



## **MEDIA RELEASE**

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### **Avoid service cuts by paying your municipal account**

Despite numerous reminders, payments on overdue Knysna Municipal accounts are still slow.

Knysna Municipal Manager, Kam Chetty appealed to residents to pay or make arrangements for their overdue municipal accounts. "We urge residents to avoid blackouts this holiday season by ensuring that they pay accounts that are in arrears or make the necessary arrangements with our Finance Department before 19 December."

According to item 9.3.1 of the Knysna Municipal Credit Control and Debt Collection Policy of 2017/2018; The electricity-and water supply and other municipal services of consumers with overdue accounts and who did not make arrangements with the municipality in respect thereof shall be terminated, limited or disconnected.

The policy further states: "9.3.2 The limitation or disconnection of service can be implemented when the municipal account is one (1) day overdue; 9.3.3 The right is reserved to limit or refuse the sale of electricity or water to consumers with overdue taxes or other municipal levies; 9.3.4 Services shall be reconnected as soon as it is reasonably possible after payment of amounts in arrears, including the additional levies in terms of paragraphs 9.3.5, or the finalisation of agreements for instalment payments; 9.3.5 The costs of limitation and disconnection, as well as reconnection, shall be determined by the tariffs approved by the council and shall be payable by the consumer; and 9.3.6 The deposit of the defaulter shall be adjusted in accordance with the applicable council policy (refer to Annexure C)."

(This policy is readily available on the Knysna Municipal website: [www.knysna.gov.za](http://www.knysna.gov.za).)

It must be noted that full payment of arrear accounts must be deposited into the Municipal Bank Accounts by close of business on 19 December. "If any account remains in arrears after 19 December, we shall, without further notice, discontinue the municipal services and begin legal action to recover the debt. All legal, including court costs and statutory interest will be borne by the account holder," warned Chetty.

In closing Chetty pleads with residents to accept their legal responsibility and pay their overdue municipal accounts immediately. "If your municipal account is overdue I must implore you to pay your account before 19 December. I can't stress the importance of this payment enough. As mentioned before, if you neglect to pay your arrears, you may find yourself without municipal services over the busy holiday season, something that I would not wish any one of our residents to experience. To ensure that we meet our obligations to our residents, it is of vital importance that our residents bring their municipal accounts up to date, and pay us what is owed. Paying your account is the right thing to do."

**ENDS**

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