

# RUSTENBURG

## LOCAL MUNICIPALITY

### OFFICE OF THE EXECUTIVE MAYOR

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#### Public Alert

09 October 2018

#### High Consumption Billing on Accounts for August 2018

The Rustenburg Local Municipality has rolled back to the old accounts billing system (PROMIIS) in May 2018. The process included re – billing of accounts from July 2017 to June 2018. During this period, the roll back team charged an **average consumption** where the **client's consumption was higher than their normal usage**. This has led to certain accounts being undercharged.

As a result, the billing team used the August billing cycle to correct accounts where billing was found to have been undercharged. The process to verify the billing information on municipal accounts continued in September 2018 wherein more accounts were charged more than their average usage. This exercise led to high consumptions, however, **these high consumptions are correct**. Overall those consumers who were affected by the undercharges had their August accounts higher than normal. More consumers will have their bills higher than the norm in September 2018, so as to correct the anomaly. Subsequent to this, customer accounts are expected to go back to their normal usages.

The Municipality would like to sincerely apologise for the inconvenience this may cause.

For further enquiries kindly Rustenburg Local Municipality Spokesperson Mr. David Magae on 014 590 3509 or 082 761 3456.

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