nchu	R20, 5 m	R12 m	R24,5 m
Human Settlements			
Informal Settlements Strategy	R19,2 m		
Acquisition of land – Sepane		R12 m	
Sanitation			
North Eastern-WWTW (15ml/day) and 1,8 km outfall sewer	R43,4 m		
Addition of 10ml to Sterkwater WWTW	R40 m	R40 m	R46,5 m
Bloemspuit WWTW Phase 2	R5 m	R20 m	R70 m
Botshabelo and Thaba Nchu VIP Eradication Projects	R66,3 m		



Planning	2014-15	2015-16	2016-17
Airport Node	R90 m	R100 m	R51 m
Cecilia Park	R20 m	R40 m	
Brandkop	R17 m		
Thaba Nchu Node	R15 m	R30 m	
Botshabelo Node	R25 m	R46 m	
Pedestrianisation	R12 m	R25 m	R20 m
<b>Electricity and Other</b>			
Vehicles	R82,5 m	R81 m	R60 m
Electricity connections	R52,7 m	R38,9 m	R38, 5 m
Botshabelo: 132kv/33/11kv DC Sub F	R14,9 m	R8,1 m	R10 m
Electricity Network Refurbishment	R32,8 m	R89,4 m	R94 m





## Physical Progress on Bulk Sanitation Supply

Extension to Eastern WWTW's & Collectors



## Significant Projects

Bulk Water	2014-15	2015-16	2016-17
Water networks to stands	R20 m	R10 m	
Longridge Reservoir supply line 8.3 km	R42,1 m		
Thaba Nchu and Botshabelo	R28,6 m		
Upgrading of Maselspoort WTW	R26,8 m	R40 m	R35 m
Refurbishment of Water Supply Systems	R10 m	R20 m	R30 m
Maselspoort water recycling	R10 m	R37,9 m	R20 m
Water Demand Management	R136 m	R148 m	R26,8 m



Roads and Storm-water Projects	ESTIMATES (R)		
	2014/2015	2015/2016	2016/2017
MAN RD 105	1,000,000		
HARTZER	1,900,000		
DISPENSARY ST	3,400,000		
LAAVERS ST	1,707,268		
MOCHER ST	2,173,913		
SEGONECO ST	1,808,913		
MAN RD 103	652,174		
NGYCAY RD	214,783		
MAN RD 121	1,521,739		
MAN RD 101	586,957		
BATHO 60	391,304		
BATHO R5	2,677,234		
BATHO R6	1,678,262		
MAN RD 103	935,000		
BATHO: COOK AVE: UPGRADING OF STREET & STORMWATER		7,167,903	
BATHO: GONYANI ST: UPGRADING OF STREET & STORMWATER		6,884,308	
BATHO: KB 1 (MAN RD 1204): UPGRADING OF STREET & STORMWATER		3,636,353	
BATHO: KOTSI RD: UPGRADING OF STREET & STORMWATER		5,533,784	
BATHO: MAGANO ST: UPGRADING OF STREET & STORMWATER		3,564,490	
BATHO: MAKHOLISO ST: UPGRADING OF STREET & STORMWATER		1,779,060	
BATHO: MATLI ST: UPGRADING OF STREET & STORMWATER		7,161,415	
BATHO: MOLOKANE ST: UPGRADING OF STREET & STORMWATER		1,629,208	
BATHO: MOOKI ST: UPGRADING OF STREET & STORMWATER		5,522,985	
BATHO: MSIMANS ST: UPGRADING OF STREET & STORMWATER		7,167,236	
BATHO: PANYNE ST: UPGRADING OF STREET & STORMWATER		7,136,424	
BATHO: THEMA ST: UPGRADING OF STREET & STORMWATER		8,769,581	
BATHO: MAGANO ST: UPGRADING OF STREET & STORMWATER			3,230,000
BATHO: COOK AVE: UPGRADING OF STREET & STORMWATER			6,545,000
BATHO: MSIMANS ST: UPGRADING OF STREET & STORMWATER			6,460,000
BATHO: KB 1 (MAN RD 1204): UPGRADING OF STREET & STORMWATER			3,272,500
BATHO: MATLI ST: UPGRADING OF STREET & STORMWATER			6,460,000
BATHO: KOTSI RD: UPGRADING OF STREET & STORMWATER			5,015,000
BATHO: PANYNE ST: UPGRADING OF STREET & STORMWATER			6,460,000
BATHO: GONYANI ST: UPGRADING OF STREET & STORMWATER			6,205,000
BATHO: MOOKI ST: UPGRADING OF STREET & STORMWATER			5,015,000
BATHO: THEMA 1 ST: UPGRADING OF STREET & STORMWATER			6,120,000
<b>TOTAL</b>	<b>20,647,547</b>	<b>65,952,744</b>	<b>54,782,500</b>

Roads and Storm-water	2014-15	2015-16	2016-17
Upgrading of Streets and Storm-water	R132,5 m	R177,9 m	R255,6 m
Resealing of streets	R20 m	R14,4 m	R50,3 m
Rehabilitation of Haldon Road	R 10 m	-	-
Heavy Rehabilitation of Eeufees Road	R 12 m	R 6 m	-
Heavy Rehabilitation of Mc Gregor Street	-	R 5 m	R 5 m
Heavy Rehabilitation of Dan Pienaar Drive	R 3 m	R6 m	R 6 m
Upgrading of St Georges and First Ave Intersection	R 8 m	-	-
Upgrading Intersection St Georges and Pres Brand	-	-	R 5 m

## INTEGRATED PUBLIC TRANSPORT NETWORK



## Frequently asked questions (FAQ) for Credit Control & Debt Collection

Call Centre number 0800 111 300: Office hours 08h00 – 22h00; 7 days a week

All you need to know about the Mangaung's credit control and debt collection measures on all customer accounts.

### Question: Why does Mangaung implement Credit Control?

**Answer:** If the balance on your latest account shows an overdue amount, you have already been scheduled for a cut-off because your account is more than 60 days overdue. You will receive a final demand notice before getting your latest account. To avoid being cut off, you must pay your account within 14 days of this final demand being posted to you. Make sure you check all the details on the disconnection notice to ensure that it relates to your property.

If you do not respond to the disconnection notice within the days stipulated in the letter of demand, your municipal water or electricity service will be cut off without further notice. In this instance you will have to settle the full outstanding amount or make an arrangement and pay a reconnection fee before services will be reinstated.

This can be done at one of the following Customer Service Centres/ Municipal Pay Points:

List of Municipal Customer Service Centres/ Paypoints		Contact numbers
<b>A. Bloemfontein</b>		
Bram Fischer Building	Corner Nelson Mandela Drive & Markgraaf Street	(051) 405 8347
Intermodal Facility	Shop A44, Harvey Road, Intermodal Facility(New Taxi Rank)	(051) 447 6905
Hostel 1	Hostel No 1, Doctor Belcher Road, Heidedal	(051) 409 6625
Leslie Monnanyana Building	Corner Moshoeshoe Road & George Lubbe Street	(051) 410 6677
Heidedal Municipal Offices	10 Da Vinci Crescent, Heidedal	(051) 409 6798
Centlec Offices	30 Rhodes Avenue, Oranjesig	(051) 409 2493
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<b>B. Botshabelo</b>		
Reahola Complex	Shop No. 23, Re-A-Hola Centre	(051) 534 4691
<b>C. Thaba Nchu</b>		
Thaba Nchu Civic Centre	96 Station Road	(051) 873 9721

### Question: Why should I pay for services?

**Answer:** Municipalities are expected to be self-funding, raising much of their revenue from three key sources: electricity and water supplies, and the property taxes known as rates. The money raised by the Municipality will pay not only for basic services such as roads, refuse collection, traffic control, sewers, lights and water, but also for community services like libraries, halls, museums, parks and recreational facilities as well as to purchase water and electricity from Bloem Water and Eskom.

### Question: How do I settle an overdue account after the service has been cut off/ discontinued?

**Answer:** You will need to go in person to the accounts department at the Municipal Pay Point near your area, where you will need to pay both the overdue accounts and a reconnection fee.

**Question: How much is the reconnection fee?**

**Answer:** Disconnection and reconnection at the water meter: R632.70 including VAT.  
Disconnection and reconnection at the water mains supply: R 4 028.80 including VAT.  
Disconnection/reconnection of water supply for an incidence of tempering of the service installation and/or meter: R 6.40(15mm-20mm-25mm) and meter exceeding 40mm R 10.90 including VAT.

**Question: What if I cannot pay the full amount?**

**Answer:** If you can't pay the amount in full you must make an arrangement to pay the amount off over time. You must go in person to a Customer Service Centre nearest to you to make an arrangement. A deposit of a minimum of 50% is required to make the arrangement on business account.

**Question: How long does it take to reconnect?**

**Answer:** It takes up to 72 working hours or 3 working days after receiving proof of payment.

**Question: I have a tenant in my property that is supposed to pay for the water bill? Will you take credit control action against the tenant or against me as the owner?**

**Answer:** Property owners are responsible for the full payment of all municipal services and rates accounts, even if the property is let to a tenant.  
If you see your tenant has fallen into arrears with their municipal account and is making no effort to make arrangements to pay it off or settle the arrears, you can request the restriction or termination of services from the Mangaung Metropolitan Municipality.  
For peace of mind, property owners should ask for copies of their property bills from the Municipality at **0800111300** in order to monitor them. Producing two statements of one account will, however, cost a small fee. Alternatively you can enrol for electronic statement by sending your account number and email address to **ebilling@mangaung.co.za**.

**Question: I do not receive a statement from the Municipality. How can the city expect me to pay if I am not billed?**

**Answer:** The onus is on the property owner to ensure that he or she receives a statement from the municipality. The property owner should open a municipal account at the municipality offices and must ensure that the correct postal details are provided. If the account holder has the account but did not received a statement he/she must call the call centre at **0800 111 300** or send an emailing at **ebilling@mangaung.co.za**. Or provide mobile number for sending of statement via MMS.

**Question: How do I request to cut off/discontinue the services if there are illegal occupants in my property?**

**Answer:** The owner will be held liable for the reconnection cost and the settlement of arrear amounts on the account. Please forward a letter that indicates the address, your account number and the date you would like service to be cut and fax to **086 7155 353** or e-mail to **sizwe.zulu@mangaung.co.za**.

**Question: I am a sectional title property owner. Even though I pay individual rates and taxes, I also pay levies to the body corporate for my water and electricity. Why have you cut my electricity/water?**

**Answer:** The onus is on the body corporate (represented by your Managing Agent) to ensure the full amount is settled on the statement. We have cut/restricted service to your complex because they have not paid your services account. Please consult your body corporate (Chairman of the Trustees) regarding your payment to them. Once proof of payment is made available to us, we will reconnect your services.

**Question: Why are there legal fees charged on my account?**

**Answer:** Your account was handed over for legal action for collection of debt, the fees associated with the recovery of the debt are for your account as you have defaulted on payments.

**Question: How do you calculate the charge for my monthly water consumption?**

**Answer:** For businesses there is a fixed basic charge applicable plus sliding scale charge based on consumption. For residential properties, a sliding scale is applied to the volume of water consumed to determine the amount due. Water charges attract VAT at 14%.



**Question: Should I settle my current account even if I receive my statement late?**

**Answer:** Yes. Where a statement has not arrived timeously the customer is required to pay for the services and rates/water consumed during the preceding month. The amount due can be obtained by calling Mangaung Metropolitan Municipality Call Centre at **0800 111 300** between 08h00 and 22h00 seven days a week. Or visit one of the municipal offices between 07h45 and 16h15 during working days.

**Question: I have been charged a penalty fee/ interest for late payment while waiting for my water account statement to arrive. Am I liable to pay this penalty fee/ interest? How can I avoid paying a penalty fee/ interest for late payment?**

**Answer:** Where a customer can prove that she/he paid their account on or before the due date, any penalty fee/ interest levied on the account can be reversed. Customers are encouraged to apply for electronic statements to avoid posting delays by sending their account number and email address to **ebilling@mangaung.co.za**. The municipality has also introduced sending of accounts via MMS, customers are encouraged to provide cellphone numbers to be used for purpose of sending their bills via MMS.

**Question: For a long time my water account statement has been inaccurate. What is Municipality doing to improve efficiencies?**

**Answer:** Mangaung Metropolitan Municipality is constantly working to upgrade systems and replacing water meters to improve procedures to deal with inaccuracies in its billing. Water meter complains can be forwarded to the call centre **0800 111 300** or email **meter.reading@mangaung.co.za**

**Question: Why am I being charged estimated readings instead of actual readings taken from my meter?**

**Answer:** The municipality endeavours to obtain and acquire meter readings every month. For various reasons, this may not be possible, e.g. where the meter is obstructed; is inside the yard (no access); if the meter is faulty; during industrial strikes. However, a customer can call in for their reading to the Mangaung Metropolitan Municipality's Call Centre **0800 111 300** or by emailing the account number, meter number and readings to **meter.reading@mangaung.co.za**. In addition, a meter auditor will be sent by the municipality to obtain a special reading where the problem warrants such action.

**Question: What is Debt Incentive Scheme?**

**Answer:** The Municipal Council has approved Debt Incentive Scheme for residential customers, churches and businesses in July 2014. Incentives will be applied by using the criteria and procedures within which identified debts of participant to the scheme is written-off in exchange for prompt and timeous payment of future accounts rendered by the Municipality. In order to participate for debt relief, customers are required to submit applications forms on or before the deadline of Debt Incentive Scheme (By no later than 09 January 2015). Residential Customers and Churches will benefit as follows:

Ageing of Debt	Cash Payment (Debt Incentive %)	Arrangement Payment (Debt Incentive %)
<b>270 – 630 days</b> as at 31 March 2014 <b>(Debts from 01 July 2012-30 June 2013)</b>	5%	5%
<b>631 – 1 020 days</b> as at 31 March 2014 <b>(Debts from 01 July 2011-30 June 2012)</b>	30%	20%
<b>1 021 days</b> and older as at 31 March 2014 <b>(Debts from 30 June 2011 and older)</b>	50%	40%

Business accounts shall receive incentive by way of interest write back provided that total balance outstanding is settled. No capital portion shall be written –off on business accounts.

Payment arrangements will only be allowed for a period up to a maximum of 12 months.

### Question: When does Mangaung Metropolitan Municipality read water meters?

**Answer:** To make sure you know when your meter will be read, find your suburb in the reading programme and match it to your scheduled meter reading and billing dates. Please note, you may also email readings with a meter photo showing the meter readings to [meter.reading@mangaung.co.za](mailto:meter.reading@mangaung.co.za) or call the call centre at **0800111300**

The schedule is as follows:

Suburb	Cycle Number	Meter Reading Date	Schedule Billing Date
<b>Brandwag, Generaal De Wet, Hospitaalpark</b>	100	From the 1 <sup>st</sup> to the 6 <sup>th</sup> working day of the month	14 <sup>th</sup> working day of the month
<b>Park Wes, Wilgehof and Uitsig</b>			
<b>Dan Pienaar, Westdene, Willows,</b>	101	From the 5 <sup>th</sup> to the 8 <sup>th</sup> working day of the month	The 14 <sup>th</sup> working day of the month
<b>Fichardtpark, Bloemdustrya, Kiepersol,</b>			
<b>Bloemfontein Farms, Ribblesdale,</b>			
<b>Bloemspruit, Maxley, Dealesgift, Hillside,</b>			
<b>Douglas Valley, Estoire, Grootvlei, Geluk,</b>			
<b>Grasland, Hoeveld, Fairview, Lakeview,</b>			
<b>Levin's Estate, Kerelaw Stasie, Martindale,</b>			
<b>Olive Hill, Riverside, The Bend, Midway,</b>			
<b>Vallambrosa, Campellton, Shannon,</b>			
<b>Vaalbank Zuid, Bloemspruit, Mandela View,</b>			
<b>Langenhovenpark, Arcaia, Bloemdal,</b>			
<b>Ferreira, Hope Ochards, Hope Valley,</b>			
<b>Goenvlei, Hartbeesfontein, Kellysview,</b>			
<b>Mooiwater, Oranje, Rayton, Sopies, Hoogte</b>			
<b>Spitskop, Quaggafontein and Bainsvlei</b>			
<b>Heidedal, Rodenbeck Sonskyn, Redenbeck</b>	102	From 1 <sup>st</sup> to the 7 <sup>th</sup> working days of the month	The 15 <sup>th</sup> working day of the month.
<b>Sonskyn, Freedom Square &amp; Turflaget 1+2,</b>			
<b>Chris Hani PH1, Chris Hani PH2, Namibia</b>			
<b>North, Freedom Square, Sejake, Albert Luthuli,</b>			
<b>China Square, Chris Hani, Namibia South, Joe</b>			

<b>Slovo, Turflaagte, Ipopeng, JB Mafora/ Merteng</b>			
<b>Arboretum, City, Old Industrial Area, Hamilton,</b>	103	From the 7 <sup>th</sup> to the 10 <sup>th</sup> working days of the month	The 17 <sup>th</sup> working day of the month.
<b>Heuwelsig, Navalsig,</b>			
<b>Botshabelo Section A – W, BA &amp; Industrial Area</b>	104	From the 1 <sup>st</sup> to the 7 <sup>th</sup> working days of the month	The 15 <sup>th</sup> working day of the month.
<b>Heliconhoogte, Fauna, Pellisier, Ooseinde,</b>	105	From the 9 <sup>th</sup> to the 12 <sup>th</sup> working days of the month	The 24 <sup>th</sup> day of the month.
<b>Lourierpark, Pentagonpark, Vista Park</b>			
<b>Batho, Bochabela, Phahameng, Kagisanong,</b>	106	From the 1 <sup>st</sup> to the 12 <sup>th</sup> working days of the month	The 24 <sup>th</sup> day of the month
<b>Bloemanda 1+2, Noodkamp, Moamedi, Ipopeng</b>			
<b>Thaba Nchu, Bultfontein 1-5, Rooifontein,</b>	108	From the 1 <sup>st</sup> to the 7 <sup>th</sup> working days of	The 15 <sup>th</sup> working day of the month
<b>Seroalong, Ratau, Motlatla, Ratlou, Moroka,</b>			

## Meter reading cycles (Centlec)

Electricity Meter Reading Schedule		
Area	Date Read	Area discription
Area 1	11	Pellisier - Fauna- Uitsig
Area 1	14	Genl De Wet - Fleurdal - Fichardtpark
Area 1	15	Hospitaalpark - Wilgehof - Gardeniapark - Lourierpark
Area 2	16	Universitas- Parkwes
Area 2	17	Willows- Langenhovenpark
Area 3	18	Brandwag- Westdene
Area 3	21	Dan Pienaar-Heuwelsig
Area 4	22	Pentagonpark-Bayswater
Area 5	23	Waverley-Noordhoek-Navalsig-Hilton
Area 5	24	BFN City
Area 6	25	Ooseinde-Oranjesig-Hamilton
Area 6	28	Erlichpark-Heidedal
Area 7	29	Mangaung
Area 7- 8	30	Thaba Nchu-Mangaung-Botshabelo
Plots	1-30	Being read from start of cycle to the end / Also plots being read by Motobike readers
All Areas	1-30	Sweeping / Reverifications - Motobike readers

## Important Contact Details:



Customer Care Call Centre	:	0800 111 300
Billing Enquiries	:	0800 111 300
Meter Reading Enquiries	:	0800 111 300
Indigent Support Programme	:	Bloemfontein - 051 410 6782/6795 Thaba Nchu - 051 873 9721 Botshabelo - 051 534 4691
Supply Chain Management	:	051 411 3200

Type of enquiries	Email address
Billing	ebilling@mangaung.co.za debtors@centlec.co.za
Meter readings	meter.reading@mangaung.co.za
Indigent support programme	khethiwe.selepe@mangaung.co.za
Debt collection	sizwe.zulu@managung.co.za debtors@centlec.co.za



## Concluding Remarks by MMC for Finance: Cllr. Nthabiseng Mokotjo

Since the Executive Mayor took over office, we have developed and implemented a Revenue Enhancement Strategy. The audit outcome for the 2012/13 and 2013/14 financial years respectively bear a testimony to the type of work that we are doing; but these will be underpinned by a robust public engagement that the finance directorate will have with citizens of Mangaung.

The intention is to also inculcate into residents, business and government that a prosperous city can only be realised if we work together.



Cllr. Nthabiseng Mokotjo



# MANGAUNG METRO LEADERSHIP



Enquiries – 051 409 2345

Call Centre – 0800 111 300



**T.M. Manyoni**  
Executive Mayor  
Mangaung Metropolitan Municipality



**Cllr. Connie Rampai**  
Deputy Executive Mayor



**Cllr. Mxolisi Siyonzana**  
Speaker



**Cllr. Zolile Mancgotywa**  
Chief Whip



**Cllr. Xolo Pongolo**  
MMC: Human Settlements and  
Housing



**Cllr. Maneheng Tsomela**  
MMC: Economic Development  
and Tourism



**Cllr. Maditaba Matsoetlane**  
MMC: Social Development



**Cllr. Sabelo Monnaggori**  
MMC: Rural Development and  
Environment



**Cllr. Nesta Rabela**  
MMC: Corporate Governance and  
Administration



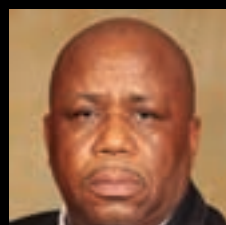
**Cllr. Moses Sekakanyo**  
MMC: Transport, Emergency and  
Security



**Cllr. Papiki Moeng**  
MMC: Develoement Planning and  
Urban Management



**Cllr. Nthabiseng Mokotjo**  
MMC: Finance



**Cllr. Lebohang Masoetsa**  
MMC: Infrastructure Services



**Me. Sibongile Mazibuko**  
Municipal Manager



**Mr. Ernest Mohlahlo**  
Chief Financial Officer