

PUBLIC NOTICE

30/05/2025



DEBT RELIEF CAMPAIGN FOR DISTRESSED CUSTOMERS

The Msunduzi Municipality Council has approved the **#BePartOfTheSolution** Debt Collection Campaign, a targeted debt relief initiative designed to assist distressed consumers in our city who are struggling with arrears on their municipal accounts. The campaign will run from **1 June 2025 to 30 September 2025**.

The initiative aims to provide financial relief while encouraging responsible account behavior and improving revenue recovery. Key features of the campaign include significant discounts on municipal debt and structured payment arrangements for qualifying residents and businesses.

Key Benefits

1. Services Debt Relief

- 50% Discount on services-related debt for Distressed Business, Residential, and Other Debtors whose debt accumulated from 31 July 2024. This discount is subject to full and final settlement or an approved extended payment arrangement.
- 10% Discount on services-related debt for the same categories of distressed debtors whose debt accumulated from 31 January 2025, also subject to full settlement or an approved payment plan.

2. Property Rates Interest Debt Relief

- 100% Discount on interest for property rates debt accumulated up to 30 April 2025, for distressed Business, Residential, and Other Debtors, provided that the full capital amount is settled or a payment arrangement is accepted.

Conditions and Exclusions

While the Municipality is committed to supporting those in genuine financial distress, there are clear policy conditions and exclusions to ensure integrity and fairness in the application process. Customers will not qualify for the campaign if:

- The property's electricity or water installations have been tampered with more than once.
- The customer fails to submit full motivation proving their distressed status.
- The customer has benefited from similar discounts in the past five years.
- The customer refuses audit access to municipal staff conducting verification.
- The property has been found with tampered installations during an audit.
- The customer has not maintained regular account payments for at least 6 months prior to applying.

Application Process

Eligible customers are required to complete an application form to be considered for the write-off. Approval is based on the Municipality's existing credit control and debt collection policies.

The **#BePartOfTheSolution** Campaign offers an important opportunity for distressed customers to restore their municipal accounts and access ongoing municipal services without the burden of unmanageable historical debt.

Msunduzi Municipality urges all qualifying customers to apply early and be part of the solution.

For more information, residents can visit www.msunduzi.gov.za or visit the **Revenue Management Unit at 333 Church Street, AS Chetty Building, Ground Floor**.