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**TAX INVOICE**  
 FOR ALL ACCOUNTS UNDER THE MUNICIPALITY'S  
 CONTROLLED BY THE MUNICIPALITY

ACCOUNT NUMBER	MONTHLY ACCOUNT FOR	TAX INVOICE	RECEIPTS POSTED TO	VALUATION
XXXXXXXXXXXX	November 2023	XXXXXX	27/11/2023	XXXXXX
0	DEF ELECT	DEF WATER	DEF OTHER	DEF
XXXXXX XXXXXX	0	719	0	XXXXXX

  
  

SERVICE	METER NO.	FROM DATE	TO DATE	PROVISION	CONSUMPTION	CONVERSION	AVERAGE CONSUMPTION
WATER	1110	28/11	28/11	150	150	1	150
SEWER	1110	28/11	28/11	150	150	1	150

  

TRANSACTION DETAILS	CONTRIB	AMOUNT	TAX	AMOUNT (INC. TAX)
BALANCE CARRIED FORWARD				(105.00)
PAY BY REFERENCE				105.00
1111 BY REFERENCE				105.00
1112 BY REFERENCE				105.00
1113 BY REFERENCE				105.00
1114 BY REFERENCE				105.00
1115 BY REFERENCE				105.00
1116 BY REFERENCE				105.00
1117 BY REFERENCE				105.00
1118 BY REFERENCE				105.00
1119 BY REFERENCE				105.00
1120 BY REFERENCE				105.00
1121 BY REFERENCE				105.00
1122 BY REFERENCE				105.00
1123 BY REFERENCE				105.00
1124 BY REFERENCE				105.00
1125 BY REFERENCE				105.00
1126 BY REFERENCE				105.00
1127 BY REFERENCE				105.00
1128 BY REFERENCE				105.00
1129 BY REFERENCE				105.00
1130 BY REFERENCE				105.00
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1197 BY REFERENCE				105.00
1198 BY REFERENCE				105.00
1199 BY REFERENCE				105.00
1200 BY REFERENCE				105.00

  

CREDIT	90 DAY*	90 DAY	60 DAY	30 DAY	CURRENT
0.00	0.00	0.00	0.00	0.00	2549.25

CURRENT ACCOUNT PAYABLE ON OR BEFORE 20/12/2023 TOTAL AMOUNT DUE 2549.25

MESSAGE / BOODSKAP

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 via nearest office.

# ACCOUNT INFORMATION

## EVERYONE SHOULD KNOW

**EFT PAYMENTS For Municipal Accounts:**  
 Account name: Overstrand Municipality Account Payments  
 Bank: ABSA, Account type: Current  
 Account number: 4066578021  
 Branch code: 632005, Swift Code: ABSAZAJJ  
 - 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

<p><b>1. How do I open a Municipal Account in my name after purchasing a property?</b></p>	<p>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.</p>
<p><b>2. How do I close my Municipal Account after selling a property?</b></p>	<p>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.</p>
<p><b>3. When will I receive my monthly Municipal Account?</b></p>	<p>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 can both emails and MMS's can be expected between the 27<sup>th</sup> and the 30/31<sup>st</sup> of each month.</p>

4.	<b>Why is my account so high?</b>	<p>All residents are charged the same tariffs. Rates and 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>• Billing 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>
5.	<b>Why are Admin and Penalty Fees charged to my account?</b>	<p>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.</p>
6.	<b>What are Basic Fees?</b>	<p>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.</p>
7.	<b>How do I claim a refund of a credit on my closed account?</b>	<p>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.</p>
8.	<b>Should I continue paying even though I have a query on the account?</b>	<p>Yes, you should pay at least what you think the monthly debit amount should be, as you are still consuming.</p>
9.	<b>Why was my arrears instalment plan deactivated?</b>	<p>It could be due to late payment or short payment.</p>
10.	<b>Is it possible to transfer credits from my one account to the other?</b>	<p>Yes, some documentation is required, but it is possible.</p>