



## Communication, Marketing and Events

West Wing | 1<sup>st</sup> Floor South | Tshwane House | 320 Madiba Street | Pretoria | 0002  
PO Box 440 | Pretoria | 0001  
Tel: 012 358 4527 | 082 778 0245  
Email: selbyb@tshwane.gov.za | www.tshwane.gov.za | www.facebook.com/CityOfTshwane

---

### **MEDIA STATEMENT**

#### **CITY OF TSHWANE OFFERS AN INCENTIVE AND RELIEF PACKAGE TO ITS CUSTOMERS**

**23 JUNE 2020**

In a bid to relieve our debt-ridden stakeholders of financial burdens brought about by the COVID-19 pandemic, the City of Tshwane has introduced an incentive and relief programme aimed at enabling its customers to bring their municipal accounts up to date.

The City of Tshwane has endured low revenue recovery due to a significant number of its ratepayers who have lost their jobs, taken salary cuts or had to shut down their businesses due to the coronavirus that has wrought economic havoc in most countries globally, and adversely impacted the City's finances.

In order to minimise the financial burden on residents, organisations and businesses, we have introduced an incentive and relief programme to enable everyone to keep up with their municipal accounts and bring them up to date.

City of Tshwane Lead Administrator, Mpho Nawa, said that while the City understands the financial burden of its customers, it needs to collect revenue to be able to continue providing much-needed services to the community.

“Local government is tasked with providing basic services such as water, sanitation, electricity, roads, refuse collection and many other services, and these require generation of revenue through the payment of municipal accounts. Having observed the difficulty faced by our residents and being a caring administration, we decided to come up with a bouquet of incentives and a relief programme to lessen the financial burden on our valued customers to enable them to keep their accounts up to date,” Nawa said.

The programme offers a decrease in account payments and writes off interest charges for customers who are in arrears. It is implemented through different packages on offer to customers.

These packages are for customers who are in dire need of such an intervention due to their inability to pay their accounts or for those who are in arrears, as well as for those who might desire to settle their accounts in advance. This aspect is very important as arrears attract interest on customers' accounts, causing debt to pile up and the accounts becoming difficult to manage.

Residential customers and businesses have various options to choose from.

### **Relief options**

- Customers that are up to date, but cannot continue to make full payments
- Customers in arrears (debt not older than 12 months)
- Customers in arrears (debt older than 12 months)

### **Incentive**

- Customers whose accounts are up to date are not left out. If their account remains up to date, customers will get rebates on their property rates. This also applies to customers who pay their accounts in advance.

We urge all our customers to make use of this opportunity to bring their accounts up to date. The programme started running on 1 June 2020 and will end on 31 December 2020.

A payment application form is accessible on the website and at customer care centres. A payment illustration document is also available for customers to compare the different options.

For more information, please visit the City's customer care walk-in-centres across the seven regions of Tshwane, our website ([www.tshwane.gov.za](http://www.tshwane.gov.za)), or our social media pages on Twitter (@CityTshwane) and Facebook (@CityOfTshwane).

**Issued by Communication, Marketing and Events.**



