

**Minutes of the 9th Special Council Meeting of the Local Council for
Beaufort West**

held in the **Virtual Platform**

on **Thursday, 22 May 2025 at 13:10**

Present:

Alderman

JJ Van Der Linde [**Speaker**]

Councillors

JDK Reynolds [**Executive Mayor**], AM Slabbert, SM Meyers,
E Links, O Haarvoor, S Essop, G Pietersen, LV Piti and LBJ
Mdudumani

Absent:

GJ Duimpies [**Executive Deputy Mayor**], CL De Bruin, S
Jooste,

INZALO: Mr P Kruger and Mr G Naidoo, M Malebatja (*Virtually*)

In service:

Municipal Manager [DE Welgemoed] (*attends virtually*),
Director: Corporate Services [AC Makendlana] **Director:**
Infrastructure Services [L. Nqotola] **Acting Director:**
Financial Services [BS Jacobs], **Senior Manager:**
Community Services [M.C. Tshibo] and **Senior Clerk:**
Committees [P. Mpofu]

1. OPENING AND WELCOME

The Speaker welcomes all the Councillors, Officials and the officials from Inzalo present at the meeting and on the Virtual platform. Furthermore, the Speaker apologise for the short notice.

2. APOLOGIES

NONE

3. INZALO: SYSTEM FAILURE

6/1/1/1

dcs

The Speaker informs the Council that the short notice meeting is due to issues at the various pay points. Furthermore, the Speaker mentions that they have been called on numerous occasions by community members that are unable to pay or purchase electricity or water at municipal pay points or through the third-party vendors.



The Speaker indicates mentions, that the service providers are also part of the meeting on the current problem.

The Acting Director: Financial Services, mentions that the release was at 10:00 this morning and that he did consult Mr P Kruger from Inzalo in regards to the matter.

Mr P Kruger informs Council that there was a crash on the system the previous day which was communicated to all the municipality that they render service to. Furthermore, explains that when the service provider release it is for generating prepaid token that is used by the cashiers. Furthermore, mentions that permission was permitted to do the releasing at 1pm.

The Speaker expresses that outside vendors asks extra for purchasing of electricity or water that is why it is very crucial that our pay points are up and running. Furthermore, Councillor SM Meyers states that the fact that consumers are unable to pay their municipal accounts it has an impact on the collection rate.

Mr G Naidoo, adds on the statement made by Mr P Kruger that they have not been experiencing a lot of downtimes in the past few months the only downtime he can recall was on the 24 March 2025 when they had a four-hour downtime afterwards the system was running smoothly in downtime perspective. Furthermore, that the downtime of the previous day it was a resulting to a troubleshooting on a specific cashier account.

Mr G Naidoo, informs Council the issue this morning with the pay points was only isolated to the cashiers pay points however, the consumers could still purchase electricity or water at the third party

Councillor S Essop contends that service providers must be mindful of the fact that the majority of Municipality customers are beneficiaries of social grants and are unable to afford to purchase electricity or water from third parties, where they are required to pay extra.

The Executive Mayor, in support of the Municipal Manager, raises concern that no report was submitted on the failure of the system's several pay points. Furthermore, the Executive Mayor informs, the meeting that they have been busy issuing warnings to vendors regarding the additional charges for purchasing electricity or water.

The Speaker informs Council that he requested for the meeting to discussion of the current matter.

Mr P Kruger, suggests that in future references that such minor issues be resolve internally with the Administration inclusive the Municipal Manager.

Councillor SM Meyers indicated that the information must come through Council so that the Council can convey the message to the public, as they are being asked for or called by community members.

The Speaker thanked Inzalo for attending the meeting and the Councillors as well as the Administration.


NOTED

A handwritten signature in black ink, appearing to be 'J. de Vries', is located in the bottom right corner of the page.

4. ADJOURNMENT

Meeting adjourned at **13:52**

Minutes approved this 30 day of June 2025.



Alderman JJ Van Der Linde
[Speaker]

