

**Circular 035-2024**

05 April 2024

Dear Residents,

**VOLTANO BILLING CYCLE COMPARED TO EVERGREEN RECOVERY:**

Please be aware that Voltano's billing runs from the middle of the month for a 30 day period. Thus, they will meter from 15 February 2024 to 15 March 2024. This 30-day account is then billed at the end of March 2024 on the 27<sup>th</sup> or 28<sup>th</sup> of the month and send to you so you can make payment on the last day of the month. Your March Voltano invoice will however only be from the 1<sup>st</sup> of March to the 15<sup>th</sup> of March 2024 as Voltano only took over from the 1<sup>st</sup> of March 2024.

Evergreen used to recover the water consumption one month in arrears. Voltano bills in the month for the past 30 days (Which includes 15 days of the current month)

With the new change over to Voltano this means there will be a month overlap in billing. The March 2024 invoice from Voltano has not allocated the 6 kL of free water per month yet as it is not a full 30 days billing cycle yet. The 6 kL of non-billed water will only be applied when there is a full month of billing. (which will be next month)

I trust this explains some of the queries we have received.

Regards



**Wilma Swart**  
**Village Manager**