



PUBLIC NOTICE

Debt Relief Incentive Scheme

All municipal commercial consumers struggling to meet their arrangements or commitments will be provided relief in a form of discounted payment arrangement as follows:

Debts older than 90 days will get the following discounts:

COMMERCIAL

- **10 %** discount on payment offer of **25%** outstanding debt, without interest on arrears
- **15%** discount on payment offer of **50%** outstanding debt, without interest on arrears
- **20%** discount on payment offer of **75%** outstanding debt, without interest on arrears
- **35%** discount on full settlement offer of outstanding debt, without interest on arrears

RESIDENTIAL

- Residential debt older than 90 days. The debtor will be allowed to pay what they can and on the same amount paid, debtor will be granted discount of the same amount paid.
The remaining after payment and after write off based on the incentive program will need to be acknowledged and payment arrangement be entered into. In case where debtor will default on the arrangement, all amount previously written off as part of incentive will be reserved.
(Example; on the incentive if consumer owe R500, and offer to pay R100 the municipality will write off R100 and the rest which will now be R300 will qualify for payment arrangement)
- These proposed discounts will apply only when an acknowledgment of debt is signed. Should the consumer fail payment during the duration of arrangement, discount will be cancelled and credit control will be enforced.
- Irrespective of client qualifying for the incentive, whether his/her account is paid up to date or he/she signed and acknowledgment of debt, a consumer will not be considered for the proposed incentive if he/she did not complete and handed in an application or incentive once during the campaign.
- The normal credit control procedures will be enforced during this period which will then afford consumers to come forward to apply for incentive in order to have their services reconnected.
- *Consumers with accounts paid up to date for 2 consecutive months will get a 10% discount.*

FROM
JULY 01st -30th
SEP

Note that** for EFT payments, you need to wait for 2 days for payment to reflect then fill in an agreement a form after
- Reference use beneficiary account number

Requirements/bring along For Rentals

- Agent letterhead
- Letter from landlord
- Landlord ID copy
- Bring electricity and water meter readings(photo)
- If on prepaid bring water & electric meter number

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NOTICE NUMBER
98/2023