



a world class African city

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MEDIA STATEMENT

To: All media

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Joburg waives interest on late payments

The City of Joburg has taken a decision to waive the interest on late payments of municipal services for March and April 2023.

The MMC for Finance in Johannesburg, Councillor Dada Morero says, “We took a decision because of the recent system maintenance on our Enterprise Resource Planning system, which led to a number of customers not receiving their monthly statements on time, resulting in missed payments”.

Customers are advised not to panic should they receive two bills in April, reflecting billing for both March and April. The April bill will also include customers’ March balance, reflecting any outstanding or paid amounts. This means that customers may have a credit, or an outstanding amount, in their April statements, depending on each customer’s circumstance. Customers who had chosen a fixed payment due date may also receive their March statement this month, reflecting due dates that have already passed.

“We sincerely apologise for the inconvenience caused during the system maintenance but it was necessary so that we henceforth improve our service delivery. No customer will be charged any interest except for those who owed the city as of 28 February 2023, prior to the system being unavailable”, explained MMC Morero.

He further said that the city values its customers as a critical stakeholder.

For more information contact the city Call Centre on 0860 562 874 or visit www.joburg.org.za

Ends

For more information contact mediaqueries@joburg.org.za

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