



Private Bag X5066, Thohoyandou, 0950, Limpopo Province, Tel: 015 962 7500, Fax: 015 962 4020

THULAMELA MUNICIPALITY - DEBT RELIEF PROGRAM 2022 (Extended until 31 January 2023)

The Council of Thulamela Local Municipality has approved the Debt Relief Program and Special incentives to assist the consumers to settle their municipal accounts and to encourage loyal customers to maintain their accounts

PURPOSE

To increase the collection rate, while affording consumers opportunity to participate on consumer relief, discounts, and incentives.

THE DEBT RELIEF PROGRAM

| Consumer Type | Relief Discounts | Description | Requirements |
|--|---------------------------------|--|--|
| Residential (Proclaimed Area) | 50 % on Account balance | <p>50% of account balance written-off, after payment of 50% of the account balance (payment must be made at once).</p> <p>Applicable to :</p> <ul style="list-style-type: none"> - Residential accounts, including accounts with Agreements - Handed over accounts <p>Collection fees are still applicable to Accounts that have been handed over.</p> | <p>Contact Municipal office, Enquiries Desk number 8,9 and 10 for Enquiry of Current Balance.</p> <p>Submit the completed Balance form to the Cashiers when paying for the discount.</p> <p>Mutale Satellite, Revenue office can be contacted for enquiry of current balance</p> |
| Business | 40% Discount on Account Balance | <p>40% of account balance written-off, after payment of 60% of the account balance (payment must be made at once).</p> <p>Applicable to:</p> <ul style="list-style-type: none"> - Business accounts, including accounts with Agreements - Handed over accounts <p>Collection fees are still applicable to Accounts that have been handed over.</p> | <p>Contact Municipal Office number 04 and 06, for Enquiry of Current Balance.</p> <p>Submit the completed Balance form to the Cashiers when paying for the discount.</p> <p>Mutale Satellite, Revenue office can be contacted for enquiry of current balance</p> |



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|---|--|---|---|
| <p>Faith Based organizations, Places of worship and Non-Profit organizations</p> | <p>40% Discount on Account Balance</p> | <p>40% of account balance written-off, after payment of 60% of the account balance (payment must be made at once).</p> <p>Also Applicable to :</p> <ul style="list-style-type: none"> - Accounts with Agreements - Handed over accounts <p>Collection fees are still applicable to Accounts that have been handed over.</p> | <p>Contact Office number 04 and 06 for Enquiry of Current Balance.</p> <p>Submit the completed Balance form to the Cashiers when paying for the discount.</p> <p>Mutale Satellite, Revenue office can be contacted for enquiry of current balance</p> |
| <p>Government Accounts and Organs of State</p> | <p>No discount Interest write-off.</p> | <p>Interest write-off.</p> | <p>Submit the request in writing'</p> |

TERMS AND CONDITIONS:

The following conditions will apply to ensure the efficacy of the Debt Relief Program.

- Customers should get the correct account balance before making payment as the Discount is allocated automatically by the system.
- Methods of payment are Cash, Speed point, EFT
- Applicable from October 2022 to January 2023
- Does not include Site Purchase debt, Collection Fees/Legal Fees, Traffic fine, Sundry Debt (Debt not related to billed services).
- For Handed over Accounts, Legal /Collection fees are still payable



RESIDENTIAL

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THULAMELA LOCAL MUNICIPALITY – DEBT RELIEF PROGRAM 2022 (EXTENDED)

NAMES: _____

Account No.: _____

| | |
|---|---|
| <p>ACCOUNT DETAILS/ OFFICE USE ONLY</p> <p>Account No. _____</p> | <p>Is account Handed over: <input type="checkbox"/> Yes <input type="checkbox"/> NO.</p> |
| <p>COMPILED BY _____ SIGNATURE _____</p> <p>VERIFIED BY _____ SIGNATURE _____</p> <p>CAPTURED _____ SIGNATURE _____</p> | <p>Balance as at : R _____</p> <p>Less Site Purchase : R _____</p> <p>Amount for Discounting : R _____</p> <p>Less 50%Discount : R _____</p> <p>Add Outstanding Legal Fees : R _____</p> <p>Amount Payable : R _____</p> <p>Valid until : _____ / _____ / _____</p> |



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BUSINESS AND OTHER CATEGORIES

THULAMELA LOCAL MUNICIPALITY – DEBT RELIEF PROGRAM 2022 (EXTENDED)

ACCOUNT NAMES: _____

Account No. _____

| | |
|---|---|
| <p style="text-align: center;">ACCOUNT DETAILS/ OFFICE USE ONLY</p> <p>Account No. _____</p> | <p>Is account Handed over: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>COMPILED BY _____ SIGNATURE _____</p> <p>VERIFIED BY _____ SIGNATURE _____</p> <p>CAPTURED _____ SIGNATURE _____</p> | <p>Balance as at :R _____</p> <p>Less Site Purchase :R _____</p> <p>Amount for Discounting :R _____</p> <p>Less 40% : R _____</p> <p>Add Outstanding Legal Fees : R _____</p> <p>Amount Payable : R _____</p> <p>Valid until : _____/_____/_____</p> |