



Congratulations to the Springboks for winning the 2023 Rugby World Cup

# BITOU BULLETIN

Volume 4: November 2023

## PRE-PAID METERS: TOKEN IDENTIFIER (TID) ROLLOVER

### Understanding what the TID rollover is about:

It is a national project that requires all prepaid electricity meters to be upgraded before the existing software expires on November 24, 2024. Bitou Municipality's Engineering and Community Services Portfolio Committee, at a meeting held on October 16, 2023, considered and approved the rollout of the TID project. This is set to commence in Central Plettenberg Bay West in November 2023.



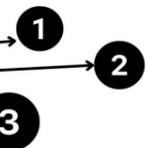
### How the TID Rollover Project will be implemented?

The rollover project will commence in Ward 2, which covers Central Plettenberg West and East. Once these areas are done, the project will move to the other wards until all are done. Extensive communication will be undertaken to inform and educate the public about the TID rollover project. Communication will consist of advertisements and notices on various communication platforms, as well as loud hailing. The project will also be discussed in ward based public participation meetings.

### What is expected from the customer?

Once we reach your area for upgrading, you will receive your unique 2x 20-digit update codes along with their normal 20-digit electricity token. This means instead of getting a token or "slip" with a single 20-digit code, it will have 3 x 20-digit codes printed on it. This will be a once-off occurrence. We appeal to customers to make sure that all unused tokens are entered into the meter before the unique 3x20-digit tokens.

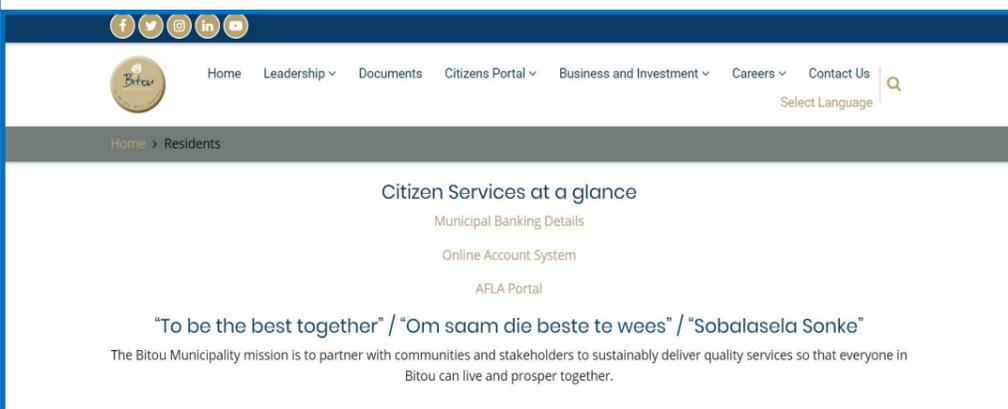
Bitou Municipality  
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Joshua King -  
(600147000002/0000000000001)  
VAT No. 4240193492  
Client ID 62 01470000002  
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Receipt No. 17659960  
Date 2023/10/23 00:26:34  
Customer Name ST  
A/C No. 10237395  
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Units 150,5 Kwh  
Cost Of Units R434,78  
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NEW SGC/TI/KRN 000672/01/2  
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0681 0049 2973 2041 6274  
Credit Token  
3740 8561 9458 6237 4650  
Utilities World Transact Pos Ver  
11.01.04



It is important to enter these in the sequence as printed on your "slip". The following steps must be taken when entering the digits into the meter (also see the diagram below) **1.** Enter the first 20-digit update code and wait for it to be accepted. **2.** Enter the second 20-digit update code and wait for it to be accepted. **3.** Enter the usual 20-digit token to recharge units as normal.

## How to access the Bitou Municipality Citizen Portal

### What is the Citizen Portal?



This is a feature on the Bitou Municipality website where our residents can obtain their municipal accounts electronically. Some accounts are mailed and some are e-mailed monthly, however some residents do not always receive their accounts. At this site our residents are able to access their municipal accounts themselves.

### How can the Citizen Portal be accessed?

Access is via the Bitou Municipality website: [www.bitou.gov.za](http://www.bitou.gov.za)

1. Select the Citizen Portal tab at the top of the landing page. Here you will find:
  - ⇒ information about the municipal bank account,
  - ⇒ the online account system, and AFLA, the online building plan submission platform, with relevant information.
2. For municipal accounts you need to select 'Online Account System' where you will be guided through a simple setup process for your accounts.
3. Once you have logged into your account, you will be able to view and print your municipal accounts.

Please advise our Customer Care on our toll-free line at 080 021 2797 should you experience any challenges with the system. Alternatively send an email to [CustomerCare@plett.gov.za](mailto:CustomerCare@plett.gov.za)

## Clearing of Illegal Dumpsites Resumes



Bitou Municipality continues to face a huge challenge with illegal dumping. The clearing of illegal dump sites comes at a huge cost to the municipality. The municipality spends in excess of one million rand per annum on clearing these dumpsites. Ms. Melony Paulsen, Director of Community Services at

Bitou Municipality, says that the municipality has resumed with the clearing of illegal dumpsites.

Ms. Paulsen further added that the municipality will soon roll out motion sensor cameras at various illegal dumpsite hotspots. The purpose of these cameras will be to track down residents who participate in this illegal activity.

Perpetrators of illegal dumping will be dealt with harshly, and criminal charges will be laid against anyone found to be involved in this act. Unfortunately, this fight is one which the municipality cannot win on its own and we need the help of our communities.

**We urge members of the public to support the efforts of the municipality by reporting illegal dumping.**

Only bulky and green waste must be dumped in the skip bins that are found in all wards. Household and recyclable waste must not be dumped in the skip bins as it is collected on a weekly basis. "We need to take pride in our communities and where we live. It all starts at home. We can truly be the best together" says Ms. Paulsen. Report illegal dumping on 0800 212797 or send an email to [CustomerCare@plett.gov.za](mailto:CustomerCare@plett.gov.za)



# BITOU BURSARY PROGRAMME

CLOSING DATE: 26 JANUARY 2024

Internal Auditing with a focus on Forensic Investigation	Engineering (Civil Engineering & Electrical Engineering)
Building Inspectors	Artisans (Electricians; Plumbers; Carpenters and Bricklayers)

**ONLY students who went to school in Plettenberg Bay will be considered**

Bitou Municipality will **ONLY** consider completed Applications.

- A detailed Curriculum Vitae and cover letter
- Application form
- Certified copies of Latest or Grade 12 results or equal qualification; latest examination results of students currently enrolled at tertiary institutions.
- Certified copy of I.D.
- affidavit of parents' combined income and proof of residential address.

Forward the application form and all documents to:

Bitou Municipality, 04 Sewel Street, Plettenberg Bay, 6600, for attention: Youth & Sports Coordinators section.

Please hand in application at Bitou Municipality Main Building – 04 Sewel Street Plettenberg Bay, 6600.

**ENQUIRIES: Mr Duncan Meyer on 044 501 3457 during office hours.**

# ELECTRONIC WASTE COLLECTION DAY



## WHAT

Bring anything that is powered by electricity or batteries. Examples are old cell phones, fridges, tumble dryers, TV's, computers, laptops, kettles, toasters, hairdryers, tools, leads, batteries etc.

## WHEN

SATURDAY, 25 NOVEMBER, 09:00—12:00

## WHERE

PIESANG VALLEY HALL, PLETTENBERG BAY

**LG E-Waste**

**HELP KEEP PLETT CLEAN**

PLEASE REMEMBER YOUR CASH DONATIONS for KEEP PLETT CLEAN!

PLEASE do not Litter

initiative is proudly sponsored by **SPAR**

## REPORT FRAUD AND CORRUPTION

Use our 24-hour toll-free hotline 0800-86-96-46

OR

Use our web-based form by accessing the Bitou website at [www.bitou.gov.za/forms/report-fraud](http://www.bitou.gov.za/forms/report-fraud) to remain anonymous and protected.

OR

Send an email to [fraudqueries@plett.gov.za](mailto:fraudqueries@plett.gov.za)



If You See Something



If You Hear Something

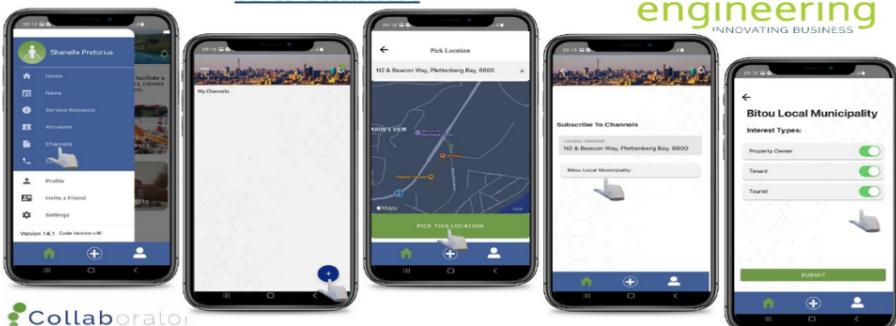


Say Something

## Getting Started: Subscribe as a User



## Getting Started: Subscribe to a Channel



Download the Collaborator (Collab) Citizen App and engage with the Bitou Municipality.

1. The Bitou Municipality is available as a 'channel' on the Collaborator (Collab) Citizen application developed by Business Engineering. First, download the Collab App from your App Store (for iPhone devices) and/or Play Store (for all Android devices).
2. Once you have downloaded the app, you can register the Bitou Municipality as a channel. Please note that you may register as a property owner, tourist, or tenant.
3. You can then subscribe to the latest newsfeeds and information published. The Collab Citizen app allows users to access municipal accounts, receive notifications, log and track service requests, report fraud and corruption, and book building inspections when construction progress requires such visits.

We invite residents to make use of this new, easy, and reliable method of communicating with the municipality and staying abreast of newsworthy developments. For more information, contact Ms. Shana Petersen on 0445013477 or send an email to [spetersen@plett.gov.za](mailto:spetersen@plett.gov.za)