



SERVICE/PAYMENT AGREEMENT & POWER OF ATTORNEY

1. Client Details

Surname	<input type="text"/>	Title Full	<input type="text"/>
Name	<input type="text"/>	Initials	<input type="text"/>
Company Registered Name	<input type="text"/>		
Trading as	<input type="text"/>		
Type of Identification	<input type="checkbox"/> SA Identity Document	<input type="checkbox"/> Passport	<input type="checkbox"/> Company <input type="checkbox"/> Trust
Identification Number	<input type="text"/>	Business Registration No.	<input type="text"/>
VAT Number	<input type="text"/>	Fax	<input type="text"/>
Telephone (Work)	<input type="text"/>	Cellular	<input type="text"/>
E-mail Address	<input type="text"/>		
Physical Address	<input type="text"/>		
Postal Address	<input type="text"/>	Postal Code	<input type="text"/>
	<input type="text"/>	Postal Code	<input type="text"/>
Preferred Language	<input type="checkbox"/> English	<input type="checkbox"/> Afrikaans	

2. Contact Person

Surname	<input type="text"/>		
Name	<input type="text"/>		
Telephone (Work)	<input type="text"/>	Cellular	<input type="text"/>
E-mail Address	<input type="text"/>		

(A copy of your ID is required and a power of attorney mandating MAD SA cc to act on your behalf at the municipality. You confirm that you are mandated to enter into this agreement on behalf of the entity.



MUNICIPAL ACCOUNTS DISPUTES

3. Employment Details (in case of an individual)

Employer

Telephone (Work)

4. MAD SA cc Fee Structure (VAT inclusive)

MAD Account Type	Option Code	Immediate Amount Payable	Monthly Subscription Fee - First 12 Months	Monthly Subscription Fee - After first 12 Months	% fee Payable based on credits passed by the Municipality
Residential - Municipal	R1	R 1 140.00	R 100.00	R 120.00	20%
Business - Municipal	B1	R 1 710.00	R 150.00	R 180.00	20%
Body Corporate	BC Admiin		R 120.00	R 140.00	25%
Body Corporate	BC	R 2 280.00	R 120.00	R 140.00	20%
Residential - Eskom	ER1	R 1 710.00	R 150.00	R 180.00	20%
Business - Eskom	EB1	R 2 052.00	R 180.00	R 200.00	20%
Clearance Application	CCR	R 627.00			20%
Clearance - Other Munic	CCO	R 1 710.00			
Prepaid Meter Request	PMR	R 513.00			
Cust Prepaid - Acc Corr	PMRC	R 399.00			
Statements	ST	R 25.00			
Final Readings	FR	R 285.00			
Arrangements	ARR	R 285.00			
Disconnection	DIS	R 285.00			
Name Change	NC	R 114.00			
Opening/Closing	OC	R 342.00			
Indigent	IND	R 171.00			
Updates	UP	R 114.00			
Special Meter Reading - Elec	SPE	R 342.00			
Special Meter Reading - Water	SPW	R 285.00			
Update Customer Tax Details	UPTX	R 171.00			
COC	COC	R 1 710.00			
Consultation		R 400.00			

- MAD SA cc fees may be adjusted annually. You will be notified in advance.
- When more than 40 kilometers are travelled from MAD SA cc office and back, to investigate meters and/or consumption on site, an additional fee, based on R3 per kilometer will be charged for kilometers travelled in excess of 40 kilometers.
- Percentage portion of fee only payable when a credit bigger than R1 500 on residential accounts and R2 000 on business accounts are passed on the CLIENT'S account by the municipality.



MUNICIPAL ACCOUNTS DISPUTES

6. Agreement of Service to be rendered by MAD SA cc

Agreement entered into between MAD SA cc, a close corporation duly registered under registration number 1998/021030/23 and situated at 146 Kock Street, Rustenburg (herein after referred to as MAD SA cc) and CLIENT.

MAD SA cc offers to render the following service on municipal accounts mentioned under Section 5 of this agreement:

- Full scrutiny of account history obtained from municipality.
- Follow up any future discrepancy or uncertainty about the accuracy of the CLIENT's municipal account(s) at the Rustenburg Local Municipality when reported by the CLIENT to MAD SA cc.
- MAD SA cc will electronically run spot checks on CLIENT's municipal account and undertake to scrutinize CLIENT's account upon notification and at least once per annum for correctness.

Exclusions on monthly services:

- This agreement excludes MAD SA cc's possible future involvement and objection on municipal property valuations on behalf of CLIENT. In such instance, CLIENT will receive a reduced price because of the monthly subscription fee.
- It does not cover the cost should CLIENT instruct MAD SA cc to take legal action against the municipality.
- Should CLIENT decide to embark on legal action, the parties will agree before hand on fees payable.
- The agreement is valid for a minimum period of twelve months. Thereafter both parties may give 30 day written notice of termination. In the absence of such notice, the agreement will stay in full force.
- CLIENT agrees to MAD SA cc utilizing problems and successes on his account in marketing and public participation processes.

CLIENT hereby accepts the offer and agrees to pay the fee as disclosed in Section 5 of this agreement.

Thus signed and agreed upon on

Client

Witness

Thus signed and agreed upon on

MAD SA cc

Witness



MUNICIPAL ACCOUNTS DISPUTES

7. Bank Debit Order Instruction

I/We hereby give permission to MAD SA cc or their agent to debit my bank account monthly with the sum of _____ on the first working day of each month.

I agree that MAD SA cc may recover bank charges from me should the bank return my debit order.

The debit order can only be cancelled with a 30 day written notice after 12 (twelve) months.

Banking Particulars (Must be a registered bank in South Africa)

Bank Name	<input type="text"/>	Branch Name	<input type="text"/>	
Name of Account Holder	<input type="text"/>	Branch Code	<input type="text"/>	
Bank Account Number	<input type="text"/>			
Account Type	<input type="checkbox"/> Cheque/Current	<input type="checkbox"/> Savings	<input type="checkbox"/> Transmission	<input type="checkbox"/> Other - Specify <input type="text"/>
Authorised signature on bank account	<input type="text"/>	Date	<input type="text"/>	

8. Documents to be Provided

<input type="checkbox"/> Copy of ID of individual or representative of entity	<input type="checkbox"/> Proof of banking details					
<input type="checkbox"/> Copy of certificate of incorporation	<input type="checkbox"/> Municipal accounts & receipts for 3 months					
Where did you hear about us?	<input type="checkbox"/> Media	<input type="checkbox"/> Website	<input type="checkbox"/> Friend	<input type="checkbox"/> Flyers	<input type="checkbox"/> MAD SA cc staff	<input type="checkbox"/> Other

9. Banking Details of MAD SA cc

Account Holder: MAD SA cc
Bank Name: Standard Bank
Account no.: 061 399 493
Branch Code: 017045
Account Type: Current/Cheque

Reference on payment: MAD SA cc account no OR if not available yet: Client's Initials and Surname.
Proof of payment must be faxed to: 086 293 5791 or emailed to tersia@madrta.co.za



MUNICIPAL ACCOUNTS DISPUTES

Power of Attorney

I/We, the undersigned, _____, being the authorized representative/s, owner/s and/or consumer/s on the under mentioned accounts, hereby appoint MAD SA cc with power of substitution to be my/our representative and agent and to interact on my/our behalf with the Rustenburg Local Municipality and obtain all relevant information that they need to do a proper scrutiny and follow up on municipal charges and taxes on the following municipal accounts rendered by the Rustenburg Local Municipality:

Municipal Account/Group number(s)

Municipal Account/Group number(s)			

MAD SA cc is specifically mandated to:

- have access to all the information utilized by the municipality in order to render a municipal service and rates and taxes bill/account to me/us. It implies all personal information on the municipal billing database, meter readings, meter numbers, property registered in my/our name, valuations of property, the complete history of the account as if was me/us personally requesting and instructing the municipality;
- request the municipality to supply them with an electronic copy (FTP) of all these accounts from the first entry to date;
- request the municipality to make adjustments where need be if MAD SA cc is of the opinion that the charges on the municipal accounts are incorrect;
- declare a dispute in terms of Section 102 of the Municipal System Act with the municipality if in the sole discretion of MAD SA cc it is the only way to ensure that the municipality take corrective actions in time on any specific amount charged by the municipality on the municipal account and prevent the municipality from taking legal/credit actions against me/us;
- act as an alternative dispute resolution agent as provided for in the National Credit Act, Act 34 of 2005, to resolve any dispute on the account rendered by the municipality;
- change on my/our request my/our postal address, e-mail address or any other address for delivery of notices or accounts;
- request the municipality to also e-mail my/our monthly bill to MAD SA cc and link my/our account at the municipality with an indicated MAD SA cc group on the database of the municipality;
- request the municipality to forward the monthly movement on my/our account in the agreed upon electronic format to MAD SA cc within 5 (five) days after the monthly billing run and month end procedure;
- request the municipality to support them on any reasonable account when measured against the policies, by-laws and applicable tariffs of the municipality;
- submit recommendations on my/our behalf in any public participation process undertaken by the municipality and;
- speak/act on my behalf as part of a MAD SA cc client base when interacting on behalf of clients, rate payers and municipal consumers with the municipality and other organizations/authorities on local government.

The municipality is requested to respond within 14 days from date of submission in writing directly back to MAD SA cc on any submission made on my/our municipal affairs. The municipality may copy me on any response by the municipality to MAD SA cc.

MAD SA cc is specifically mandated to utilize problems on my/our account and successes achieved in marketing and communications in written and electronic media, forum and organizations where municipal problems, challenges and municipal service delivery are discussed or reported.

This Power of Attorney is an ongoing mandate until withdrawn by me/us in writing.

Signed at Rustenburg on

Representative, Owner and/or Consumer

Witness

Municipal Problems Solved!