

Enquiries: F Fikeni

Ext:

Date: 10 February 2026

NOTICE NO 75/2025/26

NOTICE ON MUNICIPAL ACCOUNT DISPUTE FOR THE 2025/26 FINANCIAL YEAR

Customers can lodge a complaint, make a request or dispute on service fees and rates on their municipal account.

This is in line with Section 95(f) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000), which provides as follows:

Customer care and management

95. *In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity–*

(f) provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such

persons to receive prompt redress for inaccurate accounts.

A dispute can be lodged after the general complaint's procedure was followed and you are not in agreement with the outcome.

To lodge a query or complaint, –

- send an email to revenue.enquiries@wslm.gov.za; or
- contact the call centre on 051 653 1777.

For more information, visit the nearest municipal office care in your respective town.

A schedule of customer disputes outreach dates is provided below for the local areas (Municipal wards):

For any enquiries, please contact the below assigned municipal officials.

1.Aliwal North Office

Customer Care and Indigent Application

Mr Thokozani Golatile – email address (golotilet@gmail.com)

Mr Anele Molese -FBE Co-ordinator – (anele.molose@wslm.gov.za)

Payment Arrangements and lodging disputes

Ms Sebatso Motsi-Revco official –(sebabatsom@revco.co.za)

Ms Anelisa Bokolo - Revco Official –) anelisab@revco.co.za)

Billing queries, Property Rates Clearance Application and Payment arrangements

Mr Bokang Mosese-Accountant Billing –(bokang.mosese@wslm.gov.za)

Ms Nandipha Copa - Accountant Credit control – (nandipha.copa@wslm.gov.za)

Mr Leon Pieterse - Accountant Credit Control –(leon.pieterse@wslm.gov.za)

Mr Bongani Pita – Accountant- **Payments Management** - (bongani.pita@wslm.gov.za)

Escalation -Office - Billing queries, Property Rates Clearance Application and Payment arrangements

Yamkela Msali -**Chief** Accountant (Billing and Property rates) – (yamkela.msali@wslm.gov.za)

Nwabisa Stuurman- **Chief** Accountant (Credit Control) - (nwabisa.stuurman@wslm.gov.za)

2.Burgersdorp North Office

Customer Care and Indigent Application:

Mr Nompumelelo Mtshayi -FBE Co-ordinator - “Nompumelelo Mtshayi”
<nompumelelo.mtshayi@wslm.gov.za>

Billing queries, Property Rates Clearance Application and Payment

Mr Nosiphiwe Mentile -Accountant Billing – (nosiphiwe.mentile@wslm.gov.za)

Escalation -Office - Billing queries, Property Rates Clearance Application and Payment arrangements

Yamkela Msali -Chief Accountant (Billing and Property rates) – (yamkela.msali@wslm.gov.za)

Nwabisa Stuurman- Chief Accountant (Credit Control) -
(nwabisa.stuurman@wslm.gov.za)

3.Venterstad North Office

Customer Care and Indigent Application

Mr Eugene Abrahams - Cashiers -"Eugene Abrahams"
<eugene.abrahams@wslm.gov.za>

Billing queries, Property Rates Clearance Application and Payment

Ms Buyiswa Nyotho -Accountant Billing –(buyiswa.nyotho@wslm.gov.za)

Escalation -Office - Billing queries, Property Rates Clearance Application and Payment arrangements

Yamkela Msali -Chief Accountant (Billing and Property rates) –
(yamkela.msali@wslm.gov.za)
Nwabisa Stuurman- Chief Accountant (Credit Control) -
(nwabisa.stuurman@wslm.gov.za)

4.Steynsburg Office

Customer Care and Indigent Application

Mr Sophia Blom - Cashiers -"Sophia Blom" <sophia.blom@wslm.gov.za>

Billing queries, Property Rates Clearance Application and Payment

Ms Zodidi Ndamane -Accountant Billing -"Nomkhitha Ndamane"
<nomkhitha.ndamane@wslm.gov.za>

Approve and Closing query are the following:

Yamkela Msali -Chief Accountant - "Yamkela Msali" <yamkela.msali@wslm.gov.za>
Nwabisa Stuurman- Chief Accountant - "Nwabisa Stuurman"
<nwabisa.stuurman@wslm.gov.za>

5.JAMESTOWN Office

Customer Care and Indigent Application

Mr Nandipha Komna - Cashier - "Nandipha Komna" <nandipha.komna@wslm.gov.za>
Mr Mzoxolo Pololo - Credit Controller - "Mzoxolo Phololo"
<mzoxolo.phololo@wslm.gov.za>

Billing queries, Property Rates Clearance Application and Payment

Mr Bokang Mosese-Accountant Billing - "Bokang Mosese"
<bokang.mosese@wslm.gov.za>
Ms Nandipha Copa - Accountant Credit control - "nandiphac"
<nandiphac@revco.co.za>
Mr Leon Pieterse - Accountant Credit Control - "Leon Pieterse"
<leon.pieterse@wslm.gov.za>
Mr Bongani Pita - Accountant CASH Management - "Bongani Pita"
<bongani.pita@wslm.gov.za>

Escalation -Office - Billing queries, Property Rates Clearance Application and Payment arrangements

Yamkela Msali -Chief Accountant - "Yamkela Msali" <yamkela.msali@wslm.gov.za>
Nwabisa Stuurman- Chief Accountant - "Nwabisa Stuurman"
<nwabisa.stuurman@wslm.gov.za>

Yours truly,

K GASHI

MUNICIPAL MANAGER

MUNICIPAL ON ACCOUNT DISPUTE AND AWARENESS CAMPAIGN 2025 – 2026

STEYNSBURG	
LOCATION	DATE
Town Library(hall)	16 February 2026

VENTERSTAD	
LOCATION	DATE
VENTERSTAD TOWN HALL	19 FEBRUARY 2026

JAMESTOWN	
LOCATION	DATE
MUNICIPAL OFFICES (HALL)	25 FEBRUARY 2026

BURGERSDORP	
LOCATION	DATE
TOWN HALL	17 February 2026

MALETSWAI	
LOCATION	DATE
TOWN LIBRARY HALL	20 FEBRUARY 2026

