

Introducing a contact point in your region

JoziBill

Region A: Midrand Customer Service Centre: 301 Fiveways Road, Sandtonpark, Midrand; Randa Ridge Customer Service Centre: Car Hovness & Road Avenue, Randa Ridge; Ivory Park Customer Service Centre: 17 42nd Mileway Drive, Ivory Park; Ivory Park Customer Service Centre B: 150 Shagbark Street, Ivory Park; DeWolff Customer Service Centre: 253 Hopyana Street, DeWolff Youth Centre; Ebony Customer Service Centre: 1004 Audea Road, Ebony Park.

Region B: Sandton Customer Service Centre: 24 Freshman Drive, Sandton, Sub F; Alexandra Customer Service Centre: Cnr 80 Avenue and Riebeeck Street; Maitland/Chesterfield Customer Service Centre: Thombi Street, Thombi Estates; DeWolff Customer Service Centre: 111 Protea Street, Unit 102, Greenhof; Mayibuye Customer Service Centre: Road 2338, Coronaris, Sub G.

Region C: Randburg Customer Service Centre: Cnr Beach Road & Jan Spruit Road, Randburg; Cornhill/Chesterfield Customer Service Centre: Calsonic Street, Cornhill (between corner & north); Claremont Customer Service Centre: 100 Claremont Drive, Claremont; Newclare Customer Service Centre: Cnr Lindley & Geneva Street, Newclare; Woodstock Customer Service Centre: J. S. Mankook, Jan Hofmeyr, Castlepoint Old Age Home; Waverley Road, Westdene.

Region D: Dobsonville Customer Service Centre: 2332 Lutshuij Street, Dobsonville; Soweto Customer Service Centre: Soweto Recreation - Hall Leaning Road; Green Village Customer Service Centre: Stand 2711, New Street, Doornkop; Jabotsope Customer Service Centre: 1 Conna Street, Jabotsope; Zola Customer Service Centre: 3709 Medeburgh Street, Zola; Mamelodi/Abantu Customer Service Centre: 1205 Mangan Street, Jaburu/Mamelodi; Senwes Customer Service Centre: 443 Dingaan Street, Senwesane Township; Chatsworth Customer Service Centre: 989 Mafabane Street, Chatsworth.

Region E: Sandton Customer Service Centre: 24 Freshman Drive, Sandton, Sub F; Alexandra Customer Service Centre: Cnr 80 Avenue and Riebeeck Street; Maitland/Chesterfield Customer Service Centre: Thombi Street, Thombi Estates; DeWolff Customer Service Centre: 111 Protea Street, Unit 102, Greenhof; Mayibuye Customer Service Centre: Road 2338, Coronaris, Sub G.

Region F: Thabo Hlewa Customer Service Centre: 61 Indaba Street, Sandtonville; Maitland Customer Service Centre: 154 Lowveld Street, Braamfontein; Soshale Customer Service Centre: Cnr Quarry & Plover Roads, Crown Gardens; South Hills Customer Service Centre: 9 Geneva Street, South Hills; Ruwen Old Age Home: 21 Wood Turf Road, Crown Gardens; South Hills Housing: Cnr Lindley & Geneva Street, South Hills; C J Cronje Customer Service Centre: 86 City Hall Street (Landsay), Atharvaburg; Bala Bessie Customer Service Centre: 42 Norcross Street, Booyana.

Region G: Lemaala Customer Service Centre: Cnr Rose Avenue & Grand Street, Lemaala; Lemaala South Customer Service Centre: Goshawk Complex, K51, Lemaala South; Maseru Park Customer Service Centre: 4045 Link Crescent, Cnr 6, Eldorado Park; Boreas Customer Service Centre: Cnr Kate & Smith Roads, Boreas; Lemaala Old Age Home: 108 Maseru Drive, P.O. 3, Lemaala; Ransfield Old Age Home: Weyers Road, Ransfield.

Region H: Proton North Customer Service Centre: 2084B Kunoene Street, Proton North; Orlando West Customer Service Centre: 1425 Soospanne Street, Orlando East; Bophafo Customer Service Centre: 1725 Tladi Street, Zone 1, Bophafo; Maseru/Maitland Customer Service Centre: Stand 292, portion 1, Heister Circle, Zone 2; Maseru/Maitland Customer Service Centre: 668 Ella Mubwandzi, Zand; Orlando West Customer Service Centre: 6209 Pata Street, Zola; Phelisa Customer Service Centre: 1943303 Mafupf, Zone 2, Phelisa.

Region I: Dube City Customer Service Centre: 2332 Lutshuij Street, Dobsonville; Soweto Recreation - Hall Leaning Road; Green Village Customer Service Centre: Stand 2711, New Street, Doornkop; Jabotsope Customer Service Centre: 1 Conna Street, Jabotsope; Zola Customer Service Centre: 3709 Medeburgh Street, Zola; Mamelodi/Abantu Customer Service Centre: 1205 Mangan Street, Jaburu/Mamelodi; Senwes Customer Service Centre: 443 Dingaan Street, Senwesane Township; Chatsworth Customer Service Centre: 989 Mafabane Street, Chatsworth.

Region J: Lemaala Customer Service Centre: Cnr Rose Avenue & Grand Street, Lemaala; Lemaala South Customer Service Centre: Goshawk Complex, K51, Lemaala South; Maseru Park Customer Service Centre: 4045 Link Crescent, Cnr 6, Eldorado Park; Boreas Customer Service Centre: Cnr Kate & Smith Roads, Boreas; Lemaala Old Age Home: 108 Maseru Drive, P.O. 3, Lemaala; Ransfield Old Age Home: Weyers Road, Ransfield.



REGIONALISATION A new way of billing

The City of Johannesburg will be launching the regionalisation of its billing. This means that customers will be billed on their municipal statement per region as from February 2017.

The project will be rolled out in two phases. The first phase will start in February 2017 and will impact regions A, B, C and E. The second phase will commence in May 2017 and will impact Regions D, F, and G.

The realignment from portions to regions will result in changes to customers' billing, meter reading and due dates.



Know when we read and when we bill
The City of Johannesburg's new regionalised meter reading and billing schedule will be available on www.joburg.org.za from January 2017.

WE ANSWER YOUR QUESTIONS

When will regionalisation be launched?
The City will be launching the regionalisation of its billing on 1 February 2017.

How will it affect you?

- The realignment from portions to regions will result in changes to the customer's billing, meter reading and due dates.
- Customers may receive two bills during the first month of implementation. Please note that this is not double billing. The municipal account will be billed on a pro-rata basis, in line with the dates of implementation.
- Payment methods will be available to customers on request for the relieve of two payments due in one month.
- Affected customers will be advised through sms(s) and personalised letters ahead of this once-off anomaly.
- Customers who pay their municipal account by debit order must remember to amend their debit order date in line with the new due dates.

How will I know my new meter reading and billing dates?
A schedule will be available on the City's website, www.joburg.org.za; at any Customer Service Centre or via a customer relations agent at 0860 Joburg by January 2017.

How does it affect my due date?
The general rule is that the due date will default to 15 days after billing. However as part of the project, customers will be able to choose their own due date between the 15th and the 28th day of the month.

Can I change my meter reading and billing dates too?
No, these dates cannot be changed by the customer.

Why has the City decided to implement regionalisation and what are the benefits to me as the customer?
The City of Johannesburg wants to be more customer centric and the billing regionalisation project will allow:

- Customers to choose their own due date between the 15th to the 28th day of the month.
- Customers to know when we read their meters and when we bill.
- Dedicated meter readers per region.
- The City to understand our customers' needs through trend analysis of regions.
- Create a platform to know our regions better.

How to log and escalate your query



Remember to always include your reference number when escalating a query.

The City of Johannesburg wants to be more customer friendly and the billing regionalisation project aims to bring ratepayers closer to services.

- Log your municipal related query via 0860 Joburg (562874); your regional Customer Service Centre or on Facebook or Twitter. Remember to get a reference number. Queries should be resolved within 30 days. If you have not received any resolution or response, please follow the City's query escalation process.
- Escalate your query to your regional Centre Manager by calling, texting or emailing on the contacts provided below. Their response time is five working days. Remember to give both your reference number and account number.
- | | | |
|--|---|--|
| Region A
Moss Mosweu
mossm@joburg.org.za
0815641687 | Region D
Thomas Tshilongo
Thomastsh@joburg.org.za
0814202129 | Region G
Phumzile Mokone
Phumzilemok@joburg.org.za
0815137684 |
| Region B
Thulisile Nongogo
Thulisileno@joburg.org.za
0823340674 | Region E
Bonglwe Jolipepa
Bonglwej@joburg.org.za
0814394710 | |
| Region C
Shaun Govender
Shaungo@joburg.org.za
0823323808 | Region F
Glendah Skosana
Glendahs@joburg.org.za
0823340680 | |
- Still no response? Let the Deputy Director know! Send your escalated regional query to your Regional Deputy Director



CHOOSE YOUR DUE DATE

The biggest benefit to customers is that they can choose their own due date but only between the 15th and the 28th of the month. Customers should note that only these dates are available to choose from and not any other date. Should customers not choose a date, the system will automatically default to a due date 15 days after the invoice was generated.

Customers can either phone the Call Centre on 0860 562874 (Joburg) or email it to duedates@joburg.org.za (from 1 December 2016) or visit their nearest Customer Service Center. Kindly note that you should include your account number and the preferred due date as well as any of your personal information that you need to update.

Do you Pay by Debit Order? Then regionalisation will affect you.

Customers who pay their municipal account by debit order must remember to amend their debit order date with their respective financial institutions in line with the new due dates.