

DEBT RELIEF INCENTIVE PROGRAMME

RATHUSA / WELCOME TO HELP

Get 50% off your old debt

Who Qualifies?

Households & Businesses

Receive a 50% discount on outstanding accounts that are 90 days or older, including handed-over accounts, if you:

Pay 50% of the capital amount as a once-off payment

Keep your current account and 30-day account paid in full

Please Note:

Property Rates are excluded for all property types

Government properties are excluded

School properties are excluded

Regular Paying Consumers with Arrears

Receive 50% of your arranged arrears amount written off if you:

Have paid your account for 6 consecutive months

Are fully up to date with your payments

Please Note:

Property Rates are excluded

The system will automatically calculate your qualifying amount

Important Information

Property Rates are NOT included in this incentive programme

Programme valid from 1 June 2026 to 30 November 2026 only

Apply at your nearest Municipal Office or Customer Care Centre

For more information call Finance Department on

018 487 8615/8467/8558/8557/8425