Metsimaholo Municipality

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PUBLIC NOTICE

06 November 2026

YOUR MUNICIPAL ACCOUNT, NOW MORE ACCESSIBLE AND SECURE! METSIMAHOLO UPGRADES EMAIL STATEMENTS AND ONLINE ACCOUNT VIEWING

Metsimaholo Local Municipality wishes to inform all residents and account holders that it has embarked on an upgrade of its **electronic municipal statement distribution and online account viewing platforms**, as part of its ongoing commitment to improving customer experience, strengthening information security and enhancing service delivery. The upgrades are designed to make accessing municipal accounts more convenient, reliable and secure, while improving communication between the Municipality and its customers.

As part of the enhanced online account viewing system, **all customers will be required to complete an account holder verification process** when accessing their municipal statements online. Customers must log in using their **email address registered on the Municipality's billing system**, after which a **One-Time Password (OTP)** will automatically be sent to that email address. Once the OTP has been entered successfully, customers will be able to **view and download all municipal accounts linked to the verified email address**. Residents are therefore urged to ensure that their registered email addresses are correct and up to date to avoid difficulties when accessing their accounts.

Furthermore, the Municipality wishes to advise customers that, **with effect from 06 November 2026, municipal account statements are being distributed through an upgraded email platform**. This improvement is intended to enhance the quality, reliability and security of electronic statements. Customers are encouraged to check their email inboxes regularly, including their **spam and junk folders**, to ensure that they do not miss their monthly statements.

To ensure uninterrupted access to municipal accounts and effective communication, **all residents and account holders are urged to verify and update their registered email addresses and cellphone numbers** on the municipal billing system. Updated cellphone numbers will also enable the Municipality to communicate with customers through **WhatsApp, where applicable**.

Customers can update their contact details through the following channels: **EMAIL:** Send your municipal account number, updated email address and cellphone number to **enquiries1@metsimaholo.gov.za**. **IN PERSON:** Visit your nearest municipal offices for assistance with updating your details. **TELEPHONE ENQUIRIES:** Contact the Finance Department on **016 973 8877 / 016 973 8509**.

Metsimaholo Local Municipality calls on all residents and account holders to take the necessary steps to update their contact information and familiarize themselves with the upgraded platforms. Accurate customer information is essential to ensuring secure access to municipal accounts, uninterrupted delivery of monthly statements and effective communication. Your cooperation is appreciated as the Municipality continues to strengthen its revenue administration systems and improve customer service delivery.

ISSUED BY: COMMUNICATIONS UNIT

METSIMAHOLO LOCAL MUNICIPALITY