A - F (32 – 2026) CM 23/06/2026	FINANCE DEPARTMENT: MEDIUM-TERM REVENUE AND EXPENDITURE FRAMEWORK (MTREF) FOR 2026/27 TO 2028/29 AND THE AMENDMENT 2022/23 TO 2026/27 INTERGRATED DEVELOPMENT PLAN (IDP) (2026/27).

9.10. That **Council APPROVE** the amended **Policies** and **By-Laws** as contained in **Annexure E** to guide the implementation of the municipality's annual budget.

POLICIES

Annexure E1 Medium – Term Budget Statement Policy (Reviewed)……………………...
Annexure E2 Pricing Policy Statement (Reviewed)………………………………………….

Annexure E3 Property Rates Policy (Reviewed)…………………………………………….......................................

Annexure E4.1 Provision of Free Basic Electricity Policy (Reviewed)……………………...

Annexure E4.2 Provision of free Basic Water supply services (Reviewed)………..…….

Annexure E5 Waste Management Tariff Policy (Reviewed)……………………………… ....

Annexure E6 Consumer Deposit Policy (Reviewed)……………………………………….. ....

Annexure E7 Indigent Support Policy (Reviewed)………………………………………….......................................

Annexure E8 Credit Control & Debt Collection Policy (Reviewed)……………………... ....

Annexure E9 Provision for Doubtful Debt and Debt Write-Off Policy) (Reviewed)...

Annexure E10 Budget Implementation and Monitoring Policy (Reviewed)…………… ....

Annexure E11 Municipal Entity Financial Support Policy (Reviewed)…………………. ....

Annexure E12 Accounting Policy (Reviewed)………………………………………………... ....

Annexure E13 Electricity Metering for Residential and business Customers (Reviewed)… ....

Annexure E14 Policy for the vending of pre-paid electricity (Reviewed)………………... ....

Annexure E15 Policy for the Estimation and Correction of Energy or Demand Meter Reading and Billing Data (Reviewed)………………………………………………………… ....

Annexure E16 Electricity Tariff Policy (Reviewed)…………………………………………....................................

Annexure E17 Virements Policy (Reviewed)…………………………………………………. ....

Annexure E18 Consumer Agreement Policy (Reviewed)…………………………………… ....

Annexure E19 Supply Chain Management Policy (Reviewed)……………………………......................................

Annexure E20 Treasury Policy (Reviewed)………………………………………………….......................................

Annexure E21 Expanded Public Works Programme Policy (Reviewed)…………………..

Annexure E22 Asset Management Policy (Reviewed)……………………………………… ....

Annexure E23 Cost Containment Policy (Reviewed)……………………………………….. ....

Annexure E24 Policy for the wheeling of Electricity (Reviewed)………………………… ....

Annexure E25 Policy for Embedded Generation Ekurhuleni (Reviewed)………………. ....

Annexure E26 Ekurhuleni Community Enterprise Development Fund Policy (Reviewed)..…………………………………………………………………………………… ....

Annexure E27 Long Term Financial Strategy 2020/21-2029/30 (Reviewed)..…………… ....

Annexure E28 Ekurhuleni Public Employment Programme & Implementation Framework Policy (Reviewed)………………………………………………………………………………
Annexure E29 CoE Inventory Management Policy (Reviewed) …………………………..
Annexure E30 Unauthorised, Irregular and Fruitless and Wasteful Expenditure Policy (UIFW) (Reviewed)…..……………………………………………………………………
Annexure E31 Investment Support Package for Developers Policy (Reviewed)……

CONTENTS

INDIGENT SUPPORT POLICY

1. INTRODUCTION

The Indigent Support Policy is an instrument designed to ensure that all persons and households classified as indigent have access to basic services as defined in the Constitution of the Republic of South Africa, Act No 108 of 1996. These rights include, inter alia, access to health services, electricity, water, education, housing, food, and social security. The provision of free basic services is part of the broader social agenda and the anti-poverty strategy of the of the City of Ekurhuleni and the South African government.

The policy serves as a measure towards the realization of the social and economic rights of all people as contained in the Bill of Rights. These rights include, inter alia health care, water, education, housing, food, social security and the movement. The municipality has a Constitutional obligation in ensuring that the rights of the poor households are realized through the approved indigent policy.

2. PURPOSE

- The purpose of the City of Ekurhuleni Indigent Policy is to ensure that approved indigent households have access to subsidized basic services within the financial capacity of the municipality.

3. OBJECTIVE OF POLICY

The objective of the Indigent Policy is to ensure that there are procedures and guidelines to offer subsidized services to approved poor households.

- To align the indigent responsibilities of the national and provincial governments to that of local government
- To provide for an integrated approach that will allow the departments within the City of Ekurhuleni to target the delivery of basic services to poor and vulnerable persons and households
- To ensure that there are systems in place to guide the indigent application, registration, and approval process

4. DEFINITIONS

“Authorised Officer”	:	means any official of the Council who has been authorised by the Council to administer, implement and enforce the provisions of this policy.
“By-law”	:	means a by-law adopted by the Council.
“**Basic Services**”	:	means the supply of the following basic services in terms council’s approved policies and legislative guidelines: ▸ Energy supply ▸ Water supply ▸ Sanitation services ▸ Refuse removal service
Business	:	An activity that involves a natural person or entity performing an activity or trade with the intent of making a profit. The activity or trade may be commercial, industrial, professional, or otherwise. A business commonly involves providing goods or services for the public while operating at a profit. an undertaking or a business concern, whether formal or informal, which is engaged in the production of goods or provision of services; and (b) includes an entrepreneur; and (c) a small enterprise, a small enterprise organization and a co-operative
Business activities		‘‘entrepreneur’’ means a person who starts or operates a business, or both, which includes identifying opportunities in the markets, taking risks with a view of being rewarded with profits; Refers to involves providing goods or services for the public in exchange for monitory value may include but not limited tuck-shop, backroom, shack on inhouse room letting or renting, taxi operating, ECD services, carwash, Kota house etc.
“**Child Headed Households**”	:	Means a person under the age of 18 who provides care for a child or children.
“City Manager”	:	Means (a) a person appointed by the City of Ekurhuleni Municipality in terms of section 82 91) (a) or (b) (b) of the Municipal Structures Act an administrative executive responsible for the daily administration of the municipality.
“Council”	:	**Municipal Council** (a) Municipal council” or “council” means a municipal council referred to in section 157(1) of the Constitution. (b) It is the main political body that governs the municipality

“Deemed Indigent Household”	:	means individuals who live together in a single residential property and qualifies for indigent relief based on the use and value of property as determined in terms of general valuation roll.
“Dependant”	:	To read as follows: means a minor and or a person who is financially dependent and resides permanently with the owner and/or tenant of property in a single residential property within the area of jurisdiction of City of Ekurhuleni.
“Essential household services package”	:	means provision of water supply, sanitation, refuse removal, supply of basic energy.
“Household Income”	:	means any form of remuneration and/ or income as defined in the Sixth Schedule to the Income Tax Act, 58 of 1962 but excluding State Children Support grants.
"**illegal connection**"	**:**	a connection to any system through which municipal services are provided, which is not authorised or approved by the Municipality or its authorised agent.
“Indigent Household”	:	means individuals who live together in a single residential property and collectively qualifies for indigent relief in terms of this policy.
“Indigent Person”	:	means a poor needy person lacking the basic necessities of life such as insufficient water, basic sanitation, refuse removal, health care, housing, environmental health, supply of basic energy, food, clothing and has a lower income threshold as defined in this policy.
Definition of Life partner		Is defined as an intimate relationship between two people living together without formalizing their union through marriage.
“Municipality”	:	means the “Council” as defined above.
“Occupants”	:	means the owner and/or legal tenant of property and all individuals who live together in a single residential property.
“Pensioner”	:	means a person whom - (i) is at least 60 years of age on date of application, provided that where couples are married in community of property and the property is registered in both their names, the age of the eldest will be the qualifying factor; (ii) is the registered owner of the property or registered as “Life right use” tenant in deeds office; (iii) is the owner/occupant and account holder of the property concerned, which will consist of one dwelling only and no part thereof will be sub-leased;

		(iv) must reside permanently on the property concerned which consists of one dwelling only; and (v) a person who is a mentally and/or physically disabled person complying with the requirements in (i) to (iv) above.
"Registration method"	:	means registration process applied by Council in the indigent application process.
"Resident"	:	means a person residing within the area of jurisdiction of City of Ekurhuleni and consume services as provided by the Council.
"Services"	:	means the "basic services" as defined above
"Social service package"	:	means higher levels of household services and access to public services such as roads, public transport, community services and emergency services as provided by Council.
"Working Days"	:	means Monday to Friday excluding public holidays.
"Youth Headed household"	:	Is deemed to be a household that is headed by a youth above the age of 18 years to 35 years, who has assumed the role of care-giver in respect of the children in the household and is responsible for management of such households, due to the parent/s guardian or care-giver of the household who was the registered owner/ account holder/ legal tenant of the property who is terminally ill, deceased or abandoned the children in that household.

5. LEGISLATIVE FRAMEWORK AND GUIDELINES

The guiding legislative framework for the Indigent Policy are as follows:

7.1. In terms of section 27 of the South African Constitution Act, 1996 (Act 108 of 1996)

(1) Everyone has the right to have access to – • Sufficient food and water; and • Social security, including, if they are unable to support themselves and their dependents, appropriate social assistance.

(2) The state must take reasonable legislative and other measures, within its financial capacity, to achieve the progressive realization of these rights.

7.2. Section 74 (2) (c) of the Municipal Systems Act 32 of 2000 stipulates inter alia the following: -

"'poor households must have access to at least basic services through:

(i) tariffs that cover only operating and maintenance costs.

(ii) special tariffs or lifeline tariffs for low levels of use or consumption of services for basic levels of service; or

(iii) any other direct or indirect method of subsidization of tariffs for poor households;"

Tariffs for Property Tax and services must be made more affordable for the poor.

7.3. Section 97(1)(c) of the Municipal System Act, 2000 (Act 32 of 2000) states that a Municipality must provide in its debt collection and credit control policy for Indigent debtors which provisions must be consistent with its rates and tariff policies and any national policy on Indigents.

6. SCOPE OF POLICY APPLICATION

The Indigent Support Policy shall be applicable within the jurisdiction of the City of Ekurhuleni.

The Indigent Support Programme must be accessible to all qualifying indigent persons and households in terms of this policy.

7. CRITERIA FOR QUALIFICATION FOR INDIGENT SUPPORT

7.1 Registered Household

7.1.1 Indigent Household

Indigent relief will be granted to an approved household where the –

(a) combined household income of all occupants / residents tenant, his/her spouse or life partner, and/or dependents residing on the property and are over the age of 18 years of age, is less than two (2) monthly minimum wage determination based on Area "A" Domestic worker who work more than 27 ordinary hour per week, as amended by Minister of Labour from time to time;

(b) account in respect of Basic Services and/or Assessment rates is held with Council in the name of the applicant;

(c) Applicant is a South African citizen or in possession of permanent residence with South African Identity;

(d) The property is used for residential purposes and no portion thereof subleased.

(e) Municipal value of property does not exceed maximum R1 500 000 as reflected in the valuation roll of the City except for pensioners, people with disabilities and War Veterans who qualify for indigent status and receive social grants.

(f) The current account of a deceased estate may be subsidised if the surviving spouse or dependants who occupy the property applies for assistance. Relevant supporting documents must be submitted as part of the application.

(g) Properties that are owned bonded, where payment and household income is below the qualification, evidence of owners' bond payment being lower than the indigent income threshold will have to be supplied.

(h) If the resident / applicant is divorced he / she shall provide proof in the form of a divorce decree. The municipal statement shall be amended based on the divorce settlement excluding title deed amendments and rates clearance fees.

(i) If the resident / applicant is divorced he / she shall provide proof in the form of a divorce decree. The municipal statement shall be amended based on the divorce settlement excluding title deed amendments and rates clearance fees.

(j) An applicant who owns property/ties but is acting as a legal guardian or caretaker of another household or property, may apply for indigent support and be assessed in respect of both their own property and the property under guardianship or caretaking, subject to compliance with this policy.

(k) The account of the deceased shall be closed in line with rates policy and the Standard Operating Procedure of the Department of Finance and replaced with a new account in the name of the surviving spouse or dependents. If the account cannot be closed due to deeds transfer procedures the account shall remain dormant until transfer is possible and the full municipal services billing items i.e. **Assessment rates**; water; sewer; refuse removal and accumulated debt shall be transferred to the surviving spouse/dependent **.**

7.1.2 CHILD-HEADED HOUSEHOLD/ YOUTH HEADED HOUSEHOLDS

Indigent relief shall be approved for a Child-Headed household or Youth Headed household where the:

(a) the normal qualifying criteria for indigent support for remaining members of the household are complied with

(b) The deceased parent's owners account will be closed <u>subsequent to change of ownership and transfer in Deeds office</u>

(c) The legal guardian in possession of "Letter of authority" issued by local magistrate court or Letter of executorship issued by the High court signs user agreement.

(d) Qualifying matured child or children must apply for indigent support

7.1.3 EXCLUSIONS – REGISTERED HOUSEHOLDS

Indigent relief will NOT be granted to the applicant, if:

(a) The applicant is not a South African citizen or does not have permanent residential status.

(b) receives monetary income or benefits that are above the indigent qualification threshold.

(c) the applicant is not the registered consumer of services in the records of the municipality.

(d) In the event of the applicant owing more than one property, registered jointly or individually within the jurisdiction of the Republic of South Africa, only <u>**one**</u> property – place of residence of applicant - within jurisdiction of CoE will qualify and receive Approved Indigent benefits. Income derived from second property to be declared. No indigent support benefits in respect of second or multiple properties.

(e) the applicant tampers or illegally connects to municipal infrastructure for services and has not paid penalties in full.

(f) the property conducts business, and the income is above the indigent qualification threshold.

(g) the applicant refuses to allow the CoE official (s) entry to the property for verification purposes.

(h) The applicant or spouse is an employee of any organ of the state, including state-owned entities.

(i) An applicant who is found to have misrepresented himself or herself during the indigent application process will not be approved for free basic services and the decision shall be reversed upon a corrective action of the misrepresentation.

7.2 Deemed Indigent Household

Households within the following categories of properties will be deemed to be indigent households, if -:

a) the property is used for residential purposes only as reflected in General Valuation roll; and
b) the residential exclusion as per Property Rates Act 2004 (Act No 6 of 2004) is applicable to property; and
c) The municipal value of property does not exceed maximum value R600 000.
d) Residential Households within City of Ekurhuleni listed as/under Un-proclaimed Townships will be deemed to be indigent households, if:
    i. Individual properties identified as Un-proclaimed within Township is not registered at the Deeds Office.
    ii. Proclaimed property is registered in the name of City of Ekurhuleni and included in general valuation roll;
    iii. Account (Owner/Tenant) in respect of Basic Services is held with Council in the name of the applicant.
    iv. Individual services accounts in name of City of Ekurhuleni, Provincial government or Township developer to be included as deemed indigents as from date of CONFIRMED property hand-over to BENEFICIARY.
e) City of Ekurhuleni registered informal settlements be registered as deemed indigent properties with linked services.
f) City of Ekurhuleni Rental scheme tenants be registered as deemed indigent for individual registered metered services (water, sanitation and electricity) only.

7.2.1 Exclusions – Deemed Indigent Households

Indigent relief will be withdrawn where upon verification the deemed indigent household, including occupants/residents and/or dependants residing on the property, as the case may be, -

(a) receive significant benefits or regular monetary income that is above the indigent qualification threshold;
(b) owner of property owns more than one (1) property, registered individually or jointly within jurisdiction of the Republic of South Africa. Disqualifying Deemed indigent may apply for Approved Indigent status subject to qualifying criteria.
(c) owner of property rent or sublease his property or part thereof to any third party.
(d) deemed indigent household tampers or illegally connects or reconnects services.
(e) business activities are being conducted on property and the business turn over on monthly basis is greater than indigent threshold.
(f) properties registered in name of National, Provincial or Local Government excluding Unproclaimed townships in respect of residential properties registered under the City of Ekurhuleni (EMM).
(g) owner of property applies to be excluded from deemed indigent relief.
(h) Property of and employees of any organ of state (national, provincial, local and or state-owned entities excluding Expanded Public Works Programme (EPWP), Community Works Programme (CWP) Ekurhuleni Public Employment Programme (EPEP) participants.

8. EXTENT OF INDIGENT SUPPORT

8.1 REGISTERED INDIGENT HOUSEHOLD / PERSON

(a) Approved Indigent support will be given on a monthly basis, and the extent of the monthly support will be determined by the national policy guidelines and the Council's budgetary provisions in respect of:

(i) free basic water – As per FREE BASIC WATER SUPPLY SERVICES POLICY (10 kl Free Water per month);
(ii) free basic electricity – As per FREE BASIC ELECTRICITY SUPPLY SERVICES POLICY (50 kwh Free Electricity per month);
(iii) free refuse collection.
(iv) free basic sanitation - As per FREE BASIC WATER SUPPLY SERVICES POLICY (10 kl Free Sanitation per month) ; and
(v) assessment rates in respect of residential property registered in name of qualifying indigent owner subject to the maximum amount as determined by Council from time to time.
(vi) Once off accumulated debt write-off on date of implementation for deemed indigents.
(vii) Debt incurred outside the provisions of this policy and in excess of Free Basic Services Policy, for the account of Deemed indigent account holder, and Credit Control and Debt Collection policy provisions apply as from the effective date of this policy. Approved indigents are excluded from credit control and debt collection.
(viii) Semi-annual/Biannual (6 months) accumulated write-off for approved indigents on date of indigent approval and every 6 months thereafter.

(b) the level of indigent support granted shall not exceed the actual monthly billing to the account in respect of the services referred to in the preceding paragraph.

(c) the relief will be subject to national policy guidelines and the Council's budgetary provisions.

(d) the recipient's monthly account will be credited with the amount of indigent relief granted in terms of this policy.

(e) a household may apply for the continuation of relief on expiry of relief period as specified in Section 9 below - subject to compliance with policy qualification criteria.

(f) Deceased Estate Property Rates Clearance – the following will be applicable in respect of deceased approved indigent property transfer applications –

- Death certificate of beneficiary to be submitted with property rates clearance application.
- No rates clearance application fee applicable.
- Service charges raised to account after date of death to be transferred to remaining occupants account – service level agreement to be entered into as per standing operating procedures.
- Remaining Accumulated debt in respect of deceased account until date of death to be written off.
- Rates Clearance certificate issued in terms of Section 118 of Local Government Municipal Systems Act 32 of 2000 provisions.

(g) the Council may determine special tariffs and/ or grant rebates in respect of the following social services subject to the availability of funds and compliance with qualifying criteria in terms of this policy:

- (i) Sports grounds, pools;
- (ii) Fire Protection
- (iii) Transport
- (iv) Market;
- (v) Museums;
- (vi) Mayor's Relief Fund;
- (vii) Hiring of halls;
- (viii) Cemeteries and crematoria;
- (ix) Damage to property as a result of natural disaster ; (Human Settlement to be involved)
- (x) Any other services as determined by Council; and
- (xi) Emergency and ambulance services.
- (xii) Grass and tree cutting within property in respect of registered disabled and frail pensioners.
- (xiii) Rodent and pest control within property in respect of registered disabled and Frail pensioners
- (xiv) Indigent Burial

(h) Indigent burial assistance shall be rendered to a household subject to the outcome of an assessment process and the financial ability of the municipality.
(i) Applicants that have registered for indigent support (Pending indigents) are to be exempted from credit control measures during the verification and assessment stage of the application cycle.

8.2 DEEMED INDIGENT HOUSEHOLD

(a) Deemed Indigent support will be given on a monthly basis, and the extent of the monthly support will be determined by the national policy guidelines and the Council's budgetary provisions in respect of:

- (i) free basic water – As per FREE BASIC WATER SUPPLY SERVICES POLICY (6 kl Free Water per month);
- (ii) free basic electricity – As per FREE BASIC ELECTRICITY SUPPLY SERVICES POLICY (50 kwh Free Electricity per month);
- (iii) free refuse collection – LIMITED TO REGISTERED INDIGENTS HOUSEHOLDS IN LINE WITH WASTE MANAGEMENT TARIFF POLICY. DEEMED INDIGENTS HOUSEHOLDS TO BE BILLED A 240L BIN TARIFF.
  Households listed as/under un-proclaimed residential areas WILL BE BILLED A 240L BIN TARIFF. REBLOCKED informal settlements will be billed AN AMOUNT EQUIVALENT TO AN AVAILABLE CHARGE TARIFF.
- (iv) free basic sanitation - As per FREE BASIC WATER SUPPLY SERVICES POLICY (6 kl Free Sanitation per month) ; and
- (v) assessment rates in respect of residential property registered in name of qualifying indigent owner subject to the maximum amount as determined by Council from time to time.
- (vi) Once off Accumulated debt write-off on date of Deemed Indigent Approval. THE DEBT write-off shall not be repeated upon the renewal of indigent status.

(vii) Debt incurred outside the provisions of this policy and in excess of Free Basic Services Policy, for the account of Deemed indigent account holder, and Credit Control and Debt Collection policy provisions apply as from the effective date of this policy.

(b) the level of indigent support granted shall not exceed the actual monthly billing to the account in respect of the services referred to in the preceding paragraph.

(c) the relief will be subject to national policy guidelines and the Council's budgetary provisions.

(d) the recipient's monthly account will be credited with the amount of indigent relief granted in terms of this policy.

(e) Deemed indigent households registered on the municipality's indigent Support programme shall, in accordance with the Municipality's Waste Management policy and applicable Waste Management By-laws, be provided with once off two (2) standardised refuse containers (dustbins) per household.

9. PERIOD OF RELIEF

Application based Indigent relief is granted for a reviewable period of 36 months which is determined by Council from time to time.

Deemed indigent household relief is granted based on value of property.

10. ADMINISTRATION OF INDIGENT SUPPORT

The applicant / registered account holder of the property must present the following documents at the point of application:

(a) South African Identity document or South African Identify document with registered permanent status
(b) City of Ekurhuleni monthly municipal statement and or prepaid token for electricity
(c) Affidavit from SAPS indicating your socio-economic status
(d) Letter of Authority or Letter of Executorship or Affidavit by surviving members from SAPS, and certified death certificate, if the owner is deceased. In a case where those who reside in the property cannot afford Letter of Authority, affidavits for nomination from other siblings are proposed.
(e) Order of Court for guardianship of a minor
(f) Proof of income
(g) Three-month bank statements
(h) Pension statement
(i) Legal responsibility (guardian/caretaker status) or affidavit confirming caretaking responsibility
(j) Title deed (s) or municipal account for the property under guardianship or caretaking

The following procedure must be noted:

(k) The account of the deceased shall be closed in line with rates policy and the Standard Operating Procedure of the Department of Finance and replaced with a new account in the name of the surviving spouse or dependents. In the event that the account cannot be closed due to deeds transfer procedures the account shall remain dormant until transfer is possible and the full municipal services billing items i.e. Assessment rates; water; sewer; refuse removal and accumulated debt shall be transferred to the surviving spouse/dependent.

(l) Applicants are required to provide accurate information and contact details where they can be reached.

(m) Applicants not found or after three site verification visits will be disapproved

(n) Application will be finalized within 60 working days from the date which the application was lodged. Applications must be registered on the City of Ekurhuleni Indigent Management system within 3 working days after the client has submitted a complete set of supporting documents where there are no technical issues with electronic registration.

(o) The status of the approved indigent will be registered on a database linked to the consumer debtor's system on approval

(p) The Indigent beneficiary must notify the municipality of any changes in his/ her personal and improved socio-economic status

(q) An approved indigent beneficiary must re-apply before the 36 months lapses.

(r) The declaration of residence in a household will be captured as an appended record to the relevant Identity Document number, and that will be the only property for which the individual bearing that Identity Document number can claim a subsidy.

(s) The applicant must provide signed rental lease agreement and/or affidavit from SAPS confirming the amount that is been paid

(t) Bonded property owners who apply for indigent should provide supporting documentation that quantify their payment history with the bond financing institution, showing the amount paid to the bond and any other arrangement made with the finance institution

(u) Providing inaccurate and misleading information constitutes fraud and the municipality will recover the losses incurred through subsidized services.

11. CONTROL MEASURES FOR THE DISTRIBUTION OF INDIGENT SUPPORT

(a) Any resident of the municipality who is aware of any malpractice may lodge an objection for review by the Indigent Appeals Committee for granting such relief to such a person

(b) The details of all applicants and their respective households must be submitted to the Council every quarter.

(c) a REGISTERED indigent who, within 36 months of being registered as an indigent, sells the registered property, will automatically be disqualified from indigent support, and the indigent relief will be revoked on date of clearance application..

12. CORRECTIVE STEPS

If the extent of the indigent support as per Section 8 above is exceeded the following must be implemented in respect of registered indigents :

(a) Installed a **Pre-paid Electrical Meter.**

(b) Installed a Water **Flow** restrictor

(c) Surcharges Over and above the implementation of this policy, will be subject to Credit Control and debt collection policy.

13. PENALTIES AGAINST MISREPRESENTATION AND MALPRACTICE

(a) The municipality shall recover all the losses incurred because of misrepresentation and or malpractices by the indigent beneficiary

(b) In the event that property is sold within period as prescribed in section 9 above, all accumulated debt written off on date of application will be reversed to current account. Rebates granted during approved indigent period until date of transfer will remain.

(c) In the event of illegal connection or tampering with municipal services supply, all benefits granted during qualifying period will be reversed to account.

Municipal services shall be disconnected and provisions of Credit control and Debt Collection policy applied prior to re-connection of services.

(d) Households found themselves to have benefited unduly from the deemed indigents, and the indigents scheme shall have all the benefits reversed to their current accounts. Households that are benefiting unduly must inform the municipality immediately that they are not entitled to receive free basic services.

14. EXITING THE PROGRAMME

Upon the expiry of the 36 months period as contained in above the debtor may apply to be de-registered. The application for de-registration will be administrated by the Health and Social Development Department who will advise Finance accordingly where after the affected departments will be requested to restore the full services at the property.

15. RIGHT TO APPEAL

(a) An applicant who is the registered household owner living within the municipal jurisdiction and therefore feels aggrieved by a decision taken in respect of his/her application may lodge an appeal in terms of section 62 of the Municipal Systems, Act 32 of 2000.
(b) The City Manager shall appoint an Indigent Appeal Committee that will consider all appeals.
(c) The City Manager must appoint the chairperson of the Indigent Appeal Committee to be a person vested in Law City's employ.
(d) The Indigent Appeal Committee will have to review, preside and or hear all lodged appeals within 30 working days, unless substantive facts have been provided contrary to this stipulation.
(e) All Appeals shall be lodged in a form prescribed by the Health and Social Development department and state the nature and reasons for appeal.
(f) Until reviewed by Indigent Appeals Committee, indigent application will remain pending and credit control actions will be suspended until appeal has been evaluated by Indigent Appeals committee

16. SHORT TITLE

This policy shall be called the Indigent Support Policy of the City of Ekurhuleni.