

Service cuts due to non-payment

Despite numerous reminders, slow payments on overdue Knysna municipal accounts are of serious concern to the Council.

Knysna Municipal Manager, Dr Sitembele Vatala appealed to residents to pay or make arrangements for their overdue municipal accounts. "We urge residents to avoid electricity blackouts or restricted water flow by ensuring that they pay accounts that are in arrears or make the necessary arrangements with our Finance Department."

According to item 9.1 of the Approved Municipal Customer Care, Credit Control, Debt Collection, Indigent and Tampering Policy of 2019/2020:

"(a) Consumers who are in arrears with their Municipal account and who have not made arrangements with the Council will have their supply of electricity and other Municipal services, suspended, restricted or disconnected;

(b) Council reserves the right to deny or restrict the sale of electricity to consumers who are in arrears with their rates or other Municipal charges."

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

Consumers who have not paid their outstanding municipal accounts will have their electricity disconnected or water restricted from 14 January 2020. "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 Vatala.

In closing Vatala pleads with residents to accept their legal responsibility and pay their overdue municipal accounts immediately. "The municipality and its people remain in partnership which has a better chance of success when everyone is working together."

Payments can be made at the Knysna Customer Pay Centre (Old Standard Bank Building) and Sedgfield Flamingo Street Offices.

Alternatively, you can pay your municipal account at the Post Office, Spar, Pick 'n Pay, EFT and EasyPay points nationwide.

ENDS
