

# IMPORTANT MUNICIPAL CONTACT NUMBERS AND BUSINESS HOURS

## YOUR QUICK REFERENCE GUIDE!



### CONTACT DETAILS

#### Account Queries Helpline:

Tel: 041-506 5555 (Mondays to Fridays, 8:00 to 16:30)  
E-mail: [customercare@mandelametro.gov.za](mailto:customercare@mandelametro.gov.za)  
Fax: 041-506 1304

#### Faulty Meter Helpline:

Water Call Centre: 0800 20 50 50 (24/7, Toll free)  
Electricity Call Centre: 041-506 5595 (8:00 to 10:00)



### UNBLOCKING / RECONNECTION OF METERS

#### During Business Hours:

Tel: 041-506 5555 or fax your receipt to: 041-506 1442 or e-mail to [reconnections@mandelametro.gov.za](mailto:reconnections@mandelametro.gov.za) (Mondays to Saturdays, 18:00)

#### After hours Unblocking / Reconnection of meters

- Mondays to Fridays, 16:00 to 20:00, tel: 041-506 1700 and fax receipt to: 041-506 1442
- Saturdays, 8:00 to 18:00, tel: 041-506 1700 or fax receipt to: 041-506 1442
- Sundays, 8:00 to 18:00, fax receipt to 086 480 7458



### PHONE SERVICES OFFERED BY THE NMBM

E-mail: [ivrhelp@mandelametro.gov.za](mailto:ivrhelp@mandelametro.gov.za) or register online on the NMBM website ([www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)) today to **"pay-by-phone"** for municipal services. You can also access the following other services by dialing the relevant telephone number indicated below or using the NMBM mobile app:

- Pre-paid electricity purchases: 041-506 5524
- Voluntary meter readings: 041-506 5528 (audit in May & November)
- Balance enquiries: 041-506 5533
- Copy of latest statements: 041-506 5537
- Change of postal address: 041-506 5520
- Reporting of alleged theft, fraudulent activity or damage to municipal property: 041-506 5522



# DID YOU HAVE A WATER LEAK?



## GENERAL INFORMATION ON WATER REBATE APPLICATIONS

### LEAKS REPAIRED BY REGISTERED PLUMBING CONTRACTORS

- Water rebates are considered only in cases where the burst was repaired within 48 hours after detection.
- Account holders are allowed only **ONE rebate during any 12 months' period.**
- Rebates are only considered in cases where the burst occurred in an underground pipe and provided that the leak was not discernable from the surface.
- The consumer's application must be supported by a certificate, drawn up by the plumber who repaired the burst. The plumber must be registered with the Municipality.

#### *The certificate must:-*

- Be dated.
- Give the date on which the burst pipe was repaired.
- Confirm that the leak was not discernable from the surface.
- Certify that the burst occurred on a pipe listed on the Schedule of Approved Pipes and Fittings as kept by the City Engineer in terms of Section 68 of the Port Elizabeth Municipality's Water Supply By-Law;
- Be submitted to reach the NMBM Treasury Directorate by not later than **30 days** after the date on which the burst was repaired.

### LEAKS REPAIRED BY CONSUMER / ACCOUNT HOLDER

- Water rebates are considered only in cases where the burst was repaired within 48 hours after detection.
- Account holders are allowed only **ONE rebate during any 12 months' period.**
- Rebates are considered only in cases where the burst occurred in an underground pipe and provided that the leak was not discernable from the surface.
- The consumer's application must be supported by a sworn affidavit, signed before a Commissioner of Oaths.

#### *The affidavit must:-*

- Be dated.
- Give the date on which the burst was repaired.
- Confirm that the leak was not discernable from the surface.
- Certify that the pipes and fittings used were of a type approved by the City Engineer;
- Be submitted to reach the Treasury Directorate by not later than **30 days** after the date on which the burst was repaired.

### HOW AND WHERE TO APPLY:

Account holders can fax or hand deliver to any municipal Customer Care office or e-mail the above mentioned documents: Fax: 041-506 1304 or e-mail; [customercare@mandelametro.gov.za](mailto:customercare@mandelametro.gov.za)





# ***NOT RECEIVING YOUR MUNICIPAL STATEMENT TIMEOUSLY?***



nelson mandela bay  
MUNICIPALITY

## ***DO NOT WAIT UNTIL YOUR SUPPLY IS DISCONNECTED OR INTEREST IS CHARGED TO YOUR MUNICIPAL ACCOUNT!***

Here's how to prevent disconnection or interest: Diarise the due date for the payment of your municipal account, and if you do not receive your monthly municipal statement through the usual method, request a copy of the statement timeously.

Note that penalty interest or disconnection fees will not be reversed should payment be received after the due date indicated on the statement! In this regard, please be aware that payments at 3rd party vendors, such as banks, the Post Office and EasyPay, *take up to 4 days* to be allocated to your account.

### **WANT EASY ACCESS TO YOUR ACCOUNT?**

**Register on your cell phone or on the NMBM website ([www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za) under 'e-services'):**

- To have your statement emailed to you monthly
- To request *ad hoc* emailed statements
- To download your statement from the NMBM website
- To download your statement via your cell phone

### **FOUR EASY WAYS TO GET A ONCE-OFF COPY OF YOUR MUNICIPAL STATEMENT:**

- Phone the NMBM Accounts Helpline on tel 041-506 5555 (*Dial 1*) for a copy
- Email your request to: [customercare@mandelametro.gov.za](mailto:customercare@mandelametro.gov.za)
- Fax your request to: 041-506 1304
- Collect a copy at any municipal Customer Care Centre

### **PLEASE NOTE:**

In terms of Section 8(10) of the Nelson Mandela Bay Municipality's Customer Care and Revenue Management By-Laws, not receiving a monthly statement **DOES NOT** relieve you of the responsibility to pay your municipal account. The onus is on **YOU**, the account holder, to ascertain the amount payable before the due date.

***For more information, contact the NMBM Accounts Helpline on Tel: 041-506 5555.***



[www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)



[customercare@mandelametro.gov.za](mailto:customercare@mandelametro.gov.za)



# NMBM MOBILE APPLICATION

## MAKING IT EASY FOR YOU!

### USE YOUR CELLULAR PHONE TO ACCESS INFO 24/7 / 365!

#### How can I register for this facility?

- Use your cell phone to register - Sign up by downloading the NMBM Mobile Application, then click on the sign-up button.
- Obtain IVR Registration form from any municipal Customer Care Centre around the City.
- Contact the Accounts Helpline: tel. 041 506 5555.
- Access the NMBM website ([www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)) to register for this facility - Click on the 'Residents' button, then on the blue ribbon 'E-Services', select 'IVR-account services' and click on the sign-up button to access services such as balance enquiries and fax/email statements.

#### Which types of incidents can one report by pressing the incident report button?

- Water leaks
- Burst pipes
- Blocked sewerage
- Faulty water meters
- Faulty street lights
- No electricity/water in the area
- Potholes
- High consumption

#### Other services:

- Track your RDP housing application.
- Report fraud.
- Municipal account related: balance enquiries, account payments, submit meter readings, etc.

#### How do I submit IDP suggestions and/or comments?

Use the IDP IVR button on the NMBM Mobile Application.

#### What if I forget my PIN number?

1. Reset your Pin number on the NMBM Mobile Application.
2. Via the 'E-Services' tab on the NMBM website (IVR-account services) ([www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za))

#### USE YOUR CELL PHONE TO RECEIVE & REQUEST MUNICIPAL ACCOUNT INFORMATION!

You can now receive and request the following services from your mobile phone:

- Get your current municipal account statement
- Balance enquiries
- Submission of meter readings
- Make account payments
- Purchase pre-paid electricity

This application is available from the following smartphone stores: **Blackberry World, App Store, Play Store** (type in 'NMBM Mobile Application' and click search)

#### ALTERNATIVELY:-

1. Go to [m.getjar.mobi](http://m.getjar.mobi) on your phone
2. Select 'Quick Download' at the bottom of the page
3. Enter 806262

#### FOR MORE INFORMATION

Contact the Customer Care Helpline on tel. 041 506 5555 OR e-mail us at: [ivrhelp@mandelametro.gov.za](mailto:ivrhelp@mandelametro.gov.za) OR visit our website ([www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za))



[www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)



[ivrhelp@mandelametro.gov.za](mailto:ivrhelp@mandelametro.gov.za)