



Prince Albert Municipality

Indigent and Subsidy Support Policy

Prince Albert Municipality Indigent Subsidy Support Policy Draft March 2026

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Definitions

"Equitable share", for the purpose of this policy, means the part of national income paid over to the municipality annually that is mainly used for subsidising basic services;

"Child Headed Household" means a household where both parents are deceased and where all occupants of property are children of the deceased and are all under the legal age to contract for services and are considered as minors in the law by the state

"Household", for the purpose of this policy, means a family unit consisting of a family head and blood relatives, adopted dependents and other persons living on the same premises;

"Indigent households", for the purpose of this policy, means a household of which the joint monthly income, excluding allowances for children, foster care allowances and allowances for caretakers of frail persons where applicable, is equal to or less than [R5_500500 to R6 500](#) per month;

"Income", for the purpose of this policy means any household which is responsible for the payment of services and rates, earning a combined gross income equivalent to or less than two times (2X) the Government pension grant as prescribed by the National Department of Social Development or in line with the National Indigent Framework issued by the Department Local Government(DLG), which qualify according to the policy, for pensioners, the unemployed and child-headed families who are unable to fully meet the obligations for municipal services consumed and property taxes on their monthly accounts.

"Municipality", for the purpose of this policy, means the category B municipality instituted under the Constitution and the Local Government: Municipal Structures Act for the towns of Prince Albert, Leeu Gamka, Klaarstroom and the neighbouring rural areas;

"Old-age home", for the purpose of this policy, means an institution where elderly and disabled people are accommodated and none of the units is owned privately.

"Crèches, Day care Centres and ECD centres" for the purpose of this policy, day care refers to the care provided for infants and toddlers, pre-schoolers, and school-aged children in a centre based facility and is not subsidised by the government or are an NGO.

"No School Fees Hostels" For the purpose of this policy, means a government school which has a hostel for boarding for school pupils in the greater Prince Albert area and is subsidised by the government.

“**Pensioner/s**” for the purpose of this policy, are people that ~~are retired and~~ are 60 years or older, and earn an income ~~while on retirement, from investment, pension contributions or from~~ an Old Age grant from the government

“**Retired Pensioners**” for the purpose of this policy, are people that are 60 years or older, and earn an income while on retirement from investments and pension contributions from GEPF.

“**Disable person/s**” for the purpose of this policy, are people that are unable to conduct any form of work and earn an income in the form of disability pension while they were employed, or from the government.

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List of Abbreviations

- **CFO** – Chief Financial Officer
- **CoGTA** – Department of Cooperative Governance and Traditional Affairs
- **CPI** – Consumer Price Index
- **DLG** – Department of Local Government
- **DoRA** – Division of Revenue Act
- **ECD** – Early Childhood Development
- **ES** – Equitable Share
- **EXCO** – Executive Committee
- **FBE** – Free Basic Electricity
- **FBS** – Free Basic Services
- **FBW** – Free Basic Water
- **GEPPF** – Government Employees Pension Fund
- **IDP** – Integrated Development Plan
- **IR** – Indigent Register
- **ISP** – Indigent Support Programme
- **kWh** – Kilowatt-hour
- **kl** – Kilolitre
- **LED** – Local Economic Development
- **MFMA** – Municipal Finance Management Act, 2003 (Act No. 56 of 2003)
- **MM** – Municipal Manager
- **MPRA** – Municipal Property Rates Act, 2004 (Act No. 6 of 2004)
- **MSA** – Municipal Systems Act, 2000 (Act No. 32 of 2000)
- **NGO** – Non-Governmental Organisation
- **NT** – National Treasury
- **PAIA** – Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
- **PAJA** – Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000)
- **POPIA** – Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
- **RDP** – Reconstruction and Development Programme
- **RSA** – Republic of South Africa
- **SALGA** – South African Local Government Association
- **SASSA** – South African Social Security Agency
- **Stats SA** – Statistics South Africa
- **VAT** – Value-Added Tax

1. Objective of this Policy

The objective of this Indigent Policy is to provide a framework for the identification, registration, and support of indigent households within the municipal area, in order to ensure that all qualifying residents have access to a basic level of essential municipal services.

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The Policy seeks to alleviate the financial burden on poor and vulnerable households by providing free or subsidised basic services, including water, electricity, sanitation, and refuse removal, in line with applicable legislation and national guidelines.

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Furthermore, the Policy aims to promote social equity and dignity, ensure the fair and transparent allocation of municipal resources, and establish effective mechanisms for the verification and management of indigent beneficiaries.

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The Policy also strives to balance the provision of social assistance with the financial sustainability of the Municipality by encouraging responsible consumption of services and ensuring that support is targeted only at qualifying households.

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2. Socio Economic profile of Prince Albert Municipality

Prince Albert Municipality is a small, rural municipality with approximately 14,600–15,000 residents, spread across 4,100 households, most of whom earn low incomes well below subsistence levels. The local economy is primarily driven by agriculture and tourism, with limited diversification and constrained job opportunities, resulting in high levels of poverty and indigence. While access to basic services such as water, electricity, sanitation, and refuse removal is generally available, many households cannot afford full service tariffs. Given these socio-economic realities, a structured Indigent Policy is essential to identify qualifying households and provide free or subsidized access to municipal services, thereby promoting equity, social welfare, and the dignity of vulnerable residents.

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3. Legislative Framework

Section 97 of the MSA states:

97. (1) A credit control and debt collection policy must provide for-

(a) credit control procedures and mechanisms

(b) debt collection procedures and mechanisms

(c) provision for indigent debtors that is consistent with its rates and tariff policies and any national policy on indigents;

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Section 104(1)(l) of the MSA status further:

104.(1)(l) The minister may for purposes of this Chapter make regulations or issue guidelines in accordance with section 120 to provide for or regulate the following matters regarding the development and implementation of an Indigent policy-

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The policy is developed and implemented in accordance with the South African Indigent Management Policy Framework and is guided by the following legislation:

The Constitution of the RSA, 1996

Division of Revenue Act (DoRA): Allocates the Equitable Share, a key funding source for free basic services

Local Government Municipal Systems Amendment Act (44 of 2003)

The Promotion of Administrative Justice Act (3 of 2000)

Protection of Personal Information Act (4 of 2013)

The Promotion of Access to Information Act (2 of 2000) and

The Local Government Municipal Property Rates Act (6 of 2004)

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4. Principles of the Policy

The Indigent Policy of the municipality is guided by principles of fairness, transparency, and sustainability to ensure that support is provided to households that are genuinely unable to afford basic municipal services. The policy aims to guarantee access to essential services such as water, electricity, sanitation, and refuse removal while ensuring responsible use of municipal resources. It further promotes accountability in the administration of indigent support, equitable treatment of all qualifying households, and regular verification to ensure that assistance is provided only to those who meet the approved criteria.

5. Targeting Approach

The municipality applies a targeting approach to ensure that indigent support is directed only to households that are genuinely unable to afford basic municipal services. This approach requires qualifying households to apply for registration on the indigent register and to provide relevant supporting documentation, such as proof of income or unemployment status. Applications are assessed against the approved income threshold and other eligibility criteria determined by the municipality. Through this process, the municipality ensures that assistance is allocated fairly, transparently, and only to those households who meet the requirements of the Indigent Policy.

6. Verification of Indigents

The municipality will conduct regular verification of the indigent register to ensure that only qualifying households continue to benefit from the Indigent Support Programme. This process may include the review of supporting documentation, household visits where necessary, and the reconfirmation of income or employment status. Beneficiaries may be required to reapply or update their information annually. Households that no longer meet the qualifying criteria may be removed from the indigent register to ensure that assistance is directed to those who genuinely require support.

7. List of Stakeholders

The following stakeholders are typically involved in the implementation and administration of the Indigent Policy:

- Municipal Council
- Municipal Manager
- Chief Financial Officer (CFO)
- Finance Department
- Indigent Management Unit / Revenue Section
- Ward Councillors
- Ward Committees
- Community Development Workers
- Local Communities and Households
- Provincial Department of Local Government
- National Treasury
- Department of Cooperative Governance and Traditional Affairs (COGTA)
- Community-based organisations and NGOs

These stakeholders play a role in policy approval, implementation, verification of beneficiaries, community awareness, and monitoring of the indigent support programme.

4.8. Subsidy

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Subsidies are received from external funds such as the "equitable shares" granted by the National Government to enable indigent households with a certain income limit to comply with their obligations with respect to the payment of municipal service fees.

4.9. Household

A household is a basic unit of individuals living together and sharing common living arrangements, typically residing in the same dwelling. Household members may include family members, such as parents, children, and extended relatives, as well as non-related individuals who live together and share domestic responsibilities.

2.10. Residence

2.10.1 Formal or informal residential units used exclusively for bona fide residential purposes.

2.10.2 Informal structures that are officially registered will qualify for participation.

3.11. Responsibility for payment of municipal service fees

3.11.1 Subsidies are granted only to households that are responsible for the payment of full municipal service fees, either in the formal or informal sector. Consumers of only electricity usage in backyard structures, for instance, are not included in this.

3.11.2 Subsidies are granted only by means of a credit on the monthly services bill to households that meet the indigent criteria (see clause 5.1).

3.11.3 The net monthly bill, as well as any agreed reimbursement amount with respect to debt, must be paid in full promptly on the date stated on the monthly municipal account before before or on the 15th of each month; otherwise, the credit control policy of the Council will be applied.

4.12. Qualifications for the subsidy

4.12.1 Indigent cases

Only persons/households that meet the following criteria can qualify for financial assistance from the "equitable shares" for the subsidising of his/her services bill:

4.1.12.1.1 Qualifications for the subsidy:

A person/household that receives a monthly services bill from the Prince Albert Municipality.

4.1.1.12.1.1.1 The joint gross income of all the persons living on the particular

premises may not exceed the amount ~~R5 500~~R6 500, per month including boarding/rental amounts paid to the owners. For an Indigent subsidy the verified gross monthly income of owners of the dwelling over 18 years of age may not exceed the sum of ~~R5 500~~R6 500 including boarding/rental amounts paid to the owners.

~~4.1.1.2~~12.1.1.2 The state allowance with respect to children who are part of the household, foster care allowances and allowances for caretakers of frail persons are not taken into account in determining the gross income mentioned in clause 5.1.1.32 above.

~~4.1.1.3~~12.1.1.3 Where an applicant owns more than one (1) fixed asset (property), the applicant will only be allowed to apply for indigent support subsidy for one fixed asset (property). The applicant must declare if the other fixed asset (property) is rented out and on the declaration state the rent income from the other fixed asset (property) with their application.

~~4.1.1.4~~12.1.1.4 The applicant must occupy the property on a permanent basis, if not the applicant will be treated as a tenant and the benefit will only be applicable on the water and electricity.

~~4.1.1.5~~12.1.1.5 The prescribed form "Application: Subsidy for Indigent Households" (form Indigent attached) must be properly completed and approved. This approval is based on the true financial need of the household.

~~4.1.2~~12.1.2 Benefits approved indigent households will receive:

~~4.1.2.1~~12.1.2.1 Water - first 6 kiloliters used (free).

~~4.1.2.2~~12.1.2.2 Each registered indigent household shall receive water fully subsidized to a maximum of 6 Kiloliters per month,

- Where the consumption exceeds 6kl per month and the indigent consumer do not pay for its excess consumption in the 6kl per month, the municipality shall replace the conventional water meter with a prepaid smart water meter.
- Where excessive consumption is partly due to leakage the household should apply for rectification under 5.1.2.11 of this policy.

~~4.1.2.3~~12.1.2.3 Water – 100% subsidy on the basic charge (free).

~~4.1.2.4~~12.1.2.4 Electricity - first ~~7050~~ Kwh used (free).

~~4.1.2.5~~12.1.2.5 Property rates - 100% subsidy to a maximum total municipal value of ~~R70 000~~R125 000

~~4.1.2.6~~12.1.2.6 Refuse removal - 100% subsidy on 1 removal per week.

Each registered indigent household shall be fully subsidized for sanitation as provided for in the annual budget. Where an indigent household has a sewerage tank, only Basic charge will be granted free

of charge per month.

12.1.2.7 Sewerage services - 100% subsidy.

4.1.2.712.1.2.8 Where the applicant is a tenant at the property, the tenant will not qualify for full indigent support. They will only get 6kl free water and 70kWh free electricity

4.1.2.812.1.2.9 The municipality will repair indigent household water leakages if the household has informed the municipality and provided that there is **adequate** funding in the operational budget. Once in a financial year, with impact on our revenue and water losses.

4.1.2.912.1.2.10 The municipality will repair/restore indigent household electricity connection or a faulty electricity meter if the electrical department confirm with the Revenue Section.

4.1.2.1012.1.2.11 The municipality shall subsidise 400_120 Kwh of electricity to an approved indigent households/ pensioners household/disable household where a resident of the approved households is on a permanent oxygen life-support machine.

4.1.2.1112.1.2.12 Unforeseen property expenditures

The Municipality may, upon its discretion and based the merit subsidise an indigent household in full for any unforeseen expenditure associated with:

- Water Leakages
- Faulty electricity meter excluding Eskom areas. This benefit will be dealt with by municipal help desk

The cost of the unforeseen property expenditure will be reviewed by the Manager Revenue Management and authorised for payment by the Chief Financial Officer.

4.1.312.1.3 Assistance on arrears.

- Any first time indigent or verified indigent applicant for the new financial year qualifies for a write-off of all municipal debt outstanding on that particular property, including the water deposit if outstanding.
- If the applicant is a tenant, the owner doesn't qualify for a write-off of all municipal debt. Write-off will only occur on the total outstanding debt on

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~~water services, but the tenant would rather qualify for the indigent support on water and electricity only and a new account will be opened for the tenant linked to the owner account or of number~~

An indigent account holder qualifies for a write-off if the arrears are linked to a water leakages and evidence of such a repair can be shown to municipality

~~4.2.12.2~~ Old-age homes are subsidised as follows:

A subsidy equal to the following:

- Conventional electricity meter usage subsidised with ~~30%~~20%
- Sewer levy subsidised with 20%
- Refuse removal levy - subsidised with 20%
- Water – first 6kl usage (free);
- Water – 100% subsidy on basic charge.

The subsidy is subject to the following:

~~4.2.12.2.1~~ Only old-age homes where the percentage of residents who receive an income equal to or less than the prevailing old-age state pension constitutes fifty percent of the residents, qualify for the abovementioned subsidy.

~~4.2.12.2.2~~ To qualify for the subsidy benefits, the old-age home is required to submit an application letter not later than the 25th day of June of every year, providing that it meets the requirements of clause 5.2.1.

~~4.2.312.2.3~~ If an Old Age home application is approved such old age home qualifies for a write-off on all outstanding debt if such debt on the municipal account exists.

~~4.312.3~~ Crèches, Day-care centers and ECD center's", in the Greater Prince Albert are subsidised as follows:

A subsidy equal to the following:

- Conventional Electricity usage subsidised with 20%
- Prepaid Electricity – first ~~7050 KwH~~kWh usage for free.
- Sewer levy subsidised with 20%
- Refuse removal levy - subsidised with 20%
- Water – first 6kl usage (free)
- Water – 100% subsidy on basic charge.

The subsidy is subject to the following:

~~4.3.4~~12.3.1 Only creche, Day-care or ECD center's where the monthly income receives equals to or less than R350 per child per month will qualify for the abovementioned subsidy.

~~4.3.2~~12.3.2 To qualify for the subsidy benefits, the crèche, day care or ECD center is required to submit an application letter not later than the 25th day of June of every year, providing that it meets the requirements of clause 5.3.1

~~4.3.3~~12.3.3 Bank statements and Operational Budget must be submitted with the application for the Prince Albert Municipality to evaluate the circumstances of the institution.

~~4.3.4~~12.3.4 If a crèche, day care, or ECD center application is approved, such crèche, day care, or ECD center qualifies for a write-off on all outstanding debt if such debt on the municipal account exists

~~4.3.5~~12.3.5 The municipality will convert all crèches, day-care or ECD centers that have a conventional credit conventional electricity/water meter to prepaid electricity/water meter free of charge.

4.4.12.4 Pensioners are subsidised as follow:

A subsidy equal to the following:

- First 6kl of water usage.
- Water – 100% subsidy on basic charge
- Rebate of 35% on the property rates of property.
- Subsidy of ~~7050~~7050Kwh electricity per month plus the electricity basic charge.
- Refuse removal - 100% subsidy on 1 removal per week
- Sewerage services - 100% subsidy (50% of Septic Basic charges for households with Conservation tanks)

~~4.4.1~~12.4.1 To qualify for the Pensioners rebate, the total household must earn an income equal ~~to~~ or less than ~~R462-000 per annum (R13-500 per month.)~~ 2 x the Government pension

~~4.4.2~~12.4.2 The applicant must permanently occupy the property and where the applicant owns more than one property, the applicant is only allowed to apply for one (1) fixed asset (property) and the applicant must declare if the

other fixed asset (property) is rented out and on the declaration state the rent income from the other fixed asset (property) with their application.

4.4.312.4.3 A pensioner renting/leasing an premises qualifies for the first 6kl of water, water basic, and ~~7050~~70KwH electricity, subject to such pensioner meeting the qualifying criteria as per clause 5.4.1

4.4.412.4.4 If a pensioner application is approved, such account qualifies for a write- off on all outstanding debt if such debt on the municipal account exists

12.5 Retired Pensioners are subsidised as follow:

A subsidy equal to the following:

- First 6kl of water usage.
- Water – 100% subsidy on basic charge
- Rebate of 35% on the property rates of property.
- Subsidy of 70KwH electricity per month plus the electricity basic charge.
- Refuse removal - 100% subsidy on 1 removal per week
- Sewerage services - 100% subsidy (50% of Septic Basic charges for households with Conservation tanks)

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12.5.1 To qualify for the Pensioners rebate, the total household must earn an income equal to or less than R168 000 per annum (R14 000 per month)

12.5.2 The applicant must permanently occupy the property and where the applicant owns more than one property, the applicant is only allowed to apply for one (1) fixed asset (property) and the applicant must declare if the other fixed asset (property) is rented out and on the declaration state the rent income from the other fixed asset (property) with their application.

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4.4.512.5.3 A pensioner renting/leasing an premises qualifies for the first 6kl of water, water basic, and 70KwH electricity, subject to such pensioner meeting the qualifying criteria as per clause 5.4.1

4.4.612.5.4 If a pensioner application is approved, such account qualifies for a write- off on all outstanding debt if such debt on the municipal account exists

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4.512.6 Disabled persons are subsidised as follow:

A subsidy equal to the following:

- First 6kl of water usage.
- Water – 100% subsidy on basic charge
- Rebate of 35% on the property rates of property.
- Subsidy of ~~7050~~70KwH electricity per month plus the electricity basic charge.

- Refuse removal - 100% subsidy on 1 removal per week
- Sewerage services - 100% subsidy (50% of Septic Basic charges for households with Conservation tanks)

4.5-412.6.1 To qualify for the rebate, the total household must earn an income equal to or less than R168 000 per annum (R14 000 per month) ~~R162 000 annum (R13 500 per month).~~

4.5-212.6.2 The applicant must permanently occupy the property and where the applicant owns more than one property, the applicant is only allowed to apply for one (1) fixed asset (property) and the applicant must declare if the other fixed asset (property) is rented out and on the declaration state the rent income from the other fixed asset (property) with their application

4.5-312.6.3 A disabled person renting/leasing premises qualifies for the first 6kl of water, water basic, and 7050KWh electricity, subject to such disabled person meeting the qualifying criteria as per clause 5.5.1.

4.5-412.6.4 If a disabled person's application is approved, such an account qualifies for a write-off on all outstanding debt if such debt on the municipal account exists

4-612.7 "No Fees School Hostels", are subsidised as follows:

A subsidy equal to the following:

- Electricity usage subsidised with 10%
- Water – first 6kl usage (free)
- Water – 100% subsidy on basic charge.
- Sewer levy subsidised with 10%
- Refuse removal levy - subsidised with 10%. The subsidy is subject to the following:

4.6-412.7.1 Only Hostels that are government-owned property, where the monthly income received is equal to or less than R600 per child per month, will qualify for the abovementioned subsidy.

4.6-212.7.2 To qualify for the subsidy benefits, the School Hostels are required to submit an application letter not later than the 25th day of June of every year, providing that it meets the requirements of clause 5.6.1.

4.6-312.7.3 Bank statements and Operational Budget must be submitted with the application for the Prince Albert Municipality to evaluate the circumstances of the institution.

4.6-412.7.4 Only one subsidy may be granted per residence or hostel.

4.6-512.7.5 From time to time, subsidies may be adjusted by means of a decision of the Council, in accordance with funds available for the purpose.

4.6-612.7.6 If a hostel's application is approved, such hostel qualifies for a write-off on all outstanding debt if such debt on the municipal account exists

5-13. Administrative procedure

5-413.1 Residents must be made aware of the subsidy scheme by means of:

- Ward meetings of Council members, during which Council members introduce the scheme on a regular basis;
- Ward support officials
- Notices on the official notice boards at all municipal offices;
- ~~Marketing by community development workers~~
- Social media platforms
- Municipal Website
- Municipal Accounts

5-213.2 Individual applications must be submitted on the prescribed form.

5-313.3 The application process will commence from 01 May to ~~30~~ 25 June each year.

5-413.4 Personnel will be utilised in the various residential areas to assist with the completion of the application forms.

5-513.5 Completed indigent application forms may be submitted at any municipal office.

5-613.6 Applications will be verified, and spot verifications will be conducted to ensure that the information provided on the application forms is still relevant and correct.

5-713.7 The various municipal offices must ensure that all completed applications reach the responsible official at the head office at least the following day.

5-813.8 Application forms, approved by the Manager: Revenue or his/her delegated person, will be implemented with immediate effect on the pre-paid electricity system, whilst it must be implemented on the financial system by the next billing cycle.

5-913.9 The approved subsidy will be credited against the beneficiary's account.

5-1013.10 The Municipality reserves the right to send officials and/or representatives of the

Municipality to the household or site of the applicant(s) at any reasonable time, with the aim of carrying out a local verification to ensure that their circumstances have not changed to the effect that their subsidy is affected.

~~5-44~~13.11 In the event of misrepresentation or any other violation of the subsidy rules, the subsidy will be discontinued immediately and not be reconsidered again for a period of at least 12 months.

~~5-42~~13.12 Indigent households must ensure to apply for the indigent subsidy on or before 30 June each year to receive the full benefit for 12 months. Applications received after 30 June will be subsidized on a pro - rata basis.

~~5-43~~13.13 Approved indigent households' debt will be written off, and such households will be placed on an auxiliary charge on electricity if such households default again on their municipal account, whereby a percentage of the money will be deducted from the electricity purchase, and transferred to the indigent's consumer [municipal](#) account. Such percentage will be determined by the Municipal Manager, Chief Financial Officer, or the Revenue Manager from time to time.

~~5-44~~13.14 The municipality reserves the right and the Chief Financial Officer is authorised to liaise with the Director: Technical Services to replace the current conventional water and electricity meter with a prepaid water and electricity meter free of charge, in any instance.

~~5-45~~13.15 All subsidy recipients will be subjected to a compulsory water management device installation.

~~5-46~~13.16 All indigent households with first-time tampering of the electricity connection, such households will be charged a penalty for tampering and will be placed on Auxiliary with a 50% collection percentage or a percentage decided by the Chief Financial Officer or his nominated delegate. If an indigent household tampers with the electricity connection for a second time, such a household will be liable to settle the balance of the first offence in full and settle the second fine also in full before electricity can be reconnected.

~~5-47~~13.17 In cases where an indigent ~~household~~[household's](#) house is destroyed in a fire, or any other natural disaster, the municipality will restore the services free of charge, subject to available funding.

~~5-48~~13.18 Applications where there are residents staying at the property who are in the service of the state will not qualify for full indigent support. This applies whether the residents who are in the service of the state are renting or permanently staying at the property. Where the applicant is a pensioner or disability consumer, such a consumer qualifies for ~~7050~~[7050](#)kWh Prince Albert Municipality Indigent Subsidy Support Policy Draft March 2026

free electricity, 6kl free water, and the percentage property rates, as per the Approved Property Rates Policy.

6-14. Period of validity of subsidy

~~6-1~~14.1 The subsidy will be terminated as soon as the beneficiary's financial circumstances have changed to the extent that it falls outside the set criteria.

~~6-2~~14.2 If the circumstances have remained unchanged, a new application must be submitted immediately, and the application will be dealt with in the same way as the original application.

~~6-3~~14.3 The onus rests upon the beneficiary to inform the Council as soon as his/her financial circumstances change or he/she vacates the premises.

~~6-4~~14.4 The subsidy terminates immediately when the applicant passes away.

~~6-5~~14.5 Termination of the Indigent Support

Indigent Support will be terminated under the following circumstances

12.5.1 Death of account-holder

12.5.2 Upon application for de-registration as an indigent

12.5.3 Upon Sale of the Property

~~6-6~~14.6 When circumstances in the indigent household have improved in terms of a gross income exceeding the annual amount referred to in the definitions above.

~~6-7~~14.7 If the applicant is found to have lied about his/her personal circumstances or has furnished false information regarding indigent status, in which case the following will apply:

- (a) All arrears will become payable immediately
- (b) Stringent credit control measures will apply: and
- (c) The applicant will not be eligible to apply for indigent support for a period of 12 months.

~~6-8~~14.8 If in the case of a tenant, the indigent has evacuated the house and is not moving into another house. The tenant has to inform Prince Albert Municipality.

~~6-9~~14.9 In the case of an owner or tenant, the indigent family leaves the house temporarily for a period of more than three months.

~~6-10~~14.10 Moving of Indigent people

- (i) When an indigent family moves from one house to another, the family has to inform the Municipality of the move by way of an affidavit. Then the administration will verify the account and original application of the applicant.
- (ii) On all application forms, indigent applicants should be informed that they have to report their movement to the Prince Albert Municipality
- (iii) When a non-indigent family moves into a house where free services were provided, the indigent support for the previous occupant has to be stopped, and a new application from needs has to be ~~completed~~filled in.
- (iv) If an indigent family leaves their house temporarily for more than 3 months, their benefits cease, and if the house is occupied by another indigent family, they have to complete a new application.
- (v) When a family that has indigent status, ~~a tenant indigent family~~ moves out of a house, any debt that may occur after moving out will be on the account of the owner.

7-15. Exemption of deposit changes

7-15.1 In instances where the indigent household account holder dies, the remaining spouse or remaining child (over 18) is exempted from the required deposit charges when opening a new account for the indigent household.

7-215.2 Newly build low cost housing (RDP) where the household qualifies for the indigent subsidy is exempted from paying the required water deposit charge.

8-16. General

Borderline cases will be referred to the Masekhane Committee for approval after the social assessment has been done. This committee will consist of the chairperson of the Finance Committee, the ward councillors, and two officials appointed by the Municipal Manager.

17. Monitoring and Reporting

The municipality will continuously monitor the implementation of the Indigent Policy to ensure that qualifying households are accurately registered and receive the intended free or subsidized services. This includes tracking household eligibility, service delivery, and the financial impact of subsidies. Regular reporting will be provided to municipal management and council, highlighting service uptake, compliance, and expenditure, and informing any adjustments needed to improve policy effectiveness. Monitoring and reporting ensure transparency, accountability, and that the policy achieves its objective of supporting vulnerable

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[households while maintaining sound financial management.](#)

18. [Exit Strategy](#)

[The municipality will implement an exit strategy to gradually withdraw indigent support from households whose financial circumstances have improved, ensuring a smooth transition to full municipal service tariffs. Annual reviews of household eligibility will be conducted, and subsidies will be phased out over a defined period to avoid sudden financial burden. To support this transition, the municipality and partner stakeholders may provide financial assistance, access to income-generating programs, skills development initiatives, and small business support to help households achieve self-sufficiency. Households will be notified in writing of any changes to their indigent status and informed of available support programs, while a formal appeal process will be provided for those requiring additional time or assistance. This approach promotes responsible use of municipal resources while empowering vulnerable households to achieve financial independence.](#)

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9-19. [Review of Indigent Subsidy Support Policy](#)

The Indigent Subsidy Support Policy must be reviewed on an annual basis, together with the annual budget. It forms an integral part of the budget assumptions, and any amendments must take into account the budgetary impact.

40-20. [Title and Start Date](#)

The policy will be referred to as the Indigent Subsidy Support Policy of Prince Albert Municipality, which will come into effect on 01 July [of every year, -2025](#)

Approved by Council on: _____

Council Resolution number: _____

The following forms, of which examples are attached, must be used:

PRINCE ALBERT MUNICIPALITY

Application for Indigent Subsidy



INSTRUCTIONS:

1. The applicant must take note that the income of both breadwinners and/or contractual persons, with regard to the property for which application is made, must be declared.
2. In this application, the term “**income**” means all money received by the residents by means of salaries, wages, dividends and pensions.
3. Proof of income and allowances, as specified above, must accompany this application. [Where residents in the household is unemployed, affidavits must accompany this application. Statements / affidavits made under oath will only be accepted in exceptional cases.](#)

TYPE OF APPLICATION	NORMAL	PENSIONER	DISABILITY	CRECHES/DAY -CARE	
	OLD-AGE HOMES	NO FEES SCHOOLS			

SECTION A – PARTICULARS OF ACCOUNT HOLDER												
SURNAME				FULL NAMES								
IDENTITY NR (HUSBAND)												
IDENTITY NR (WIFE)												
MARITAL STATUS	SINGLE			MARRIED			WIDOW		WIDOWER			
ERF NUMBER												
RESIDENTIAL ADDRESS									POSTAL CODE			
MUNICIPAL ACCOUNT												
PREPAID ELECTRICITY NUMBER												
CONTACT NUMBER(S)												

SECTION B – HOUSEHOLD INCOME					
NR	SURNAME AND INITIALS	IDENTITY NR	GROSS MONTHLY INCOME	SOURCE OF INCOME	PROOF ATTACHED (“YES / NO”)
1					
2					
3					
4					
5					
TOTAL HOUSEHOLD INCOME			R		

SECTION C – RESIDING CHILDREN (UNDER 18 YEARS OLD)			
NR	SURNAME	FIRST NAMES	IDENTITY NUMBER
1			
2			
3			
4			
5			
6			

SECTION D – DETAILS OF FIXED ASSETS				
NAME OF REGISTERED OWNER				
DO YOU OWN MORE THAN ONE HOUS?	YES		NO	
	IF “YES”, INDICATE ADDRESS			
IF YOU RENT YOUR CURRENT HOME, TO WHOM IS RENT PAYABLE?				

SECTION E – DECLARATION BY APPLICANT

I, the undersigned, resident at the above-mentioned address, hereby apply for the indigent subsidy for my household as determined in terms of the above-mentioned furnished information, and solemnly state that:

- a) All information provided in this application, as well as the total gross income of the household / premises has been declared truly and to the best of my knowledge;
- b) Should any of the information as provided in this application change for some reason, I shall inform the municipality immediately about it.
- c) I am aware that any false statement or declaration made on this form is punishable by applicable legislation and will lead to the immediate disqualification of my indigent subsidy;
- d) In terms of the Indigent By-Laws of the Municipality, I give permission that the municipal offices may conduct an investigation locally or at any employer with the purpose to confirm the information provided in the application form.
- e) I realise and understand that, if it may be found that any of the information mentioned above is incorrect or false, I shall be responsible to pay back all discounts that I have received plus interest as explained in the Municipal By-Law.
- f) I or any other resident do not possess any fixed property;
- g) I am aware that the electricity supply to these premises can be suspended / disconnected if / while any amount due is in arrears;
- h) With regards to the above-mentioned stand for which I am applying for, for an Indigent Subsidy, I as the applicant hereby declare that the stand is registered in my name / I am the legal usufructuary and/or I am the sole heir of an estate / I am the tenant who occupies and manages the particular stand.
- i) The applicant also states that he/she fully understands and accept the stipulations and conditions of the Indigent By-Law of the municipality.
- j) I understand that if the property owner(s) mentioned in this application doesn't pay their monthly usage, that the authority vests in the municipality to install a water management device at the mentioned premises.

Signed at _____ on this _____ day of _____ 2024.

APPLICANT SIGNATURE

Sworn before me on this _____ day of _____ 2024.

Stamp - Commissioner of Oaths

DISCLAIMER – PROTECTION OF PERSONAL INFORMATION ACT (NR. 4 OF 2013)

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us. We will:

- a) treat your personal information as strictly confidential; and
- b) take appropriate steps measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.

FOR OFFICE USE ONLY

SECTION F – SUPPORTING DOCUMENTATION AND VERIFICATION				
The following information / documentation must be attached and accompany the application:				
1	Certified copy of identity document of applicant	YES		NO
2	If married, certified copy of identity document of spouse	YES		NO
3	Certified copy/ies of identity document(s) over the age of 18, who resides on the premises.	YES		NO
4	Certified copy/ies of identity document(s) or birth certificates under the age of 18, who resides on the premises.	YES		NO
5	Proof of income / Affidavit of unemployment for persons over the age of 18.	YES		NO
6	Certified copy of applicant's latest municipal account	YES		NO
7	Certified copy of applicant's prepaid electricity card, or slip for latest purchase.	YES		NO
Verification:				
1	Verification that the name of the applicant and name of the account holder agree / matches.	YES		NO

CONDUCTING OF INTERVIEW				
Name of Official who conducted interview				
Signature		Date		
APPLICATION VERIFICATION				
Name of Official who verified application				
Signature		Date		
APPROVAL / REJECTION OF APPLICATION				
Status of Approval?	APPROVED		REJECTED	
If "REJECTED", state reason why:				
Signature (Manager: Revenue)		Date		