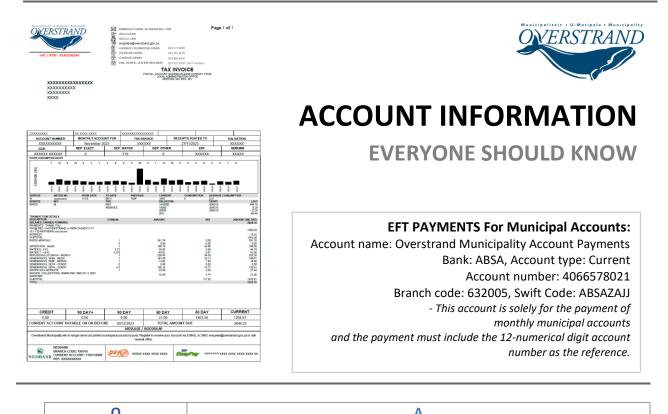
Overstrand - Account Information

You have Questions, We have Answers_Q&A



	Q	A	
	CLIENT SERVICES		
1.	How do I open a Municipal Account in my name after purchasing a property?	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.	How do I close my Municipal Account after selling a property?	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.	When will I receive my monthly Municipal Account?	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 th and the 30/31 st of each month.	

4.	Why is my account so high?	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.
		 Various reasons may contribute to a high account, for example: Increase water and electricity usage. Biling of sewer tanker charge. Account period might be longer than 30 days. Please contact Client Services at 028 313 8000 to determine the actual reason for the high account.
5.	Why are Admin and Penalty Fees charged to my account?	Penalty and Admin fees are charged to overdue accounts. Payments of Municipal Accounts are due on or before the 20 th of each month.
6.	What are Basic Fees?	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 erven in the Overstrand area pays Basic monthly charges for services so that costs are distributed fairly between all consumers.
7.	How do I claim a refund of a credit on my closed account?	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.
8.	Should I continue paying even though I have a query on the account?	Yes, you should pay at least what you think the monthly debit amount should be, as you are still consuming.
9.	Why was my arrears instalment plan deactivated?	It could be due to late payment or short payment.
10.	Is it possible to transfer credits from my one account to the other?	Yes, some documentation is required, but it is possible.