

## WHY YOU MUST PAY YOUR ACCOUNT

### **Question: Why should I pay for services?**

*Answer:* Municipalities are expected to be self-funding, raising much of their revenue from key sources: water supplies, and the property taxes known as rates. The money raised by the Municipality will pay not only for basic services such as roads, refuse collection, traffic control, sewers, lights and water, but also for a large HIV/AIDS programme, housing for the poor, etc.

### **Question: How do I settle an overdue account after the service has been cut off?**

*Answer:* You will need to go in person to the accounts department at the Customer Service Centre, where you will need to pay both the overdue accounts and a reconnection fee.

### **Question: What is the reconnection fee?**

*Answer:*

Final Demand Notice: N\$77,92 plus VAT. Disconnection and Reconnection fee due to non-payment: N\$77,92 plus VAT, and additional partial deposit payment of N\$42,88. For the removal of an unused meter and consequent disconnection of supply: R851.98 including VAT. For the reconnection of supply which has been cut off: Disconnection/recollection of supply through a prepayment meter for an incidence of tempering of the service installation and/or meter: N\$1, 329.22 including VAT.

### **Question: What if I cannot pay the full amount?**

*Answer:* If you can't pay the amount in full you must make an arrangement to pay the amount off over time. You must then come in person to a Customer Service Centre to make an arrangement. A deposit of minimum a third of due amount is required to make the arrangement.

### **Question: How long does it take to reconnect?**

*Answer:* It takes up to 72 working hours or 3 working days.

### **Question: I have a tenant in my property that is supposed to pay for the water and electricity bill? Will you take credit control action against the tenant or against me as the owner?**

*Answer:* Property owners are responsible for the full payment of all municipal services and rates accounts, even if the property is let to a tenant. If you see your tenant has fallen into arrears with their municipal account and is making no effort to make arrangements to pay it off or settle the arrears, you can request the restriction or termination of services from the Municipality. For peace of mind, property owners should ask for copies of their property bills from the Municipality in order to monitor them. Producing two statements of one account will, however, cost a small fee. Send an email request with all the details to [Lizby.Matthysl@hbaymun.com.na](mailto:Lizby.Matthysl@hbaymun.com.na) or [Mattheus.Geingob@hbaymun.com.na](mailto:Mattheus.Geingob@hbaymun.com.na), or visit your nearest Customer Service Centre.

### **Question: I do not receive a statement from the Municipality. How can they expect me to pay if I am not billed?**

*Answer:* The onus is on the property owner to ensure that he receives a statement from the municipality. The property owner should ensure that the correct details are given to the municipality by calling 064-502000 or emailing [Lizby.Matthysl@hbaymun.com.na](mailto:Lizby.Matthysl@hbaymun.com.na) or [Mattheus.Geingob@hbaymun.com.na](mailto:Mattheus.Geingob@hbaymun.com.na). Municipality has several options of how to receive your bill, via e-mail, post, cell phone or fetching it directly from our offices.

### **Question: How do I request to cut the services if there are illegal occupants in my property?**

*Answer:* The owner will be held liable for the reconnection cost and the settlement of arrear amounts on the account. Please forward a letter that indicates the address, your account number and the date you would like service to be cut and fax to 064-502001 or e-mail to [Lizby.Matthysl@hbaymun.com.na](mailto:Lizby.Matthysl@hbaymun.com.na) or [Mattheus.Geingob@hbaymun.com.na](mailto:Mattheus.Geingob@hbaymun.com.na)

### **Question: I am a sectional title property owner. Even though I pay individual, I also pay levies to the body corporate. Why have you cut my water?**

*Answer:* The onus is on the body corporate (represented by your Managing Agent) to ensure the full amount is settled on the statement. We have cut/restricted service to your complex because they have not paid your services account. Please consult your body corporate (Chairman of the Trustees) regarding your payment to them. Once proof of payment is made available to us, we will reconnect your services.

### **Question: Why are there legal fees charged on my account?**

*Answer:* Your account was handed over for legal action for collection of debt

### **Question: How do you calculate the charge for my monthly water consumption?**

*Answer:* A sliding scale is applied to the volume of water consumed to determine the amount due.

### **Question: Should I settle my current account even if I receive my statement late?**

*Answer:* Yes. Where a statement has not arrived timeously the customer is required to pay for the water consumed during the preceding month. The amount due can be obtained by calling the Municipality.

### **Question: I have been charged a penalty fee for late payment while waiting for my water account statement to arrive. Am I liable to pay this penalty fee? How can I avoid paying a penalty fee for late payment?**

*Answer:* Where a customer can prove that she/he paid their account on or before the due date, any penalty fee levied on the account can be reversed.

### **Question: Why am I being charged estimated readings instead of actual readings taken from my meter?**

*Answer:* The Municipality endeavors to obtain and acquire meter readings every month. For various reasons, this may not be possible, e.g. where the meter is obstructed or is inside the yard, or where there is dogs in the yard that might be a threat to the readers. However, a customer can call in for their reading to the Municipality directly, or send it in via e-mail. In addition, a meter auditor will be sent by the Municipality to obtain a special reading where the problem warrants such action.

**Municipality of Henties Bay**

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