



PUBLIC NOTICE

ELECTRONIC ENQUIRIES AND SERVICES

The City of Mbombela would like to encourage ratepayers and consumers of municipal services to make use of the electronic enquiries and services for any enquiries related to finance (billing, credit control and free basic services, debt collection, property rates and valuation, creditors and supply chain. Ratepayers/consumers are also advised that all application forms for municipal services can be downloaded on the municipal website (www.mbombela.gov.za)

Enquiries and submission of forms can be directed as follows:

- Billingenquiries@mbombela.gov.za
 1. Meter reading enquiries
 2. Billing related enquiries
- Bidregistration@mbombela.gov.za
 1. Bids advertised enquiries
 2. Bids outcomes enquiries
- Creditors@mbombela.gov.za
 1. Submission of suppliers invoices.
 2. Other suppliers' payments enquiries.
- Creditcontrol@mbombela.gov.za
 1. Arrears account payment arrangements
 2. Unblocking of electricity metres
- Directdeposits@mbombela.gov.za
 1. Enquiries for all electronic payments
 2. Submission of proof of payments (EFT)
- Gv2018.valuations@mbombela.gov.za
 1. All property valuations enquiries (Valuation queries, Objections and Appeals)
- Ratesclearanceapplications@mbombela.gov.za
 1. Application for rates clearance certificates
 2. Other rates clearance enquiries
- Propertyratesenquiries@mbombela.gov.za
 1. Application for property rates rebates
 2. Other property rates related enquiries
- Serviceconnections@mbombela.gov.za
 1. Application for new connections of services (opening of new accounts)
 2. Application for disconnection of services (closing of accounts)
 3. Request for duplicate statements
 4. Application for debit order
 5. Submission of customer update form/information and any other accounts enquiries

Various forms for the services as listed above are accessible from the municipal website: www.mbombela.gov.za

Call Centre contact no. 013 759 9301/ 9302/ 9303/ 9304/ 9305/ 9306/ 9307/ 9308