



**ALLOCATION OF PAYMENTS
POLICY
2024/2025 FINANCIAL YEAR**



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1. OBJECTIVES OF THE POLICY

To ensure that the Financial Services Department will allocate payments received from customers on their consolidated accounts.

2. INTRODUCTION

Customers have the tendency of choosing which services they are paying for and ignore other services. It is therefore important to allocate payments based on the priority that will not put Council at a risk of non-payment of services that are not directly linked to the property or that are to the advantage of customers. The allocation priorities will assist when reconciling payments per service on consolidated accounts. This policy provides guidelines on the treatment of payments of debtors and the allocation thereof on their consolidated account.

3. Payment Allocations

3.1 The allocation of payments will be done by the Financial Services Department.

3.2 Customers will not be given the discretion to prescribe the sequence of allocation of payments made.

3.2 The payments received should be allocated to the oldest debt in the sequence below. All payments received by the Executive Director: Financial Services will be allocated on the consolidated accounts of the customer in the following sequence:

- a. Sundry Debtors
- b. Outstanding Deposits
- c. Interest
- d. Refuse Removal
- e. Additional Sewerage
- f. Water Consumption
- g. Electricity Consumption
- h. Availability Charge: Sewerage
- i. Availability Charge: Water
- j. Availability Charge: Electricity
- k. Property Rates

3.3 Sundry Debtors accounts are the most difficult to collect and as such must receive the highest priority. The applicable availability charges and Property Rates are taxes and as such only prescribe after thirty years and not three years as is the case with the prescription of consumption charges. Customers must note that the payment of consumption charges will be allocated to such only once all other amounts due have been settled.

4. IMPLEMENTATION AND REVIEW OF THIS POLICY

The policy will be effective as from 1 July 2024.

This policy may be reviewed on an annual basis and tabled to Council for approval as part of the budget process.