

LETSEMENG COUNCIL / LETSEMENG RAAD



Privaatsak /Private Bag X3
KOFFIEFONTEIN
9986

Telephone : (053) 3300 200
E-Mail – letse@letsemeng.gov.za
Website www.letsemeng.fs.gov.za
Enquiries: mm@letsemeng.gov.za

LETSEMENG LOCAL MUNICIPALITY *OFFICE OF THE MUNICIPAL MANAGER*

PUBLIC NOTICE:

APPOINTMENT OF NEW SERVICE PROVIDER FOR ELECTRICITY VENDING & REVENUE ENHANCEMENT

Introduction

The Letsemeng Local Municipality is pleased to announce the official appointment of **Home-Grown Business Integrations (Pty) Ltd** as the **Service Provider for Electricity Vending and Revenue Enhancement**. This project will commence on **1st June 2025** and will run for a **three (3)-year period**.

This development reflects the municipality's continued dedication to improving service delivery, ensuring efficient electricity access, and streamlining revenue collection across all towns.

What Residents Can Expect

- ✓ **No major changes** to how you currently purchase electricity.
 - ✓ **Third-party vendors** within Letsemeng and neighboring areas will remain in operation.
 - ✓ **Updated branding** may appear on purchase receipts—functionality remains unaffected.
 - ✓ **Online and mobile electricity token purchases** remain available via banks and certified platforms.
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24/7 Customer Support & Technical Backup

To ensure uninterrupted service and timely support, Letsemeng Municipality and its appointed service provider have put in place a **24/7 standby support system**, which includes:

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Call Centre (24/7):

- **Toll-Free:** 0800 555 648
- **Standard Rate Line:** 082 234 5678

Email Support:

- info@home-grown.co.za
- customercare@letsemeng.gov.za

WhatsApp Support Line:

- +27 75 354 1570 (Automated Chat & Live Agent)

Technical Support: Electrical Department Standby Team – 2025

The following electrical standby personnel will be on call across all towns in the Letsemeng Municipality:

Designation	Name	Contact Number
Senior Foreman	Enock Fuzane	079 112 0176
Electrician 1	Mario Sivanda	082 532 3155
Electrician 2	Lucky Mpinga	072 434 9814
Electrician	T. Rantseli	071 106 8883
Electrician	L. Berends	063 437 1824
Electrician	J. Klaasen	066 324 3617
Electrician	E. Van Wyk	072 280 2536

This team is available 24/7 to respond to technical faults, emergency repairs, and electricity-related service queries.

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Walk-in Assistance Available at Local Offices

Visit the nearest municipal satellite office during working hours for personal assistance:

- Letsemeng Main Office – Koffiefontein
- Jacobsdal Community Centre
- Petrusburg Town Hall Office
- Luckhoff Satellite Office
- Oppermansgronde Community Access Point

Online and Mobile Purchasing Platforms (Unchanged)

Banking Apps:

Standard Bank | FNB | Capitec | Nedbank | ABSA | TymeBank

Mobile Vending Apps:

PowerUP | Kazang | 1Voucher | Electricity.co.za | EasyPay | Blu Approved Terminals

Letsemeng Municipality remains committed to delivering excellent service. We are confident that the partnership with Home-Grown Business Integrations will ensure reliable electricity vending, enhanced revenue collection, and an improved customer experience.

Issued by:

Office of the Municipal Manager

Letsemeng Local Municipality



Effective Date: 1st June 2025
