

BITOU BULLETIN

Volume 2: September 2023



Bitou Municipality implements processes to ensure compliance with Small-Scale Embedded Generation (SSEG).



The increased cost of electricity and the increased demand on the ESKOM grid have prompted an increase in demand for SSEG across the country. It has become very important for municipalities to ensure that there are measures put in place to coordinate and regulate SSEG compliance to mitigate potential risks. The Bitou Municipality has adopted a set of guidelines that spell out the application process as well as the costs of installing SSEG.

The eight-step process is set out below:

Step 1: Obtain an application form: the form can be downloaded from the website by accessing the link: <https://www.bitou.gov.za/electrical-mechanical>. Alternatively, a hard copy can be obtained from the Bitou Municipality's Electrical Office on Marine Drive.

Step 2: Complete the application form: The form must be signed by the electricity account holder. Details about the installer must be provided. The applicant may need the support of the installer or registered personnel to complete the form. By signing the application form, the installer agrees to abide by the terms and conditions as included in the Contract for Connection of an Embedded Generator that is also obtainable from <https://www.bitou.gov.za/electrical-mechanical>.

Step 3: Obtain permission from the other municipal departments: The Electricity Department may require prior approval of the proposed SSEG installation from other departments as stipulated in the form (e.g., the Planning Department). All relevant approvals must be reflected in or submitted with the application form.

Step 4: Submit completed application forms and attachments: Forms shall be submitted to the relevant contacts at the electricity department. Attachments to the application design circuit diagram (for >100 kVA systems) and inverter NRS097-2-1 certification.

Step 5: Installation commencement upon approval from the municipality: After due consideration of the application, the applicant will be informed in writing whether the application has been successful or not. If further information or grid studies are required by the municipality, the applicant will be notified thereof. Once notified in writing of a successful application, the applicant can commence installation (it is advised that the applicant does not pay for any equipment until municipal approval to install is granted in writing, as such approval is not guaranteed).

Step 6: Commissioning and documentation to be submitted to the electricity department: Once installation is complete, commissioning of the SSEG installation shall be undertaken by a competent person, who shall complete and sign off on the SSEG Installation Commissioning Report. In addition to the SSEG Installation Commissioning Report, there is a list of other documents specified on the report, including: the final as-built circuit diagram; an inverter type test certificate according to NRS 097-2-1; and an electrical installation certificate of compliance as per SANS 10142-1 (and SANS 10142-1-2 when published). All completed documentation shall be submitted to the relevant electricity office.

Step 7: Inspection of Installation: The municipality shall inspect the SSEG installation if they deem it necessary, although this is unlikely in the case of a residential application.

Step 8: Approval Granted to connect to the municipal electrical network: If all the above is satisfactory, the municipality shall install the necessary meter or check that it is installed. The approval to connect the SSEG installation to the municipal electrical network shall be provided in writing by the electricity department to the customer, together with any operation and other requirements deemed necessary. Once this is done, the change to the SSEG Tariff shall be implemented, if applicable.

In cases where customers have already installed SSEG without following the above steps, the same steps must be taken. Commissioning will be done, and the customers will be required to change their normal meters to bi-directional meters.

For more information, kindly contact the Bitou Municipality's electrical department on 0445013261 or send an email to mrhode@plett.gov.za.



Ward Based IDP Report Back Meetings

It's your time to come and speak to the Bitou Municipality about your ideas and Concerns for your Ward and town:

"To be the Best Together"

Ward 1 Kurland: 26 September 2023, Kurland Community Hall 18h00 And Green Valley: 27 September 2023, Green Valley Community Hall 18h00	Ward 2 10 October 2023, Plesang Valley Community Hall, 17h30	Ward 4 05 October 2023, New Horizon, New Horizon Community Hall, 18h00
Ward 6 11 October 2023, Kwanokuthula Community Hall 18h00	Ward 3 04 October 2023, Bicycle Shed (Bossiesgif), 18h00	Ward 5 09 October 2023, Kwanokuthula Community Hall 18h00
	Ward 7 Kranshoek: 12 October 2023, Kranshoek Community Hall 18h00 and Harkeville: 17 October 2023, Harkeville Primary School Hall 18h00	Some Discussion Points 1. IDP Reporting Back Session 2. Open Mode Water Management Devices



Use the IDP Report Back Meetings to have your say about the development of your ward and your municipality.

It is very important for the residents to attend the IDP consultation meetings in their wards. This is in order to ensure that their voices are heard and that the final budget reflects their needs.

The IDP provides residents with the opportunity to express their ideas, concerns, and how they see their ward and the municipality developing in the future. The IDP is the municipality's outlined 5-year plan and takes into account the needs of residents, whether it be fixing potholes or building more houses. It is a long-term development approach that is centred on the decision-making process of the budget and tariffs. It is an important tool to measure the performance of the municipality as well as that of officials.

The IDP cycle will commence with ward report back meetings that will take place in all the different wards, starting on 26 September 2023. The municipality will highlight in these meetings what needs were raised by residents the previous year, what was prioritized in the budget, and the steps taken to address those needs.

Residents must know that by not attending these IDP sessions, they deprive themselves of engaging the council and senior municipal officials, stating their ideas and concerns, and directing how the municipal resources should be used. It also assists residents in holding the municipality accountable in terms of performance. Residents should not miss out on these IDP meetings because all projects that are currently being implemented came through the IDP processes. The next project that might be implemented in your ward in the coming financial year might just be one that was proposed by you in one of these Ward IDP Report back meetings. This could be an opportunity for you to influence the development of your ward and contributing to the municipality's decision making processes.

Did you know ?

1. If your combined household income is R5200 per month, you can apply for an indigent subsidy
2. If your combined household income is R5201 to R14 743 per month, you may qualify for a discount of between 10 to 40 percent on your municipal account.

You may visit the Bitou Revenue Services Offices on the Second Floor, Melville's Corner, Plettenberg Bay. You may also visit the Municipal Offices in your Ward or Speak to your Community Liaison Officer (CLO) or Community Development Worker (CDW) that is deployed in your ward. Alternatively contact Bitou Customer Care on the details supplied below.

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 to remain anonymous and protected.

OR

Send an email to fraudqueries@plett.gov.za



**If You See
Something**

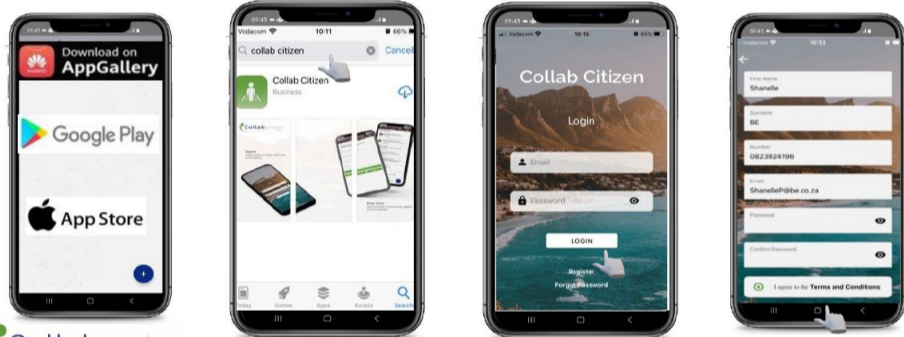


**If You Hear
Something**



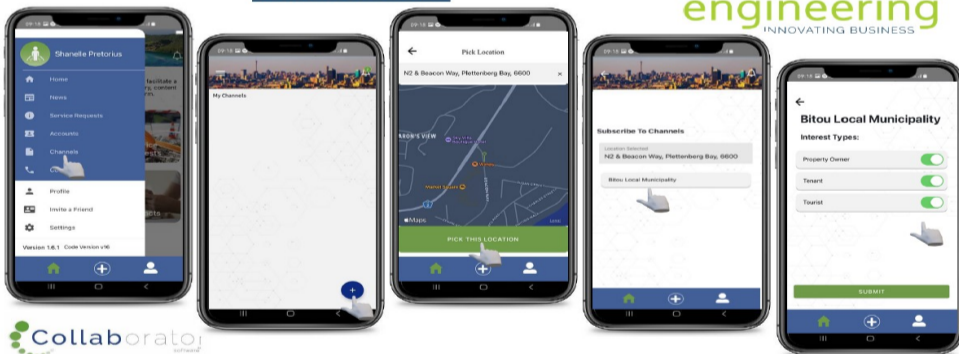
**Say
Something**

Getting Started: Subscribe as a User



Collaborator

Getting Started: Subscribe to a Channel



Collaborator

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

Bitou Online Account Management System

Please note – The Bitou Municipality has appointed CAB Holdings (Billit) for service statements online hosting as from 1 July 2023 and you will have to register when logging on to the system for the first time. The Citizen's Portal is a web-based platform that enables property owners with a Municipal account to view their account balances.

Follow the link to access the Citizen's Portal: <https://bitou.cabedocs.com>

To register an online profile go to the frontend URL <https://bitou.cabedocs.com> provided to you and click on REGISTER. Enter the required details and click SUBMIT. You will receive an email with an activation link. Click on the activation link to activate your profile. To login to the end user frontend, enter your username (email address) and password. If you need to reset your password, click on the FORGOT PASSWORD link.

You will then be able to do the following:

- Add accounts you wish to view online
- View and download a PDF copy of your statements
- Adding Account**

To add an account to your profile so you can view it online,

click on CREATE NEW ACCOUNT. Enter the account number, and a descriptive name of your choice.

View/Download Account

To view, edit or delete your account, click on the dropdown arrow to the right of the account listed, to see the expanded view. To download a PDF copy of the account statement, click on DOWNLOAD PDF. If there are more than one month's statements stored online, you will see a download option for each month.

To edit the account name or delete the account from your online profile, use the EDIT ACCOUNT options on the righthand side of the page.

Edit Online Profile

To edit your online profile, click on the dropdown arrow at the right side of the blue menu bar. You can change your profile name, email address or password

In cases of further enquiries please do not hesitate to log a call with our Customer Care Section on 0800 212 797 (Toll-Free), alternatively during office hours on 044 501 3174/5. They can also be reached via sending an email to Customer-Care@plett.gov.za please make sure to include your account number as a reference, your cellular phone number (this is to

send an SMS with your reference number) and details of your query in the email.



ONLINE ACCOUNT MANAGEMENT

FOLLOW THE LINK TO ACCESS THE CITIZEN'S PORTAL:
[HTTPS://BITOU.CABEDOCS.COM](https://bitou.cabedocs.com)