

## Query? We can help

If you need to query something on your statement it is important to give the City as much detail as possible.

The first step in the query process is to log your question with Joburg Connect, which you can do by calling (011) 375 5555. You'll need your municipal account number, and this is always printed on your statement.

When calling, remember to ask for a reference number and quote this number when following up your query, to prevent duplicate queries being logged.



## Common queries include:

- Is my water consumption high?**  
If you think that your water consumption is excessive, please log a call with Joburg Connect. You may be asked to get a written plumber's report if you suspect a water leak on your property.
- When must I pay my account?**  
This is dependant on your billing cycle and the due date for payment of your account is stated on the statement you receive.
- What should I do if I have no power?**  
If you have no power because your power has been disconnected, you will receive a notice and you should call the number on the notice received. If it's a general power failure in your area, you can contact City Power, via Joburg Connect, on (011) 375 5555.
- When will my meter be read?**  
Your meter will be read according to the programme of work at City Power and Joburg Water. You can also read your meter and call it in to Joburg Connect or record it on the City's website.
- How do I update my address?**  
You can contact the call centre which will then log a request for your address to be updated.
- Where do I apply to close my account?**  
Go to your nearest regional office and fill in the form requesting finalisation of your account. You can also call Joburg Connect to log your queries.
- Where do I find out about my refund?**  
You can visit your nearest regional office. Your refund can also be determined by your request for finalisation – you will be contacted if the CoJ requires additional information. To find out the status of your refund request, you can contact Joburg Connect on (011) 375 5555 or you can visit your nearest regional office.



## Remember to Register

By subscribing to the Reathusa Municipal Account Subsidy Scheme you could have half of your arrear amount written off.

You can register for Reathusa at any City Regional Revenue office. We have arranged special registration days to assist you. These are:

### Tuesday 2 May – Saturday 6 May

Dobsonville Admin Office, 2332 Luthuli Str.

Meadowlands Admin Office, Hekpoort Circle.

### Monday 8 May – Saturday 13 May

Jabulani Civic Centre, 1 Koma Str, Jabulani.

Chiawelo Office, 989 Tshabuse Str, Chiawelo.

### Monday 15 May – Saturday 20 May

Mofolo Admin Office, 666 Roodepoort Rd, Zondi.

Moroka/Jabavu Office, 1235 Mlangeni Str, Jabavu.

### Monday 22 May – Saturday 27 May

Pimville / Klipspruit Admin Office, 2934 / 50

Modjadji Str, Pimville Zone 2.

Senaoane Admin Office, 448 Mabalne Str,

Senaoane.

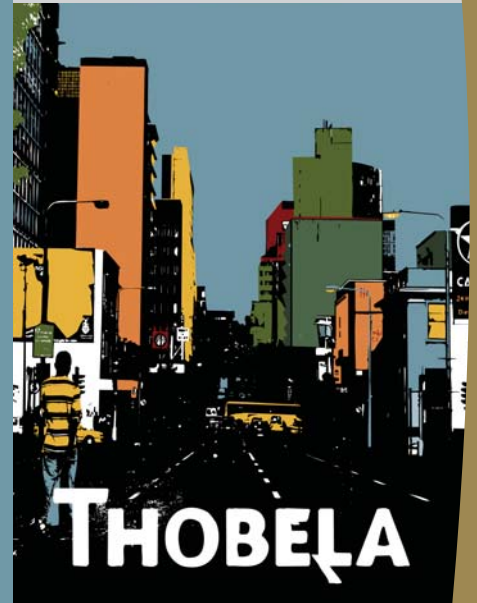
Hours of operation for special registration days:  
Monday to Friday 07h30 – 19h00  
Weekends: Saturdays 07h30 – 18h00



# Joburg CITY BUZZ

April/May 2006

REVENUE NEWS FROM THE CITY OF JOHANNESBURG



## Contact us

- Fault reporting, complaints and general enquiries call **Joburg Connect (011) 375 5555**
- Joburg Connect e-mail address [joburgconnect@joburg.org.za](mailto:joburgconnect@joburg.org.za)
- Read your own meter and phone the reading through to **(011) 375 5555** or fax it to **(011) 375 6555** or submit online [www.joburgconnect@joburg.org.za](mailto:www.joburgconnect@joburg.org.za)
- Emergency Connect – for life threatening emergencies **(011) 375 5911**
- Joburg Water (for billing queries) customers should call **(011) 688 1600**
- To report water/sanitation/sewer service problems call **(011) 688 1500**
- City Power – for billing queries and electrical problems customers should call **(011) 375 5555**
- Fraud and Corruption Hotline **0800 002 587**
- Register to get your statement by e-mail by logging onto the City's website [www.joburg.org.za](http://www.joburg.org.za)

## On the cover

"Thobela" one of the wall paintings from a series of custom-designed murals that decorate the public spaces of our new offices at Thuso House, 61 Jorissen Str (cnr Simmonds Str), Braamfontein.



## Your new Mayor and City Manager

Councillor Amos Masondo was elected Executive Mayor of the City of Johannesburg, for a second consecutive term, in March 2006. In his acceptance speech, Masondo said the City had learned many valuable lessons since 1994. He commended the hard work of the councillors over the past five years and called on residents to work together with the City for the benefit of everyone.



Amos Masondo

"We are the elected public representatives. Those who elect us expect all of us, without exception, to work together. The citizens and voters understand that, from



Mavela Dlamini

time to time, we will experience intense debates that may generate more heat than light," he warned.

The City's new manager is Mavela Dlamini, formerly the MD of the Johannesburg Roads Agency.

## Building a solid foundation for the future

In the last issue of *City Buzz* we asked you to comment on the City's draft five-year Integrated Development Plan (IDP). This plan tells us what the City intends to do over the next five years, and how much it is going to cost (the budget and tariffs). The plan also sets targets for the service providers. We can therefore see if they are doing what they said they would do.

**You can send your comments to:**  
Community Participation  
Office of the Speaker  
PO Box 1049  
Johannesburg  
2000

of the plan are also available.

You can email [public1@Joburg.org.za](mailto:public1@Joburg.org.za) or [public1@joburg.org.za](mailto:public1@joburg.org.za) or fax (011) 403 1012 with your comments. There are cards at all People's Centres that you can also fill in. Please add your contact details just in case we need any further information.

All your comments, ideas and criticisms are seriously considered before the IDP is amended. The final draft of the IDP will be considered by the City on 24 May 2006.

We value your comments and ideas, so if you have not already commented please take this opportunity. Any comments received after the formal cut off date of 12 May 2006 will still be considered, as the IDP will be revised each year. It is always worth letting us know what you think, and we do listen.

Copies of the draft IDP are still available at City offices, from your local Councillor or from the City's website on [www.joburg.org.za](http://www.joburg.org.za). Your Councillor should also be holding local meetings to discuss this plan. Summaries

Finally, many of the comments we have received were not about the long-term plans of the City, but about immediate problems that you want fixed. We want you to raise these issues with us, as it helps us to improve our service to you. However, please remember to report these service delivery issues immediately to Joburg Connect on (011) 375 5555, your local People's Centre or Ward Councillor.

## You can STILL apply for a subsidy

Registration for the Municipal Services Subsidy is still open. Please note that even if you qualify for this subsidy, your arrears will not be written off, and you are still responsible for any outstanding balance on your account.

### How does it work?

If you are unemployed, disabled or a pensioner, you can apply for a subsidy on future municipal service accounts. To apply, visit your nearest pay point or

municipal office. You'll need to bring a valid identity book as well as:

- a recent pay slip;
- your pension card;
- your disability grant record; or
- an affidavit from the police stating that you are unemployed.

Your application will be considered while you wait.

## Opening a new account



When you move home, there are lots of things you need to do. One of the most important items on your to-do list is to let your friends, family, bank, employer and other contacts know that you'll soon have a new address. Remember to add the City to this to-do list.

Every time a property changes ownership, the account for that property needs to be settled in full and accounts must, at all times, reflect the correct details of the property's current owner. This means that, when you sell a house, you need to close the municipal account for that house. When you move into your new house, you need to open a new account. This is a simple process and you can get the relevant forms from your nearest municipal office or pay point.

If you're a property owner you'll need the following documents to open an account:

- a valid identity book;
- your spouse's employer details (if married);

- details of your next-of-kin;
- your banking details; and
- a deposit.

If you're a tenant you'll need the following documents to open an account:

- a valid identity book;
- a copy of the property owner's identity book;
- an application form, co-signed by the owner of the property;
- your spouse's employer details (if married);
- details of your next-of-kin;
- your banking details; and
- a deposit.

Deposits are based on deemed consumption.

- Where an account history exists, the deposit is based on the average monthly consumption of the previous owner or tenant multiplied by two.
- Where an account has no history, the deposit is based on the average monthly township consumption multiplied by two.
- Where no township average is available, the City will advise you of the applicable deposit.
- An additional deposit may be required if a customer is considered a credit risk.

## Clear City debt before moving house



Before selling a property in the Joburg area, you need to get a clearance certificate from

the City to prove to the buyer that the rates, sanitation, electricity and all other municipal costs pertaining to the property for the two years prior to the sale, are fully paid up. Transfer of the property cannot take place until these arrears are paid and a certificate issued. However, when selling a property, all monies owing to the City need to be paid, even if these arrears date back longer than two years. Although debt of this nature will not affect the issuing of a clearance certificate, the City will apply normal credit control policies to recover the outstanding amount.