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MTHONJANENI LOCAL MUNICIPALITY

INDIGENT POLICY

1. DEFINITIONS

"Council" means the Mthonjaneni Local Municipality and its successors in law and includes the Council of that municipality or its Executive Committee or any other body acting by virtue of any power delegated to it in terms of legislation, as well as any officer to whom the Executive Committee has delegated any powers and duties with regard to this policy.

"consumption" means the ordinary use of municipal services, including refuse removal and electricity services for domestic or household purposes.

"due date" means, in the absence of any express agreement in relation thereto between the Council and the customer, the date stipulated on the account and determined from time to time as the last date on which the account shall be paid.

"municipal services" means electricity and refuse removal services provided by the municipality.

"refuse charge" means the monthly charge levied by the municipality for the removal of solid domestic waste.

"income level" means the total, combined income, from any source whatsoever, of the owner and/or all occupiers of a property, as determined according to national policy and guidelines and reflected in the Council's Tariffs for Indigents.

"occupier" includes any person in actual occupation of a property without regard to the title under which he occupies, if any.

"owner" means the person in whom from time to time is vested the legal title to the property.

2. AUTOMATIC QUALIFICATION FOR CONCESSIONS

- 2.1** Owners and/or occupiers of residential property within the municipal boundary who within a household earn a joint income of /less than R3800.00 per month shall qualify for indigent support as set out hereunder.
- 2.2** The following conditions to apply subject to 2.1 above:
Refuse Removal - free
Electricity - Equal to free basic electricity
In terms of the national guidelines issued from time to time.
Rates - In terms of the guidelines as set out in the Rates Policy.
- 2.3** in the event that an account is rendered and is deemed not payable and the owner or occupier continues to qualify under the terms and conditions of the this policy for indigent concessions, no interest shall be raised on the account. However, should the owner or occupier fail to comply with the terms and conditions of the this policy and an account is rendered and deemed payable, interest shall be raised on the full outstanding overdue account.

3. APPLICATION FOR INDIGENT SUPPORT

- 3.1** Indigents, whose level of income is less than the amount determined by Council as qualifying for indigent support, may apply in writing to the Council for such support.
- 3.2** Owners or occupiers who apply for such support shall be required to apply annually, in writing, for such support on the prescribed form.
- 3.3** Only registered residential consumers of services delivered by Municipality qualify for support.
- 3.4** No consumer conducting a business on a residential property, with or without special consent from the Council, shall qualify for assistance.
- 3.5** Support in terms of this policy only be provided to owners or residents who occupy the premises.
- 3.6** Applications for support must be made during March of each year and will apply from the first of the month following the month application and will continue for 12 months.
- 3.7** Should further support be required a new application must be lodged.