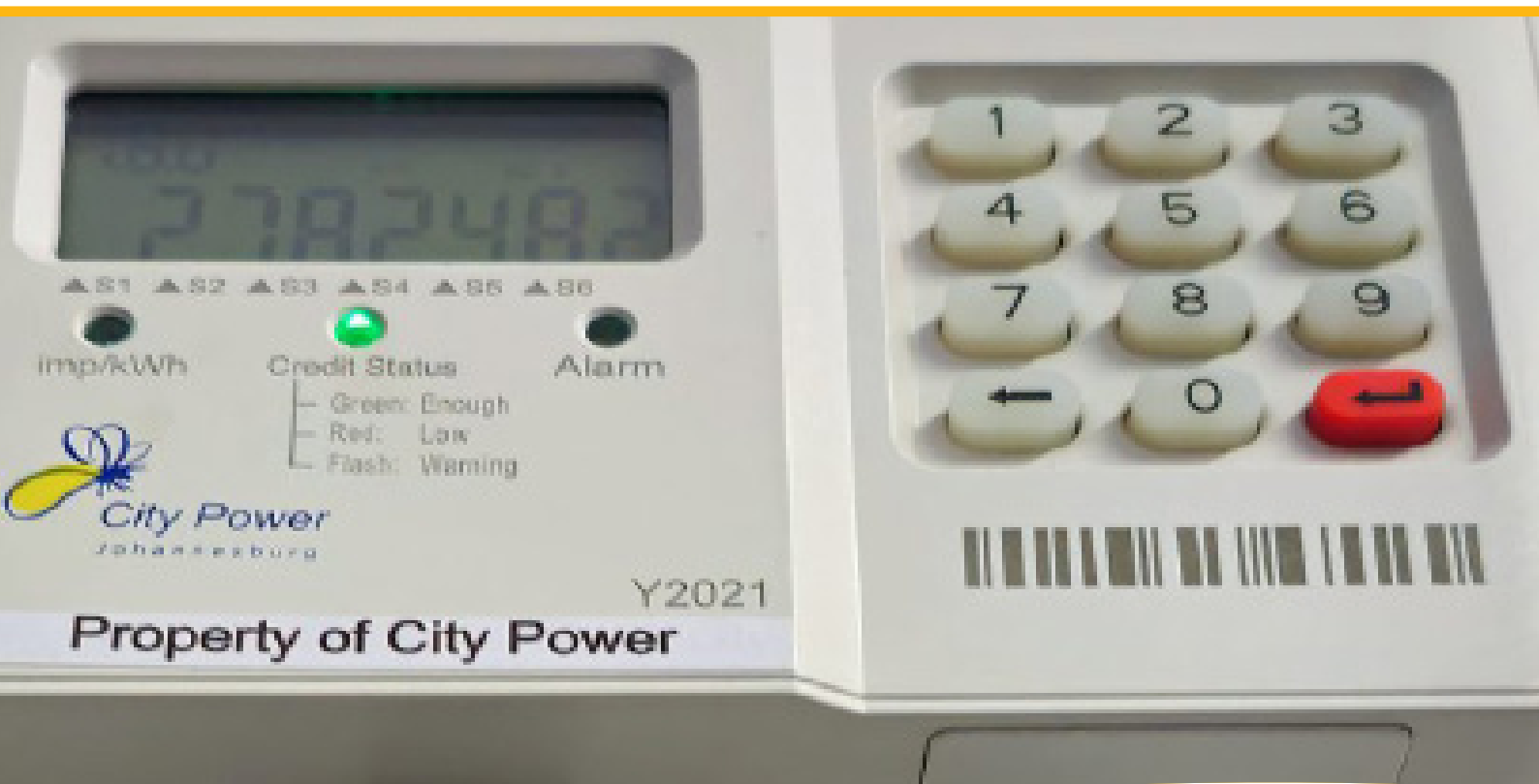




UNDERSTAND YOUR MUNICIPAL BILL

A Guide for City of Johannesburg Residents



a world class African city
www.joburg.org.za

A message brought to you by: City of Johannesburg
Group Finance: Communications and Stakeholder Management



INTRODUCTION

Every month, the City of Johannesburg issues more than a million municipal accounts to property owners, businesses, and tenants across the city. These invoices play a critical role in keeping Johannesburg running, they provide the revenue needed to maintain infrastructure, keep the lights on, supply clean water, collect refuse, and deliver other essential services that make our city liveable.

Yet, for many residents, municipal bills can be confusing. They contain a mix of charges such as property rates, electricity, water, sewer, refuse, levies, and sometimes interest or adjustments. Without clear guidance, it's easy to feel overwhelmed or unsure of what you are actually paying for.

The “Understand Your Municipal Bill” Guide was developed to help you, the resident, navigate your invoice with confidence. It explains the following:

- Why your bill matters and how it links to service delivery.
- How to read the bill step by step, with explanations of both the summary page and the detailed charges page.
- Common terms and definitions — from municipal valuation and sliding scales, to service and network charges.
- When billing starts after you purchase or transfer a property.
- What to do if you disagree with your bill and how to raise a dispute.
- Payment options, arrears, and debt arrangements

By the end of this guide, you will not only understand what each line of your invoice means, but also know how to check it for accuracy, where to go for help, and how to access most of the support.

In short: this guide is about turning your monthly bill from a source of confusion into a tool for better financial planning and stronger engagement with your City.



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COJ INVOICE

What is the COJ invoice?

The City of Johannesburg (COJ) invoice is your monthly municipal account statement. It shows the charges for services provided to your property by the City. It is both a bill and a statement of account, keeping you informed about what you owe, what you have paid, and the services provided.

See below services for the two distinct property types within COJ:

PROPERTY TYPES

1. Sectional Title Scheme: A sectional title property means you own a unit inside a shared complex or building, plus a share of the common property.

- **What you own:** The inside of your flat, townhouse, or unit (your “section”).
- **Who manages it:** A Body Corporate (made up of all owners in the complex) manages and maintains accounts of the shared services.
- **Who pays:**
 - Owners within the scheme are responsible for individual payments on their own accounts for only property rates and refuse issued to them by the City.
 - Owners within the scheme are also responsible for jointly paying the shared services account for water, sewer and electricity issued to the Body Corporate by the City.

2. Freehold (Full Title) Stand: A freehold stand (sometimes called “full title”) means you own the entire property outright — both the land and the building(s) on it.

- **What you own:** The house itself and the land it stands on.
- **Who manages it & pays:** You, as the property owner, handle the services account through maintenance and payment of all municipal charges inclusive of property rates, water, electricity, refuse and sewer directly linked to your property.

The Two Pages of Your COJ Invoice

Your City of Johannesburg municipal invoice is made up of two important pages, each serving a different purpose in helping you understand your account. Together, they make sure you not only know how much to pay, but also why you are paying it.

FRONT PAGE

- **Front page:** The front page of the invoice is the summary page. It gives you the big picture of your account at a glance.
 - **Here you will find:** Your property details, account number, the total amount you owed, and the due date for payment.
 - This page is also where you will see important notices from the City, such as tariff updates, payment reminders, or new customer programmes.
- Its main purpose is to show you, quickly and clearly, what needs to be paid and by when, so you can plan and avoid penalties and additional charges.
- **Front Part**
 - Has Residential/Business customer information (e.g. Account number, address, township, stand size, value)
 - Bill information (e.g., recent payment, bill date, due date, ageing analysis, payment details etc)

BACK PAGE

The back page: Provides the details behind the summary. It explains exact calculations of the main services you are being billed for, such as electricity, water, sewer, refuse removal, and property rates, in a simple table format.

Here you will see:

Your meter readings for electricity and water, the tariffs that have been applied, and the difference between fixed charges (a basic fee for access to services) and consumption charges (what you used).

The back page also includes details about your property rates, sewer, and refuse charges, as well as any adjustments, penalties, or credits.

- **This page is important because it gives you transparency** — it allows you to check if the readings are accurate, monitor your usage, and understand how each charge adds up to the total shown on the front.
- **Back Part**
- Has account specific information such as 5 services: fixed (rates, refuse, sewer), and variable (water and electricity).
- Sewer calculations
- Reading periods, meter no, consumption calculations
- Property value and rates calculations
- Refuse calculations
- Other charges
- VAT

How Does It Start?

Your municipal invoice begins with the City's billing system collecting different types of information about your property each month.

The first step is meter readings, which show how much water and electricity you have used. This uses the difference between the previous month's reading and the current month's reading to determine what you are charged. Sometimes, if the City cannot access your meter, an estimated reading is used based on your past usage patterns. Please visit your nearest Customer Service Centre with a dated picture of readings to dispute the estimation or upload the picture on our online portal.

<https://www.e-joburg.org.za/>

Alongside this, the City adds service charges (demand charge and network charge), which are flat rates for water and electricity availability. Should you be on prepaid for either of the two services, the charges will not apply as the consumption is directly managed by the customer through unit purchases.

The invoice also includes property rates and refuse removal, which are not based on how much you consume but rather on the municipal value of your property. This means whether your bin is full or half-empty, or whether you are occupying the property or not, you still pay a fixed monthly fee.

Step 2: Once all this information — consumption readings, service charges, and property rates — has been gathered, it is compiled into a monthly invoice. The result is a statement that reflects both your actual usage and your fixed obligations as a property owner, giving you a full picture of what you owe for the month.

N.B. The billing period on your municipal invoice always works on a cycle, which means the charges you see today are usually based on services you already used in the previous month for metered services (electricity & water). Your current invoice reflects the previous month's billing period because the City first needs to measure and calculate your usage before sending you a correct, official statement. However, the fixed services like rates, sewer and refuse are charged within the same billing month.

Why and how is it distributed?

The City of Johannesburg distributes invoices every month to make sure residents and businesses are kept up to date about the services they use and the charges they are responsible for. This regular distribution is important because it ensures that households know exactly what they owe, while also helping the City collect the revenue needed to maintain essential services such as water, electricity, waste removal, and sanitation.

To make access as convenient as possible, invoices are shared through several channels that customers choose and monitor:


- Emailed via registered customer email for convenience.
- Available online through the COJ portal. <https://www.e-joburg.org.za/>
- Accessible at walk-in centres on request.

N.B. 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 or send an email to our regional emails on page 29.

ARREARS	PAYMENTS
<p>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.</p> <p>Please visit your nearest Customer Service Centre or send a request via our regional email 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.</p> <p>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.</p>	<p>To make payments as convenient as possible, the City offers multiple channels. Residents can pay via:</p> <ul style="list-style-type: none"> • Electronic Funds Transfer (EFT) directly from their bank • Through EasyPay@ retailers such as Shoprite, Checkers, Pick n Pay, or Spar, • At municipal pay points through cashless transactions, or • Online via the e-Joburg portal. https://www.e-joburg.org.za/ <p>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.</p> <p>Please visit your nearest Customer Services Centre to explore these relief processes or email creditcontrol@joburg.org.za.</p>

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.

ILLUSTRATION



a world class African city

Computer generated
COPY OF TAX INVOICE
JOBURG CUSTOMER
55 RIVER ROAD
FONTAINEBLEAU
2194

You can contact us in the following ways

- Phone: Tel: 0860 56 28 74 Fax: (011) 358-3408/9
- Correspondence: P O BOX 5000 JOHANNESBURG 2000
- E-mail: joburgconnect@joburg.org.za

VAT NO. CITY OF JOHANNESBURG: 478617134
VAT NO. JOHANNESBURG WATER: 427091027

VAT NO. FNB/JP/ 478019182
VAT NO. CITY POWER: 471291332

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:

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

90 DAYS +	60 DAYS	30 DAYS	CURRENT	INSTALMENT PLAN	TOTAL AMOUNT OUTSTANDING
0.00	0.00	0.00	8,275.06	0.00	8,275.06

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

Paying your account in full and on time ensures the City continues delivering services to residents. 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

Remittance Advice:

This stub must accompany payment, please do not detach if paying at the post office

Date: 2025/09/02 JOBURG CUSTOMER
Acc. No.: 55798xxxx 55 RIVER ROAD

EasyPay 91115 55798xxxx1

Postal Office 0146 55798xxxx

Standard Bank - City of Johannesburg Banking details
Internet banking - Use the banks pre-logged Company details
SBSA branch deposits - CIN no AAAS to be used in place of bank acc. nr.
Client Account No/Deposit Reference: 55798XXXX

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

ILLUSTRATION



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 VAT: 0 %			1,318.65 - 219.78 0.00	1,098.87

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) Step 2 254,906 kWh @ R 2,3140 Extended Social Package Grant Network Surcharge kWh Network Surcharge kWh Service charge Network charge VAT: 15.00%			1,682.87 0.00 15.30 209.18 677.56 387.74	2,972.65

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) Step 2 4,205 KL @ R 24,330 Step 3 5,257 KL @ R 25,390 Step 4 5,257 KL @ R 35,600 Step 5 10,513 KL @ R 49,200 Step 6 10,513 KL @ R 53,810 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) VAT: 15.00%			1,977.51 0.00 33.97 1,239.77 487.69	3,738.94

PIKITUP Refuse	← 24	VAT 4790191292	Sub - Total	Total Amount
Refuse Charge VAT: 15.00%			404.00 60.60	464.60

Current Charges (Including VAT)

8,275.06

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 address where your postal box is located and the account holder's information (the person or entity responsible for the account). Keeping these details correct ensures your bill reach 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.



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 on the main property is exempt from rates while the additional properties qualify for R 15 000 exemption subject to the rates policy. 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/ sliding scale - 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.

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 services.

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 notorially 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 erfs 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 billed to only one designated erf, even though the tie covers the entire property. Should you be charged any duplicates within this structure, please visit your nearest COJ Customer service centre with a copy of the title deed to have it corrected.

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.

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.

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 and refuse you are billed.

The City of Johannesburg undertakes a General Valuation Roll (GVR) every four years, where all properties are revalued. 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.



THE FRONT PART OF THE BILL SECTION

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 charge 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 arrearages.

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.



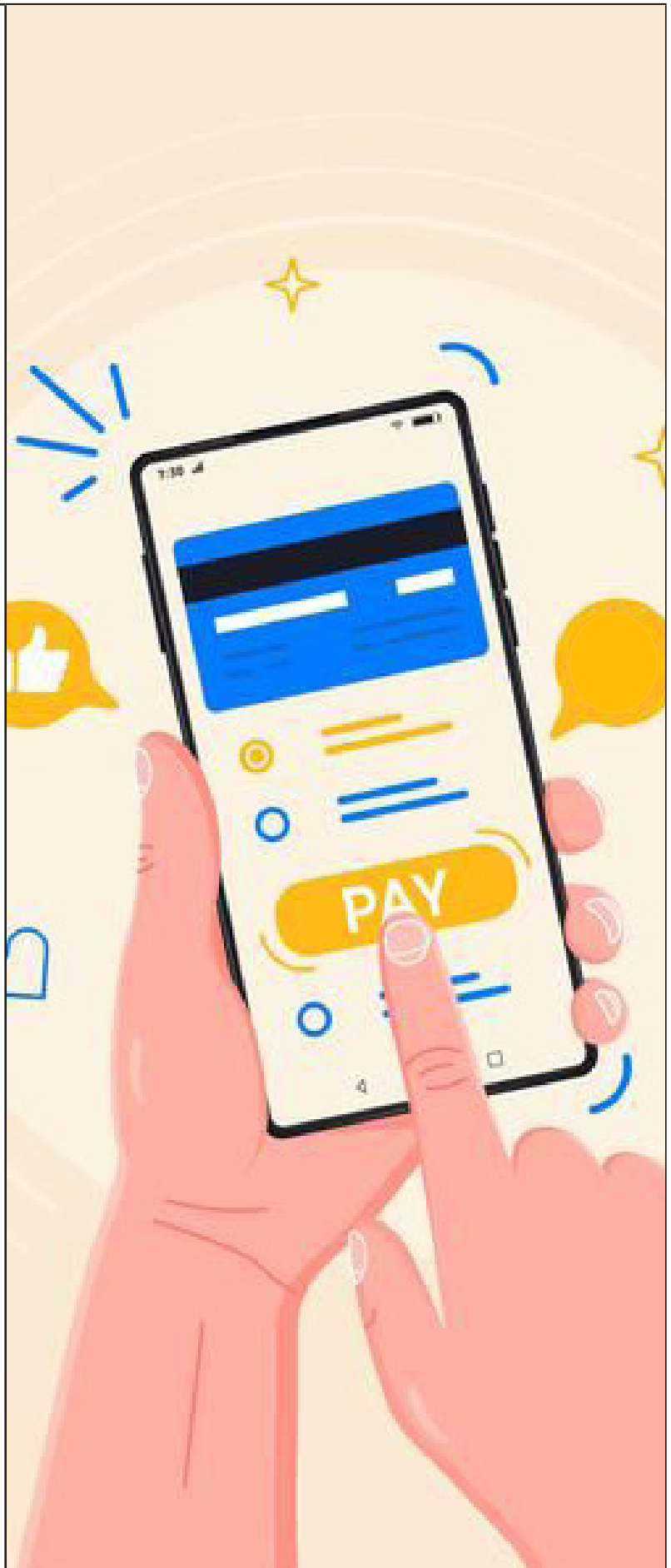
17. Total Due - This is the overall amount you currently owe the City as of the billing date. It includes any previous balance carried forward plus the current charges. This is the amount you must pay to settle your account in full.

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 updates. 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.



ACCOUNT & PROPERTY DETAILS

1. Account Number

SECTION	DETAILS
<p>What is an Account Number?</p>	<p>Your Account Number is the unique identifier the City of Johannesburg uses to link you and your property/services to billing, payments, queries, and service history. e.g. 550655579.</p>
<p>Why it's important</p>	<ul style="list-style-type: none"> • Correct payment allocation – Ensures EFT/retail deposits go to the right account instantly; without it, payments may remain in “suspense.” • Faster query resolution – Agents use it to instantly access your record for investigations, adjustments, and escalations. • Single view of services – Links rates & taxes, refuse removal, water, sewer, electricity and other charges into a statement. • Meter & consumption history – Supports billing dispute checks (e.g., high usage, estimated readings). • Arrangements & relief – Required for all service requests, disputes and applications. • Ownership changes – Used for property sales, clearance figures, account closures/openings. • Online access – Required to register/link accounts for e-joburg and online service requests.
<p>When you'll need it</p>	<ul style="list-style-type: none"> • Paying via EFT/app or at retailers (as payment reference). • Logging faults/queries, disputing bills, or requesting reversals. • Setting up payment arrangements or applying for relief. • Submitting meter readings or resolving estimated bills. • Moving in/out (ownership changes), clearance certificates. • Linking your profile on CoJ's e-joburg portals. • At walk-in centres or when calling/emailing Customer Services.
<p>Where to find it</p>	<ul style="list-style-type: none"> • On your municipal statement (first page, labelled “Account Number”). • In emailed/SMS balance notifications or online e-joburg profile. • On past CoJ correspondence (letters, payment arrangement documents).
<p>Good habits (to save time & money)</p>	<ul style="list-style-type: none"> • Always use it exactly as shown as your payment reference. • Quote it first when contacting CoJ to shorten service times. • Keep it secure—share only with trusted third parties (e.g., conveyancer, managing agent). • Verify saved account numbers in banking apps after moving or changing banks.

2. Property Owner Details & Postal Address (Business Partner)

SECTION	DETAILS
What this section is about	<p>Property Owner Details: Legal owner’s name/entity (person, company, trust) linked to the account number and property(erf/stand/unit) as per the title deed.</p> <p>Postal Address: Address where CoJ sends statements, notices, and legal correspondence</p>
Why it matters and how it helps you	<ul style="list-style-type: none"> • Correct billing & delivery – Ensures statements reach you or your agent on time to avoid interest/penalties. • Faster query resolution – Matching details allow instant account verification (POPIA compliance). • Credit control & legal protection – Official notices go to the postal address; correct info protects you from “I never received it” disputes. • Property transactions – Clearance figures, refunds, and ownership changes rely on accurate owner details. • Rebates & relief – Pensioner/ indigent rebates depend on matching owner records. • Refunds & deposits – Ensures correct payee for deposit releases and refunds.
Where it’s used inside CoJ	CoJ Process
Billing & Statements	Deliver statements/notices; link to account
Customer Queries	Verify identity; send outcomes
Credit Control	Serve warnings, demands
Valuations & Rates	Match owner to roll for objections
Clearance (Transfers)	Issue figures to the current owner
Refunds & Deposits	Pay the correct person/account
Helps contain and maintain your information	<ul style="list-style-type: none"> • Owner name matches Deeds/company/trust records and ID/company registration/ VAT number. • Postal and street address for correspondence and stand address for identification of Geographic Information System (Maps) • Banking details for direct debits and refunds. • Email & phone details for correspondence and e-joburg/OTPs.

2. Property Owner Details & Postal Address (Business Partner) *continued...*

How to stay up to date	<ul style="list-style-type: none">• Always update postal and street address, email and phone number on CoJ e-joburg or at a Customer Service Centre – This will ensure you do not miss important communications from COJ
Tips & good practice	<ul style="list-style-type: none">• Use e-Joburg as the primary channel; always keep contact details up to date.• For sectional titles, include the unit number in the postal and street address.• If you own multiple properties, use one central database for all property correspondence.



3. Township and Valuations

Section	What it is ?	Why it matters?	How it's useful to you?
1. Township – Your Area Name	Official township or suburb name as recorded in municipal and Deeds Office records (e.g., Vlakfontein, Randburg, Lenasia).	Confirms location for municipal service planning, rates category, and billing. • Links your property to the correct Depot (City Power, Joburg Water, Pikitup). • Important for zoning, valuations, and building approvals—different areas have different by-laws.	<ul style="list-style-type: none"> • Helps agents identify your service depot. • Prevents billing errors where street names exist in multiple townships. • Assists when applying for clearance certificates, permits, or rezoning.
2. Stand/Portion Number & Size	<ul style="list-style-type: none"> • Stand/Erff number: Unique plot identifier in township register. • Portion number: Used if the property is subdivided or part of a larger erf. • Unit number: is used when the property is a sectional title (flats or units). • Size: Land area in square metres (m²) from Deeds Office and municipal GIS. 	<ul style="list-style-type: none"> • Forms the basis for refuse and rates calculation (linked to market value and land use). • Required for zoning compliance and building plan approvals. • Critical for property transfers and legal disputes. 	<ul style="list-style-type: none"> • Confirms billing accuracy for the correct property. • Helps detect errors in valuations. • Essential for selling, subdividing, or consolidating property.
3. Number of Dwellings	The count of habitable structures on the property—houses, flats, backyard rooms, cottages, or shacks.	<ul style="list-style-type: none"> • Helps CoJ plan service capacity (water, electricity, refuse). • Checks zoning compliance—some areas limit dwellings. • May affect service charges or waste removal tariffs. 	Supports applications for extra services (extra bins, electricity upgrades).
4. Valuation Date & Market Value	<ul style="list-style-type: none"> • Valuation date: Date municipality last assessed your property (General Valuation Roll). • Market value: Estimated selling price at that valuation date, used to calculate rates. 	<ul style="list-style-type: none"> • Directly impacts property rates—higher value = higher rates. • Determines when objections/appeals can be made. • Affects property sales and bank financing. 	<ul style="list-style-type: none"> • Lets you check if rates are fair—compare with similar properties. • Reminds you of objection periods.

4. Due date and Payment information

Item	What it is ?	Why it matters?
Bill Date	Date your bill was generated.	Shows when charges for the month were finalised.
Statement For	Billing period the statement covers (usually a calendar month).	Lets you match charges to the correct month's usage and services.
Due Date	The latest date payment must reflect in CoJ's account to avoid interest or credit control action.	Paying before this date prevents penalties and possible disconnection; EFT or EasyPay payments should be made a few days earlier.
Previous Account Balance	Amount owed before the current month's charges were added.	Amount owed before the current month's charges were added.
Last Payment Made	Date and amount of your most recent payment.	Confirms the City received and allocated your payment correctly.
Current Charges	New charges for services (rates, electricity, water, sanitation, refuse) for the month.	These must be paid by the due date to avoid arrears and possible credit control action.
Total Due	Amount you must pay now. Formula: Previous Balance + Current Charges – Incoming Payments.	Lets you see your full payment obligation for the month.
Ageing Analysis	Breakdown of overdue amounts: <ul style="list-style-type: none"> • Current = Not yet due • 30 days = 1 month overdue • 60 days = 2 months overdue • 90+ days = 3+ months overdue 	Shows how long debts have been outstanding; overdue accounts can attract interest, legal collection, or service disconnection.
EasyPay Number	Unique payment reference for EasyPay outlets and some retailers.	Allows alternative payment methods; allows 3-7 working days for payment to reflect.

SPECIAL MESSAGE

Section	Details
What it is	A dedicated space on your bill where the City of Johannesburg shares important notices with customers. Think of it as the “news corner” of your bill, with updates about tariffs, services, programmes, and reminders.
Examples of what you might see	<ul style="list-style-type: none"> • Tariff updates – New electricity, water, or rates tariffs effective from 1 July. • Service changes – Changes to waste collection days or updated depot contact details. • Account management tips – How to register for e-Joburg, submit meter readings, or switch to e-billing. • Payment information – Bank account changes, new EasyPay outlets, or holiday payment schedules. • Relief programmes – Pensioner rebates, indigent applications, debt relief campaigns. • Safety & compliance notices – Water restrictions, energy- saving tips, or new by-law changes.
Why it matters for you	<ul style="list-style-type: none"> • Keeps you informed – Stay updated on changes that may affect your bill or services. • Helps you save money – Learn about rebates, relief programmes, or consumption-saving tips. • Avoids service disruptions – Receive updates about planned maintenance, audits, or service interruptions. • Encourages self-service – Find links and steps for using online tools like e-Joburg for quicker service and payments.

SUMMARY

Field	What it is ?	Why it is important to you?
Account Number	Your unique customer number linking your property and municipal services to billing, payments, and service history.	<ul style="list-style-type: none"> • Ensures payments are allocated correctly when you use it as a reference. • Speeds up query resolution when contacting CoJ. • Required for online account access and service requests.
Postal Address	Where your municipal bills and official notices are sent (postal mail).	Ensures you receive bills and legal notices on time. <ul style="list-style-type: none"> • Prevents missed payments, interest, or disconnections.
Physical Address	The property location where services (water, electricity, refuse) are delivered.	<ul style="list-style-type: none"> • Confirms the correct service location. • Prevents mix-ups with properties that have similar street names. • Helps CoJ assign the right service depot.
Township	The official name of your area/suburb in municipal and Deeds records.	<ul style="list-style-type: none"> • Links your property to correct service depot (City Power, Joburg Water, Pikitup). • Important for zoning, rates, and building approvals.

CHARGES FOR MUNICIPAL SERVICES

1. Property Rates

Details	
What it is	A municipal tax charged by the City of Johannesburg on the market value of your property.
Based on market value	<ul style="list-style-type: none"> • Determined by the City's General Valuation Roll (or Supplementary Roll if revalued mid-cycle). • Market value = What your property would sell for on the open market at the valuation date subject to the Offer to purchase conditions.
Residential exemption	<ul style="list-style-type: none"> • The first R350 000 of your main property value is tax-free for all residential properties based on the rates policy subject to review and approval annually. • This reduces the rates burden for homeowners. Businesses do not qualify for automatic rebate.
How it's calculated	<p>Step 1: Property market value.</p> <p>Step 2: Subtract R350 000 exemption. (Only for residential)</p> <p>Step 3: Apply the annual tariff rate based on the category of the property set by the City.</p> <p>Step 4: Divide by 12 for monthly charge. Note: Rate in the rand changes yearly and differs by property category (residential, business, agricultural etc).</p>
Example Calculation	<p>Step 1: Market value = R1 958 000.</p> <p>Step 2: Minus exemption: R1 958 000 – R350 000 = R1 608 000 taxable value.</p> <p>Step 3: Apply example annual rate (0.005): R1 608 000 × 0.005 = R8 040/year.</p> <p>Step 4: Monthly charge: R8 040 ÷ 12 = R670.00/month.</p>
Why this matters for you	<ul style="list-style-type: none"> • Know what you're paying for – Check your bill – Incorrect market value or property category can cause overcharging or undercharging which will be subject to adjustment process at a later stage. • Plan your budget – Rates increase with higher valuations or annual rate adjustments. • Right to object – You can lodge an objection during the General Valuation roll once after every 4 years, if you believe your valuation is too high.

CHARGES FOR MUNICIPAL SERVICES

1. Property Rates

Details	
Rates policy	<p>The City of Johannesburg's Rates Policy, adopted annually under the Municipal Property Rates Act, outlines how property rates are calculated and applied. It sets property categories, tariffs (rate in rands), exemptions, rebates, and valuation rules. Rates are based on market value from the valuation roll, ensuring fair, transparent, and consistent billing.</p> <p>https://joburg.org.za/services_/Pages/City%20Services/Rates%20and%20Taxes/Rates-Policy.aspx</p>

2. Electricity charge

What it is	<p>Shows how much electricity you used in the billing period, based on actual or estimated meter readings. Includes reading dates, meter number, total units (kWh) consumed, and the tariff structure used to calculate charges. Report any estimated readings to the Customer Service Centre or submit a dated picture on our online portal https://www.e-joburg.org.za/</p>
Key information on your bill	<ul style="list-style-type: none"> • Meter number – Unique ID for your electricity meter (verify it matches your property). E.g. Meter: 48000634765; Register: ; Multiply factor • Reading dates – Start and end dates for the billing period. • Read type – A = Actual reading, E = Estimated reading. • Consumption (kWh) – Total electricity units used. • Tariff steps – Many tariffs are block-based: – First block: Lower rate for initial units (e.g., 0–350 kWh). – Second block: Higher rate for usage above the first block. • Charges – Units used multiply by tariff rate for each block.

Example calculation	<p>Period: 1–31 August Previous reading: 15, 200 kWh Current reading: 15,650 kWh Units used: 450 kWh Tariff rates:– First 350 kWh × R2.00 = R700.00– Next 100 kWh × R3.00 = R300.00 Total charge: R1 000.00 exc VAT</p>
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Example using 2025/26 tariffs	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #4CAF50; color: white;"> <th style="text-align: left;">Residential Single Phase 60A</th> <th style="text-align: left;">Approved c/kWh</th> </tr> </thead> <tbody> <tr> <td>Block 1 (0-500kWh)</td> <td>264,99</td> </tr> <tr> <td>Block 2 (501-1000kWh)</td> <td>303,48</td> </tr> <tr> <td>Block 3 (1001-2000kWh)</td> <td>325,87</td> </tr> <tr> <td>Block 4 (2001-3000kWh)</td> <td>343,81</td> </tr> <tr> <td>Block 5 (>3000Wh)</td> <td>360,69</td> </tr> <tr> <td>Service Charge (R/month)</td> <td>235,79</td> </tr> <tr> <td>Capacity Charge (R/month)</td> <td>694,58</td> </tr> </tbody> </table> <p>Period: 1–31 August Previous reading: 10 000 kWh Current reading: 11 500 kWh Units used: 1 500 kWh</p> <p>Tariff rates (Residential Single Phase 60A):</p> <ul style="list-style-type: none"> • Block 1 (0–500 kWh): 500 × R2.6444 = R1 322.20 • Block 2 (501–1000 kWh): 500 × R3.0348 = R1 517.40 • Block 3 (1001–1500 kWh): 500 × R3.2587 = R1 629.35 <p>Energy Charge Total:</p> <p>R1 322.20 + R1 517.40 + R1 629.35 = R4 468.95</p> <p>Plus, fixed monthly charges:</p> <ul style="list-style-type: none"> • Service Charge = R235.79 • Capacity/ Network Charge = R694.58 <p>Total Monthly Charge (excl. VAT):</p> <p>R4 468.95 + R235.79 + R694.58 = R5 399.32</p>	Residential Single Phase 60A	Approved c/kWh	Block 1 (0-500kWh)	264,99	Block 2 (501-1000kWh)	303,48	Block 3 (1001-2000kWh)	325,87	Block 4 (2001-3000kWh)	343,81	Block 5 (>3000Wh)	360,69	Service Charge (R/month)	235,79	Capacity Charge (R/month)	694,58
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Section	Details
Why this matters for you	<ul style="list-style-type: none"> • Track your usage – Spot trends or unusual spikes that may signal faulty appliances or tampering. • Control your bill – Stay in lower-cost tariff blocks where possible. • Verify billing accuracy – Compare readings on your bill with your actual meter. • Plan for seasonal changes – Anticipate higher use in winter due to heating.
Electricity by laws	<p>The City of Johannesburg’s Electricity Supply By-law allows the municipality to issue an estimated electricity bill if a meter cannot be read due to inaccessibility, damage, malfunction, or absence, using expected consumption as the basis. Once an actual reading is obtained, the bill must be adjusted to reflect true usage, with any overcharge or undercharge corrected. Repeated denial of access for meter reading or inspection may also lead to disconnection of supply in terms of the by-law. may continue until then.</p> <p>https://joburg.org.za/documents_/By-Laws/pages/by-Laws.aspx</p>
2025/26 tariffs	<p>https://joburg.org.za/documents_/Pages/Approved-Tariffs-for-202526-Financial-Year.aspx</p>

3. Water charges

Section	Details
What it is	<p>Shows how much water you used during the billing period and the related sanitation (sewage) charges. Based on actual or estimated meter readings and billed using block/step tariffs – lower rates for essential use, higher rates for higher consumption. Report any estimated readings to the Customer Service Centre or submit a dated picture on our online portal https://www.e-joburg.org.za/</p>
Key information on your bill	<ul style="list-style-type: none"> • Meter number – Unique ID for your water meter. E.g. Meter: 2240555; Register: 1; Multiply factor: 1 • Reading dates – Start and end dates for the billing period. • Read type – A = Actual reading, E = Estimated reading. • Consumption (kℓ) – Total water used (1 kℓ = 1 000 litres). • Average daily consumption – Useful for tracking usage month-to-month. • Tariff steps – Progressive blocks: – First block = lower rate (essential use). – Higher blocks = higher rate (encourages saving). • Sanitation charges – are based on your water use per unit if Business or stand size if Residential
Example calculation	<p>Period: 1–31 August Previous reading: 3 200 Current reading: 3 212 Units used: 12 kℓ Tariff rates:– First 6 kℓ = R0.00 (free basic water for registered indigent customers).– Next 6 kℓ × R28.00 = R168.00. Sanitation charge: 12 kℓ × R20.00 = R240.00. Total Water & Sanitation: R168.00 + R240.00 = R408.00.</p>

Example using 202526 tariffs	Domestic Water Tariff - Conventional Water Meters			
	Bands (Kilolitres) per month	2024/25	2025/26	% Increase
	0-6	Free	Free	Free
	>6-10	26,20	29,84	13.9%
	>10-15	27,35	31,25	13.9%
	>15-20	38,34	43,67	13.9%
	>20-30	52,99	60,36	13.9%
	>30-40	57,95	66.01	13.9%
	>40-50	73,12	83.28	13.9%
	>50	78,35	89.24	13.9%
	<p>Period: 1–31 August Previous reading: 03000 Current reading: 03030</p> <p>Units used: 30 kℓ</p> <ul style="list-style-type: none"> • 0–6 kL: 6 × R0.00 = R0.00 • 6–10 kL: 4 × R29.84 = R119.36 • 10–15 kL: 5 × R31.15 = R155.75 • 15–20 kL: 5 × R43.67 = R218.35 • 20–30 kL: 10 × R60.36 = R603.60 • <p>Water consumption total (excl. VAT): R1,097.06 VAT @ 15%: R164.56 Water total (incl. VAT): R1,261.62</p>			
Why this matters for you	<ul style="list-style-type: none"> • Monitor usage – Spot leaks early if consumption jumps unexpectedly. • Save money – Keep usage in lower tariff blocks. • Verify billing accuracy – Compare readings to your own records. • Water conservation – Helps you plan and reduce waste. • Sanitation awareness – Understand whether you’re billed by usage or stand size. 			
Water by law	<p>The City of Johannesburg Water Services By-law allows estimated billing if a meter can’t be read, using past averages or similar properties. Accounts must be adjusted once actual readings are taken. Actual readings must occur at least every 180 days, but estimates may continue until then.</p> <p>https://joburg.org.za/documents_/By-Laws/pages/by-Laws.aspx</p>			
2025/26 tariffs	<p>https://joburg.org.za/documents_/Pages/Approved-Tariffs-for-202526-Financial-Year.aspx</p>			

4. Refuse

Section	Details																																	
What it is	A monthly fee charged by the City of Johannesburg for household or business waste removal. Linked to your property's market value and includes weekly bin collection, landfill disposal, and cleaning services. Also includes the City Cleaning Levy which funds street sweeping, public bin maintenance, and cleaning of public areas.																																	
Key information on your bill	<ul style="list-style-type: none"> • Property category – Residential, business, or other (affects the rate). • Property value – Used to calculate the base refuse charge. • Service frequency – Weekly for residential, more frequent for some businesses. • City Cleaning Levy – Flat monthly amount for city-wide cleaning services. 																																	
Based on a threshold of Market value	<p>Property market value: R1 500 000</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #FFC000;">Property Category</th> </tr> <tr> <th style="background-color: #FFC000;">From</th> <th style="background-color: #FFC000;">To</th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>R350 000</td> <td>Exempt</td> </tr> <tr> <td>R350 001</td> <td>R500 000</td> <td>R255</td> </tr> <tr> <td>R500 001</td> <td>R1 500 000</td> <td>R257</td> </tr> <tr> <td>R2 500 001</td> <td>R 5 000 000</td> <td>R369</td> </tr> <tr> <td>R5 000 001</td> <td>R 7 500 000</td> <td>R588</td> </tr> <tr> <td>R 7 500 001</td> <td>R 10 000 000</td> <td>R614</td> </tr> <tr> <td>R10 000 001</td> <td>R 30 000 000</td> <td>R825</td> </tr> <tr> <td>R 30 000 000></td> <td></td> <td>R1047</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>= R 257 excl VAT</p>	Property Category			From	To		0	R350 000	Exempt	R350 001	R500 000	R255	R500 001	R1 500 000	R257	R2 500 001	R 5 000 000	R369	R5 000 001	R 7 500 000	R588	R 7 500 001	R 10 000 000	R614	R10 000 001	R 30 000 000	R825	R 30 000 000>		R1047			
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Why this matters for you	<ul style="list-style-type: none"> • Supports public health – Regular waste removal prevents pests, disease, and pollution. • Keeps public spaces clean – Levy funds street cleaning, bin emptying, and illegal dumping clean-ups. • Budgeting – Knowing the property value link helps plan for increases. • Accountability – If refuse isn't collected, you can log a complaint with Pikitup using your account details. 																																	

5. Sewer

Section	Details												
What it is	<p>Shows how much water your business used in the billing period and the related sanitation (sewage) charges. Charges are based on actual or estimated meter readings and billed using block/step tariffs—lower rates for essential consumption, higher rates for higher usage. For most businesses, sanitation charges are calculated on the assumption that nearly all water used goes into the sewer system.</p>												
Key information on your bill	<ul style="list-style-type: none"> • Meter number – Unique ID for your water meter. • Reading dates – Start and end dates for the billing period. • Read type – A = Actual, E = Estimated. • Consumption (kℓ) – Total water used (1 kℓ = 1 000 litres). • Average daily consumption – Tracks month-to-month changes in business usage. • Tariff steps – Progressive blocks (lower rate for initial kℓ, higher for greater usage). • Sanitation charges – Usually based on the same volume of water billed, assuming most water is discharged to sewer. 												
Example calculation for Business	<p>Comercial/Industrial</p> <table border="1" data-bbox="571 1117 1487 1442"> <thead> <tr> <th data-bbox="571 1117 799 1238">Kilolitres per connection per month</th> <th data-bbox="799 1117 1027 1238">2024/25 Tariff (R/kl)</th> <th data-bbox="1027 1117 1256 1238">2025/26 Tariff (R/kl)</th> <th data-bbox="1256 1117 1487 1238">%Increase</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1238 799 1323">Consumption up to 200kl</td> <td data-bbox="799 1238 1027 1323">62,05</td> <td data-bbox="1027 1238 1256 1323">68,26</td> <td data-bbox="1256 1238 1487 1323">10%</td> </tr> <tr> <td data-bbox="571 1323 799 1442">Consumption exceeding 200kl</td> <td data-bbox="799 1323 1027 1442">65,46</td> <td data-bbox="1027 1323 1256 1442">72,01</td> <td data-bbox="1256 1323 1487 1442">10%</td> </tr> </tbody> </table> <p>Prices illustrated exclude the demand management levy of R367,86 and VAT</p> <p>Period: 1–31 August Previous reading: 5 000 kℓ Current reading: 5 250 kℓ Units used: 250 kℓ</p> <p>Tariff rates (2025/26):</p> <ul style="list-style-type: none"> • First 200 kℓ × R68.26 = R13 652.00 • Next 50 kℓ × R72.01 = R3 600.50 • <p>Water Charge Total: R13 652.00 + R3 600.50 = R17 252.50</p> <p>Plus demand management levy: = R367.86</p> <p>Total before VAT: R17 252.50 + R367.86 = R17 620.36</p>	Kilolitres per connection per month	2024/25 Tariff (R/kl)	2025/26 Tariff (R/kl)	%Increase	Consumption up to 200kl	62,05	68,26	10%	Consumption exceeding 200kl	65,46	72,01	10%
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Example for Residential	Sanitation Tariffs: Private Dwelling Domestic			
	ERF Size (m ²)	2024/25 Tariff (R/erf/month)	2025/26 Tariff (R/erf/month)	% Increase
	Up to and including 300m ²	314,68	358,42	13,9%
	Larger than 300m ² to 1000m ²	612,58	697,73	13,9%
	Larger than 1000m ² to 2000m ²	926,70	1055,51	13,9%
Larger than 2000m ²	1335,23	1520,83	13,9%	
	<p>For a residential stand of 350 m², you fall in the 300 m² to 1000 m² sanitation band.</p> <ul style="list-style-type: none"> • 2025/26 tariff: R697.73 per erf per month (VAT-exclusive) • VAT @15%: R104.66 • Total incl. VAT: R802.39 per month 			
Why this matters for your business	<ul style="list-style-type: none"> • Monitor usage – Identify leaks or excessive consumption that increase operational costs. • Manage expenses – Keeping usage in lower tariff blocks can reduce monthly charges. • Verify billing accuracy – Check that meter readings and sanitation calculations match actual business usage. • Budget planning – Anticipate higher costs in months with greater operational demand. • Compliance – Businesses with special discharge types may need to declare waste water composition for correct billing. 			



CONTACT INFORMATION

You may contact the **City's Call Centre** at **0860 562 874** or visit your nearest walk-in centre for assistance. Alternatively, **send an email with your query to the following regional email addresses.**

Customer Service Centre	Email addresses
Midrand Customer Service Centre	regionArevenue@joburg.org.za
Randburg Customer Service Centre	regionBrevenue@joburg.org.za
Roodepoort Customer Service Centre	regionCrevenue@joburg.org.za
Jabulani Customer Service Centre	regionDrevenue@joburg.org.za
Sandton Customer Service Centre	regionErevenue@joburg.org.za
Thuso House Customer Service Centre	regionFrevenue@joburg.org.za
Lenasia Customer Service Centre	regionGrevenue@joburg.org.za



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