

MUNISIPALITEIT EMTHANJENI *MUNICIPALITY*



KENNISGEWING/NOTICE: NO 34/2025

Dear Customer,

IMPORTANT REMINDER: USE OF CORRECT MUNICIPAL ACCOUNT NUMBERS

We kindly request that all customers ensure they use the correct and most up-to-date municipal account numbers when making payments to the Municipality. This practice is essential in ensuring that your payments are accurately allocated to the appropriate account and processed without unnecessary delays.

We have recently observed that some payments are being made without the use of the correct municipal account numbers. This can lead to several issues, including:

- Allocation of payments to incorrect accounts;
- Delays in updating your municipal account;
- Inaccurate balances appearing on your statements; and
- The potential for unintended service disconnections.

To help prevent these issues, we kindly request that you take the following steps when making payments:

1. **Verify your account number** – Always refer to your most recent municipal statement to ensure you are using the correct and current account number.
2. **Use your account number as a reference** – When making payments via bank transfer or online banking, please ensure that your account number is used as the payment reference.
3. **Clearly identify multiple accounts** – If you own more than one property or have multiple accounts, please ensure that each payment is clearly referenced with the appropriate account number.

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4. **Provide payment allocation details** – If you are making a single payment for multiple accounts, kindly send us a detailed breakdown indicating how the payment should be allocated across each account.

Using the correct account number ensures the following benefits:

- Your payment will be accurately recorded.
- Your account will remain current and up to date.
- You will avoid potential service disruptions.
- The Municipality can manage its finances more efficiently and serve you more promptly.

If you are unsure of your account number or need assistance, please contact our Customer Services team at [contact number] or email us at [email address]. We are happy to assist you.

Thank you for your cooperation and for helping us improve service delivery in Emthanjeni Municipality.



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