

AUGUST 2023

Telephone

Hermanus	028 313 8000
Gansbaai	028 384 8300
Kleinmond	028 271 8400
Stanford	028 341 8500

24-hour Emergency	028 313 8000/8111
Fire Brigade	028 312 2400

Bulletin

#overstrand4all

Official newsletter of the Overstrand Municipality

#C4ourself

OVERSTRAND GOES DIGITAL

COLLAB CITIZEN APP UP & RUNNING

Admittedly, it took a bit of doing, but Overstrand Municipality is proud to announce that its Collab Citizen App has officially been launched.

The launching of this application means that, in future, users will be able to log and track service requests, keep abreast of happenings in their area, access emergency numbers and receive timeous notifications of service disruptions – all via a single mobile app.

Another major plus is that service requests specific to businesses can also be logged via this app. We trust that the timely and cost-effective manner in which issues raised by businesses can now be resolved will go a long way towards cutting the unnecessary red tape generally regarded as a key constraint to economic development and growth.

The mobile application is fully functional for Android and iOS devices.

To download the Collab Citizen App, go to your phone's app store (Google Play Store, iOS App Store or Huawei App Gallery) and search for Collab Citizen App.

Should you need assistance with downloading or using the app, please send an email to collabcitizenapp@overstrand.gov.za.



Try it out ...

**Collab Citizen App
is available
for download from
your app store**



ELECTRICITY RATES ⚡

Getting to grips with inclining block tariffs

An inclining block tariff applies to all households, irrespective of whether they make use of a single- or three-phase connection. Accordingly, electricity units are charged at different rates according to a series of "inclining blocks" based on the number of units a household purchased in the course of a calendar month.

By way of illustration, the first 350 units purchased during a calendar month constitute the first block and is charged at the lowest rate (R2.0579 per unit).

However, the moment your electricity consumption exceeds the limit set for Block 1 (i.e. 350 units), you will automatically move on to a more expensive rate per additional 250 units consumed as set for Block 2 (R3.0833) and, when the limit for that block (600 units) is exceeded, on to Block 3 (R3.8642 per additional 250 units consumed).

Movement from one block to the next is automatic and depends solely on the number of units purchased during a specific calendar month.

At the end of the calendar month, your history will be reset and your consumption for the next month will yet again commence at Block 1.

Switch to prepaid and save

Customers who make use of prepaid electricity pay 17c per unit less than those who make use of credit meters.

Timing purchases

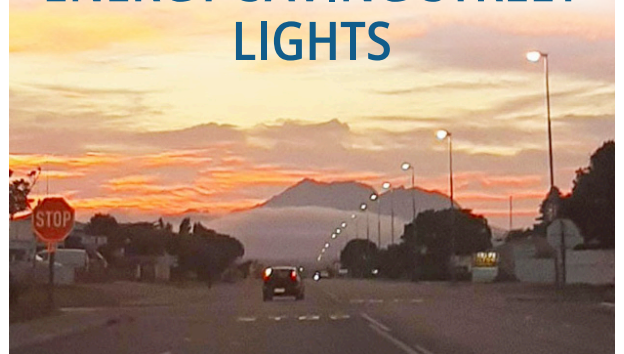
Note that movement from one block to the next is not affected at all by the number of transactions conducted within a month. In other words, you can spread your purchases over many transactions, or do a once-off transaction. The proviso, though, is that all transactions must be conducted within one calendar month.

❖ **A word of advice to consumers who make use of prepaid electricity: Be sure to buy only enough units for one month. If you buy in bulk, you will end up paying more.**

Indigent households

These households are entitled to 50 free units and can buy up to a maximum of 450 additional units per month at a cost of R1 028.60.

INSTALLATION OF ENERGY-SAVING STREET LIGHTS



The Department of Mineral Resources and Energy has launched a project to reduce municipal operations' electricity usage which primarily involves retrofitting streetlights, traffic lights and lights in buildings to accommodate energy-saving devices.

To this end, Overstrand Municipality received a R3 million grant for the 2022/23 financial year which will mainly go towards replacing some streetlights in Kleinmond, Hawston, Hermanus, Stanford and Gansbaai with energy-saving LED lights.

With LED technology, a saving of up to 62% in energy consumption can be achieved, and replacing traditional streetlights in Overstrand alone can save a whopping 70 tons of coal in a single year.

On top of that, energy-saving LED streetlights are a lot brighter and require less maintenance.

Thus far, more than eight hundred streetlights in the Overstrand municipal area have already been retrofitted.

SNAIL MAIL NO LONGER AN OPTION

MUNICIPAL ACCOUNTS NOW
DELIVERED ELECTRONICALLY ONLY

The unreliable and irregular delivery of mail via the conventional postal service left Overstrand with no option but to revert to electronic means to inform ratepayers of outstanding balances and to forward detailed municipal accounts.

In short, that means that your municipal account will no longer be mailed and that you must register to receive yours electronically.

However, should you prefer a hard copy, feel free to visit the rates hall in Gansbaai, Stanford, Hermanus or Kleinmond during office hours to request a printout free of charge.

FIRST THINGS FIRST: REGISTER

In order to ensure that you will be able to receive your municipal account/outstanding balance electronically, you must ensure that your details are current and request to be registered on Overstrand's database. You can do this by either approaching your nearest municipal office for assistance or you can simply send an e-mail to enquiries@overstrand.gov.za clearly stating the following:

- Your account number
- Your full name
- Your mobile number
- Your e-mail address

NEXT STEP: ACTIVATE

Once you have registered on Overstrand's database, you need to activate those options that serve you best. This is accomplished by sending an email clearly stating your municipal account number to enquiries@overstrand.gov.za requesting that detailed municipal accounts be delivered to your e-mail address and/or that you be informed of outstanding balances via SMS.

❖ **Note that you are liable to pay the average calculated amount reflected on your monthly statement irrespective of the method of delivery.**

THE SIDEWALK IS **NOT** A RUBBISH DUMP!

Dishearteningly, our pleas to help keep our towns clean have fallen on deaf ears.

Day after day, at the crack of dawn, a whole platoon of municipal workers take to the streets to make sure that everyone who lives and works here will be greeted by streets and sidewalks that reflect Overstrand Municipality's commitment to maintaining a safe and healthy environment.

Sadly, having spent hours and hours to clean up after people the day before, the picture that greets them the very next morning is yet another mess: The streets and sidewalks are strewn with litter, and the unsavoury contents of black bags left out overnight are scattered everywhere.

Yes, admittedly, we are aware of a number of vagrants who seemingly have no regard for public hygiene. This matter is being addressed.

What is inexplicable, though, is why well-adjusted responsible ordinary citizens would choose to dunk their take-out containers and cans right there on the spot rather than in one of the many bins provided for this purpose everywhere.

When next you think about dropping that Styrofoam container or can, show a little respect for those who will rise bright and early to clean up after you.

**Just take another step or two.
There's a bin right there.
Drop it in the bin, please.**



APPLY FOR PENSIONER'S REBATE BEFORE 30 SEPTEMBER

In terms of Overstrand's Property Rates Policy, applications for rate rebates must be finalised by end-September each year.

Applicants will be informed of the outcome by no later than 31 October 2023 and, if successful, rebates will be backdated to July 2023.

Application forms for pensioners' rebates are available on Overstrand's website at www.overstrand.gov.za. Click on Documents and then on Forms, or follow this link: <https://www.overstrand.gov.za/en/documents/forms/rebate-application-forms-and-letters>

For more information, send an email to enquiries@overstrand.gov.za or contact the Finance Department at your nearest municipal office:

HERMANUS ADMINISTRATION: 028 313 8027 / 028 313 8933 /
028 313 5060 / 028 313 8042 / 028 313 8912
GANSBAAI / STANFORD ADMINISTRATION: 028 384 8300 / 028 341 8500
KLEINMOND ADMINISTRATION: 028 271 8400

AVOID UNNECESSARY HEADACHES:
Be sure to use the correct account number

Given the nature of its operations, Overstrand operates a whole array of bank accounts: Depositing money in the wrong account can cause quite a headache for everyone concerned.

In short, we operate three bank accounts: one for rates and taxes, one for traffic fines, and one for sundry income.

The following details apply to all three accounts:

NEDBANK

Account name: Overstrand Municipality
Type of account: Current
Universal Branch Code: 198765
Branch: Inland Garden Route
SWIFT Code: NEDSZAJJ

DEPENDING ON WHAT THE PAYMENT IS INTENDED FOR,
USE ONE OF THE FOLLOWING THREE ACCOUNT NUMBERS:

- Account number **1190136899** to settle **monthly municipal accounts**
 - Quote your 12-digit numerical account number as reference.
- Account number **1190137186** to pay **traffic fines**
 - Use the alpha-numerical number (10 to 16 digits) indicated on the fine as reference. Please note that the "/" must not be included in the reference number.
- Account number **1190136678** for all **other payments** (e.g. building plan approvals, new water and electricity connections, vehicle licence renewals, boat launching fees, etc.)
 - In instances such as these, you must obtain a reference number from the municipality before making a deposit.

❖ **Irrespective of the method of payment (EFT, EASYPAY, PAY@ or at a participating retailer), always double check that the correct reference number has been punched/typed in before finalising the transaction.**

UPGRADING OF PRE-PAID
ELECTRICITY METERS ON TRACK

By now it is common knowledge that the software used by electricity meters to identify prepaid tokens must be upgraded by November 2024: Failure to do so would result in those tokens no longer being recognised with the resultant implications.

Given this tight deadline, Overstrand launched a programme as early as November 2022 to update token-identifier software on prepaid electricity meters throughout the municipal area and can now report that 85% of those updates have been completed successfully.

In the months ahead, upgrades will be undertaken in Blompark (to be completed in August), followed by De Kelders, Gansbaai and Perlemoenbaai in September/October and Pearly Beach and Masakhane in November/December.

Should you wish to upgrade your meter before the scheduled date, feel free to submit such a request to enquiries@overstrand.gov.za.

UPGRADING IS AS EASY AS 1, 2, 3

Once it is your area's turn to update, you will receive two extra 20-digit codes with your first electricity purchase for the month. In other words, there will be three codes in total on the token: The two extra codes plus the usual one. All three codes need to be entered in sequence for you to receive the electricity you purchased.

Follow these steps to update your meter:

1. Enter the first 20-digit key change code and wait for it to accept.
2. Enter the second 20-digit key change code and wait for it to accept.
3. Enter the usual 20-digit electricity token to recharge units as normal.

Should you encounter a problem or require assistance to update your pre-paid meter, feel free to call any of the following numbers during office hours:

- **HERMANUS ADMINISTRATION:** 028 313 8000 or 028 316 2630
- **KLEINMOND ADMINISTRATION:** 028 271 8400
- **GANSBAAI AND STANFORD ADMINISTRATIONS:** 028 384 8358 or 028 384 8376

❖ **Note that consumers who buy their electricity directly from Eskom (i.e. those in Betty's Bay, Pringle Bay, Rooiels, Fisherhaven, Vermont, Onrus, Hemel-en-Aarde and certain areas between Die Damme and Hermanus) should contact Eskom directly with queries regarding the upgrade of the software on their prepaid meters in preparation for the TID rollover.**