



MANGAUNG

AT THE HEART OF IT ALL

FINANCE:

REVENUE MANAGEMENT
CAMPAIGN OPERATION
PHATALA INFORMATION
BOOKLET

A move to get back to basics

TABLE OF CONTENTS

PAGE NO.

| | |
|---|----|
| A Word from the Executive Mayor | 1 |
| Customer Services Opening Municipal Account and Deposits | 2 |
| Understanding your Municipal Account | 3 |
| Meter Reading and Billing Cycles | 4 |
| Pre-paid Water Meter Information | 5 |
| Non-vending Water Meter (Flat Rate Billing) | 6 |
| Indigent Assistance and Application Processes | 7 |
| Property Rates and Rebates Criteria | 9 |
| Account and Statements | 11 |
| Debt Collections: Disconnections and Arrangements Processes | 12 |
| Selling of Properties and Refund Processes | 14 |
| Municipal Customer Service Centers and Pay Point Details | 17 |
| A Word from the MMC Finance | 18 |



A WORD FROM THE EXECUTIVE MAYOR



To the community of Mangaung Metro Municipality

I would like to express my sincere appreciation and gratitude to all residents for your continued effort in paying for the municipal services provided to you.

However, we have observed a growth in the municipality's debt book. In response, we are implementing various initiatives aimed at assisting our community to keep up with their municipal accounts. One such initiative is Operation Patala.

Through this campaign, the municipality is reaching out directly to communities to better understand the challenges you are facing and, at the same time, to assist in making arrangements for existing municipal debts. Our collective goal is to ensure the continuous and sustainable provision of essential services to all residents.

As the Executive Mayor of Mangaung, it is important to me that the municipality remains committed to the basics and the core principles of service delivery to all our people.

Thank you for your cooperation and continued commitment.

Together, let us build a financially sustainable Mangaung as we move back to the basics.

- Cllr. Gregory Nthatsi

CUSTOMER SERVICES OPENING MUNICIPAL ACCOUNT AND DEPOSITS

1. How to Apply for the Provision of Services?

- A new consumer must complete the “**Contract for the Supply of Water**” form (**Pink Form**).
- The form must be **fully completed** and signed by both the applicant and the designated **Municipal official**.
- ID copy or lease agreement must accompany the application form.
- A minimum deposit must be paid.

2. Who May Apply for the Provision of Municipal Services?

Only the following individuals or entities may apply to open utility accounts:

- **Registered property owners.**
- **Residents utilizing site permits**, provided that proof is submitted.
- **Property owners** whose properties are **not yet registered on the Venus system**, may submit:
 - Proof of registration from the **Deeds Office**, or
 - A **letter from the transferring attorneys** (on official letterhead) confirming that: The property has been registered, or the registration process is underway.
- **Note:** Purchase agreements will **not be accepted** as proof of ownership.

3. When can a Municipal Tenant Account be Opened?

A tenant account may only be opened under the following circumstances:

- For **individuals or businesses** leasing **Municipal-owned properties** (a valid **lease agreement** is required).
- For **Government Departments**.
- For **Body Corporates** that assume responsibility for payment of **basic water, electricity, sewer, and refuse removal services** on behalf of individual sectional title owners.
- For **Approved Indigent Customers**, specifically for the purpose of **registering and allocating the applicable subsidy** to qualifying individuals.

METER READING AND BILLING CYCLES

| Suburbs | Cycle | Meter Reading Period Per Cycle | Dates for account posting |
|---|-------|--|-----------------------------------|
| BRANDWAG, BAYSWATERGENERAAL DE WET, HOSPITAALPARK, PARK WES, WILGEHOF, UITSIG | 100 | The first 6th working days of the month | The 14th working day of the month |
| DAN PIENAAR, WESTDENE, WILLOWS, FICHARDTPARK, BLOEMDUSTRIA, KIEPERSOL, BLOEMFONTEIN FARMS, RIBBLESDALE, BLOEMSPRUIT, MAXLEY, DEALESGIFT, HILLSIDE, DOUGLAS VALLEY, ESTOIRE, GROOTVLEI, GELUK, GRASLAND, HOVELD, FAIRVIEW, LAKEVIEW, LEVIN'S ESTATE, KERELAW STASIE, MARTINDALE, OLIVE HILL, RIVERSIDE, THE BEND, MIDWAY, VALLAMBROSA, CAMPBELLTON, SHANNON, VAALBANK ZUID, BLOEMSPRUIT, MANDELA VIEW, LANGENHOVENPARK, ARCADIA, BLOEMDAL, FERREIRA, HOPE ORCHARDS, HOPE VALLEY, GROENVLEI, HARTBEEFONTEIN, KELLYSVIEW, MOOIWATER, ORANJE, RAYTON, SOPIES HOOGTE, SPITSKOP, QUAGGAFONTEIN, BAINSVLEI | 101 | The first 8th working day of the month | The 14th working day of the month |
| HEIDEDAL, RODENBECK SONSKYN, RODENBECK SONSKYN, FREEDOM SQAURE & TURFLAAGTE 1+2, CHRIS HANI PH 1, CHRIS HANI PH 2, NAMIBIA NORTH, FREEDOM SQUARE, SEJAKE, ALBERT LUTHULI, CHINA SQUARE, CHRIS HANI, NAMIBIA SOUTH, JOE SLOVO, TURFLAAGTE, IPOPENG, JB MAFORA/MERITENG, | 102 | The first 7th working days of the month | The 15th working day of the month |
| HEIDEDAL, RODENBECK SONSKYN, RODENBECK SONSKYN, FREEDOM SQAURE & TURFLAAGTE 1+2, CHRIS HANI PH 1, CHRIS HANI PH 2, NAMIBIA NORTH, FREEDOM SQUARE, SEJAKE, ALBERT LUTHULI, CHINA SQUARE, CHRIS HANI, NAMIBIA SOUTH, JOE SLOVO, TURFLAAGTE, IPOPENG, JB MAFORA/MERITENG, | 103 | From the 7th to the 10th working days of the month | The 17th working day of the month |
| BOTSHABELO SECTIONS A - W, BA & IA | 104 | The first 12th working days of the month | The 24th day of the month |
| HELICONHOOGTE, FAUNA, PELLISSIER, OOSEINDE, LOURIERPARK, PENTAGONPARK, VISTA PARK | 105 | From the 6th to the 12th working days of the month | The 24th day of the month |
| BATHO, BOCHABELLA, PHAHAMENG, KAGISANONG, BLOEMANDA1+2, NOODKAMP, MOAMEDI, IPOPENG | 106 | The first 12th working days of the month | The 24th day of the month |
| THABA NCHU, BULTFONTEIN 1 -5, ROOIFONTEIN, SEROALO, RATAU, MOTLATLA,RATLOU, MOROKA, MOKWENA, FLENTER, THABA NCHU FARMS | 108 | The first 10th working days of the month | The 15th working day of the month |
| NALEDI (DEWETSDORP, WEPENER & VANSTADENSUS) | 109 | The first 10 working days of the month | The 24th day of the month |
| SOUTPAN | 110 | The first 6 working days of the month | The 14th working day of the month |

PRE-PAID WATER METERS INFORMATION

Other properties are supplied water via or uses pre-paid water meters.

How does the pre-paid water meter work?

The client buys water tokens before they consume or use water.

If the client does not buy water tokens then the property in question does not have water supply.

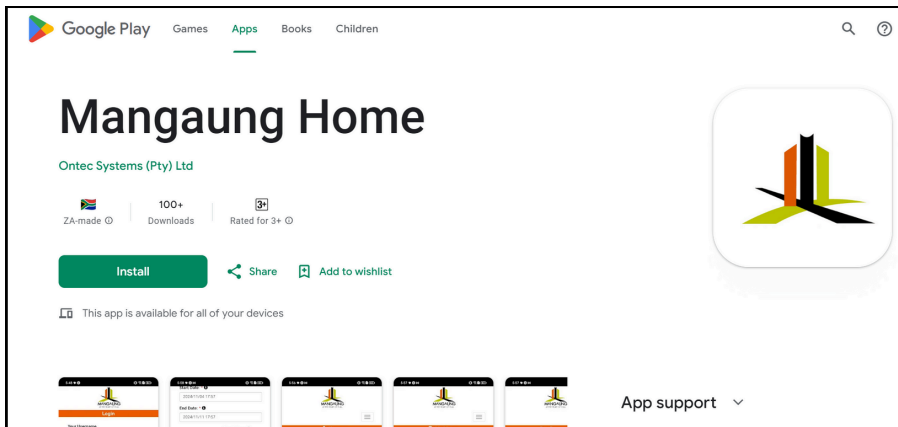
Where are water tokens purchased?

- At all municipal pay points.
- On-line via the banking app, pick 'n pay, etc. and
- the Ontec app via the smart phone

How to report a pre-paid water meter problem?

Call center line **0800 111 300**

What's up line **065 586 6261**



NON-VENDING PRE-PAID WATER METER (FLAT RATE BILLING)

The Municipal Council has resolved to introduce flat rate charges with respect to broken/ non vending prepaid water meters and for properties without water meter connections. This is done to assist customers who have prepaid water meters installed but are unable to purchase water tokens because of the broken meters.

Council resolution on previous water usage charges due to broken prepaid water meters shall be communicated at a later stage. For residential customers with prepaid meters, an average rate is 12kl per month and for non-residential customers it is 15kl per month as depicted on the table below:

| Tariff | Residential customers per month | Non-Residential customers per month |
|---|--|--|
| Basic availability charge VAT inclusive monthly | R 60.66 | R 1 346.71 |
| Flat rate charged 12kl VAT inclusive monthly | R 322.23 | - |
| Flat rate charged 15kl VAT inclusive monthly | - | R 590.49 |
| Total monthly charge | R 382.89 | R 1 937.18 |

Non-vending pre-paid water meters to be reported to toll-free number **0800 111 300** or WhatsApp line **065 586 6261**.

INDIGENT ASSISTANCE OR APPLICATION PROCESSES

1. Who Qualifies for Indigent Support?

Residents who meet the following criteria may apply for indigent support:

- Must be a **resident of the Mangaung Metropolitan Municipal area** and possess a **valid South African Identity Document (ID)**.
- Must be an **owner or tenant** of a property whose **total monthly household income (including spouse's income)** does not exceed **R6 945** (3 x government pension).
- The **total gross household income** may not exceed the equivalent of **three state pensions per month (R6 945)** before deductions.
- Must be **registered as an account holder** on the municipal financial system and **receive municipal services**.
- Applicants **may not receive income** from any other property except the one for which indigent support is being requested.
- **Tenants** may only apply for benefits related to **services they are directly charged for** by the landlord. The **landlord remains responsible** for ownership-related charges (e.g. rates and taxes).
- If the **owner of the property is deceased**, the **estate** may apply, provided that the **current account and supporting documents** are submitted, such as:
 - Housing permit
 - Court order or letter of authority
 - Death certificate
- One **applicant per property** will be considered for indigent only.
- **Child-headed households** will be assisted, and **property transfer costs** will be waived.
- Applicants whose **household income exceeds the threshold** but who face **special circumstances** (e.g., high medical expenses) may be considered on merit.
- **New applications** resulting from **natural disasters or special cases** will also be considered.

2. Documents Required for Application

Applicants must **submit certified copies** of the following supporting documents:

- **Proof of identity** (ID copies of the applicant).
- **Most recent municipal water account**.
- **Most recent CENTLEC electricity account or prepaid electricity purchase slip**.
- **Proof of income** for all household occupants, such as:

- Employer letter, pay slip, pension/grant receipt, or bank statement showing the grant payment.
 - UIF card, or
 - An affidavit confirming that the applicant is **unemployed and seeking employment**.
- If **employed**, provide:
 - **Bank statements for the last three months**, certified by the bank.
 - **A statement from the applicant** confirming that no other bank account exists.
 - If **unemployed**, submit an **affidavit confirming unemployment**.

3. Extended Indigent Support

Approved indigent households will receive the following benefits:

- **Full subsidy** for:
 - Refuse removal
 - Sanitation
 - Property rates
- **Free 50 kWh electricity** per month (unused units cannot be carried over).
- **Free 6 kiloliters of water** per month (tampering with water or electricity infrastructure is prohibited).
- **Free repair of internal water leaks**, where possible.
- **Outstanding municipal debt** will be **written off** upon approval.
- **Free grave preparation** in the event of a death of a registered indigent household member.

4. Termination of Indigent Support

Indigent support will be terminated under the following conditions:

- Upon the **death** of the registered indigent customer (a **new application** will be required by the surviving household members).
- Upon the **sale of the property** for which support was granted.
- When the **household income exceeds the qualifying threshold**.
- When **false or misleading** information is provided in the application.

5. Enquiries

For further assistance or clarification, please contact:

- Pakisho.Moremi@mangaung.co.za
- Sandisiwe.Jantjies@mangaung.co.za
- Toll-free number **0800 111 300**

PROPERTY RATES AND REBATES CRITERIA

1. What is property Rates and Why should it be paid?

In terms of **Section 4(1)(c)** of the **Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000)**, a municipality has the **right to finance its affairs** by imposing, *inter alia*, **rates on property** and other applicable charges.

2. How are Property Rates Implemented?

Section 3 of the **Local Government: Municipal Property Rates Act, 2004 (Act no 6 of 2004)**, as amended, which specifically provides that a municipality must adopt a Rates Policy. Having the following objectives:

- All ratepayers within a specific category are treated equally and reasonably;
 - Rates are levied in accordance with the market value of the property;
 - The rate will be based on the value of all rateables property and the amount required by Council to fund expenditure of rates related services reflected in the operational budget, taking into account any surpluses generated from Council services and the amounts required to finance exemptions, reductions and rebates that the municipality may approve from time to time;
 - To optimally safeguard the income base of the municipality by only approving exemptions, reductions and rebates that is reasonable and affordable.
- The municipality is required to implement a **New General Valuation Roll** every **four (4) years** exceptional with permission from MEC Local Government and Housing in the Province to extend the validity of the valuation roll to **five (5) years**. It should be noted that the implementation of the New General Valuation Roll will be July 2026 as regulated.

3. How or Who qualifies for Property Rates Rebates?

In accordance with Council's Property Rates Policy, the first R 300 000 of the market value of the property shall be exempted for the purpose of calculating rates charged against a property under applications is granted on the rates account of Retired and Disabled Persons. The valuation of the property must not exceed R2 500 000.

Retired and disabled persons who meet the following requirements may apply for a rebate:

- The property must be registered in the name of the applicant or the usufruct or a person given usufruct must be established in the name of the applicant.
- The owner must be sixty (60) years of age or a recipient of pension from the Department of Welfare and Population Development.

- The owner must occupy the relevant property. Where the owner is unable to occupy the property due to no fault of his/her own, the spouse or minor children may satisfy the occupancy requirement. In the case of a semi-detached house, of which a section is rented out, only the rates paid for that section occupied by the owner is subject to rebates.
- If the owner is a disabled person who receives a disability grant from the government or a person who, due to medical reasons, had to take early retirement, the age requirement as in section (ii) will not apply.
- The Municipality grants a rebate, to be determined on an annual basis, for retired and disabled persons that do not qualify in terms of Council's Indigent Policy.
- Property owners must apply for a rebate on a prescribed form as stipulated by the municipality. If the rebate applied for is granted, the rebate will apply for the remainder of the financial year.
- The Municipality retains the right to refuse the granting of rebates if the details supplied in the application were incomplete, incorrect, or false.

a) Applications must be accompanied by the following information:

- a certified copy of the identity document of the owner or any other proof of the owner's age which is acceptable to the Municipality.
- an affidavit from the owner
- If the owner is a disabled person, satisfactory proof submitted to the Municipality that the relevant person receives a disability pension payable by the state; and
- proof of early retirement if the owner has retired at an earlier stage **due to medical reasons** (Is it not supposed to be?)

b) The rebate of the ratable value for residential properties of qualifying senior citizens and disabled persons as per the tariff schedule will only be applicable on properties with a value that does not exceed R2 500 000.

c) The municipality retains the right to refuse the rebate or exemption if the details supplied in the application form were incomplete, incorrect, or false.

Application forms for the rebate is available on Council's website. The forms can also be obtained from the following:

Patrick.Ntsollwane@mangaung.co.za

Judith.Scheepers@mangaung.co.za

Truddy.Khanye@mangaung.co.za

Rethabile.Dichechane@mangaung.co.za or

Tel: **(051) 405 8275**

ACCOUNTS AND STATEMENTS

1. Customers are expected to provide their **municipal account numbers, e-mail addresses** and **cell phone numbers** in order to receive electronic monthly statements.
2. The Municipality shall provide all customers with a monthly account for municipal service rendered, which account shall be generated monthly in cycles of approximately thirty (30) days.
3. The monthly account may include property rates charges, in which case they shall comply with section 27 of the Municipal Property Rates Act No. 6 of 2004.
4. All accounts rendered by the Municipality shall be payable on the due date.
5. Account balances which remain unpaid after 30 days from the delivery date of the account shall attract interest on arrears, irrespective of the reasons for non-payment. Interest will be charged from the first working day of the month following the month in which the account becomes payable.
6. All accounts are payable as above regardless of the fact that the customer has not received the account, the onus being on the customer to obtain a copy of the account before the due date.

Accounts enquiries including receiving of electronic monthly statement must sent to the mail send to the following:

Mpho.Phanyane@mangaung.co.za

Lindi.Mapheelle@mangaung.co.za

Dinah.Sempe@mangaung.co.za

enquiry@mangaung.co.za or toll free **0800 111 300**



DEBT COLLECTIONS: DISCONNECTIONS AND ARRANGEMENTS PROCESSES

1. 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.
2. If the customer fails to pay any account (whether separate or consolidated) within a period of seven (7) days after the expiry of the due date, then the Municipality may limit, disconnect, or discontinue the supply of electricity or water to the immovable property in question including the sectional title scheme and homeowners' association.
3. Prior to the limitation, disconnection or discontinuation of the supply of electricity or water, the Municipality or Municipal Entity shall:
 - o Interest will be charge if services are not paid on or before the due date, the account must be paid before the expirer date failure to do so services can be disconnected without further notice.
 - (a) May provide the customer with adequate white/red notice, including:
 - o the approximant date of the proposed limitation, disconnection, or discontinuation.
 - o the reason for the proposed limitation, disconnection, or discontinuation.
 - o the place at which the customer can challenge the basis of the proposed limitation, disconnection, or discontinuation.
 - o the notice may be a combined notice between both the Municipality and the Municipal Entity; and
 - (b) allow the customer seven (7) days within which to challenge or make payment arrangements.

How to make payment arrangements and where to make payment arrangements?

The main aim of an agreement will be to promote full payment of the current account and to address the arrears on a consistent basis. At the date of the arrangement a minimum of 30% of the capital arrear debt must be paid immediately for residential customers. Business clients will pay a minimum payment of 50% to entry into a debt repayment agreement.

An customer may enter into a written agreement with the Municipality to repay any outstanding and due amount to the Municipality under the following conditions:

- a. The outstanding balance, costs and any interest thereon shall be paid in regular and consecutive monthly instalments.
- b. The current monthly amount must be paid in full; and
- c. The written agreement has to be signed on behalf of the Municipality by a duly authorized officer.
- d. The agreement will be compliant with the requirements of the National Credit Act where applicable.
- e. Payment shall, as far as possible, only be accepted via a direct debit procedure.

Payment arrangements are done with the Debt Collection unit for more information the following e-mail may be used:

Betty.Manyama@mangaung.co.za

Portia.Ngena@mangaung.co.za

Kgaogelo.Ndlovu@mangaung.co.za

Reception number **(051) 405 8301**



SELLING OF PROPERTIES AND REFUNDS PROCESSES

How to sell or purchase a property?

Potential sellers/buyers may request a revenue clearance certificate via their conveyance attorneys from the municipality.

The City will issue a statement of clearance figures in response to such application, which amount will include an estimation of future charges to be incurred at the property concerned for a period of 3 months from the date of issue of the statement.

Payment of clearance figures must be made in full before Revenue Clearance Certificate is issued.

Subject to the application of the law, on the date of transfer of ownership the previous owner's (the Seller) service agreement will be deemed to have lapsed and the new owner (the Purchaser) must conclude a new service agreement with the Municipality, subject to any terms as set out in this Policy. (Refer to page 2)

After the transfer of ownership of the property there could be refunds to be claimed from the municipality enquiries can be made from the transferring attorneys' conveyances or from the municipality from the following:

Maria.Malaku@mangaung.co.za
Conny.Mokobo@mangaung.co.za
enquiry@mangaung.co.za

Refunds Application Process

1. Question and Answer: How do I apply for a refund?

- o All refunds applications must be done in writing.
- o All refunds triggered by land/property transfer will be refunded to the transferring attorneys unless otherwise stated by the attorneys.(Please note that no refunds to third parties will be done)

(a) The following documents are essential when applying for a refund:

- o A letter of request.
- o ID copies.
- o A transferring letter from the attorneys.

(b) Proof of payment

- Required for any payments made after the clearance payment.
- Incorrect payments into accounts.
- A certificate of registration (in cases relating to companies)

2. Question and Answer: When do you issue a refund?

- a. A refund is issued when one or more of the following has happened.
- b. After a land/property transfer was affected and account has a credit balance.
- c. After finalization/closure of the services has been affected and the account has a credit balance.
- d. When a resident or business moves into a property a deposit is required to be paid to council as per approved policy.
- e. When the property is being vacated the deposit can then be requested as a refund. It must be noted though that the deposit will firstly be utilized to offset any outstanding debt on the account.
- f. When an overpayment has been made on the account and proof of payment can be produced to support the request.

3. Question and Answer: When is an account refundable?

- a. With regards to the transfer of property refunds, only accounts that are inactive with credit balances may be refunded.
- b. With regards to refunds due to adjustments, only accounts with credit balances after the adjustment may be refunded.
- c. With regards to refunds due to incorrect payments, incorrect payments will be refunded provided that proofs of all incorrect payments have been provided.

No refunds will be refundable unless all relevant documentation has been provided.

4. Question and Answer: How long does it take to refund an account?

- a. An account may be refunded in 30 days, after all the relevant documentation has been provided and all the services have been finalized accurately on the account.

5. Question and Answer: How do I transfer credit to another account?

- a. Documentation has to be attached such as proof of payment and a letter of request; Only customers who have entered into consumer agreement with the Municipality or property owners. (Refer to question 1)

6. Question and Answer: Can I get my refund in cash?

a. No, we do not issue cash refunds.

Refund methods available:

- Electronic transfers.

For electronic transfers one of the following **documents** will have to be provided:

- A cancelled cheque
- A bank statement
- A letter from the bank confirming banking details.



SELLING OF PROPERTIES AND REFUNDS PROCESSES

| List of Municipal Customer Service Centers/Pay points | Addresses | Contact Numbers |
|--|--|-----------------|
| A. Bloemfontein | | |
| 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 |
| Traffic Department- Pay Point & Impounded Car-Workshop | 81Charles Street, Gabriel Dichabe Building | 083 366 2862 |
| B. Botshabelo | | |
| Reahola Complex | Shop No. 23, Re-A-Hola Centre | (051) 534 4691 |
| C. Thaba 'Nchu | | |
| Thaba 'Nch Civic Centre | 96 Station Road | (051) 873 9721 |
| D. Dewetsdrop | | |
| Dewetsdrop/Naledi Office | 13 Brand Street Dewetsdorp 9940 | (051) 541 0012 |
| E. Wepener | | |
| Wepener | 1154 Lebatla Street Wepener | (051) 405 8252 |

A WORD FROM THE DEPUTY EXECUTIVE MAYOR



To the Community of Mangaung Metro Municipality,

It is important to take this moment to appreciate and thank the residents of Mangaung for your continued and countless efforts in paying your municipal accounts. Your commitment and sense of responsibility have not gone unnoticed by the leadership of the municipality.

In recognition of these efforts, Council has embarked on several initiatives — including the writing off of all interest accrued up to 30 June 2025 — to further assist our communities. Operation Patala is yet another of these ongoing initiatives aimed at supporting our residents in keeping up with their municipal accounts and ensuring the continued provision of quality services to all.

I am back again in Finance department as MMC for Finance coupled to by other responsibilities as Deputy Mayor, and I want to recognize the work done by the previous MMC Cllr. Logan Kruger for starting with the preparation of these campaign. It is my goal to ensure that we mobilize all of our communities and customers so that they take full responsibility in terms of paying their municipal accounts every month and on time.

We therefore want to extend a word of gratitude to all present here and to also encourage our customers to pay for municipal services so that the city can continue to strengthen service delivery.

This vision can only be realized and sustained through a financially stable and sustainable municipality — one that is capable of delivering consistent and reliable services to all our residents.

Thank You!!!

Together, let us move Mangaung forward — back to the basics, and towards financial sustainability.

- Cllr. Lulama Titi-Odili



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