

MEDIA RELEASE

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28 March 2011

Buffalo City tackles billing problems head on

Billing continues to be a challenge for many Municipalities, Buffalo City included, but we are doing something about it.

For the next five weeks, our Billing section officials are going out to all satellite offices (Rent offices) in an effort to give consumers a walking, direct, efficient and effective access to solving problems around their accounts. This will also strengthen the turn around in billing inquiries.

Challenges around billing revolve around issues of meter reading; disconnections; internet and service point's payments; late payments and water leakages.

In February 152,146 accounts were sent out, but only 95,947 meters were read. The number of accounts sent out this includes accounts for vacant properties, various properties with one bulk meter linked to, no access to properties, meter readings that are processed by owners as per our Credit control policy.

The Municipality is looking at appointing more additional meter readers per wards in an effort to ensure that accounts are read by people who know the area and property owners very well.

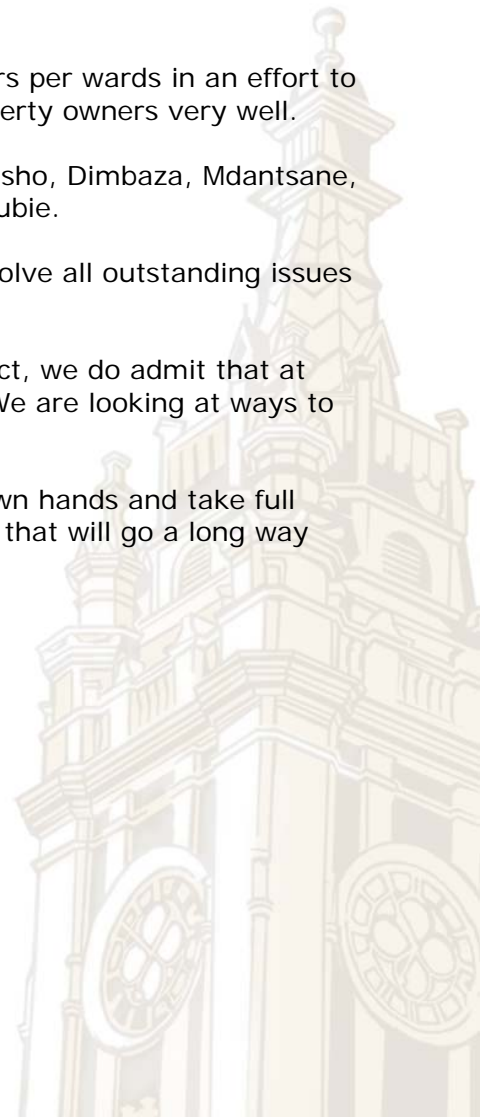
Areas to be visited by our Billing section officials include Zwelitsha, Bhisho, Dimbaza, Mdantsane, King Williams Town, Phakamisa, Berlin, Beacon Bay, Gompo and Gonubie.

Buffalo City urges consumers to make use at this opportunity and resolve all outstanding issues relating to their accounts.

As the City we are not saying that our billing system is faultless, in fact, we do admit that at times consumers do encounter challenges that are inconveniencing. We are looking at ways to improve on these.

However, we urge people to take their account payments into their own hands and take full responsibility. Pay on time. Report the unusual and inconsistent and that will go a long way towards ensuring that you don't experience such challenges.

- See itinerary below -



Area	Date
DIMBAZA	23/03/2011
KWT	25/03/2011
BHISHO	25/03/2011
ILITHA	31/03/2011
ZWELITSHA	01/04/2011
PHAKAMISA	04/04/2011
MDANTSANE	
ZONE 01	23/03/2011
ZONE 03	31/03/2011
ZONE 06	01/04/2011
ZONE 07	04/04/2011
ZONE 11	26/04/2011
ZONE 13	02/05/2011
ZONE 17	03/05/2011
BERLIN	23/03/2011
GOMPO	01/04/2011
BEACON BAY	23/03/2011
GONUBIE	23/03/2011

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