

## **IMPORTANT NOTICE TO THE COMMUNITY**

The municipality has been having challenges with printing monthly statement of accounts. The municipality is aware of the impact this has on its customers many of whom need municipal statements for other business. The municipality deeply regrets the inconvenience caused on its customer.

However, the municipality is working tirelessly to address the challenges that have caused the non-printing of statement of accounts and it is envisaged that this challenge will soon be resolved and the processes will be back to normal soon.

Until the challenges being experienced are resolved, the municipality requests the community to contact the call Centre should anyone require or want to know their outstanding monthly balances including those consumers experiencing challenges with SARS with regard to original account.

For your convenience, all account enquiries and readings can be directed to the mentioned call centre.

Mogalakwena Municipality has implemented a MMS system to which monthly accounts are being sent. Should you prefer to receive such an MMS, kindly provide your cell phone number to the call centre in order to activate this service.

It should be noted by all consumers that even though accounts are not being sent, an account holder or consumer is still responsible for settlement of their municipal account on a monthly basis. Arrangements can be made for excessive accounts at our legal department. A deposit will be payable on date of signing of the agreement.

Mogalakwena Municipality call centre details are as follows: Contact number is 087 941 4664 and the e-mail address is [callcentre@mogalakwena.gov.za](mailto:callcentre@mogalakwena.gov.za)