

# COJ Online Billing Query Resolution Platform

13 December 2022 | 08h00 - 16h00

The City of Johannesburg's Revenue Shared Service Centre is continuing its online billing query resolution platform engagements aimed at assisting customers with billing related queries.

Below are the different services that will be available on the online platform depending on your query:

| Department                       | Description   | Link   |
|----------------------------------|---|--|
| Credit Management                | Pre-termination notices, Disconnection & Reconnection, Payment arrangements and Refund enquiries              | <a href="#">CREDIT MANAGEMENT</a>                  |
| Property Rates & Taxes Queries   | Billing queries, Tariffs, Valuations, Penalties, Address disputes and LIS updates                             | <a href="#">PROPERTY RATES &amp; TAXES QUERIES</a> |
| Electricity Billing Queries      | Meter related issues, Tariffs, Job cards, Penalties and confirmation of supply                                | <a href="#">ELECTRICITY BILLING QUERIES</a>        |
| Customer Service: Query Logging  | Account enquiries, Logging & Analysis and New service requests  | <a href="#">CUSTOMER SERVICE: QUERY LOGGING</a>    |
| Debt Rehabilitation              | Enquiries Follow up and Feedback  | <a href="#">DEBT REHABILITATION</a>                |
| Water & Sewer Billing Queries    | Meter related issues, Tariffs, Job cards, Penalties and confirmation of supply                                | <a href="#">WATER &amp; SEWER BILLING QUERIES</a>  |
| E-Joburg: Self Service Queries   | Online registrations, Retrieve statements, EFT payments and submission of both water and electricity readings | <a href="#">E-JOBURG: SELF SERVICE OPTIONS</a>     |
| Billing Adjustments: Back Office | Billing adjustments, Readings, Consumption disputes and invoicing related matters                             | <a href="#">BILLING ADJUSTMENTS: BACK OFFICE</a>   |
| Customer Feedback and Surveys    | Service ratings, Complaints and Comments  | <a href="#">RATE OUR SERVICES</a>                  |