

Ref: Sindi Boyi

FREQUENTLY ASKED QUESTIONS (FAQ) ON INDIGENTS

ALL YOU NEED TO KNOW ABOUT THE MUNICIPAL ACCOUNT (INDIGENTS)

1. Question: where can I find my nearest municipal office?

- Heidelberg – No. 1 HF Verwoerd & Louw Street.
- Ratanda – 2842 Heidelberg Road & Makie Street.
- Impumelelo – 217 Impumelelo Street.
- Vischkuil – 116 Melmon Street.
- Devon – 399 Schuurman Street.

2. Question: What is indigent?

Answer: 'Indigents' Indigents are defined as those people, due to a number of factors, who are unable to make monetary contribution towards basic services, no matter how small the amounts seem to be. Any household, earning up to or less than the **R3 750** qualify to be registered as indigents.

3. Question: What are the criteria used to qualify for indigents?

Answer:

The applicant and beneficiaries must be South African citizens.

- The registered owner of the property; or
- An occupier of a child-headed household where the property is registered in the name of the deceased parent or deceased parents; or
- The party to whom the property is awarded in the event of a divorce; or

- Where a deceased estate has not been wound up a letter of authority / executorship is needed;
- In the case of a deceased estate, in whose name the property is registered, any heir to whom the registered property has been bequeathed; or
- A surviving spouse, where the surviving spouse was married in community of property / registered customary to the deceased, and where the property is registered in both spouses' name and the surviving is the sole heir; or
- A surviving spouse, who was married in community of property / registered customary to the deceased, together with any other heirs, if any, where the property is registered in the name of that deceased;
- The property must be registered into the new owners name within a year, after approval date of indigence; and
- A **renting** pensioner who rents an accommodation in a municipal property and has a household income of **R3 750** or less (proof of rental agreement to be provided).

An occupier who falls under merit cases as described in section 15 of this policy.

- The total household income of the property may not exceed **R3 750**;
- The applicant must be in possession of a valid South African identity document.
- The vacant land where there is no fulltime occupant does not qualify for the subsidy.
- The applicant must not own more than one (1) property and must reside in the property

4. Question: How do I apply for indigents?

Answer:

Visit any Municipal building and present the following documents

- Proof of gross income, this must not exceed **R3 750** per household per month.
- Ownership status / proof of residence: The applicant must be **a** registered owner of the property or proof of account liability in case a child headed household where the property is registered in the name of the deceased parent/s or **renting** pensioner where a pensioner rents an accommodation (municipal property).
- Letter of authority where the property is registered in the name of the deceased.
- Valid copy of the applicant identity and of all household occupants.
- Pension certificate or card in case of a pensioner.
- Municipal account.
- Three (3) months bank statement (employed).

- Affidavit
- Duly completed application form.

5. Question: How long does it take to be declared as an indigent customer:

Answer:

Duration of indigent approval will not be longer than 3 months

6. Question: How will I know if my application has been approved?

Answer:

SMS's are sent out informing the applicant on the status of their application.

7. Question: How will I know if my application has been declined?

Answer:

SMS's are sent out informing the applicant on the status of their application.

8. Question: What are the subsidies received by an indigent customer?

Answer:

The **Maximum Subsidy** is allocated on the municipal account by giving a **credit** of an amount equivalent to the total basic charges:

- Basic water
- Basic sewer
- Basic electricity
- Refuse removal
- Free 6kl of water services of the qualifying households
- Free 50 kwh of electricity services of the qualifying households

9. Question: What is the difference between tariff code 02 and tariff code 01 for pre-paid electricity?

Answer:

- Tariff code 02 is the tariff applicable to indigent households where a subsidy of 50kWh electricity is provided; and

- Tariff code 01 is the tariff applicable to normal households and no subsidy of 50kWh is provided.

10.Question: My tariff code has changed from tariff code 02 to tariff code 01, what does this mean and what is the implication?

Answer:

- This means that you are no longer registered as indigent / your term for indigence has expired;
- No free 50kWh of electricity will be provided;
- No free 6kl of water will be provided;
- No subsidy for basic charges will be provided;
- If your indigent status has not changed, you can re-apply for the indigent subsidy scheme; and
- You will also receive a letter / notice from the municipality to inform you about the expiry date of your indigence.

11.Question: I have purchased pre-paid electricity but I am not able to punch in my recharge voucher / units onto my key pad; what does this mean and what do I need to do?

Answer:

- This means that your tariff code has changed from either tariff code 02 to tariff code 01 or from tariff code 01 to tariff code 02;
- You need to receive a key pad change voucher to be punched in onto your key pad machine before you can punch in your purchased units;
- If you are still experiencing some challenges in this regard, kindly contact Credit Control Office on (016) 492-0096/0215/0233/0218/0058.

12.Question: what do I do if there is a leak in my yard as an indigent customer?

Answer:

Water leaks beyond the meter in the yards of the indigents will be fixed by the Municipality subject to availability of budget.

Should an indigent consumer's internal water system develop a water leak and which is confirmed by all of the following criteria:

- The consumption according to the meter readings actually increased substantially from the normal average consumption; and
- That the actual consumption after the water leak had been repaired, returned to the normal average consumption; and
- Confirmation in writing by the Infrastructure Department, based on their technical opinion that a water leak exists or did exist.

Then the indigent account can be credited with the amount levied on the account which exceeds the normal average consumption.

Subject to availability of budget, the municipality will repair internal leaks to indigent households.

13. Question: Why am I not getting same units of electricity when I purchase more than 1 pre-paid electricity in the same month?

Answer:

- The tariff structure for electricity is based on a sliding scale:

Description of the tariff	Tariff rate	Units
0- 50kwh (free for indigents)	R0.00	50 units
51 - 350 kwh	R1.4119	300 units
351 - 600 kwh	R1.9834	250 units
600kwh >	R2.3351	

Examples of pre-paid purchases:

Purchase of R300

$R300 / 115 \times 100 = R260.87$

$(0-50) = 50 \times \text{FREE} = \text{FREE}$

$R260.87 / 1.4119 = 184.77 \text{ UNITS}$

(UNITS LEFT FOR STEP 2 = 115.23 UNITS)

NB! FOR R300 = 184.77 UNITS + FREE

Purchase of R200

$R200 / 115 \times 100 = R173.91$

$(0-50) = 50 \times \text{FREE} = \text{FREE}$

$R173.91 / 1.4119 = 123.18 \text{ UNITS}$

(UNITS LEFT FOR STEP 2 = 176.82 UNITS)

NB! FOR R200 = 123.18 UNITS + FREE

Purchase of R100

R100 / 115 X 100 = R86.96

(0-50) = 50 X FREE = FREE

R86.96 / 1.4119 = 61.59 UNITS

NB! FOR R100 = 61.59 UNITS + FREE

(UNITS LEFT FOR STEP 2 = 238.41 UNITS)

**GABRIEL BANDA
MUNICIPAL MANAGER**