ATTENTION: FOR ENQUIRIES

N.B SENDING TO EMAILS BELOW cc to revenueconsumersmlm@gmail.com

1. Account adjustments:	Simon Diketane:	Diketanem@maruleng.gov.za
2. Property rates:	Tlokwa Mashiye:	mashinyet@maruleng.gov.za
3. Account Billing:	Portia Maimele:	maimelep@maruleng.gov.za
4. Meters:	Gary Raganya:	raganyat@maruleng.gov.za
5. Payments:	Mphure Mokgahla:	mokgahlam@maruleng.gov.za
6. Property valuation:	Lebo & Kedibone:	marulenglmunicipalityvaluation@gmail.com
7. Clearances:	Whitney Pilusa:	clearenceapplicationsmlm@gmail.com
8. Debt arrangements:	Mogau Thekoane:	debtcollectionmaruleng@gmail.com

MARULENG MUNICIPALITY

P.O. BOX 627 HOEDSPRUIT 1380

TEL: 015 590 1650

VAT No.: 4620198384

TAX INVOICE/STATEMENT OF ACCOUNT

Account Number: 0005000513
Consumer Name: BEZUIDENHOUT V
Postal Address: P O BOX 647
HOEDSPRUIT

Postal Code: 1380

MUNSOFT consumer portal https://mymunicipality-lim335.emunsoft.co.za
Internet PIN: 319466021

Account Date: 31 AUG 2026
Tax Invoice No.: 0005000513202608
Vat Registration No.:
ERF Description: KAMP 000000063 00000 2578
Suburb:
Market Value: 1,101,000.00
Street: OLIENHOUT KAMP
Land Area: 1541.0000
Deposit: 510.00

METER READINGS

METER NO.	METER TYPE	OLD READING	NEW READING	READING DATE	READING TYPE	CONSUMPTION
00000000007078	WATER	8520.000	8520.000	31/07/2026	N	.000

ACCOUNT DETAILS

DATE	CODE	DESCRIPTION	UNITS	TARIFF	VALUE
		Opening Balance			861.39
22/08/2026	008888	DIRECT DEPOSIT PAYMENT - THANK YOU	.000	0.00000000	861.39-
09/09/2026	001005	RATES	1101000.000	0.01210000	1,110.18
09/09/2026	001005	RATES EXEMPTED	130000.000	0.01210000-	131.08-
09/09/2026	001005	RATES GENERAL REBATE	.000	0.20000000	195.82-
09/09/2026	000401	BASIC WATER CHARGES	1.000	125.00000000 **11.20**	125.00
09/09/2026	000799	REFUSE KAMPERSRUS	1.000	67.92000000	67.92
	009030	VAT			**11.87** 28.94

120+ DAYS	90 DAYS	60 DAYS	30 DAYS	CURRENT	TOTAL DUE
0.00	0.00	0.00	0.00	1,005.14	**878.27** 1,005.14

Kindly receive the water account on behalf of Mopani district, for tarrif enquieries send email to pootonamr@mopani.gov.za and maponyab@maruleng.gov.za

REMITTANCE ADVICE

ACCOUNT NUMBER:	0005000513
CONSUMER NAME:	BEZUIDENHOUT V
TOTAL DUE:	1,005.14
TOTAL DUE ON OR BEFORE:	21/09/2026

BANKING DETAILS

BANK NAME:	Standard Bank
ACCOUNT NAME:	Maruleng Local Municipality
ACCOUNT NUMBER:	03 335 5487
BRANCH CODE	052752
REFERENCE	0005000513

CLICK TO PAY OPTIONS

Click on the bank's logo below to go to their internet banking page and settle your accounts.

ATTENTION: FOR ENQUIRIES

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1. Account adjustments:	Simon Diketane:	Diketanem@maruleng.gov.za
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MARULENG MUNICIPALITY

P.O. BOX 627 HOEDSPRUIT 1380

TEL: 015 590 1650

VAT No.: 4620198384

TAX INVOICE/STATEMENT OF ACCOUNT

Account Number: 0005010095
Consumer Name: BEZUIDENHOUT V
Postal Address:

Postal Code:

MUNSOFT consumer portal https://mymunicipality-lim335.emunsoft.co.za
Internet PIN: 1719963135

Account Date: 31 AUG 2026
Tax Invoice No.: 0005010095202608
Vat Registration No.:
ERF Description: KAMP 000000063 000000 WATE
Suburb:
Market Value: 0.00
Street:
Land Area: .0000
Deposit: 0.00

METER READINGS

METER NO.	METER TYPE	OLD READING	NEW READING	READING DATE	READING TYPE	CONSUMPTION
00000000007078	WATER	8520.000	8641.000	31/08/2026	A	121.000

ACCOUNT DETAILS

DATE	CODE	DESCRIPTION	UNITS	TARIFF	VALUE
		Opening Balance			0.00
09/09/2026	000701	SCALE 0-6KL	6.000	10.47000000	62.82
09/09/2026	000701	SCALE 7-10KL	10.000	11.78000000	117.80
09/09/2026	000701	SCALE 11-25KL	25.000	12.41000000	310.25
09/09/2026	000701	SCALE 26-35KL	35.000	13.25000000	463.75
09/09/2026	000701	SCALE 36-50KL	45.000	13.83000000	622.35
			121.000	**8.400000**	**1016,40**
	009030	VAT			**152.46** 236.55

120+ DAYS	90 DAYS	60 DAYS	30 DAYS	CURRENT	TOTAL DUE
0.00	0.00	0.00	0.00	1,813.52	**1168.86** 1,813.52

Kindly receive the water account on behalf of Mopani district, for tarrif enquieries send email to pootonamr@mopani.gov.za and maponyab@maruleng.gov.za

REMITTANCE ADVICE

ACCOUNT NUMBER:	0005010095
CONSUMER NAME:	BEZUIDENHOUT V
TOTAL DUE:	1,813.52
TOTAL DUE ON OR BEFORE:	21/09/2026

BANKING DETAILS

BANK NAME:	Standard Bank
ACCOUNT NAME:	Maruleng Local Municipality
ACCOUNT NUMBER:	03 335 5487
BRANCH CODE	052752
REFERENCE	0005010095

CLICK TO PAY OPTIONS

Click on the bank's logo below to go to their internet banking page and settle your accounts.

LODGMENT OF DISPUTE WITH MARULENG LOCAL MUNICIPALITY

Customer category:	**Individual**
Account holder / business:	***Vikkie Bezuidenhout***
Municipal account number:	**5000513 / 5010095**
Property address / erf / stand:	***63 Olienhout Weg, Kampersrus***
Municipal water meter number:	**7078**
Contact number:	***073 140 1725***
Email address:	***Chameleonv@mweb.co.za***
Date of lodement:	**21 September 2026**

FOR ATTENTION
The Municipal Manager
Maruleng Local Municipality
65 Springbok Street
Hoedspruit, 1380

BY E-MAIL: mtebulen@maruleng.gov.za
maponyab@maruleng.gov.za
pootonamr@mopani.gov.za
sebelebelet@maruleng.gov.za

BY HAND: Maruleng Local Municipality, 65 Springbok Street, Hoedspruit

Dear Sir/Madam,

DISPUTE BETWEEN THE CUSTOMER AND MARULENG LOCAL MUNICIPALITY: UNILATERAL INTRODUCTION AND APPLICATION OF A STEPPED WATER TARIFF SYSTEM

Basis of the dispute against Maruleng Local Municipality:
The customer identified above is billed by Maruleng Local Municipality as a *residential / business* consumer. The account dated 31 August 2026 attached as **Annexure "A"**, reflects the application of a stepped water tariff system for the billing period August 2026.

The customer disputes the legal and factual basis on which the stepped water tariff system was introduced and applied to the account, for amongst others, the following reasons:

1. This dispute is primarily relates to the introduction, approval, disclosure and application of the stepped water tariff structure. The customer does not dispute the Municipality may levy water charges which have been lawfully adopted and correctly applied.
2. Municipal notice 5/2/2/2/2 dated 11 August 2026 records a transition from a fixed water tariff system to a stepped water tariff structure for the 2026/2027 financial year. The notice further records that the July and August 2026 water charges would be reflected together on the account issued on or about 31 August 2026. The customer had not, before the implementation reflected in the account, been provided with the Council resolution, public notice, consultation record or final calculation methodology authorising and explaining that change.
3. The customer has not been provided with the municipal record relevant to the introduction and implementation of the stepped tariff structure. The customer does not assert, without that record, that no Council or public process occurred; the dispute is that the Municipality has not yet established that the change was lawfully approved, disclosed and applied to this account.

Proposed interim solution-

Place only the specific amount attributable to the disputed application of the stepped water tariff structure in suspense; furnish the records and calculation requested below; reverse and recalculate any amount not supported by the municipal record; and issue a corrected account and credit, where applicable.

Relief, account protection and response

1. Acknowledge receipt of this dispute in writing and allocate a dispute reference number.
2. Place the specific amount identified below in suspense pending final determination and do not levy interest or implement credit-control measures in respect of that specific amount while the dispute is properly pursued.
3. Provide the requested documents and a substantive written response within 10 business days, or state which documents do not exist, which are withheld and the lawful basis for withholding them.
4. Reverse the disputed stepped charge and recalculate the account under the tariff and category proved to have been lawfully adopted and applicable to the customer. Pending that proof, the customer requests calculation on the disclosed fixed per-kiloliter tariff consistent with the 2025 – 2026 approved policy and schedule.
5. Issue a corrected statement and credit any overcharge, interest or penalty arising from the disputed application, and confirm the method that will be used for future billing.
6. Convene a meeting with the customer or the customer's authorised representative and the Municipality's finance officials after disclosure of the requested records, if the dispute remains unresolved.

For avoidance of doubt, the customer disputes the specific amount resulting from the introduction or application of the stepped water tariff structure in the statement attached as Annexure "A". Section 102(2) of the Municipal Systems Act 32 of 2000 excludes the section 102(1) consolidation and credit-control mechanism where there is a dispute concerning a specific amount claimed. The customer

will continue to pay all amounts that are not disputed, and this letter must not be construed as a refusal to pay lawful municipal charges.

Account / statement date: ***31 August 2026***
Billing period: ***31/07/2026***
Consumption billed: ***121.***
Total water charge reflected: R 1005,14 & R 1 813.52
Specific amount in dispute: R 125, 87 & R 644,66
Undisputed amount tendered / paid: R 878,27 & R 1 168,86

IMPORTANT
This dispute is submitted on the records presently available. It is not an admission that the stepped water tariff structure was validly adopted or correctly applied, or that the stepped calculation and resulting amount are correct. All rights to supplement the dispute after disclosure, to pursue internal remedies and to seek appropriate regulatory or judicial relief are reserved.

The customer is entitled to submit complaints and to receive prompt responses under section 5(1) of the Municipal Systems Act. Section 95 requires accessible mechanisms for queries and complaints and prompt replies and corrective action.

Kindly direct all communications to the contact details recorded on page 1.

Yours faithfully



Name: *Vikkie Bezuidenhout.*
Capacity: *Account holder*
Date: *21 September 2026.*

ACKNOWLEDGEMENT OF RECEIPT
NAME OF OFFICIAL: *Click or tap here to enter text.*
CAPACITY: *Click or tap here to enter text.*
DATE: *Click or tap here to enter text.*
DISPUTE REFERENCE NUMBER: *Click or tap here to enter text.*

MARULENG MUNICIPALITY

65 SPRINGBOK STREET
P.O. BOX 627
HOEDSPRUIT
1380

TEL : (015) 793 2409
TEL : (015) 793 2237
FAX : (015) 793 2341

MOPANI DISTRICT MUNICIPALITY
DEPARTMENT OF BUDGET AND TREASURY

STEP TARIFF OBJECTION FORM 2026-2027

ACKNOWLEDGEMENT OF WATER TARIFFS DISPUTE ON BEHALF OF

MOPANI DISTIRICT MUNICIPALITY AS AUGUST 2026 STATEMENT

BILLING PERIOD AUGUST 2026

ACCOUNT NUMBER 0010004451

WEREBY DECLARE THAT THE INFORMATION AND PARTICULARS SUPPLIED ARE TRUE AND CORRECT TO OUR/ MY KNOWLEDGE

RAPTOR'S VIEW HOMEOWNERS ASSOCIATION			
Name of Submitter. VANESSA LEE BERLEIN	FINANCE & ADMIN	**Capacity** MANAGER	
Telephone No of submitter if not Owner	**Cell** 0636400311	**Work** 0N193026	
Name and Capacity of the person Submitting	FINANCE & ADMIN		
Signature of the person submitting the Objection			
Name and Capacity of the person Receiving	BILLING MANAGER		
Signature of the person Receiving the Objection **SIGNATURE:** ..... **DATE:** 09/10/2026	**DISPUTE REF NO:** DISPUTE/01		