

BELANGRIKE KENNISGEWING

Hierdie rekening word ooreenkomstig die Raad se toepaslike beleid gelewer.

SPERDATUM:

Rekeninge is betaalbaar wanneer gelewer. Die sperdatum op die rekening is slegs van toepassing op die lopende rekening en nie op die agterstallige gedeelte van die rekening nie. Bedrae wat onverreken is na die vervaldatum is agterstallig en die dienste kan opgeskort word sonder verdere kennisgewing.

METODES EN PLEKKE VAN BETALING:

1. TJEKS EN POSORDERS moet gekruis en aan Overstrand Munisipaliteit betaalbaar gemaak word. Vooruitgedateerde tjeks is onaanvaarbaar tensy vooraf reëlings getref is. Geen kwitansie sal gepos word vir bedrae wat per tjek betaal word nie. Indien 'n kwitansie wel verlang word, moet die woorde "KWITANSIE BENODIG", op die rekening geskryf word.
2. Betalings sal eerstens toegewys word na die oudste skulde (ongegag watter tipe diens), waarna dit in 'n voorafbepaalde prioriteitsvolgorde toegewys sal word.
3. **Betalings kan soos volg gemaak word:**
 - 3.1 by enige van die MUNISIPALE KANTORE Maandae tot Vrydae (vakansiedae uitgesluit) 08:00 tot 13:00 en 14:00 tot 15:30.
 - 3.2 by enige tak van pay@, EasyPay of die Poskantoor. Verwerking van die betalings neem ongeveer 48 uur en moet die betalings dus minstens twee dae voor die laaste betaaldatum gemaak word.
 - 3.3 deur direkte BANKINBETALINGS by **ABSA Hermanus, Rek No. 4066578021**. U rekeningnommer moet as verwysing gebruik word.
 - 3.4 deur outomatiese BANKAFTREKKINGS. Vorms hiervoor is beskikbaar by enige van die Munisipale kantore.
 - 3.5 per INTERNET kontak asseblief ons kliëntediens vir navrae in hierdie verband.

RENTE:

Rente sal ingevolge die Raad se beleid op agterstallige bedrae gehef word.

OPSKORTING VANDIENSTE:

Die toevoer van dienste mag, indien enige bedrag na die sperdatum verskuldig is, sonder verdere kennisgewing opgeskort word. Die deposito sal terselfdertyd heersien word en 'n toeslag, soos van tyd tot tyd deur die Raad bepaal, sal bygevoeg word ongeag of die toevoer fisies gestaak is al dan nie.

Indien tjeks of outomatiese bankbetalings "verwys na trekker" teruggestuur word, sal die dienste onverwyld gestaak word en toekomstige betalings moet in kontant geskied. Die toepaslike koste sal op die rekeninghouer se diensterekening gehef word.

REKENINGE:

Betaling mag nie weerhou word totdat 'n geskil besleg is nie. Indien geen rekening ontvang is teen die 10de van 'n maand nie moet 'n afskrif vanaf die Munisipaliteit aangevra word. Die rekening moet te alle tye getoon wanneer 'n betaling gemaak word. Indien u nie teen die 15de van die maand skriftelik beswaar maak teen u rekening nie, word aanvaar dat u saamstem met die rekening gelewer.

BEÏNDIGING VAN DIENSTE:

Wanneer 'n perseel ontruim word moet die vertrekkende verbruiker die Munisipaliteit minstens 15 dae vooraf skriftelik kennis gee. Versuim hiervan sal tot gevolg hê dat die persoon aanspreeklik bly vir kostes gehef tot datum wat die kennisgewing ontvang en verwerk is.

VOORAFBETAALDE KRAG:

Waar 'n voorafbetaalelektrisiteitsmeter in gebruik is en enige van die ander dienste op die perseel is agterstallig, sal slegs eenhede vir die waarde van 40% van die bedrag wat aangebied word, uitgereik word en die ander 60% van die bedrag sal teen die uitstaande rekening verreken word.

IMPORTANT NOTICE

This account has been rendered in terms of Council's relevant policies.

DUE DATE:

Accounts are payable when rendered. The due date on the account is only applicable on the current portion of the account and not the arrear portion. Amounts which remain unpaid after the due date are in arrears and services may be suspended without any further notice.

METHODS AND PLACES OF PAYMENT:

1. CHEQUES and POSTAL orders must be crossed and be made payable to Overstrand Municipality. Post dated cheques will not be accepted unless prior arrangements have been made. Receipts will not be mailed for payment made by cheque. If a receipt is required the words "RECEIPT REQUIRED", must be written on the account.
2. Payments will always be appropriated to the oldest outstanding amount (notwithstanding the kind of service), where after it will be appropriated in order of a predetermined priority.
3. **Payments can be made:**
 - 3.1 at any of the MUNICIPAL OFFICES from Mondays to Fridays (public holidays excluded) 08:00 to 13:00 and 14:00 to 15:30.
 - 3.2 at any branch of pay@, EasyPay or the Post Office. Processing of these payments takes approximately 48 hours thus payments must be made at least two days before the due date.
 - 3.3 by direct BANK PAYMENTS into **ABSA Hermanus, Account number 4066578021**. Your Municipal account number must be used as the reference number.
 - 3.4 by way of an automatic debit order. These forms are available at any of the Municipal Offices.
 - 3.5 via the INTERNET> Please contact our client services for more information in this regard.

INTEREST:

Interest will be levied on arrear accounts in terms of Council's policy.

SUSPENSION OF SERVICES:

The supply of services may be disconnected without any notification, if any amount is due after the expiry date. The deposit will simultaneously be revised and a surcharge, as determined by council from time to time, will be added whether the supply had been physically disconnected or not.

In the event of cheques or debit orders being returned "Refer to drawer", services will immediately be discontinued and future payments shall be made in cash. The account holder will be held liable for charges incurred.

ACCOUNTS:

Payment may not be deferred pending settlement of a dispute. If no account has been received by the 10th of a month, a copy should be obtained from the Municipality. The account must at all times be produced when payments or enquiries are made. If no official complaint in writing is received by the 15th of the month it will be considered that you agree with the delivered account.

TERMINATION OF SERVICES:

When premises are vacated, the consumer leaving such premises must give the Municipality 15 days written notice prior to leaving. Failing to do so will result in this person being held liable for any levies until the date a written notice is received.

PRE-PAID ELECTRICITY:

Where a pre-paid electricity meter is in use and any of the other services on the property is in arrears, units to the value of only 40% of the amount tendered will be issued, the other 60% will be allocated to the arrear account.