

Dear Emthanjeni Consumers

The Municipal Council and Management of Emthanjeni Municipality hereby wishes to inform you that Eskom has proceeded with its intention to interrupt the electrical supply within our municipal area.

As stated in their official notification the interruption will commenced today and will be from 06:00 to 8:00 and then again from 17:00 to 19:30 from the week starting 27 June 2018 to 03 July 2018.

The municipality views the impact of the interruption in a serious light. Our management team has been in negotiations with the Eskom team until late yesterday evening with the intention of averting this crisis. Payments have been made to Eskom and a further payment will be made today. The intention of the negotiations is to have the interruption suspended indefinitely. A positive reaction has been received from Eskom based on our negotiations with their team this morning and we await final confirmation from their Executive Management Team.

The municipality wishes to apologise for any inconvenience caused during this period. Futhermore, we wish to assure the community of our attempts to conclude a successful negotiation with Eskom.

It is important to note that we are formally disputing the amount stated by Eskom as being in arrears and we are in the process of reconciling the account together with the payments already made.

The Municipal Council has instructed that we apply a zero tolerance approach in the application of our credit control policy. As such we will be seriously enforcing the provisions of the credit control policy over the course of the next few days and in the foreseeable future. In terms of the customer care policy we will continue to treat consumers in a humane manner, however serious action will be taken against defaulters. Business and Government Institutions who are in default are informed that the application of the credit control policy will lead to a disconnection of both their electrical and water supply.

Consumers should take note that whilst the Municipal Council and Management team is appointed to lead and direct municipal activities, the community itself is seen as being integral stakeholder in the success of the municipality. Failure to pay for services rendered when due will adversely affect the ability of the municipality to continue rendering services in a sustainable manner. Consumers are currently owing the municipality approximately R190 million.

All consumers who are in arrears are therefore requested to visit our offices and make the necessary payments and arrangements on their accounts to avoid being disconnected or blocked.

It is vital that each member of the community recognises his/her responsibility towards paying the municipal account on time and in full, while remembering to utilise such services responsibly and avoid unnecessary wastage of water.

Negotiations with Eskom are continuing today and we will inform the community of the outcome thereof in due course.

I VISSER
MUNICIPAL MANAGER