



REF./VERW: AEMI
ENQUIRIES/NAVRAE: ACFO KJ MATLOU

THABAZIMBI

MUNICIPALITY • MUNISIPALITEIT • MASEPALA

Ailekorrespondensiemoetge rigword aandie Munisipale Bestuurder All
correspondence must
be directed to the Municipal Manager Makwa loothea lebiswego
Mookamediwa Masepala

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02 February 2024

Important Notice – Addressing Electricity Meter Issues

Dear Valued Electricity Users,

The Municipality has identified a significant challenge regarding revenue losses stemming from various issues with electricity meters within our network. Instances of tampered, bypassed, faulty, unmetered, and unauthorized meters are causing financial strains on the Municipality.

It is crucial that we address these infringements promptly to ensure fair and equitable service delivery to all our customers. We appreciate your cooperation in rectifying these issues and maintaining a system where everyone pays for the services they consume.

To assist you in identifying potential problems with your electricity meter, please consider the following:

- 1. Unauthorised Meter on the Municipality Network:** If you suspect an unauthorized meter on the Municipality network, contact the CFO's offices for assistance. Our metering experts will help assess and rectify the situation.

Unauthorised
Meter



2. **Tampered or Bypassed Meter:** Signs of a tampered or bypassed meter include buying less electricity than you are actually using. If you observe such irregularities, please come forward to the CFO's offices for clarification and support.
3. **Faulty Meter:** If you are using electricity without proper billing, it may indicate a faulty meter. Report any concerns about the functionality of your meter to our CFO's offices, and our team will work with you to address the issue.
4. **Unmetered Usage:** Using services without proper payment may suggest an issue with being unmetered. If you are uncertain about your metering status, don't hesitate to approach the CFO's offices for guidance and resolution.

If you are unsure about any of the mentioned points, we encourage you to visit the CFO's offices. Our dedicated metering experts will assist you in understanding and rectifying any concerns you may have.

Your cooperation is essential in maintaining a fair and sustainable electricity system. By paying for the services you use, you contribute to the overall well-being of our community.

We appreciate your understanding and support as we work together to address these challenges and enhance our service delivery. Further updates on this matter will be provided to keep you informed.

Thank you for your cooperation.

Yours in Governance


MR L.G TLOUBATLA
MUNICIPAL MANAGER