



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

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EXCLUSIVE OPPORTUNITY TO SETTLE YOUR DEBT BY 31 MARCH 2025

DEAR CUSTOMERS

We hope this letter finds you well. As part of our commitment to maintaining strong partnerships and fostering financial stability of our valued customers, we are reaching out with a special incentive scheme designed to help you settle your outstanding account with ease and convenience.

WHY ACT NOW?

We understand that financial obligations can sometimes pose challenges, considering our adverse economic conditions and outlook. To help ease the burden and assist you in resolving your debt obligation, we are pleased to offer the following benefits:

1. Waiver of Interest – All accrued interest will be waived upon the full settlement of the principal balance before the 31st of March 2025.
2. Flexible Payment Plan – For partial repayments, we are offering customized payment plans with zero additional interest if an agreement is finalized before the deadline date of the 31st of March 2025, and an upfront deposit fee is paid and received.

ACT TODAY!!

This offer is only valid until 31 March 2025, so don't miss the opportunity to settle your account under these favorable terms and enjoy the much-needed financial relief.

If you require assistance or would like to discuss your options further, kindly contact our Debt Management Team at Incentivescheme@dws.gov.za. For accounts handed over, kindly contact the appointed debt collector.

We appreciate your attention to this matter and look forward to resolving this issue with you. Thank you for your cooperation.

Warm regards,

Ms Sylvia Ndhlovu
CHIEF DIRECTOR REVENUE MANAGEMENT
DATE: 11/12/2024



NATIONAL DEVELOPMENT PLAN
Our Future - make it work