

## BELANGRIK

- Betalings kan ook op die volgende wyse gemaak word:
  - Easypay byvoorbeeld Pick'n Pay, Shoprite ens.
  - ADO-Vorms beskikbaar by Munisipale kantoor
  - Poskantoor
- Dienste wat opgeskort is as gevolg van wanbetalings sal herstel word op die volgende voorwaardes:
  - Betaling van aansluitingsfooi
  - Betaling van addisionele deposito
- Rente soos van toepassing sal gehef word op alle uitstaande bedrae na die vervaldatum.
  - Deel van 'n maand sal vir die doel van 3(a) hierbo, gereken word as 'n volle maand.
- GEEN TJEK BETALINGS WORD AANVAAR NIE.
- Alle navrae/klagtes moet by Kliente dienste aangemeld word by 044 501 3000/3174/3175 of [customer-care@plett.gov.za](mailto:customer-care@plett.gov.za)
- Betaling mag nie weerhou totdat 'n geskil besleg is nie.
- Geen verantwoordelikheid kan aanvaar word vir enige verlies van kontant deur die pos gestuur of in houers geplaas wat vir tjekbetalings gereserveer is nie.
- Ingevolge die ooreenkoms bly 'n verbruiker verantwoordelik vir alle koste tot datum van beëindiging van dienste.
- Geliewe vroegtydig kennis te gee van die datum waarop dienste beëindig moet word. Verbruikersdeposito is nie oordragbaar nie.
- Kenningsgewing van adresverandering moet skriftelik wees.
- Indien geen rekening gedurende 'n maand ontvang is nie, stel asseblief die Munisipaliteit dienooreenkomstig in kennis, en verkry die koste balans betaalbaar.
- Ure vir Betaling: Maandae - Donderdae: 07:45 - 15:30  
Vrydag: 07:30 - 13:00

## IMPORATANT

- Payments can be made as follows:
  - Easypay at Pick'n Pay, Shoprite etc.
  - ACB-Forms available at Municipal office
  - Post Office
- Services that are terminated due to non payments will be re-installed on the following conditions:
  - Payment of a reconnection fee
  - Payment of an additional deposit
- Interest at the application rate will be charged on all overdue accounts after due date.
  - Part of a month shall, for the purposes of 3(a) above, be deemed to be a full month.
- CHEQUE PAYMENTS ARE NOT ACCEPTED.
- Enquiries/Complaints must be logged at Customer Care at 044 501 3000/3174/3175 or [customer-care@plett.gov.za](mailto:customer-care@plett.gov.za)
- Payment may not be withheld pending settlement of a dispute.  
  
The municipality will not be responsible for any loss sustained when cash is sent through the post or deposited in boxes reserved for cheque payments.
- A consumer is responsible for all charges until date of termination of services in terms of the agreement.
- Kindly notify timeously in writing of the date on which services must be terminated.
- Change of address notification must be in writing.
- If no account is received during a month, kindly advise the Municipality accordingly and obtain the correct outstanding balance payable.
- Hours of payment: Monday - Thursday: 07:45 - 15:30  
Friday: 07:30 - 13:00

## OKUBALULEKILEYO

- Lintlawulo zingenziwa ngezintlobo zilandelayo:
  - Hlawula lula kwa Easypay at Pick'n Pay, Shoprite njalo-njalo.
  - Lifomu ze-ACB ziyafumaneka kwi-ofisi yakwaMasipala.
  - ePosini.
- Linkonzo ezivaliweyo ngenxa yokungahlawuli zingaphinda zivulwe ngokwale miqathango ilandelayo:
  - ngokuhlawula intlawulo yesothango esimayela nokubuyisewa kwenkonzo.
  - Ngokuhlawula inxalenye yentlawulo yesohlwayo.
- Inzala ngokweqondo elithile iyakufakwa kuza zonke li-akhawunti ezisemva nezichaphazelekayo.
  - Inxalenye yenyanga ngokwesizathu sika, 3(a) ngentla, iyakuthatyathwa njengenyanga egcweleyo.
- INTLAWULO YOHLOBO LWE TSHEKI ALWAMKELEKANGA.
- Ukuba unemibuzo okanye isikhalazo tsalela umnxeba Icandelo lwe Customer Care kwezi nombolo 044 501 3000/3174/3175 okhanye [customer-care@plett.gov.za](mailto:customer-care@plett.gov.za)
- Akwamkelekanga ukumisa iintlawulo ngenxa yokuxambulisana.
- UMasipala akanaluxanduva lwemali idukileyo esposini okany kwiibhokisi ezigcinelwa iintlawulo ngeetshekhi.
- Umthengi onuxanduva lwazo zonke lintlawulo kude kube sekupheleni komhla woqhawulo lweenkonzo gokwesivumewano.
- Nceda wazise maxa onke ngembalelwano umhla wokupheliswa kweenkonzo. Lintlawulo zomthengi azinikezelwa.
- Ukutshintshwa kwedilesi makwenziwe ngembalelwano.
- Nceda wazise uMasipala xa ungafumanaga sichazi-tyala ukuze ufumane ixabiso letyala ngokufanelekileyo.
- Ixesha leentlawulo: Mvulo - Lwesine: 07:45 - 15:30  
Lwesihlanu: 07:30 - 13:00