

LEPHALALE MUNICIPALITY

CHANGES ON CREDIT CONTROL AND DEBT COLLECTION POLICY FOR 2025/2026

PAGE	CURRENT	PROPOSED CHANGES	ADDITIONS
10			8.6 Where the water or electricity meter for the client was found to be malfunctioning and as a result the new meter is installed to replace the malfunctioning meter, the 3 months average consumption recorded by the new meter, will be used to determine the average usage of the replaced meter for the period that the replaced meter showed the signs that it was malfunctioning.
21	5.2.1 The person must be 60 years of age and older.	5.2.1 The person must be 55 years of age and older.	
21	5.2.3 Income from all sources not exceeding R 4 200 per month.	5.2.3 Income from all sources not exceeding R 4 600 per month.	
21	5.3.2 The application must be submitted before 31 May each year and must be accompanied by documents as stated in our indigent policy	5.3.2 The application must be submitted each financial year and must be accompanied by documents as stated in our indigent policy	
22	7.1 Annual rates, refuse and sewerage charges become due and payable on 1 July of every year and are extended to 30 September for debtors who have not made applications to pay rates in instalments.	7.1 Annual rates, refuse and sewerage charges become due and payable monthly	

22	7.2	If the annual rates, refuse and sewerage charges remain unpaid after 30 September a letter of final demand per registered mail shall be served on the debtor liable to pay the amounts due. The debtor will be given 14 days after receipt of the demand to pay the amount payable.	Delete	
22	7.4	Interest on arrears will be charged on annual charges, which remain unpaid after 30 September and will be charged until the account is settled in full.	7.4 Interest on arrears will be charged monthly on debts not paid by the due date	
22	8.	ANNUAL RATES, REFUSE AND SEWERAGE CHARGES TO BE PAID IN TWELVE MONTHLY INSTALMENTS	Delete	
	8.1	Annual rates refuse and sewerage charges become due and payable on 1 July of each year and are extended to 30 September for debtors who have not made application to pay rates in instalments.		
	8.2	Ratepayers/customers may make use of the facility available to pay annual charged property rates,		

	<p>refuse and sewerage charges in twelve (12) monthly instalments.</p> <p>8.3 Ratepayers/Customers to qualify for the payment of annual charges in twelve monthly instalments must do the following:</p> <p>8.3.1 Complete a form – Application to pay assessment rates by instalments form is available at all municipal enquiry offices.</p> <p>8.3.2 The form must be completed and handed in at Councils enquiry offices before 31 May preceding Councils financial year in which the ratepayer/customer wishes to commence with the payment annual rates and service charges in twelve monthly instalments.</p> <p>8.3.3 The Ratepayer/Customer agree: -</p> <ul style="list-style-type: none"> • That the monthly instalment will be paid on or before the due date as indicated on the account. • That interest on arrears will be charged on 		
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	<p>unpaid installments after the due date as indicated on the account.</p> <ul style="list-style-type: none"> • That the facility will be withdrawn if more than three installments, whether consecutive or not, remains unpaid. <p>8.3.4 The rates and service charges for the previous financial years must be paid before the facility can be implemented.</p> <p>8.3.5 The facility will be applicable until withdrawn in writing by the ratepayer/customer.</p> <p>8.4 If more than three instalments, whether consecutive or not, are unpaid or paid in arrears during any financial year, a notice in writing shall be served on the debtor to withdraw the right to pay annual rates and service charges by instalment and after no response from the debtor within 14 days the monthly instalment facility must be cancelled and the total annual charge becomes due and payable, after which total amount due must be handed over for legal action to be instituted to collect the arrears.</p>		
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	<p>8.5 Arrangements for the settlement of the accounts which have been handed over to the attorneys must be dealt with by the attorneys and must not be entertained by Councils staff.</p>		
24			<p>13. INTEREST CHARGES</p> <p>13.1 Interest will be charged on debt that is not paid / fully paid after the stipulated due date indicated on the statement for the charges emanating from property rates, basic electricity, metered electricity, basic water, metered water, waste disposal, sewerage charges and any other service charge levied by the municipality.</p> <p>13.2 Interest will be charged according to the interest rate indicated on the tariff list.</p>