



Media Release  
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### **uMvoti Municipality launches Revenue Collection Initiative to improve financial sustainability and enhance service delivery**

Greytown, KZN - The uMvoti Municipality has launched a revenue collection initiative that involves disconnecting electricity for non-paying consumers to recoup its debts. The campaign targets individuals, businesses, and government institutions with outstanding municipal bills, aiming to enhance the municipality's financial health and sustainability while preventing service deterioration.

The disconnection campaign, currently in its third week, forms part of the municipality's efforts to address revenue collection challenges that pose a threat to the municipality's ability to meet its financial obligations and provide adequate service delivery. Coupled with this is the municipality's strategic objective to maintain its clean audit status through sound financial management.

In June this year (2025), the municipality announced a debt incentive scheme that presented consumers with relief and payment options to avoid the disconnection of services. A thorough notification process followed this, in the form of multiple communications through SMS notifications, public and newspaper notices, as well as social media announcements, disseminated to the consumers, encouraging them to pay their bills to avoid being disconnected. Only after these attempts to prompt payment of outstanding bills did the disconnections take effect.

Municipal Manager, Miss Noxolo Ndaba, said that municipalities have established guidelines and legal frameworks for recovering unpaid accounts, which are governed by several legislations.

"The Municipal Systems Act (No.32 of 2000) Section 96 mandates municipalities to collect all revenue due and adopt a credit control and debt policy. The policy includes procedures for disconnection of services, debt repayment agreements, and debt collection protocols, while the Municipal Finance Management Act (No.56 of 2003) (MFMA) mandates municipalities to implement robust revenue collection strategies, which include enforcing debt recovery measures."

"Our revenue collection drive is guided by such legislation and by the administration's long-term strategic goal to improve financial sustainability to not only enhance but to ultimately fund service delivery, thereby improving the lives of our consumers and residents," she concluded

The disconnections in the Greytown and Kranskop central business districts will continue this week led by the Deputy Mayor, Cllr MR Dlamini.

Commenting on the initiative, Mayor Cllr Gabriel Malembe said that "as uncomfortable as the disconnections may be for our consumers, I want to assure them that this revenue collection drive is for the greater good of all of us. This is not a 'war' against individuals or businesses, but an effort by the council to ensure the municipality's financial sustainability, which will have positive spin-offs from both a service delivery and development perspective."

The municipality's debt incentive scheme is still open, and consumers are encouraged to visit our offices for more information.

The public is warned to refrain from illegal electricity connections, as these come with heavy fines and no debt settlement arrangement may be entered into before paying the fine.

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Issued by the Office of the Municipal Manager, uMvoti Local Municipality.

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