



Physical Address
New Municipal building, Tlakgameng Road
(next to Ganyesa clinic), Ganyesa, 8613

Postal Address
Private Bag X522
Ganyesa, 8613



OFFICE OF THE MUNICIPAL MANAGER

PUBLIC NOTICE TO RESIDENTS AND ACCOUNT HOLDERS

RE: REVENUE CORRECTION AND DEBT REHABILITATION PROGRAMME

Dear Residents and Valued Account Holders,

Kagisano Molopo Local Municipality would like to address residents and account holders regarding the work undertaken to correct historic billing and revenue-related matters within the municipality.

The Municipality acknowledges that there have been concerns relating to municipal accounts, billing accuracy, rebates, interest calculations, valuation roll alignment, credit balances, and historic debt. These matters have affected residents, businesses, agricultural account holders, and other consumers across the municipal area.

The Municipality understands that when an account is unclear, incorrect, or difficult to explain, it creates frustration and uncertainty. Residents must be able to trust that the amounts reflected on their municipal accounts are accurate, fair, and properly supported.

For this reason, the Municipality embarked on a structured **Revenue Correction and Debt Rehabilitation Programme**, aimed at restoring billing integrity, improving data accuracy, and ensuring that corrected account balances are based on a fair and transparent process.

To assist with this process, the Municipality utilised the services of **West Rand Consulting (Pty) Ltd, also known as WRCON**, to provide technical support in reviewing historic billing information, correcting revenue-related data, and assisting with the rehabilitation of municipal debtor records. The programme was designed to restore financial integrity, improve the accuracy of the debtor's book, and support community confidence in municipal billing.

This was not a once-off adjustment. It was a detailed correction programme designed to address the underlying billing challenges and rebuild confidence in the municipal billing environment.



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THE PROCESS FOLLOWED WAS STRUCTURED INTO FIVE PHASES:

PHASE 1: DEBT WRITE-OFF — PRE-2021

The Municipality first addressed old, historic balances that were largely irrecoverable and could no longer be properly substantiated. This phase was necessary to clear the foundation and create a reliable starting point for accurate rebilling. The purpose was not to ignore debt, but to ensure that future billing is based on information that can be supported and explained.

PHASE 2: REBILLING REPROCESS — 2021 TO 2026

From the clean starting point, the Municipality then undertook a systematic reprocessing of six financial years of billing data. This included confirming tariffs against approved policies, recalculating rebates for eligible accounts, verifying payments made to accounts, correcting interest calculations on a monthly basis, and determining accurate closing balances.

PHASE 3: CREDIT BALANCE RESOLUTION

The Municipality investigated accounts with credit balances that could not be properly substantiated from available records. Valid credits were retained, while unsupported credits were reviewed and corrected where required. This was necessary to ensure that the debtors book reflects a more accurate financial position.

PHASE 4: SYSTEM TESTING AND STATEMENT ISSUING

After the corrected calculations were prepared, the next step was to test whether the municipal financial system could process the corrected data and produce accurate statements. This phase is important because residents must receive statements that correctly reflect the reviewed and corrected account information.

PHASE 5: CLIENT DISTRIBUTION

The intention is to ensure that residents receive accounts that are more accurate, better supported, and easier to understand. Accurate billing is important not only for residents, but also for the Municipality's ability to maintain services, improve cash flow, support audit compliance, and rebuild community trust.

Residents are encouraged to engage constructively with the WRCON once corrected statements and account information are made available. Where residents have queries,



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these should be raised through the proper channels so that they can be reviewed and resolved fairly. Queries can be formally raised as follows with the link or QR code provided below: <https://arcg.is/0jLaTH0>



Alternatively, and email can be sent to collections.kagisano@municipex.co.za or the call centre can be phoned on 010 110 0553.

Kagisano Molopo Local Municipality remains committed to treating residents with fairness, dignity, and transparency throughout this process. This programme is an important step toward restoring confidence in municipal billing and building a stronger financial foundation for improved service delivery to the community.

Kagisano Molopo Local Municipality thanks residents for their patience, cooperation, and continued engagement during this correction process.

Yours faithfully,

O O Ntsimane
Acting Municipal Manager
Kagisano Molopo Local Municipality