


## MATATIELE LOCAL MUNICIPALITY CUSTOMER INCENTIVE SCHEME POLICY


<u>POLICY INFORMATION</u>	
<u>DATE OF COUNCIL ADOPTION:</u>	28/05/2026
<u>COUNCIL RESOLUTION NUMBER:</u>	CR 1081/28/05/2026
<u>POLICY NUMBER:</u>	MLM/BTO/P08




**MATATIELE**  
LOCAL MUNICIPALITY

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MRS. N. ZEMBE  
ACTING MUNICIPAL MANAGER  
28/05/2026  
\_\_\_\_\_  
DATE

  
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CLLR. P.M. STURMAN  
MAYOR  
28/05/2026  
\_\_\_\_\_  
DATE

  
\_\_\_\_\_  
CLLR N NGWANYA  
SPEAKER COUNCIL  
28/05/2026  
\_\_\_\_\_  
DATE



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Authority	Date
HOD Approval	
MM Approval	
Council Approval	
Date of next Review	

### Approval of Policy

Please note that the implementation of the policy contained in this document is subject to approval and signing off by all relevant Heads and/or Committees, including but not limited to:

- Municipal Manager; and
- Municipal Council.

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The objective of the policy is to provide a framework for:

- Attracting industrial development to the municipal area by offering financial incentive;
- Incentivising certain categories of debtors upon settlement of debt and rewarding ratepayers whose accounts are paid timeously.

## **2. INCENTIVES**

The incentives to be offered will be reduced Property rates and Consumer tariffs applicable to properties utilised for new industrial development within the municipality's area of jurisdiction. The reduction in tariffs to be based on a discount offer in relation to additional jobs created by the industry.

The incentives will be offered in the form of discounts to certain categories upon settlement of debt.

The incentive will be to reward ratepayers whose accounts are paid on time .

## **3. GUIDELINES**

Discounts be affected for new industry based on the following:

- 3.1. Calculated as a percentage of the number of persons employed against a base of 100;
- 3.2. Calculation of discount to be performed monthly;
- 3.3. Discount only be effected if substantiating proof of employment is submitted on a monthly basis which must include –
  - 3.3.1. A listing of all employees with Identity numbers, Municipal addresses and details of their monthly remuneration;
  - 3.3.2. A certified copy of the monthly return to the Department of Labour regarding Unemployment Insurance (as administered by SARS);
  - 3.3.3. A certificate from an accountant, regulatory body, to the extent that the employment details submitted is true and correct. Proof of proper registration of such accountant to be submitted prior to the issue of first confirmation certificate; and

3.3.4. The discount to be applicable for a period not longer than five (5) years from date of first effect.

3.4. The discounts offered will be calculated on the discretion of the municipality.

#### **4. QUALIFYING CRITERIA**

- 4.1. The business must be conducted on a property suitably zoned in terms of the Town Planning Scheme for the conduct of such enterprise;
- 4.2. The business must be a new development, and not the expansion of an existing enterprise or replacement thereof; and
- 4.3. All employees must receive at least the minimum wage as determined for the applicable industry and area in terms of the regulations in that respect.

#### **5. INTERNAL FUNDING**

A line item in the Local Economic Development section will provide the budget to finance the applicable discounts.

#### **6. INDIGENT SUPPORT SAVINGS**

A monthly review of the employee listings will be compared to the Register of Indigent persons by the Indigent Support persons by the Indigent Support Clerk, and removed from such register, and support, when employment is confirmed.