



We answer your questions

1 Question: A squatter camp has been erected in front of my property, can you reduce my property rates?

Answer: Property rates are charged based on the land value only. However, a formal objection can be logged with the City Valuer to investigate and advise. Contact the Call Centre on 375 5555 to log a query.

2 Question: From which date is the owner responsible for a new property that she/he has bought?

Answer: From the end of the month in which the property is registered you are responsible for services accounts and property taxes.

3 Question: Why don't my payments reflect on my statements?

Answer: Payments must be made at least 4 days before the due date reflected on the statement. If payments are made after that it will only reflect on the following month's statement. When payments are made electronically, the 9 digit account number reflected on the statement must be used as a reference number. Third party payments can take up to 5 days to reflect on your account.

4 Question: I have just bought a property. The previous occupant has run up huge water and electricity bills and the City refuses to reconnect me until the bills are paid. Is this right?

Answer: Yes, this is correct. Although a tenant is responsible for his/her own account while renting a property, when it comes time to sell the property, the owner is ultimately responsible for any outstanding debt pertaining to that property. The City cannot issue a Clearance Certificate (required when selling a property) for a property which has outstanding debt attached to it. If you are a landlord, the City encourages you to regularly ask for copies of your tenant's account and ensure that the correct payments are made each month. If the account is not being paid, you may ask the City to disconnect the services and terminate the account.

5 Question: What type of queries can be handled immediately at the Joburg Connect call centre?

- Answer:**
- Account balance enquiries
 - Requesting of statements
 - Change of address
 - Payment related queries
 - Deposit information
 - Change of contact details e.g. phone, mobile and email

6 Question: How do I open a new services account with the City?

Answer: Go to your nearest Customer Service Centre and complete the Application for the Supply of Water and Electricity form. You will also need to bring along:

- A valid ID book
- If you are a tenant, the owner or his proxy must co-sign the application for services, a certified copy or original copy of the owner/proxy's ID book, and a certified copy of the lease agreement, stating date of occupation
- Where applicable, your spouse's details and certified copy of their ID book
- Your Offer to Purchase, if the transfer has not yet taken place at the Deeds Office
- In the event that you as a new owner want to open an account for a new property, a copy of the Surveyor General's (SG) diagram (usually obtained from the developer)

You will need to pay a deposit which is equal to two months average deemed consumption. The deemed consumption for new accounts will be averaged and automatically regulated after six months. Thereafter, the City will adjust the deposit and reflect it on your account as either a credit or debit.

NEWS 2 USE

Where does my electricity supply come from?

FIVE years ago, the Johannesburg region had seven different electricity distributors; now we're down to just two. If you're living in one of the central parts of the city that fell within the "old" Johannesburg municipality (pre-1994), you probably get your electricity directly from City Power. Some 250 000 people are in this category, of whom 93% are residential. Call City Power on the 24 hour call centre at 011 375 5555.

If you're living in one of the parts of the city that were classified either as "townships" or "peri-urban or previously independent municipalities" - generally in the far north or south - you probably get your electricity from the national electricity supplier, Eskom, which has 550 000 customers in the Johannesburg region. Call Eskom on 0860 110124.

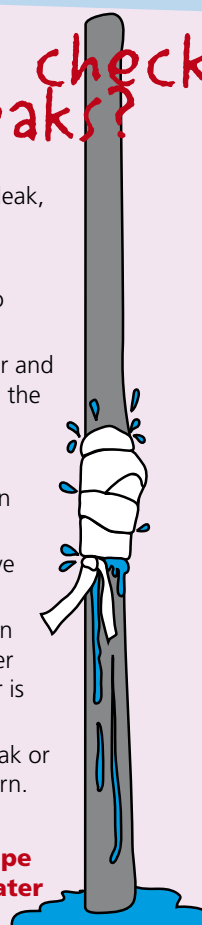
How can you check for water leaks?

If you suspect you might have a water leak, don't delay.

How to test for a leak:

- All taps must be turned off and no toilets should be in use.
- You should go to your water meter and check if there is any movement on the dials of the meter.
- Record the reading.
- After a few hours you should again check the meter reading.
- In the interim no water should have been consumed.
- If there has been any movement on the dials of the meter and no water was used, this indicates that water is leaking somewhere.
- There could be an underground leak or a continuous dripping from a cistern.
- You must repair your own leak.

Remember, a 0.5mm hole in a pipe results in 14 400 litres of lost water a month.



We have Improved our Pay Point Services

The City has repaired and re-opened certain smaller pay points, for your convenience:

Mayibuye Pay Point, Stand 2328 Mastiff Road, Mayibuye, Extention 34

This pay point has recently been repaired and upgraded. The opening hours are 07.30 - 15.30, Monday to Friday.

Dewetshof Pay Point, Unit 102 Dewetshof Old Age Village, 111 Protea Street, Kensington

The opening hours are now 09.00 - 13.00, every Thursday.

Alex-Sankopano Pay Point, Alex-Sankopano Resource Centre, Corner 12th Ave & Selbourne Street, Alexandra

After a year of closure, the Alex-Sankopano office re-opened on 1st February. It will be open for business between 8.00 - 13.00 during the first 5 working days of the month, every month.



CITY OF JOHANNESBURG
ACCOUNTS & SERVICES INFO

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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 3977

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

On the cover..

Real life people make Johannesburg a real life City, with a heartbeat of its own.



Paying your accounts — what, where, when and how?

Methods of Payment

We know that taking time out to pay your accounts can be both irritating and time consuming, which is why the City of Johannesburg has arranged a variety of quick and convenient methods of payment.

Online banking

If you have an online payment arrangement with your bank, you can have the City Council set up as a beneficiary of your bank account. The City Council's banking details are:

Johannesburg Metropolitan Municipality

Absa Account number: 4054398463 **Branch code:** 632005

Reference number: the 9 digit municipal account number which appears on your statement

Pay by debit order

The most convenient method, for both you and the Council, is to pay by debit order. Special debit order forms are available from any of the Customer Service Centres.

Use an ATM machine

You can pay City accounts at any bank ATM machine. Take an example of your municipal accounts slip into your bank, and ask to have the account linked to your ATM card. The bank will copy the codes on your slip and set up an ATM link. From then on, payment is as simple as transferring money to the City in the course of doing your usual ATM banking.

Pay at a supermarket

Many people find it convenient to pay City bills while doing their shopping at branches of Pick 'n Pay supermarkets, Shoprite Checkers or at the South African Post Office. Use the payment details listed above, and make sure you retain the slip as proof of payment.

Get your statement by e-mail

Around 145,000 customers now receive their statements by e-mail. It is the quickest and most convenient method of receiving your statement, and easy to arrange.

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

Remember to write down your Username and Password and keep them in a safe place.

www.joburg.org.za

Check Your Debit Order Limits for Municipal Accounts

The City of Johannesburg's tariffs increased on 1 July last year. Did you remember to check your debit order limits for your municipal account to ensure it is sufficient to cover your monthly consumption?

The increase is in line with normal inflation-related increases. If you have set your debit orders for a particular limit you could find that you aren't paying enough to cover the monthly charges and may be in danger of falling behind in your payments. Check your payment limits NOW and avoid falling being in arrears.

Ensure You Pay The Correct Services Account Online

If you are paying your rates and/or services account via the internet, remember that the City of Johannesburg and Joburg Water have each been set up as bank approved beneficiaries. City Power and Pikitup have no such facilities and must be loaded as personal beneficiaries.

Please ensure that you know exactly which service provider your account relates to, and ensure you pay into the correct account.

REMEMBER! Before you pay your account ensure that you are paying the correct service provider. Many people incorrectly pay their City of Johannesburg accounts into the bank accounts of City Power, Joburg Water, Pikitup or RSC levies. If you pay into the wrong bank account, your money will sit in a suspense account and it can take some months to track down the payment and credit your account.

Check the initial two / three numbers of your account to confirm the **correct bank account into which to pay. If your municipality account starts with:**

200	It is a City of Johannesburg (Sandton) account
205/06	It is a City of Johannesburg (Eastern) account
300	It is a City of Johannesburg (Roodepoort) account
400	It is a City of Johannesburg (Randburg) account
500	It is a City of Johannesburg (South) account
800	It is a City of Johannesburg (Moderfontein) account
900	It is a City of Johannesburg (Midrand) account

All these accounts correspond to the City of Johannesburg.

However, if your account starts with:

44	It is a Joburg Water account
22	It is a City Power account
33	It is a Pikitup account

When paying a **City of Johannesburg** account, enter 'C' as the first letter of the name in your bank's prescribed beneficiary list, and City of Johannesburg will be one of the options under this section. Click on it to pay and follow the prompts.

When paying a **Joburg Water** account, enter 'J' as the first letter of the name in your bank's prescribed beneficiary list, and Joburg Water will be one of the options under this section. Click on it to pay and follow the prompts.

As City Power and Pikitup are not pre-loaded, they must be added as personal beneficiaries, and their account details are:

City Power

Absa Account number: 4055151238

Branch code: 632005

Pikitup

Absa Account number: 4055177264

Branch code: 637956

Remember to ensure that you enter the account numbers correctly otherwise your account will not reflect your payments!

Call Joburg Connect on 011 375 5555 with any queries regarding accounts.

Paying by debit or credit card?

If you want to pay your accounts using a debit or credit card, you can do so at:

- Easypay outlets (Pick 'n Pay, Shoprite Checkers and Woolworths)
- City of Johannesburg pay points

Need to Apply for a Debit Order?

Debit orders are one of the easiest and safest ways to ensure that your account is paid in full and on time every month. Application forms can be faxed, emailed or posted to you by calling Joburg Connect on 011 375 5555. Alternatively, you can collect a form from any Customer Service Centre.

ABSA's new Speed Banking makes paying your account even easier

The City's banker ABSA has introduced Speed Banking for municipal account holders to make payments even more convenient than before.

Speed Banking is simply a deposit slip that is already loaded into ABSA's IT system, ensuring that no human error can occur when putting in the City's bank account number on a deposit form. This had previously been a problem for the City, with many customers not seeing their deposits credited to their accounts timeously due to the fact that incorrect municipality account details were put onto deposit slips.

Now, in just minutes, customers can pay their municipal account by cash, cheque, transfer or pinpad transfer using Speed Banking. This does not apply to mixed deposits. You must simply present a copy of your municipal statement to any ABSA teller and request to make a payment against the account. The teller will do the rest.

You will be provided with a computer print out which you will be required to sign and retain as proof of payment.

Can Only Pay by Cheque?

Paying by cheque may increase the risk of fraud. It is safer, quicker and easier to pay by direct debit, electronic or telephone banking from the comfort of your own home. However, should you wish to pay by cheque, please ensure you enter the correct beneficiary name, depending on where you pay:

- When a cheque payment is made at an Easypay outlet, the cheque beneficiary must be the full name of the store at which you are paying, for example, 'Pick 'n Pay'.
- When a cheque payment is made at the Post Office, the cheque beneficiary must be "SA Post Office Ltd"
- When a cheque payment is made at the City of Johannesburg paypoints, the cheque beneficiary must be "City of Johannesburg Metropolitan Municipality"
- When a cheque payment is made over the counter at ABSA bank, the cheque beneficiary must be "City of Johannesburg Metropolitan Municipality"

How far does 6 000 free litres of water go?

Every household gets 6 000 litres of free water each month - one of the City's most important contributions to uplifting our poorest residents. But very few residents can picture what 6 000 litres actually means. Here is what you can do with 6 000 litres of water:

- Each time you **fill a kettle**, you use around 1.5 litres of water. With 6 000 litres you can boil 4 000 kettles of water a month, to make 24 000 cups of tea.
- When you **wash your dishes** you use about 30 litres of water to fill your kitchen sink. With 6 000 litres you can fill the sink 200 times a month - around seven sinks full of water a day.
- Each time you **run a bath** you use 100-200 litres of water. With 6 000 litres you can bath 40 times a month.
- When you **wash your clothes** in an automatic washing machine you use

around 50 litres each time. With 6 000 litres you can wash your clothes 120 times a month, or four loads of washing a day. That's a lot of ironing!

- Each time you **flush the toilet** you use between 10-12 litres of water. With 6 000 litres you can flush the toilet 500 times a month or 16 times a day.
- If you are a member of a family of four living in a three-bedroomed house with several bathrooms, a pool and a garden, you are probably using around 60 000 - 65 000 litres a month. Your water bill will be reduced by 6 000 litres each month.
- If you are a member of a family of four living in a four-roomed house with one bathroom, and with a water meter, you are likely to be using 30 000-35 000 litres of water a month.



Many houses in townships don't have water meters, a result of apartheid's under-investment and bad planning. As a result, Johannesburg Water charges a standard R52.90 for 20 000 litres of water for each house without a meter. Johannesburg Water suggests that you budget how you use your 6 000 monthly litres. Here are two daily budget options:

- Eight flushes of the toilet, five body washes, two kettles of water, one sinkful of dishes, one clothes wash every second day.
- Three body washes, one small bath, two kettles of water, one sinkful of dishes, one clothes wash every second day.

Please remember that you will be billed for any water consumption over 6 000 litres.