

# Overstrand - Account Information

You have Questions, We have Answers **Q&A**



Page 1 of 1  
HERMANUS ADAMS 26 HERMANUS, 7200  
021 211 8000  
021 211 184  
enquiries@overstrand.gov.za  
HANGKIP ALERANDSON ADAM 021 271 8000  
021 262 2653  
DAMARIS ADAMS 021 264 8000  
GARDNAI ADAMS 021 264 8000  
FIRE, TRAFFIC, LAW ENFORCEMENT 021 312 2490 (24/7 hours)



XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXX  
XXXXXXXXXXXX  
XXXX

**TAX INVOICE**  
FOR ALL ACCOUNTS DEBITED CONTACT YOUR  
CREDITORS UNIT REB. NOT.

## ACCOUNT INFORMATION

EVERYONE SHOULD KNOW

ACCOUNT NUMBER	MONTHLY ACCOUNT FOR	TAX INVOICE	RECEIPTS POSTED TO	VALUATION
XXXXXXXXXXXX	November 2023	XXXXXX	27/11/2023	XXXXXX
CLAS	DEP. ELECT	DEP. WATER	DEP. OTHER	EBF
XXXXXXXXXXXX	0	-719	0	XXXXXX

  

WATER CONSUMPTION (LITRES)																															
1	10	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
0																															

  

METER NO.	FROM DATE	TO DATE	PREVIOUS	CURRENT	CONSUMPTION	AVERAGE CONSUMPTION	LEAKY
88888888	11/10	30/11	1543	1463	80	8.0	498.75

  

DESCRIPTION	AMOUNT	TAX	AMOUNT (INC. TAX)
BALANCE CARRIED FORWARD			2848.16
PAID BY DEBIT CARD	-1000.00		-1000.00
10/11/23 REFUND	-200.00		-200.00
BALANCE			1648.16
RATES MONTHLY	381.76	0.00	381.76
WATER - BASIC	22.96	0.00	22.96
WATER - E-F&L	30.24	0.00	30.24
WATER - T&L	65.56	0.00	65.56
REFUSE/WASTE SWAN MONTH	220.00	0.00	220.00
SEWERHOOD SWAN BASIC	19.00	0.00	19.00
SEWERHOOD SWAN E-F&L	14.00	0.00	14.00
SEWERHOOD SWAN T&L	1.00	0.00	1.00
SEWERHOOD SWAN COMP	181.76	0.00	181.76
SEWERHOOD SWAN COMP	6.11	0.00	6.11
PAID COLLECTING ADMIN FEE: SMS 01/11/2023	23.88	0.00	23.88
DISCOUNT	18.24	0.00	18.24
TOTAL			2649.25

  

CREDIT	90 DAY+	90 DAY	60 DAY	30 DAY	CURRENT
0.00	0.00	0.00	21.00	1263.35	1264.35
CURRENT ACCOUNT PAYABLE ON OR BEFORE 20/12/2023					TOTAL AMOUNT DUE
					2649.25

Overstrand Municipality will no longer send out printed municipal accounts by post. Register to receive your account via E-MAIL or SMS: enquiries@overstrand.gov.za or visit nearest office.

NEEDBANK BRANCH CODE: 198765  
NEEDBANK CURRENT ACCOUNT: 1910136899  
REF: XXXXXXXXXX

pay@ XXXXX XXXX XXXX XXXX

SAE XXXXXXX XXXX XXXX XXXX XXXX

### EFT PAYMENTS For Municipal Accounts:

Overstrand Municipality  
Nedbank Account Number 1190136899  
Branch Code: 198765

*- This account is solely for the payment of monthly municipal accounts and the payment must include the 12-numerical digit account number as the reference.*

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## CLIENT SERVICES

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| 1. | <b>How do I open a Municipal Account in my name after purchasing a property?</b> | Complete Application and Agreement for Municipal Services form. Submit copies of all owner's ID's if property is registered in a private person/s name. If the property is registered in a Trust or Company, a copy of the registration certificate and copies of all responsible person/s ID documents is required. A reconnection fee is payable as per approved tariffs. The fee is payable with immediate.   |
| 2. | <b>How do I close my Municipal Account after selling a property?</b>             | Complete the Disconnection Application form. Form should be signed by all owners of the property. Attach proof of not older than 3 months verified banking details (i.e. E-Stamped, Bank Verification letter). If registered in a Business or Trust, Proof of directorship or Authorisation letter from Registered Trustees must be attached. If the name of Banking Details differs, a Resolution Letter from the owner/s, Business, Trustees must be attached. |
| 3. | <b>When will I receive my monthly Municipal Account?</b>                         | Monthly Municipal Accounts are sent either via email and/or MMS. Please provide us with valid email addresses and/or mobile numbers to ensure prompt delivery. The emails are sent from statements@billit.co.za and both emails and MMS's can be expected between the 27 <sup>th</sup> and the 30/31 <sup>st</sup>   |

		of each month.
<b>4.</b>	<b>Why is my account so high?</b>	<p>All residents are charged the same tariffs. Rates, Water and Electricity consumption elevates municipal accounts. Rates are calculated from the property Valuation. The higher your property is valued at, the higher the property rates are. The more water and electricity are used, the higher your bill.</p> <p>Various reasons may contribute to a high account, for example:</p> <ul style="list-style-type: none"> <li>• Increase water and electricity usage.</li> <li>• Biling of sewer tanker charge.</li> <li>• Account period might be longer than 30 days.</li> </ul> <p>Please contact Client Services at 028 313 8000 to determine the actual reason for the high account.</p>
<b>5.</b>	<b>Why are Admin and Penalty Fees charged to my account?</b>	Penalty and Admin fees are charged to overdue accounts. Payments of Municipal Accounts are due on or before the 20 <sup>th</sup> of each month.
<b>6.</b>	<b>What are Basic Fees?</b>	The Basic monthly charge is to cover the costs of keeping you connected to the network. This fee goes toward maintaining your service connection, paying back the Capital invested, covering salaries and wages, as well as any other costs. All even in the Overstrand area pays Basic monthly charges for services so that costs are distributed fairly between all consumers.
<b>7.</b>	<b>How do I claim a refund of a credit on my closed account?</b>	Provide us with confirmed Banking details not older than 3 months with your request for refund. If the property was registered to more than one person, approval must be given from all owners permitting refund to take place to given Bank Account.
<b>8.</b>	<b>Should I continue paying even though I have a query on the account?</b>	Yes, you should pay at least what you think the monthly debit amount should be, as you are still consuming.
<b>9.</b>	<b>Why was my arrears instalment plan deactivated?</b>	It could be due to late payment or short payment.
<b>10.</b>	<b>Is it possible to transfer credits from my one account to the other?</b>	Yes, some documentation is required, but it is possible.