



Enquiries: F Fikeni

Ext: 1008

PUBLIC INFORMATION STATEMENT

NOTICE No: 32/2025/26

INCONSISTENT BILLING OF CERTAIN CUSTOMER ACCOUNTS

1. During the course of the examination of the municipality's accounting books and records for the year ended 30 June 2024, it was found that certain properties were not consistently billed for certain taxes and services charges.
2. The audit outcome for the municipality, based on the incompleteness of revenue as disclosed in the annual financial statements for the year then ended, was a qualification of this class of transactions.
3. As per requirements, management had to perform a comprehensive assessment, in its audit response plan, for the financial years 2022/2023, 2023/2024 and 2024/2025, resulting in journal adjustments being passed against the affected customer accounts.
4. Due to these adjustments, passed during the months of July and August 2025, some customers would have noticed what they would rightfully believe as discrepancies between their closing balance in one month and the opening balance in the following month. We confirm that such discrepancies are a function of the adjustments which had to be passed, in lieu of the non billing of those accounts. Where in the opinion of a customer the discrepancy is not related to these adjustments, such customers are invited to deposit such an issue with the Revenue Manager, Ms Fanelwa Fikeni, per fanelwa.fikeni@wslm.gov.za, or 051 633 2441.
5. We regret this inconvenience emanating from this error in the municipality's billing system and are attending to the identified internal control weakness.

Khaya Gashi

Municipal Manager

Date: 22 September 2025

