

GEORGE MUNICIPALITY

INDIGENT POLICY 2026/27

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1. INTRODUCTION

George Municipality acknowledges the fact that priority must be given to the basic needs of the Community and that the social and economic development of the Community is assisted to provide access to the basic level of service in terms of the Constitution of South Africa, Section 151(1)(b) and 153 (b), and 156.

The George Municipality receives an Equitable Share contribution from National Treasury annually. The National Department of Provincial and Local Government issued guidelines for Indigent Support.

The George Municipality wishes to give basic services for all its communities therefore, the George Municipality must have an Indigent Policy.

2. PREAMBLE

Whereas the Municipality receives an equitable share contribution from National Treasury annually;

And whereas the National Department of Provincial and Local Government has issued guidelines regarding indigent support;

And whereas the Municipality wishes to give access to basic services for all of its communities;

Now therefore the Municipal Council of **George Municipality** adopts an Indigent Policy as set out in this document.

3. LEGAL FRAMEWORK AND PRINCIPLES

The legal framework within to provide basic services, are in terms of the Constitution of South Africa:

- Section 151(1) (b) – provision of services in sustainable manner,
- Section 153 (b) – participation in national and provincial programs, and
- Section 156 – powers and functions to be performed by the municipalities.

Section 74(2)(c) of the Systems Act, Act 32 of 2000 deals with the ability of the municipality to make provision for the provision of access to at least basic services for the poor households. Section 118 of the same Act provides the powers to the Municipality to issue clearance certificates and to hold back certificates of owners who are in arrears.

It is also seen that Section 151(1) (b) of the Constitution, read with Section 74(2)(c) of the Systems Act provides enough powers to the Municipality to subsidize the poor

regarding other tariffs as well as to ensure that the household can maintain access to basic services when the head of the household should pass away.

4. DEFINITIONS

“Indigent”

A person with a **gross monthly household income** as determined in the Municipality’s tariff list during the budget process.

“Indigent debtor” means a debtor who meets certain criteria, as determined by the Municipality and included in the Indigent Policy from time to time;

“Indigent households” means households that are registered at the municipality as such and meet the municipality’s criteria in terms of its credit control and debt collection policy and indigent policy and occupying a property within the jurisdiction of the municipality and “poor households” shall have a corresponding meaning;

“Household income”

The verified combined or joint gross monthly income of all occupants or dependants in a single household which receives services from the municipality may not exceed the thresholds determined by the municipality annually during consideration of the budget for the next financial year. The guideline in relation to the household income threshold is as follows:

- Level 1 Full Indigent Support (100% subsidy): Household income equal to maximum four times the amount of state funded social pension.
- Level 2 Semi-indigent Support (50% subsidy): Household income between level 1 support and up to maximum six times the amount of state funded social pension.

The following child grants will be excluded in determining household income, provided that proof of such grant is supplied by the applicant:

- Child Foster Care Grant, and
- Care Dependency Grant, and
- Child Maintenance Support, and
- Child Support Grant.
- Disability Grant
- Social relief of distress grant

The verified collective gross monthly income of all occupants of the dwelling over 18 years of age may not exceed the amount as determined in the municipal tariff list, (excluding the above listed grants). (Backyard dwellers’ income to be taken into account separately from main household for the determination of household income).

If the main household does not qualify for indigent support, the backyard dwellers cannot qualify.

“Backyard dwelling”

This is an occurrence whereby a household, or family unit, live adjacent to, or on the property of the main housing structure, or dwelling. A maximum of two dwellings/structures may qualify for Indigent support on a property (this excludes the main housing structure or dwelling).

A maximum of two backyard dwellers is allowed.

“Backyard dweller/s”

A household or family unit occupying a backyard dwelling.

“Consumer”

For purposes of this Indigent Policy, “consumer/applicant” means the registered owner / municipal account holder, except where a non-owner application is expressly permitted under clause 9(h) (owner untraceable / erroneous registration) and clause 14(g)(6) (deceased estate authorised occupier)

“Pensioner”

A person who receives old age pension, whether it be a government pension or private pension.

“Flat rate”

Means the unit charge that does not vary, being the same in all situations.

“Property”

A property is an immovable property registered in the name of a person, including in the case of a sectional title scheme, a sectional title unit registered in the name of a person.

“Owner”

In relation to a property means: A person in whose name ownership of the property is registered.

5. POLICY BACKGROUND

To provide a subsidy for basic service charges to the needy or qualifying indigent households in a sustainable manner, within the financial and administrative capacity of the Municipality.

PURPOSE:

The purpose of the Indigent Policy is to:

- a) Provide funding/subsidy for basic service charges to the needy, or qualifying indigent households in a sustainable manner, within the financial and administrative capacity of the Municipality;
- b) Provide procedures and guidelines for the subsidisation of basic service charges to indigent households, using the equitable share allocation, received from National Government and other budgetary provisions; and
- c) Ensure affordability by subsidising tariffs calculated in terms of the municipality's Tariff Policy and by setting appropriate service levels in accordance with the municipality's service delivery plan.
- d) Ensure that the Municipality recognises that many residents cannot afford the cost of full provision of services and for this reason the Municipality will endeavour to ensure affordability through:
- e) Setting tariffs in terms of the Municipality's Tariff Policy, which will balance the economic viability of continued service delivery; and
- f) Determining appropriate service levels.

6. SCOPE OF APPLICATION

Who can apply for Indigent Support?

- Registered owner/s and spouse/s of residential properties or;
- Backyard dweller/s and spouse/s – (maximum of two (2) structures);
- Pensioners;
- Legal Guardian or primary caregiver of minors;

Indigent support is granted on the municipal account held in the name of the registered owner / account holder. The registered owner / account holder must apply and qualify for indigent support for any indigent rebates, write-offs, or subsidies to be granted on that account.

Tenants, renters and occupiers are not eligible to apply for or receive indigent support on an owner-held municipal account, regardless of any private rental agreement or arrangement for payment responsibility, except where a non-owner application is expressly permitted

under clause 9(h) (owner untraceable / erroneous registration) and clause 14(g)(6) (deceased estate authorised occupier).

7. CATEGORIES OF PROPERTIES

The following services will be subsidised through the Indigent Allocations:

A1	Residential Properties: <ul style="list-style-type: none">• Rates; Water; Electricity; Refuse; Sewerage; Flat rate
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8. REGISTRATION AND INSTITUTIONAL ARRANGEMENTS

8.1 Institutional arrangement

- a) The municipality has designated staff in all the municipal Client Service Area Offices, who are familiar with the municipal by-laws and the government legislative framework that are in line with the South African Constitution Act 108 of 1996,
- b) The indigent registration process is being facilitated collectively with the relevant stakeholders.

8.2. Application/ Registration

- a) Only the registered owner / municipal account holder may apply for indigent support, except in the limited non-owner exception cases expressly provided for in this policy.
- b) An applicant applying for indigent support must complete an indigent application form as prescribed by the municipality.
- c) Applicants can apply for indigent support at all Municipal Client Service Area Offices and the Main Municipal Office.
- d) The municipality reserves the right to review indigent applications on an annual basis and may require applicants to re-apply.
- e) Pensioners that qualify for indigent support will be excluded from the above and their indigent status will be valid for a period of at least three (3) years from the date of approval and will not be subject to an annual review and re-registration.

8.3 Assessment & Screening of Applicants

Upon registration of an application, all information will be captured and verified by the Indigent Section in terms of the procedures vested in the municipal indigent

policy and in the National indigent guidelines provided by the National Department of Cooperative Government and Traditional Affairs.

8.4 Approval/Decline

Once the application has been captured on the municipal indigent register and verification has been completed the Indigent section will make a decision based on the information captured and verified. It shall be dealt with in terms of the municipal indigent policy guideline.

8.5. Right of Appeal

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 System Act 32 of 2000.

9. TARGETED APPROACH

Cognisance must be taken of the following when Indigent applications are processed:

- a. Indigent approval is based on the person meeting the criteria required for indigent application.
- b. All applicants must complete an indigent application form, which is to be submitted together with the required supporting documents. The application information will be scrutinized and confirmed by the Municipality prior to being approved.
- c. Should the applicant be found to be providing false or fraudulent information in the application, the following will happen:
 - ca) The indigent benefit will be cancelled, and
 - cb) All previous discounts for the current financial year will be reversed, and
 - cc) The household may not apply to be registered as an indigent household for the next financial year.
- d. Consumers may be requested to re-apply for the indigent subsidy annually. The indigent status of a consumer may be reviewed continuously as part of the municipality's ongoing administrative processes for indigents. This could be done by either physical audit or external verification checks (accredited service provider/s). The revised definitions of this policy will be implemented by a phased in approach over the three years of the MTREF budget period, commencing from the date of policy approval.

- e. The writing-off of indigent debts may be reversed for the two (2) financial periods in cases where the property concerned, is sold within 1 (one) year after the write-off has been done.
- f. Should a property, through inheritance, auction, or donation, change ownership, the new occupier and or owner must provide support documentation and evidence to apply for indigent support within 6 months after the change of ownership. The new occupier and or owner must complete an indigent application if he or she believes they meet the Indigent criteria.
- g. The applicant must be the full-time occupant of the property and may not own any other property within the Republic of South Africa, except where such additional property has been acquired through inheritance or donation, or where the additional property is in the formal process of being deregistered. Supporting documentation must be provided to these cases and a motivation can be presented. However, the client may only qualify for indigent support on ONE of his/her properties.
- h. Should a property be occupied by a person who qualifies for indigence relief, in circumstances where the owner cannot be traced, or where property was erroneously registered in an owner's name according to the Municipality, the client may qualify for indigent support, and the arrear debt may be written off. (Owner untraceable / erroneous registration.)
- i. Where the criteria for qualification set above for indigent relief is not met, but special circumstances exist, such applications will be submitted to the relevant Section 80 committee, who will have the discretion, to consider the application and make a recommendation to the Executive Mayor, and
 - In these matters, as an interim measure, services may be subjected to credit control measures until the delegated authority has decided regarding the indigency application.

Non-involvement in landlord-tenant arrangements:

The municipality will not become involved in disputes or arrangements between owners and tenants/occupiers regarding responsibility for payment of the municipal account, reimbursement, or the alleged pass-through of municipal subsidies. No lease agreement or private arrangement creates any entitlement for a tenant/occupier to claim indigent support from the Municipality where the municipal account remains in the owner's name, except as expressly provided in clause 9(h) and clause 14(g)(6).

10. ADDITIONAL INFORMATION

All registered owners qualifying as Indigent households will receive Indigent support provided that a prepaid electricity meter is installed. The Municipality will endeavour to, within its financial capacity, supply smart water meters to indigent households.

For the avoidance of doubt, indigent support is not extended to tenants/renters/occupiers on owner-held accounts, except where expressly permitted in clause 9(h) and clause 14(g)(6).

11. CRITERIA FOR QUALIFICATION

To qualify for Indigent support all applicants must meet the following criteria:

- a. The household income must not exceed the level as determined in-Municipality's tariff list during the budget process.
- b. An indigent application form must be completed and submitted.
- c. The applicant must be the registered owner / municipal account holder of the property and the municipal account must be held in the applicant's name, except where a non-owner application is expressly permitted under clause 9(h) (owner untraceable / erroneous registration) and clause 14(g)(6) (deceased estate authorised occupier.)
- d. The applicant must be the full-time occupant of the property and may not own any other property within the Republic of South Africa, except where such additional property has been acquired through inheritance or donation, or where the additional property is in the formal process of being deregistered. Supporting documentation must be provided to these cases and a motivation can be presented. However, the client may only qualify for indigent support on ONE of his/her properties.
- e. The applicant's property must only be used for residential purposes.
- f. The applicant may not be a director of a company.
- g. The applicant may not be an employee or official of the Municipality or any sphere of government.
- h. Where more than one household resides on the property, the following additional criteria will apply (Backyard-dweller/s also qualify for free basic water & free electricity units, as determined by the Municipality, if they are deemed to be indigent):
 - i. When water and electricity consumptions are metered separately, consumption may not exceed an average of **15** kilolitres of water per month

and/or **400** kWh/month (Kilowatt-hour) units of electricity, inclusive of the free basic service grants, within a 6-month period;

- ii. When water and electricity consumptions are metered through one-meter, additional usage of 6kl/month water and 80 kWh/month (Kilowatt-hour) units' electricity will be allowed per additional household (Main house plus a maximum of two (2) backyard dwellers).
- iii. The following limitation of usages for Indigent Households may be applied where the municipality believes that misuse or arrear debt occurs:
 - Monthly consumption of electricity by the household may be limited to 400kWh/month; and / or
 - Monthly consumption of water by the household may be limited to 15kl.
 - The indigent status, indigent subsidy and benefits may be cancelled should actual consumption exceed the allowed average of 15 kilolitres of water per month and/or 400 kWh/month (Kilowatt-hour) units of electricity, as measured periodically based on monthly average consumptions.
- i. Should actual consumption exceed the allowed average of 15 kilolitres of water per month and/or 400 kWh/month (Kilowatt-hour) units of electricity:
 - A water flow restrictor may be installed,
 - The arrear debt will be loaded on the prepaid meter,
 - The debt can be recovered in the form of auxiliary charges at the following rates of the value of electricity purchases:
 - 55% for all households in arrears between 30 days and 60 days;
 - 65% for all households in arrears between 60 days and 90 days;
 - 75% for all households in arrears over 90 days (to be phased in over future financial years).

This will be implemented until the arrear debt is settled in full.
- j. If the monthly consumption of the Indigent Household exceeds 400 kWh/month (Kilowatt-hour) per month, the applicable electricity tariff as approved by NERSA for indigents using over 400 kWh/month will be changed.

- k. Indigent households can choose to remain on 20 Amp and will then receive a lower consumption charge and no basic cost or capacity charges per Amp. Consumption will be levied at the applicable electricity tariff as approved by NERSA for indigents. Indigents choosing a higher capacity than 20 Amp will be charged as follows:

Description	Basic	Capacity	Energy
20 Amp selection	No	No	Yes (lower consumption charge below 400 kWh/month)
30 Amp and greater than 30 Amp selection	No	Yes	Yes (higher consumption charge above 400 kWh/month)

- l. If any indigent consumer applies for higher Amps than the 20 Amp selection level, they will be liable to pay the capacity fixed charge per Amp as above and will not be removed from the indigent register. Capacity charges may be recovered through the pre-paid vending system monthly.
- m. In cases where the owner of a property does not qualify for Indigent support, the applicable backyard-dwellers will be excluded from receiving this subsidy.
- n. Consumers in informal settlements with a pre-paid meter will qualify automatically without application for the Indigent subsidy.
- o. The default capacity of the pre-paid electricity meter for all Indigent consumers will be set at 20 Amps for one (1) indigent household, 30 Amps with one additional dweller, 40 Amps with two additional dwellers – in order to protect the indigent consumer/s from the negative impact of increased cost of electricity supply.
- p. Indigent households will therefore have a range of options available to them for managing their pre-paid electricity cost, with 20 Amp being the most affordable option. Indigents that choose a higher level of supply will not lose their indigent status.

12. EXTENT OF INDIGENT SUPPORT

- a. The extent of indigent support will be determined during the compilation of the annual budget. The subsidy for indigent consumers is contained in the tariff list.
- b. The source of funding of the indigence subsidy is that portion of the Equitable Share contribution received from National Treasury and any additional provisions made by the Municipality and provided for in the annual budget.

- c. The municipality reserves the right to not approve Level 2 Indigent support subject to available Equitable Share funding.
- d. The municipality reserves the right to suspend/ amend or review levels of indigent support.
- e. The municipality may suspend/amend or review indigent support, upon evaluation of indicators such as social assessments and consumption levels.
- f. The subsidy will only be credited to the qualifying customer's accounts until the amount provided on the budget has been exhausted.
- g. If a customer's consumption or use of a municipal service is more than the subsidised service, the customer will be obliged to pay for such excess consumption.
- h. Subsidized services may not be accumulated if or when not utilized in full. No rebates will be applicable.
- i. The account of the approved indigent applicant principal household will be exempted from interest.

A1	Residential Properties
	<ul style="list-style-type: none"> • Rates; Water; Electricity; Refuse; Sewerage; Flat rate

A1 RESIDENTIAL PROPERTIES

- a. Subsidies may include rates, water, electricity, refuse removal, sewerage disposal services, flat rate and other sundry levies. Account holder limitation: All indigent subsidies, rebates, write-offs and free basic allocations contemplated in this section are applied only to qualifying registered owners / municipal account holders. No indigent benefit (including electricity-related benefits and free basic electricity allocations) will be granted or administered for tenants / renters / occupiers on owner-held accounts, except where a non-owner application is expressly permitted under clause 9(h) and clause 14(g)(6).
- b. **Level 1:** In respect of **water a 100%** subsidy on the **basic charge** (and **a maximum of 6kl Kilolitre**) per month will apply per household.

Level 2: In respect of **water a 50%** subsidy on the **basic charge** (and **a maximum of 6kl Kilolitre**) per month will apply per household.

- c. **Level 1:** In respect of **electricity a 100% subsidy of 80 kWh/hour** (Kilowatt-hour) per month will apply per household, and the **basic charge** for Amp selection on 30 Amp and higher levels.

Level 2: In respect of **electricity a 50% subsidy on the basic charge** for Amp selection on 30 Amp and higher levels.
- d. **Level 1:** In respect of **refuse removal** services, a **100%** subsidy per month will apply per household.

Level 2: In respect of **refuse removal** services, a **50%** subsidy per month will apply per household.
- e. **Level 1:** In respect of all **sewerage disposal** services, a **100%** subsidy per month will apply per household.

Level 2: In respect of all **sewerage disposal** services, a **50%** subsidy per month will apply per household.
- f. In cases where an applicant is reliant on medical equipment like an oxygen concentrator, special circumstances exist and the maximum of 400 kWh/month (Kilowatt-hour) electricity may be exceeded. Excess electricity will be charged at the tariff. Supporting evidence must be submitted for consideration and approval by the Credit Control Section.
- g. Where it occurs, that consumers are minors and are therefore unable to apply for indigent support a legal guardian or a primary caregiver may apply on their behalf providing supporting documentation and proof for consideration and approval by the Credit Control Section.

A2 RURAL AREAS

- a. In the Eskom Supply area, where meters of indigent households are connected to the Eskom supply grid Eskom will dispense 50 kWh (Kilowatt-hour) units per indigent household.
- b. A maximum of 6kl (kilolitre) per month of water will be supplied to rainwater tanks for households in times of low rainfall in rural areas.
- c. The cost to supply the water and electricity will be recovered from the Equitable Share Grant.

13. LEAKAGES, REPAIRS, AND INSTALLATION COSTS

- a. Where water leakages occur at indigent principal households, such leakages can be repaired at the Municipality's expense to help eliminate unaccounted water losses

due to plumbing leakages and the debt may be written off and the cost thereof recovered from the Equitable Share Grant.

- b. Where electricity meter problems occur at indigent principal households, such problems can be repaired at the Municipality's expense and the cost thereof recovered from the Equitable Share Grant.
- c. Where blocked drains and sewerage problems occur at indigent principal households, such problems can be repaired at the Municipality's expense and the cost thereof recovered from the Equitable Share Grant.
- d. The conversion to Pre-Paid Meters of indigent principal households is compulsory, and such conversions can be converted at the Municipality's expense and the cost thereof recovered from the Equitable Share Grant.
- e. The installation of smart water meters of indigent principal households is compulsory, and such conversions can be converted at the Municipality's expense and the cost thereof recovered from the Equitable Share Grant.
- f. The installation of prepaid electricity meters for backyard dwellers shall be limited to the cost of the electricity meter only. Any installation costs, including the cost of the Certificate of Compliance (COC), shall be for the account of the property owner. The installation of prepaid meters for backyard dwellers shall further be subject to the availability of Equitable Share Grant funding.

14. ARREARS ON INDIGENT ACCOUNTS

- a. Customers who qualify for an indigent subsidy may be placed on restricted service levels to limit further escalation of debt.
- b. Where a qualifying customer's account is paid in full at the date of application, or regularly maintains a paid-up monthly account, including arrangement for arrear debt, after receiving the subsidy, the restriction on service levels will be revoked.
- c. Indigent support will be provided to approved applicants in the form of a writing off of all debt. This includes all service-related arrears (rates, water, electricity, refuse removal, sewerage disposal, and flat rate), on the consumer's account.
- d. In terms of Section 118(1) of the Municipal Systems Act, at transfer of property the Municipality will issue a clearance certificate once the preceding two years' municipal debt has been settled. In determining the amount payable, the municipality will calculate all amounts levied in the preceding two years, irrespective of whether such amounts were written off as part of the indigency relief.
- e. Where customers have qualified and received indigent subsidy and where debt was written off, but the account is in arrears again, or where a customer has not fulfilled his responsibilities with regards to an arrangement made, the applicable debt may

be allocated to the pre-paid services system. The debt can be recovered in the form of auxiliaries at the following rates of the value of electricity purchases:

- 55% for all households in arrear between 30 days and 60 days;
- 65% for all households in arrears between 60 days and 90 days;
- 75% for all households in arrears over 90 days (to be phased in over future financial years).

This will be done until the arrear debt is settled in full.

f. Inheritor of an insolvent estate:

- (1) Where the inheritor of a property, with no/or an insolvent estate, qualifies for an indigent subsidy, the outstanding debt can be written off by Council in order for clearance to be given and the property to be transferred.

g. Deceased Estates:

1. A death certificate of the deceased should be presented;
2. Proof from the Registrar of Estates should be obtained that the deceased estate is not liable for any claims;
3. Should the estate however be liable for claims, a claim should be laid against the said estate;
4. Should the new owner / occupier qualify for indigent and a death certificate was obtained while no estate was registered or proof that the estate was reported to the Masters Office, the total outstanding amount should be written off.
5. However, if the new occupier/owner does not qualify for a subsidy, the client shall be obliged to settle the outstanding amount from the date of death up to the current date or to arrange for a settlement agreement.
6. In the case where a property owner is deceased, the authorised person(s) may give permission via an affidavit to the occupier of the property, to be responsible for all services and rates on the property. This occupier may apply for indigent or subsidy benefits. The account will stay in the name of the registered owner and that person will still be responsible if the authorised occupier defaults on payment. (14(g)(6) Deceased estate authorised occupier)

15.EXIT MECHANISMS OF HOUSEHOLDS REGISTERED AS INDIGENT

- a. When an approved indigent consumer fails to comply with any of the conditions relevant to the receipt of indigent relief, such person will forfeit his or her status as a registered indigent with immediate effect and will thereafter be treated as an ordinary accountholder.
- b. Documentation and information to advise the Municipality of changes to their indigent status will remain the responsibility of the applicable consumer.

- c. The indigent status of a customer is reviewed continuously. This could be done by either physical audit or external verification checks (accredited service provider/s). Should the requirements not be met, the subsidy for that consumer will be cancelled.
- d. The indigent status, indigent subsidy and benefits may be cancelled should actual consumption exceed the allowed average of 15 kilolitres of water per month and/or 400 kWh/month (Kilowatt-hour) units of electricity, as measured periodically based on monthly averages, with the exception of indigent households with backyard dwellers.
- e. If a registered indigent is found to have provided false or fraudulent information to the municipality regarding any material condition for registration as an indigent, such person will immediately be removed from the indigent register.
- f. George Municipality retains the right to claim back all benefits granted in terms of this policy should it become apparent that registration was based on fraudulent conduct and false information by the applicant. This condition will apply even after the indigent's status has been terminated.
- g. A first tamper offence does not stop the subsidy, but a split electricity or smart meter, where possible must be installed to prevent tampering and the escalation of debt. In addition, the tamper fee must be settled immediately and any other losses that may have occurred will be loaded on the prepaid meter and can be recovered in the form of auxiliaries at the following rates of the value of electricity purchases:
 - 55% for all households in arrears between 30 days and 60 days;
 - 65% for all households in arrears between 60 days and 90 days;
 - 75% for all households in arrears over 90 days (to be phased in over future financial years).

This will be done until the arrear debt is settled in full.

- h. The Municipality may issue communication from time to time to inform indigent customers to re-apply for indigent support. Clients who fail to re-apply for indigent support in such cases will immediately be removed from the indigent register.

16. MONITORING AND EVALUATION

Conduct regular audits of information completeness and correctness continuously.

17. VERIFICATION OF THE INDIGENT REGISTER

The application for financial assistance will be registered and the information of the Indigent beneficiaries will be compiled in an Indigent Register.

The Indigent status of a customer will be confirmed continuously as determined by the Municipality's, either by physical audit or external verification checks (accredited service provider/s). Should the requirements not be met, the subsidy for the consumer will be cancelled.

18. COMMUNICATION PROCEDURES AND IMPLEMENTATION STRATEGY

18.1 The municipality has a program for communication and implementation strategy in terms of which communities will be informed and educated in order to have a clear understanding of this policy and implementation thereof.

18.2 Regular information dissemination and awareness campaigns will be undertaken and eliminate unrealistic expectations both in terms of qualifying for the free basic services subsidy as well as the services that will be rendered and the qualifying for subsidy as well as service delivery in general and methods of communication that will be used, but not be limited to;

18.2.1 Local radio stations and newspapers;

18.2.2 Municipal accounts;

18.2.3 Imbizo's and road shows; and

18.2.4 Jamborees where government and municipal officials are made available to assist residents.

18.2.5 Official social media accounts of George Municipality

19. REPORTING REQUIREMENTS

a. The Municipal Manager (MM) will report monthly to the Executive Mayor (EM) in respective of:

i. The number of households registered as indigents and a brief explanation of any movements in such numbers;

ii. The monetary value of the actual subsidies and rebates granted;

iii. The budgeted value of the subsidies and rebates concerned; and

b. The above information cumulatively for the financial year to date.

c. The Municipal Manager (MM) shall through the Section 80 committee report to the Executive Mayor all indigent support provided.

In the event of a National State of Disaster, the Municipal Manager may grant permission to deviate from the approved Indigent Policy, but only as per the directive that may be issued by National Treasury under such circumstance.

20. CONTACT DETAILS OF OFFICE RESPONSIBLE FOR THE INDIGENT POLICY

Financial Services: George Municipality
Telephone: 044 801 9111
Email: indigentsupport@george.gov.za

INDIGENT POLICY

This Policy is effective from the date of approval by the Council, as per the approved system of Delegations of the George Municipality.

Signed at GEORGE on the 01 day of June 2026.

BR ELLMAN

**MR BR ELLMAN
ACTING MUNICIPAL MANAGER**

ANNEXURE A: INDIGENT APPLICATION SUPPORTING DOCUMENTS

The following supporting documents are required:

- 1) Identity documents of owner and spouse / spouses.
- 2) Birth certificates for all children living with you.
- 3) Affidavit if you, or your children over eighteen are unemployed (not older than six (6) months)
- 4) If married, marriage certificate.
- 5) If divorced, proof of divorce letter / divorce decree
- 6) Latest Municipal Account.
- 7) Purchasing power slip.
- 8) Proof of Income not older than three (3) months
- 9) List of all residents on premises.
- 10) Proof of Pension / Allowance from SASSA.
- 11) Proof of income of all occupants residing on the premises
- 12) Death certificates of owner(s).
- 13) Letter of Authority / Letter of Executor.
- 14) Three (3) months bank statements not older than three (3) months
- 15) Testament.
- 16) Permission letter of authorised person/s not older than six (6) months
- 17) Affidavit stating relation to deceased where no testament is available or estate is not registered. (not older than six (6) months)

ANNEXURE B: LIST OF STAKEHOLDERS WHO CONTRIBUTED TO THE DRAFTING / REVIEW OF THE MUNICIPAL INDIGENT POLICY:

- 1) Budget Steering Committee
- 2) Municipal Manager
- 3) Chief Financial Officer
- 4) Deputy Director: Revenue Management
- 5) Manager: Credit control