

Local Municipality
Plaaslike Municipalities
3Lekgotla la Motse



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Ref No: PN No. 002/2023/METER
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PUBLIC NOTICE

BILLING CHALLENGES (METER CAPTURING)

Metsimaholo Local Municipality has in the past three (3) month experience some challenges with the capturing of water meter readings, for the readings submitted via email or Whatsapp, this is due to the high volume of emails / whatsapp received from public.

The email and whatsapp platform were initially created to accommodate the Covid-19 restriction and for customers whose water meter is inside the yard and meter readers cannot access the meter due to either locked gate or there's dogs within the premises.

We want to appeal to the public that ONLY CUSTOMERS WHOSE WATER METER IS INSIDE THE YARD, must submit water reading using the email / Whatsapp platform.

If, the customer water meter is outside the yard and accessible to the meter readers we will be able to capture the readings for billing purpose. Therefore, we **DO NOT** expect these customers to send us the readings via email / whatsapp.

This will reduce the volume of meter reading received and that will assist our meter capture to only focus only on those meter readings that our meter reader did not capture due to limitations (gate locked / dogs).

We, however, encourage the customers to keep the meter readings records for their own comparison with the billing statement.

For any enquiries please contact Mr. H Lebusa – Chief Financial Officer at 016 973 8311 or cfosecretary@metsimaholo.gov.za

Adv. LMA Mofokeng
Municipal Manager

12/01/2023
Date