

Having trouble getting your statement by e-mail?

Around 145,000 (almost 18%) of the City's customers have registered to receive their statements via email. While it is normally quick and easy to organise, some people do have trouble with the initial registration. Don't give up!! It really is easy, and this is how the setup works:

Step 1.

- Log onto the City's website: www.joburg.org.za
- Select the **Register for e-Services** button
- You will be asked to enter certain personal information and to choose a Username and Password

Step 2.

- Log on with your Username and Password
- Select **Account by Email**, click on the **Register Your Email Address**
- Complete the fields
- Select **I Agree** and the **Submit Form** button.
- You will receive your account each month via email and in the post

If, however, you have registered and you cannot view your statement, this is probably because the print status indicator on our side of the system is set to 'No', and it needs to be set to 'Yes' for you to view or print your statement. In this case, simply email us at statements@joburg.org.za or fax the following information to **011 381 9377**:

- Name of account holder and account number
- ID number of account holder, or company registration number in the case of companies
- VAT number, in the case of companies
- Physical address of the property
- Postal address where statements should be sent
- Contact person, in the case of companies
- Home and work telephone numbers
- Mobile number, if available
- Email address so that we can link your account and send statements via our website
- Name and contact details of next of kin

Once we have received notification and this information from you, we will change the status of your account and allow you to receive your emails.

NEWS 2 USE

Sink and swim

Want to sink a borehole on your property? You need the permission of the Director of City Planning, who will make a decision in terms of town planning regulations. A written application must be made, showing the location of the borehole and details of the pump and storage tanks. The application must include a copy of the title deeds to the property.

Borehole water may only be used for watering gardens, unless a special certificate is obtained from the City's Health Department, which must be renewed annually. The borehole water supply may not be connected to the pipes connected to the City's water supply.

Pouring money down the drain

City of Johannesburg residents have enjoyed a hot, dry summer. However, great weather comes at a cost, and that cost is the scarcity of water, especially as the traditional dry winter months are just ahead of us. With just a little effort and thought you can cut your water bills - and help the environment in saving our most precious commodity. Think before you turn on that tap! Go to any Joburg Water Customer Service Centre or their website at www.johannesburgwater.co.za for great water saving ideas.



Don't let this happen to your business...

If your turnover is under R10 million and you answer **NO** to any of the following questions, apply for the **Small Business Tax Amnesty** that the South African Revenue Service (SARS) has made available



- Is your business registered for tax?
- Are you registered for all relevant taxes (Income Tax, VAT, PAYE)?
- Have you submitted all tax returns?
- Have you declared all income to SARS?

Small Business Tax Amnesty Deadline 31 May 2007

Call **0860 12 12 20** or Rolin Kubeka, Picky Nkosi and Rendani Muthelwana at **011 271 9081/5**



In this issue

Disconnected? Here's what to do!

Appeal process only available as final option

Understanding your monthly statement



Contact us:

011 375 5555

Joburg Connect – one number for all billing queries related to the City of Johannesburg

- Fault reporting, account queries and general enquiries
- Joburg Water – for account queries and to report water / sanitation / sewer service problems
- City Power – for account queries and to report electrical problems

Other numbers to remember:

Fraud and Corruption Hotline
0800 002 587

Emergency Connect – for life-threatening emergencies **only**
011 375 5911

Fax proof of payment for reconnections to the Credit Control Department
011 358 3164

Register to get your statement by email by logging on to the City's website
www.joburg.org.za

Report change of postal address for account statements
statements@joburg.org.za
Joburg Connect at 011 375 5555
Fax to **011 381 9377**

Send proof of payment to
cashcollections@joburg.org.za
fax: **011 358 3044 / 3843**
or by hand to your nearest Customer Service Centre

Appeal Process Only Available as a Final Option

The City's Revenue & Customer Relations Management Department offers an appeal process for customers who disagree with the final outcome of an investigation into their billing problem. Please remember that **ONLY** after you have exhausted all existing processes to resolve your dispute can you use this Appeal Process.

You can use the Appeal Process by writing directly to the City Manager. You have the right to dispute the outcome of the findings of an account query by appealing in writing directly to the City Manager. The letters must be addressed to The City Manager, City of Johannesburg Metropolitan Municipality, PO Box 1049, Johannesburg, 2000. You must ensure that you clearly mark the envelope with the words "APPEAL AGAINST FINDINGS OF INVESTIGATION INTO A CUSTOMER QUERY."

The appeal process is a legally constituted process and so we want to ensure that no correspondence in this regard is accidentally misplaced or misdirected. Letters can also be hand delivered to The Office of the City Manager, 2nd Floor Council Chamber Wing, Metro Centre, 158 Loveday Street, Braamfontein, 2001.

The Appeal Process is as follows:

- The letter of dispute is received by the Office of the City Manager and forwarded to the Revenue & Customer Relations Management Department.
- The disputed query is then reinvestigated and a comprehensive report prepared for the Office of the City Manager. The report will include:
 - The input document (detailing the initial investigation ticket);
 - The original letter sent to the Office of the City Manager;
 - All support documents related to the query;
 - Recommendation on resolution by the Revenue & Customer Relations Management Department.

The City Manager receives the input document, together with the Revenue Recommendation, and makes a decision. The customer will then be informed of the City Manager's decision in writing. The City Manager's decision is final and binding.

The entire process must be completed within 14 days of receipt of the letter in the City Manager's office.

On the cover..

Just hanging in the City: Johannesburg is alive with options and opportunities.



