



a world class African city

City of Johannesburg Metropolitan Municipality
Communications & Stakeholder Management
Group Finance

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Date: 04 April 2023

Dear Valued Customers,

City of Johannesburg has decided to waive the interest on late payments

We would like to inform you that the City has decided to waive the interest on late payments for March and April 2023 for municipal services. This decision has been taken because of the system maintenance on our Enterprise Resource Planning (ERP) system, which led to some customers not receiving their monthly statements on time, resulting in missed payment due dates.

We apologise for any inconvenience caused by the system maintenance and want to assure you that the maintenance was necessary to improve our service delivery to you.

Please note that customers in April will receive two bill statements, one for March and one for April. We advise you not to panic when you receive two bills in April. The April bill will also include the March amount that is either outstanding or paid. Customers may have a credit or outstanding amount in their April statements depending on each customer's circumstance.


If you receive your statements in April for March with the due dates that have already passed, displaying March due date, please note that this also refers to customers who had chosen a fixed payment due date.

We want to emphasise that no customer will be charged interest when maintaining the system. However, those customers who owed the City as of 28 February 2023, before the system was unavailable, are liable for the interest charged.

Thank you for your continued support and understanding during this time. If you have any questions, don't hesitate to contact us at our Call Centre or Customer Service Centres for further clarification.

For more information on all customer service offerings, visit www.joburg.org.za or call **0860 562 874**.

Regards,


Malope Ramagaga,
Acting Group Head Revenue Shared Services Centre
Group Finance Department
City of Johannesburg