



# Understanding Your City of Johannesburg Invoice (Part 2)

Written by **Poppy Louw**

**Arrears and Payments,** It is the customer's responsibility to ensure that they register the method of invoice receipt with the City and ensure details thereof are up to date. Only one method can be selected for consistency. Please visit your nearest Customer Service Centre to initiate this process.

## Arrears

Every municipal invoice clearly shows a due date on the front page, usually the 15th of the month, but customers are advised to change the due date to a suitable day between 15 – 31st of every month.

Please visit your nearest Customer Service Centre to change your due date using a prescribed form. Customers are expected to make full payment by this date to ensure their accounts remain up to date and to avoid unnecessary charges or service interruptions.

When an account is not settled on time, it automatically goes into arrears (30 days, 60 days & 90+ days). This may result in interest being charged on the overdue balance, as prescribed by the City's credit control policy. Continued non-payment can also lead to penalties, disconnections, and even legal recovery processes.

## Payments

To make payments as convenient as possible, the City offers multiple channels. Residents can pay via:

- Electronic Funds Transfer (EFT) directly from their bank Through EasyPay@ retailers such as Shoprite, Checkers, Pick n Pay, or Spar,
- At municipal pay points that are increasingly moving towards cashless transactions, or
- Online via the e-Joburg portal. <https://www.e-joburg.org.za/>

For customers who experience genuine financial difficulty, the City provides relief through payment arrangements. This includes an Acknowledgement of Debt (AOD), where the customer agrees to pay arrears in instalments while continuing to pay new monthly charges, and Settlement offers where an interest discount is granted upon request.

Please visit your nearest Customer Service Centre to explore these relief processes.

Understanding your City of Johannesburg invoice is not just about paying a bill — it is about protecting your property, planning your finances, and building a city that works for all of us. Every payment you make keeps the lights on, the water running, the refuse collected, and the streets maintained. Stay informed, stay responsible, and let us work together to create a Johannesburg we are all proud to call home.



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A message brought to you by:  
Group Finance: Communications & Stakeholder Management

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**Joburg**  
a world class African city

You can contact us in the following ways  
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Computer generated  
**COPY OF TAX INVOICE**  
 JOBURG CUSTOMER  
 55 RIVER ROAD  
 FONTAINEBLEAU  
 2194

VAT NO: CITY OF JOHANNESBURG: 476117194  
 VAT NO: JOHANNESBURG WATER: 4270191077  
 VAT NO: PRETUP: 4761191032  
 VAT NO: CITY POWER: 476119182

Date: 2025/09/02  
 Statement for: September 2025  
 Physical Address: 55 RIVER ROAD  
 Stand No./Portion: 00000355 - 00000 - 00  
 Township: FONTAINEBLEAU

Stand Size	Number of Dwellings	Date of Valuation	Portion	Municipal Valuation	Region
2047 m2	1	2023/07/01	B1	Market Value R 1,800,000.00	Region B WARD 104

Invoice Number: 106005709796  
 Client VAT Number: [Redacted]  
 Next Reading Date: 2025/10/28  
 Deposit: R 5,500

Account Number: 55798xxxx  
 PIN CODE: xxxxxx

Previous Account Balance	7,707.35
Less: Incoming Payment (Last Payment Made 2025/08/15)	-7,707.35
Sub Total	0.00
Current Charges (Excl. VAT)	7,339.03
VAT @ 15%	936.03
<b>Total Due</b>	<b>8,275.06</b>

90 DAYS +	60 DAYS	30 DAYS	CURRENT	INSTALLMENT PLAN	TOTAL AMOUNT OUTSTANDING	Due Date
0.00	0.00	0.00	8,275.06	0.00	8,275.06	2025/09/30

Paying your account in full and on time ensures the City continues delivering services to residents. Visit [www.joburg.org.za](http://www.joburg.org.za) for more on payment methods.  
 Do you have a longstanding or unresolved service delivery-related issue with the City of Johannesburg? You may lodge your complaint today with the Office of the Ombudsman by contacting us 010 288 2800/emailing [complaints@joburgombudsman.org.za](mailto:complaints@joburgombudsman.org.za)

**Remittance Advice:**  
 Date: 2025/09/02  
 JOBURG CUSTOMER  
 Acc. No.: 55798xxxx  
 55 RIVER ROAD  
 EasyPay 91115 55798xxxx1  
 Postal Office 0146 55798xxxx

Total Due: 8,275.06  
 Due Date: 2025/09/30

### THE FRONT PART OF THE BILL SECTION

**1. Account Number** – This is your unique customer ID with the City of Johannesburg. Think of it like your fingerprint on the system no two customers have the same one. It helps the City link all your services, payments, and property details to you, so whenever you query or make a payment, you can be assisted quickly and accurately.

**2. Account Holder details and Postal Address** - This section shows both the mailing address where your municipal bill is delivered and the account holder's information (the person or entity responsible for the account). Keeping these details correct ensures your bill reaches the right place and clearly identifies who is responsible for payment.

**3. Physical Address** - This is the street address of your property as recorded on the City's Geographic Information System (GIS). Sometimes, due to township establishment processes or developer planning discrepancies, the address on your invoice may not exactly match your actual property address. If you notice such a difference, you should visit your nearest City of Johannesburg Customer Service Centre to have it corrected. This ensures accurate billing, proper service delivery, and smooth record-keeping.

**4. Township** - This refers to the official name of your area or suburb as defined under the Town Planning and Townships Ordinance. It is important that the township name on your municipal account matches the details on your property's title deed, as this ensures accuracy in ownership records, billing, and service delivery.

**5. Number of Dwellings** - This shows the total number of living units or structures on a stand that are used for accommodation. These may include houses, townhouses, flats/apartments, hostels, huts, informal dwellings such as shacks, or semi-detached houses. Having the correct number recorded is important because it helps determine the property's service needs and ensures accurate billing and fair allocation of municipal charges.

**6. Stand Number / Portion** - This refers to a specific piece of land registered in the Deeds Registry. It may be called an erf, stand, lot, or plot, and is assigned a unique number. In some cases, it can also refer to a portion of a larger piece of land that has been subdivided. In the City of Johannesburg (CoJ) context, subdivision refers to the legal process of dividing a single property (a piece of land/erf/stand) into two or more smaller portions, each with its own title deed and stand/portion number. This information is important because it officially identifies your property in legal records, municipal planning, and billing systems.

A notarially tied stand is when two or more erf are legally linked by a Notarial Tie Agreement registered at the Deeds Office, and this condition is endorsed on each title deed. Because the erf's cannot be sold or developed separately, the City of Johannesburg treats them as one stand. For this reason, all municipal charges for rates and services are

**17. Total Due** - This is the overall amount you currently owe the City as of the billing date. It includes any previous balance carried forward plus the current charges. This is the amount you must pay to settle your account in full.

**18. Message Section** - This part of your bill contains important notices and updates from the City, such as tariff or water rate increases, service changes, reminders, or useful information like the City's website upload details. Always check this section to stay informed about updates that may affect your account or services.

**19. Ageing Analysis** - This section shows how long amounts on your account have remained unpaid, broken down into periods of 30, 60, and 90+ days. It helps you see whether your payments are up to date or if there are arrears that need urgent attention. If your account remains unpaid, the City's Credit Control Policy allows for action such as interest charges, service disconnections, legal collection, or blacklisting. To avoid this, always pay your municipal bill on or before the due date, make use of approved payment arrangements or Acknowledgement of Debt (AOD) agreements if you are in financial difficulty, and keep your contact details updated so you don't miss important notices.

**20. EasyPay** - The EasyPay number on your invoice allows you to make payments at any EasyPay pay-point, including supermarkets, retail outlets, post offices, and online platforms. Please note that payments made via EasyPay can take up to seven working days to reflect in the City's account. To avoid penalties, interest, or service interruptions, always make your payment well in advance of the due date.

**7. Stand Size** - This is the total area of your property (stand/erf), measured in square metres as recorded in the City's property register. The stand size is important because it influences property valuation, which has an impact on refuse charges and property rates charges.

**8. Valuation Date** - This shows the most recent date on which your property was valued or assessed by the municipal valuer. The valuation process is conducted in terms of the Municipal Property Rates Act (MPRA) and is used to determine the market value of your property, which directly impacts the amount of property rates you are billed. The City of Johannesburg undertakes a General Valuation Roll (GVR) every four years, where all properties are re-valued. Property owners have the right to inspect the roll and lodge an objection if they believe their property value is incorrect or unfair. In between GVR cycles, the City may publish Supplementary Valuation Rolls to capture new developments, subdivisions, or changes in property use.

**9. Market Value** - The market value of an immovable property is the price it would reasonably achieve if sold on the open market between a willing buyer and a willing seller under normal conditions. In the City of Johannesburg, the municipal value recorded on the General Valuation Roll is based on this market value, as determined by the municipal valuer in line with the Municipal Property Rates Act (MPRA). The key difference is that market value reflects what your property could sell for today, while the municipal value is the official value the City records and uses to calculate your property rates.

**10. Previous Account Balance** - This shows the total amount carried over from earlier billing periods, excluding the current month's charges. It reflects what you still owed (if unpaid) or any credit you had from previous payments before the latest billing cycle.

**11. Bill Date** - This is the date on which your municipal invoice was generated. It marks when the City officially compiled your charges for the billing period and issued your bill.

**12. Statement For** - This indicates the month and billing period covered by your municipal statement. Always check this date to make sure you are paying against the correct month's bill, which helps avoid confusion, duplicate payments, or arrears.

**13. Due Date** - This is the final date by which your payment must reach the City of Johannesburg. Paying on or before the due date helps you avoid interest charges, penalties, or possible credit control actions.

**14. Last Payment Made** - This shows the date on which the City received your most recent payment. It helps you track your payment history and confirm that your account is up to date.

**15. Incoming Payments** - These are all payments the City received on your account during the previous billing cycle. They appear as credits and reduce what you owe for that period.

**16. Current Charges** - These are the latest charges for services and property rates on your bill, payable as soon as you receive the invoice. If not paid by the due date, the amount becomes delinquent and your account is automatically placed under the City's credit control process, which may include interest, penalties, or service restrictions.



Account Number: 55798XXXX

City of Johannesburg Property Rates	← 21	VAT 4760117194	Sub - Total	Total Amount
Category of Property: Property Rates Residential				
R 1,800,000.00 X R 0.0087910 / 12 ( Billing Period 2025/09 )				
Less rates on first R300 000.00 of market value				
			1,318.65	
VAT: 0 %			- 219.78	1,098.87
			0.00	

City Power Electricity	← 22	VAT 4710191182	Sub - Total	Total Amount
(Reading period = 2025/07/27 to 2025/08/28 = 33 days)				
Meter: 48001108546; Register: ; Multiply factor: ; Start reading: 65,942,000;				
End reading: 66,739,000; Difference: 797,000; Consumption: 797,000;				
Units: kWh; Type: Actual Readings.				
Daily average consumption 24.152 kWh				
Charges for 797,000 kWh are based on a sliding scale for a 33 day period				
Step 1 542.094 kWh @ R 2.0163 ( Billing Period 2025/09 )			1,682.87	
Step 2 254.906 kWh @ R 2.3140			0.00	
Extended Social Package Grant				
Network Surcharge kWh Network Surcharge kWh				
Service charge			15.30	
Network charge			209.18	
VAT: 15.00%			677.56	2,972.65
			387.74	

Johannesburg Water Water & Sanitation	← 23	VAT 4270191077	Sub - Total	Total Amount
(Reading period = 2025/07/07 to 2025/08/07 = 32 days)				
Meter: 30037702; Register: 1; Multiply factor: 1; Start reading: 3,846,000;				
End reading: 3,895,000; Difference: 49,000; Consumption: 49,000;				
Units: KL; Type: Actual Readings.				
Daily average consumption 1.531 KL				
Charges for 49,000 KL are based on a sliding scale for a 32 day period				
Step 1 6.308 KL @ R 0.0000 ( Billing Period 2025/09 )			1,977.51	
Step 2 4.205 KL @ R 24.330			0.00	
Step 3 5.257 KL @ R 25.390			0.00	
Step 4 5.257 KL @ R 35.600			33.97	
Step 5 10.513 KL @ R 49.200			1,239.77	
Step 6 10.513 KL @ R 53.810			487.69	3,738.94
Step 7 6.947 KL @ R 67.890				
Extended Social Package Grant				
Demand Management Levy				
Sewer monthly charge based on Stand size 2047 m2 ( Billing Period 2025/09 )			1,239.77	
VAT: 15.00%			487.69	

PIKITUP Refuse	← 24	VAT 4790191292	Sub - Total	Total Amount
Refuse Charge				
VAT: 15.00%			60.60	464.60

**Current Charges (Including VAT) 8,275.06**

## THE BACK PART OF THE BILL SECTION

**21. Property Rates Section** - This shows the rates charged on your property, calculated based on its market value. For residential properties, the first R350,000 of the market value is exempt from rates. If you own a Sectional Title property (such as a flat or townhouse), you are billed directly for property rates based on the valuation of the unit.

**22. Electricity Section** - This part of your bill gives a detailed breakdown of your electricity usage and charges for the billing period. It helps you understand how your consumption is measured, calculated, and billed.

**Reading Period** – The date your electricity reading was taken (actual or estimated). “Actual” means it’s based on a real meter reading, and estimation is based on previous consumption patterns.

**Previous Reading Date** – The date of the last meter reading before the current one.

**Meter No.** – The unique serial number of your electricity meter.

**Average Consumption** – The difference between the current and previous readings, divided by the number of days in the billing period, showing your average daily use.

**Current Billing Charges** – The total charges calculated by multiplying your electricity usage by the applicable tariff/rate for the billing period.

**Step tariffs** - Apply to promote energy efficiency, meaning the more electricity you use, the higher the rate charged for additional units.

This section allows you to track your usage trends, verify accuracy, and manage consumption to keep your electricity costs under control.

**23. Water and Sanitation Section** - This section gives a detailed breakdown of your water usage and sewer charges for the billing period. It shows how much water you’ve consumed and how the charges are calculated.

**Previous Reading Date** – The last date your water meter was read (actual or estimated).

**Meter No.** – The serial number of your water meter for identification.

**Average Consumption** – The difference between your current and previous readings, divided by the number of days in the billing period, showing your daily average use.

**Water Current Billing Charges** – The total cost, calculated by multiplying your total water consumption by the applicable water tariff. This section helps you track your water use, check for unusual increases (like leaks), and understand how sewer charges are applied.

**24. Refuse Section** - This charge covers the cost of refuse removal and city cleaning services. The tariff is linked to the value of your property. In addition, a city cleaning levy is applied to both households and businesses to recover the costs of providing these essential services. It also applies to vacant land stands. This ensures that waste is collected regularly, the city stays clean, and public health standards are maintained.

**25. Current Charges** - This shows the total cost of all services used for the current month, with a detailed breakdown of charges for electricity, water, sewer, refuse, and property rates listed above. It represents what you owe for this billing cycle before adding any previous balances, including VAT.