

NOTICE TO RESIDENTS

Dear Valued Resident,

The Municipality experienced various systematic challenges associated with the Phoenix Financial Management System which affected the municipal billing schedule. Council has since taken a resolution to revert to the old PROMIS system.

The change in financial system has an impact on the Municipality's scheduled billing processes known to residents and we hereby notify you as our valued customers of the change in scheduled billing dates for May 2018 and June 2018.

The scheduled billing date for the **May 2018** shall be **18 June 2018** and the scheduled billing date for **June 2018** shall be **1 July 2018**.

The change in scheduled Billing date has no impact on the meter readings conducted for those respective months as meter readings were conducted for the respective billed month as per usual.

Customers are to note that all errors in bills have been corrected on the PROMIS system for the past ten billed cycles. Therefore, the PROMIS statement would differ from the last received statement on Phoenix. Our team will be available to assist each customer in relation to all concerns that may exist as a result of this change and the difference in the Bills of accounts.

Any accounts opened after 1 July 2017 might have been allocated a new account number on the PROMIS Financial System but this will not affect any previous payments made to the accounts. Proper reconciliation shall be conducted to ensure that residents are not prejudiced.

We urge all residents who have any account queries or disputes to come to the enquiries desk situated in the rates hall on the ground floor of the Missionary Mpheni House.

We sincerely apologise for any inconvenience caused and we are committed to ensuring that the process of changing financial systems does not affect our consumers negatively.

Your continued support is appreciated.

We will keep you updated.

Regards,

Municipal Manager
Ms N.S Sithole