

# PAYMENT RELIEF PROGRAMME FOR MUNICIPAL ACCOUNTS



To assist municipal account-holders experiencing financial difficulties owing to the National Lockdown and/or COVID-19 pandemic.

**When to apply**  
With immediate effect.

- Who can apply and benefit:**
- Domestic / residential account-holders
  - Small / Medium / Large business account-holders
  - Public Benefit Organizations (PBO)

- Type of relief offered:**
- Extended repayment periods
  - Reversal of interest accumulated over the lockdown period
  - Three-month interest free installment arrangement may be concluded;
  - Down-payment will not be required

- Type of municipal accounts which can qualify:**
- Accounts that were in arrears prior to lockdown – arrears were already on arrangements or no arrangements were made
  - Accounts that were up to date prior to lockdown but have subsequently accumulated arrears and interest;
  - Domestic households which lost part / all income and total income of all household occupants do not exceed R3720 per month, can apply for ATPP subsidy/benefits

**THESE DOCUMENTS MUST BE PROVIDED, TOGETHER WITH THE APPLICATION FORM ON THE NMBM WEBSITE, IN ORDER TO APPLY FOR PAYMENT RELIEF**

- Individual/Domestic Debtors:**
- ID of account-holder
  - Proof of income of all household occupants
  - Proof of loss of income that may include three-month bank statement and/or payslips
  - Proof of UIF application, other relief programmes, etc. and outcome of applications

- Small / Medium / Large Business:**
- Proof of loss of income that may include three-month bank statement
  - Latest audited Financial Statement or any other financial information to confirm loss of income
  - Proof of applications to relief funds made available by National Government e.g. UIF etc.
  - Proof of outcome of such applications

**Where to apply**  
Email application form on the NMBM website and required documents listed above to email address: [accountrelief@mandelametro.gov.za](mailto:accountrelief@mandelametro.gov.za)

- At any of the following municipal offices:
1. Mfanasekhaya Gqobose (old City Treasurer), Govan Mbeki Avenue, Central, Port Elizabeth
  2. Uitenhage City Hall Customer Care Centre
  3. Korsten Customer Care Centre, Abblett Street (behind Korsten Traffic Department)

**How to apply**  
Account-holder can email or apply in person, complete the application form on the NMBM website and provide the required documentation and sign

**SMS will be sent to the cell number provided on the application form to indicate whether the application was successful.**

## INTRODUCTION OF PREPAID ELECTRICITY SET-OFF TO RECOVER ARREARS

Blocking/disconnection of electricity are suspended during the lockdown, however set-off from electricity pre-paid electricity purchases, 1 day after due date, will commence today.

The following prepaid electricity purchase set-offs will be applied:

### Domestic:

Overdue Amounts			Percentage Allocated Account
Nil	to	R 99.00	Nil %
R 100.00	to	R 300.00	20 %
R 301.00	to	R 500.00	40 %
Plus R 501.00			60 %

### Business:

Overdue Amounts			Percentage Allocated Account
Nil	to	R 99.00	40 %
R 100.00	to	R 500.00	50 %
Plus R 501.00			60 %