



a world class African city

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## **MEDIA RELEASE FOR IMMEDIATE RELEASE**

[www.joburg.org.za](http://www.joburg.org.za)

**Date: 18 December 2024**

### **City of Johannesburg: SAP Upgrade to Stabilise City's System**

The City of Johannesburg's Group Information and Communication Technology (GICT) Department is set to embark on a significant upgrade of its SAP System. This upgrade is essential for stabilising the City's enterprise resource planning (ERP) system and enhance the overall efficiency of services rendered to our valued customers.

The primary objectives of this upgrade include improving the quality of municipal bills and the reliance on meter reading estimations, thereby enhancing customer experience and service delivery.

The ERP system will be temporarily unavailable from 20 December 2024 to 6 January 2025 due to the upgrade. Several core services will be affected during this period.

#### **Services Affected**

##### **Customer Service (Walk-in Service Centres and Contact Centre)**

- Application for new service connections (water and electricity)
- Applications for meter tests (water and electricity)
- Application for clearance certificates
- Applications for pensioner rebates
- Refund requests.
- Opening of new accounts
- Printing invoices or viewing account balances
- Cash updates to customer accounts.

##### **Clearance Services**

- Registration of new properties
- Change of ownership
- Termination of accounts
- Issuance of clearance certificates
- Provision of clearance values to Conveyancing Attorneys

##### **Services Still Available**

To ensure seamless communication and service delivery, the following services will remain accessible during this system downtime:

- Access to statements via the e-Joburg platform
- Payments can be made through EFT and other third-party payment channels (payments will reflect on accounts after the system is restored)

- Receipting at walk-in centres via the Venus System
- Account balances, statement information, instalment/payment plans, and account information will be available at Customer Service Centres and via the Call Centre

#### **e-Joburg Platform**

- Access to current invoices for different regions
- Uploading and processing of meter readings
- Creation of acknowledgement of debt

Residents are encouraged to make payments based on their previous month's statements to avoid falling behind or encountering disputes with accounts. All payments will reflect on accounts once the system is restored.

To minimise disruptions, residents are encouraged to make payments based on their previous month's statements to avoid falling behind or encountering disputes. All payments made during the system upgrade will be reflected on accounts once the system is back online.

If you are disconnected during this period, please make the required payment and send proof of payment to: [LogisticsReconnection@Joburg.org.za](mailto:LogisticsReconnection@Joburg.org.za). Customers wishing to make payment arrangements may visit their nearest Customer Service Centre.

We apologise for any inconvenience caused and appreciate the patience of our residents as we undertake this necessary upgrade for improved system and service delivery.

For additional information, please call the Call Centre Connect on 0860 562 874, visit [www.joburg.org.za](http://www.joburg.org.za); [www.e-joburg.org.za](http://www.e-joburg.org.za); or connect with us on our official social media platforms.

ENDS

Issued by the City of Joburg

**For enquiries, kindly send to [mediaqueries@joburg.org.za](mailto:mediaqueries@joburg.org.za)**