



a world class African city

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Media Statement

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Joburg celebrates success in Systems Maintenance

The City of Johannesburg is thrilled to announce the historic reinstatement of Joburg's Enterprise Resource Planning (ERP) system!

After undergoing a crucial maintenance process, our services are now back and better than ever before.

Thanks to the tireless efforts of our internal teams, we have seen significant improvements in system performance, particularly in billing activities and cash collection.

This achievement is a testament to our unwavering commitment to continuously improving our services and aligning with industry standards.

While some services are still being partially restored, we are pleased to inform you that we are back up and running with the remaining work to be completed by Monday the 3rd of April 2023.

We're excited to let you know about the services that are currently available for you to access. Here's a quick rundown of what you can expect:

- You can expect to receive the latest invoices by Monday the 3rd of April 2023.
- If you're looking to connect new services for water and electricity, we'll have an application available for you to use by Monday the 3rd of April 2023.
- Our Contact Centre is available to view your statements, but we regret that we won't be able to transact on your account just yet.
- If you're looking to open or close an account with us, we'll be able to help you by Monday the 3rd of April 2023.
- For any refunds you may be entitled to, our processing services will be available by Monday the 3rd of April 2023.

Furthermore, we're happy to inform you that the following services are currently available for your convenience:

- If you're eligible for pensioner rebates, you can apply for them right now.
- We can issue clearance certificates upon request.
- You can also apply for clearance certificates at any time.

We understand that some of our services may be temporarily unavailable. However, we want to assure you that there are still ways for you to access your account information and make payments. You can easily view your statements through the e-Joburg platform, make payments in person at walk-in centres, EFT payments or use third-party services like Easy Pay and Shoprite Checkers.

If you have not received your most recent invoice, we recommend making a payment based on your previous month's statement to avoid falling behind on payments or encountering account disputes. Your payment will be reflected on your statement as soon as the system becomes available.

To contact our customer service team, please visit www.joburg.org.za or connect with us on our official social media platforms.

Thank you for your understanding and support.

Ends

Issued by the City of Johannesburg

For all media queries, send an email to mediaqueries@joburg.org.za