

LEPHALALE MUNICIPALITY

CHANGES ON CREDIT CONTROL AND DEBT COLLECTION POLICY FOR 2024/2025

PAGE	CURRENT	PROPOSED CHANGES	ADDITIONS
9	4.5 All occupiers should be on prepaid metering system.	4.5 All the natural persons will be required to be on prepaid metering system when service account is opened, and the exception will be made only to legal entities providing valid reason(s) in writing that their business model is complex to run on prepaid metering system.	
9			4.6 The Municipality will prospectively open the consumer account on the property owners' name for individual tenants (natural persons), and in case where the tenant is a company (legal entity) such company may open the account in their name provided that the company provides valid reason(s) in writing that it will be impractical to service the account when it is in the name of the property owner, and that monthly service charges will be paid for in full by the due date.
13			14.5.4 The Municipality may convert the basic charges to prepaid system where the account is in arrears
15	Council will only entertain one arrangement.	The Council will allow customers to make only one payment arrangement in space of 12 months, no repetitive arrangements will be considered. The clients defaulting on their existing payment	

		arrangement and as a result get terminated, the client will have to pay the full amount or percentage blocking will be applied on their account to recover the outstanding debt.	