

Incentive and Relief Scheme illustration

Option 1: You are up to date with your payments but cannot continue making full payments

- 1.1 Pay 25% of your balance per month, and get two months with no interest incurred and three months to catch up on the outstanding capital amount.
- 1.2 Pay 50% of your balance per month, and get four months with no interest incurred and three months to catch up on the outstanding capital amount.
- 1.3 Pay 75% of your balance per month, and get six months with no interest incurred and three months to catch up on the outstanding capital amount.

<p>Example: Option 1.1</p> <ul style="list-style-type: none"> • Average monthly bill (payable June 2020): R2 500 • Monthly payment for first two months (June and July 2020): R625 per month ($R2\ 500 \times 25\%$) • Deferred balance brought over for two months (June and July 2020): R3 750 ($R1\ 875 \times 2$) • Monthly repayments over three months (August, September and October 2020): R1 250 ($R3\ 750 \div 3$ months) • Monthly payments during the repayment period: R6 250 once-off repayment ($R2\ 500$ current monthly bill + $R3\ 750$) OR R3 750 repayment over three months ($R2\ 500$ current monthly bill + $R1\ 250$) 	<p>Example: Option 1.2</p> <ul style="list-style-type: none"> • Average monthly bill (payable June 2020): R2 500 • Monthly payment for first four months (June to September 2020): R1 250 per month ($R2\ 500 \times 50\%$) • Deferred balance brought over for four months (June to September 2020): R5 000 ($R1\ 250 \times 4$) • Monthly repayments over three months (October, November and December 2020): R1 250 • Monthly payments during the repayment period: R7 500 once-off repayment ($R2\ 500$ current monthly bill + $R5\ 000$) OR R3 750 repayment over three months ($R2\ 500$ current monthly bill + $R1\ 250$) 	<p>Example: Option 1.3</p> <ul style="list-style-type: none"> • Average monthly bill (payable June 2020): R2 500 • Monthly payment for first six months (June to November 2020): R1 875 per month ($R2\ 500 \times 75\%$) • Deferred balance brought over for six months (June to November 2020): R3 750 ($R625 \times 6$) • Monthly repayments over three months (December 2020, and January and February 2021): R1 250 ($R3\ 750 \div 3$ months) • Monthly payments during the repayment period: R6 250 once-off repayment ($R2\ 500$ current monthly bill + $R3\ 750$) OR R3 750 repayment over three months ($R2\ 500$ current monthly bill + $R1\ 250$)
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NB: The customer must pay the entire deferred amount in full within the three-month catch-up period and no further arrangements will be allowed.

On request, this document can be provided in another official language.

Option 2: You are in arrears (debt not older than 12 months)

- 2.1 Pay your full outstanding capital amount once-off, and get 7,5% of the capital as credit on your account and 100% of the interest reversed.
- 2.2 Pay your full outstanding capital amount and the current balance within six months (thus the account is up to date within six months) and get 100% of the interest reversed after the sixth payment.
- 2.3 Pay your full outstanding capital amount in full in a period between six and eight months and get 25% of the interest reversed after the eighth payment.

Example: Option 2.1 <ul style="list-style-type: none">• Average monthly bill excluding debt in arrears (payable June 2020): R3 375• Total debt: R91 619 (current balance R3 375 + R82 125)• Once-off payment: R91 619 (equivalent to principal debt)• Full interest reversed: R6 119 (equivalent to total interest)• Credit on account: R6 159,38 ($R82\,125 \times 7,5\%$)	Example: Option 2.2 <ul style="list-style-type: none">• Average monthly bill excluding debt in arrears (payable June 2020): R3 375• Total debt: R91 619 (current balance R3 375 + R82 125)• Monthly instalment payments: R18 082,33 ($R3\,375 + (R88\,244 \div 6 \text{ months})$)• Full interest reversed: R6 119 (equivalent to total interest)	Example: Option 2.3 <ul style="list-style-type: none">• Average monthly bill excluding debt in arrears (payable June 2020): R3 375• Total debt: R91 619 (current balance R3 375 + R82 125)• Monthly instalment payments: R14 405,50 ($R3\,375 + (R88\,244 \div 8 \text{ months})$)• Interest reversed: R1 529,75 ($R6\,119 \times 25\%$)
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Option 3: You are in arrears (debt older than 12 months)

- 3.1 Pay your full outstanding capital amount once-off and get 100% of the interest reversed.

Example: Option 3.1 <ul style="list-style-type: none">• Average monthly bill excluding debt in arrears (payable June 2020): R3 375• Total debt: R112 193 (current balance R3 375 + R108 818)• Once-off payment: R104 400 (equivalent to total debt minus interest)• Full interest reversed: R7 793 (equivalent to total interest)• Credit on account (principal debt under 365 days): Option 2 will apply
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Option 4: You are up to date with your payments and can continue making full payments (Qualification criteria – less than R100 000 in property rates per month)

- 4.1 Pay your municipal account in full and on time and get 15% of the June to November 2020 property rates credited in December 2020.

Example: Option 4.1 <ul style="list-style-type: none">• Total monthly bill (payable June 2020): R5 063 (including property rates)• Monthly bill for property rates (payable June 2020): R857 (property rates only)• Monthly payment (June to November 2020): R5 063 per month• Total payments made (June to November 2020): R30 378 ($R5\,063 \times 6$)• Credit of 15% on property rates per month (June to November 2020): R771,30 ($15\% \times R857 \times 6 \text{ months}$)• Credit will be passed on the December 2020 invoice

Option 5: You are up to date with your payments and can pay in advance (Qualification criteria – less than R100 000 in property rates per month)

5.1 Pay your full municipal account in advance for one month and get 20% of the property rates credited in the next month.

5.2 Pay your full municipal account in advance for three months and get 25% of the property rates credited in the fourth month.

5.3 Pay your full municipal account in advance for six months and get 30% of the property rates credited in the seventh month.

<p>Example: Option 5.1</p> <ul style="list-style-type: none"> • Monthly bill (payable June 2020): R5 063 (including property rates) • Monthly bill for property rates: R857 (property rates only) • Total payment in advance for the one month (to be paid in advance in June 2020 for the July 2020 invoice): R5 063 ($R5\ 063 \times 1$ month) • Credit of 20% on property rates: R171,40 ($20\% \times R857 \times 1$ month) Credit will be passed on the August 2020 invoice 	<p>Example: Option 5.2</p> <ul style="list-style-type: none"> • Monthly bill (payable June 2020): R5 063 (including property rates) • Monthly bill for property rates: R857 (property rates only) • Total payment in advance for the three months (to be paid in advance in June 2020 for the July, August and September 2020 invoices): R15 189 ($R5\ 063 \times 3$ months) • Credit of 25% on property rates: R642,75 ($25\% \times R857 \times 3$ months) Credit will be passed on the October 2020 invoice 	<p>Example: Option 5.3</p> <ul style="list-style-type: none"> • Monthly bill (payable June 2020): R5 063 (including property rates) • Monthly bill for property rates: R857 (property rates only) • Total payment in advance for the six months (to be paid in advance in June 2020 for the July, August, September, October, November and December 2020 invoices): R30 378 ($R5\ 063 \times 6$ months) • Credit of 30% on property rates: R1 542,60 ($30\% \times R857 \times 6$ months) Credit will be passed on the January 2021 invoice
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