

FAQS FOR CREDIT CONTROL

Question: Why does the City Implement Credit Control?

Answer: If the balance on your latest account shows an overdue amount, you have already been scheduled for a cut-off because your account is 30 days overdue. You will receive a final demand notice before getting your latest account. To avoid being cut off, you must pay your account within 14 days of this final demand being posted to you. Make sure you check all the details on the disconnection notice to ensure that it relates to your property.

If you do not respond to the disconnection notice within the days stipulated in the letter of demand, your municipal utility services will be cut off. In this instance you will have to settle the full outstanding amount before services will be reinstated.

This can only be done at any of the City's customer service centres across the City's borders or via email to creditcontrol@joburg.org.za

Question: Why should I pay for services?

Answer: Municipalities are expected to be self-funding, raising much of their revenue from three key sources: electricity and water supplies, and the property taxes known as rates. The money raised by the City will pay not only for basic services such as roads, refuse collection, traffic control, sewers, lights and water, but also for an expanded community police force, a large HIV/AIDS programme, housing for the poor, and a refurbished bus service.

Question: How do I settle an overdue account after the service has been cut off?

Answer: You will need to go in person to any of the City's customer service centres across the City's borders where you will need to pay both the overdue accounts and a reconnection fee.

Question: What is the reconnection fee?

Answer:

Joburg Water

Pre-termination Notice: R331.29 including VAT

Cut off, Level 1 - Disconnection and reconnection at the water meter: R2 019.88 including VAT

Cut off, Level 2 - Disconnection and reconnection at the water mains supply: R4 045.03 including VAT

City Power

Cut-off: R990.00 including VAT

Reconnection: R990.00 including VAT

Question: What if I cannot pay the full amount?

Answer: In the case where a customer is unable to pay for their municipal account in full or on time, they are encouraged to immediately contact the City's Credit Control Department to enter into a payment arrangement by sending an email request to creditmanagement@joburg.org.za

Customers may use this email to inquire about the following:

- Payment arrangements with the City or an Acknowledgement of Debt (AOD) agreement
- Requests for disconnections
- Requests for reconnections
- Pre-termination notices
- Final notices
- Letters of demand

Question: What is required?

Answer: For Residential account holders:

- Proxy letter – domestic accounts (consent letter if the person is not the account-holder);
 - Certified copy of IDs for both account holder and the person signing the AOD;
 - 3 months bank statement;
 - Lease agreement or affidavit;
 - 3 month's salary advice or if unemployed, proof of unemployment from SARS;
 - Bond statement if there is a registered bond on the property;
 - ESP – proof of registration;
 - Minimum of 10% deposit/down payment depending on the financial analysis of each debtor;
 - ESP and Pensioners proof of registration plus (10%) deposit/down payment.
- For Deceased Estates and Liquidated/Sequestered account holders:
- Letter of executorship;
 - Certified copy of ID of executor and deceased;
 - 3 months' bank statement of executor;
 - Certified copy of death certificate;
 - Copy of liquidation and distribution of assets;
 - Deposit/Down payment.
- For Business/Commercial account holders;
- Proxy letter on company letterhead;

- Latest Financial audited statements (3 years);
 - Latest Bank statements (6 months);
 - Certified copy of ID of specific persons that have authority to sign on behalf of the company;
 - Proof of 50% deposit/down payment.
- Special disconnections:
 - “Request for disconnection” form to be completed by property owner;
 - Certified copy of proof of ownership (Title deed);
 - Certified copy of ID document of owner.
- ▪ Reconnections; ▪ Level 1 & 2 • Proof of payment of settlement account
 - ▪ Level 3 – • Proof of payment of settlement account
 - • Penalty amounts payable to the Municipal Entities (i.e. Johannesburg Water or City Power)
 - ▪ Copy of signed Acknowledgement of Debt (AOD).

Question: How long does it take to reconnect?

Answer: It takes up to 72 hours to get reconnected.

Question: I have a tenant in my property that is supposed to pay for the water and electricity bill? Will you take credit control action against the tenant or against me as the owner?

Answer: Property owners are responsible for the full payment of all municipal services and rates accounts, even if the property is let to a tenant.

If you see your tenant has fallen into arrears with their municipal account and is making no effort to make arrangements to pay it off or settle the arrears, you can request the restriction or termination of services by emailing your request to logisticsreconnection@joburg.org.za

For peace of mind, property owners should ask for copies of tenants' accounts from the City in order to monitor them. Producing two statements of one account will, however, cost a small fee. Send an email request with all the details to statements@joburg.org.za

Question: I do not receive a statement from the City. How can the city expect me to pay if I am not billed?

Answer: The onus is on the property owner to ensure that he receives a statement from the city. No statement doesn't mean that customers don't need to pay, emailing statements@joburg.org.za to ensure that we have your correct details to ensure you receive your statement. You have to pay for the services you use, i.e. electricity, water, etc.

Question: What is the best and most effective manner in which to receive my municipal statement?

Answer: By registering on the City's e-Services platform to receive electronic municipal account statements is the quickest and easiest.

Question: How do I register to receive my municipal account electronically?

Answer Customers may register by logging onto the City's website at www.joburg.org.za, click the "e-services" button at the bottom of the home page to create a username and password for easy access to the City's services. Once registered, enjoy the benefits of receiving municipal account statements almost immediately and well before the payment due date. For more information, please visit the City's website on www.joburg.org.za

Question: How do I request to cut the services if there are illegal occupants in my property?

Answer: The owner will be held liable for the reconnection cost and the settlement of arrear amounts on the account. Please forward a letter that indicates the address, your account number, and the date you would like service to be cut and e-mail to joburgconnect@joburg.org.za or visit any of the City's customer service centres across the City's borders.

Question: I am a sectional title property owner. Even though I pay individual rates and taxes, I also pay levies to the body corporate for my water and electricity. Why have you cut my electricity/water?

Answer: The onus is on the body corporate to ensure the full amount is settled on the statement. We have cut/restricted service to your complex because they have not paid your services account. Please consult your body corporate regarding your payment to them. Once proof of payment is made available to us, we will reconnect your services.

Question: Why is there legal fees charged on my account?

Answer: Your account was handed over for legal action for collection of debt

Question: How do you calculate the charge for my monthly water consumption?

Answer: For businesses there is a flat rate applied to the number of kiloliters consumed. For residential properties, a sliding scale is applied to the volume of water consumed to determine the amount due.

Question: Should I settle my current account even if I receive my statement late?

Answer: Yes. Where a statement has not arrived timeously the customer is required to pay for the consumed services during the preceding month. The amount due can be obtained by calling the Call Center at 0860 562874 during business hours.

Question: I have been charged a penalty fee for late payment while waiting for my municipal statement to arrive. Am I liable to pay this penalty fee? How can I avoid paying a penalty fee for late payment?

Answer: Where a customer can prove that she/he paid their account on or before the due date, any penalty fee levied on the account can be reversed. A call to the City's Call Center at 0860 562874 during business hours is all that is required.

Question: For a long time my municipal statement has been inaccurate. What is the City doing to improve efficiencies?

Answer: The City of Johannesburg is constantly working to upgrade systems and improve procedures to deal with inaccuracies in its billing. Please contact us to log a call by calling the City's Call Center at 0860 562874 during business hours, visit any customer service centre across the City's borders or email us at any of the below regional email addresses:

regionArevenue@joburg.org.za
regionBrevenue@joburg.org.za
regionCrevenue@joburg.org.za
regionDrevenue@joburg.org.za
regionErevenue@joburg.org.za
regionFrevenue@joburg.org.za
regionGrevenue@joburg.org.za

Question: Why am I being charged estimated readings instead of actual readings taken from my water and electricity meters?

Answer: The City always endeavor to obtain acquire meter readings every month. For various reasons, this may not be possible, e.g. where the meter is obstructed or is inside the yard. However, a customer can call in their readings by City's Call Center at 0860 562874 during business hours, visit any customer service centre across the City's borders or email us at any of the below regional email addresses:

regionArevenue@joburg.org.za
regionBrevenue@joburg.org.za
regionCrevenue@joburg.org.za
regionDrevenue@joburg.org.za
regionErevenue@joburg.org.za
regionFrevenue@joburg.org.za
regionGrevenue@joburg.org.za

In addition, a meter auditor will be sent by Johannesburg Water or City Power to obtain a special reading where the problem warrants such action.

Question: Do I have to go in person when wanting to make an arrangement?

Answer: No, to enter into payment arrangements email your request to creditcontrol@joburg.org.za
For more information, please visit the City's website on www.joburg.org.za

Question: How can I pay my account?

Answer: The City of Johannesburg has put in place the following convenient alternative payment methods for municipal account holders:

- Electronic fund transfers (EFT)
- ATM, Telephone Banking
- Easy Pay 3rd Party Payments: Pick 'n Pay, Checkers, Woolworths, South African Post Office

Question: How can I pay my account?

Answer: The City of Johannesburg has put in place the following convenient alternative methods for customers to pay their accounts:

- With Easy Pay, facilitating a quick payment option at many shops that you visit on a regular basis, including Pick 'n Pay and Shoprite Checkers
- Debit orders
- Direct deposits at major banks
- ATMs
- Internet and cell phone banking
- SA Post Office
- Any Council pay-point (Customer Service Centre) listed below on the website
- Through the City's e-Joburg smart portal. Register today on www.joburg.org.za and receive the benefit of managing your own municipal account.