



Mogale City

Local Municipality

NOTICE

12 April 2018

NOTICE TO PREPAID WATER CONSUMERS (BEIGE BOX, BLUE TOP METER BOXES),
COUNCILLORS AND OFFICIALS

Dear clients

As communicated previously in the monthly statements and our website, the municipality has appointed a new service provider for vending of prepaid water and this is the first month that this service provider is operating independently. The following challenges have been noted:

- Free 6kl not being issued with first purchase for some clients
- Some meter numbers not being loaded on the system.
- Prepaid Water voucher reflecting electricity details instead of water.
- Insufficient active outlets for buying water.

The municipality views all of these matters in a very serious light and has put the service provider on terms to deliver per their appointment.

In the meantime, consumers experiencing problems with purchasing of water must please contact our call centre on **086 166 4253 (during office hours) and 011 010 1500 (after office hours)** or come into any of our Municipal Revenue offices for assistance. Our Revenue Offices including Satellite offices will be operating on **extended hours during the weekends until further notice** to assist our consumers with purchasing of water.

Friday and Saturday - 7:30 to 18:00

Sunday - 8:00 to 15:00

We sincerely and humbly apologise for any inconvenience experienced by our consumers during this time.

**MP RAEDANI
MUNICIPAL MANAGER**