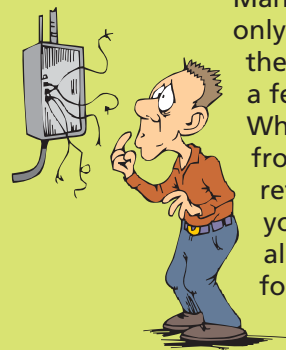


Cut-off? Don't panic, here's what to do

Being disconnected from your power or water supply is very frustrating, inconvenient and expensive. To avoid the hassle, always pay your account on time and in full. If you do get cut-off, however, here's what's involved.

Electricity



Many customers think that they are only at threat of being cut-off when they haven't paid their account for a few months. That's not the case. When the balance brought forward from one previous month is reflected in the overdue box on your account, then you are already scheduled in the system for cut-offs with our Credit Control process. If your account states that you haven't paid and are in arrears, what you do next depends on whether the statement is correct or not.

You should have received a Disconnection Notice. Check that the notice is addressed correctly, with both your name and residential address. Then check that the account number stated corresponds to yours, and that the balance is correct.

WANT TO SETTLE YOUR ACCOUNT?

Pay the outstanding amount at any ABSA bank branch or at our Customer Service Centres. If you can't pay the amount in full and want to make an arrangement to pay it off over time, you must come in person to our Customer Service Centres in Braamfontein, Roodepoort, Randburg, Sandton or Midrand.

When you have paid or signed an arrangement, call Joburg Connect on **011 375 5555** to register your payment, and you will receive a reference number. You must then fax your proof of payment immediately to **011 358 3164**, marked with your reference number. Then call back 30 minutes later and, by quoting that reference number, our agent will be able to confirm if your reconnection request has been

Third Party Payments

Third Party Payments (such as Internet transfers or payments made through Easypay outlets such as Shoprite Checkers, Woolworths, Pick n Pay, etc.) can take up to five days to reflect on your account. Remember that reconnection instructions will only be given once the outstanding payments are reflected on your account.

Holiday Wishes to you from us

We would like to wish you all a very happy and relaxing holiday season with family and friends, wherever you may spend it. Go safely and patiently, and we look forward to 'chatting' with you again next year!

Report Fraud!
0800 002 587

If you know anyone who is committing fraud in any way, call our Fraud Hotline and report it immediately.

**SAY NO TO
FRAUD AND
CORRUPTION**

processed. Proof of payment received prior to 4.30pm will ensure same-day processing; if it is received later than this, processing will only take place the next day.

For residents' safety, reconnections are not done late at night.

DISAGREE?

If you don't agree with any of the details given in the Disconnection Notice, please call Joburg Connect on **011 375 5555** to log a query. An agent will then generate the reconnection instruction and your services won't be disconnected until the query has been resolved.

Emergencies

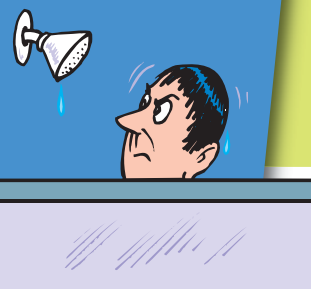
If you have been disconnected and you have an emergency situation, call Joburg Connect, explain your situation fully, and our agent will take measures to have your reconnection processed much sooner. This is the case whether you have paid the outstanding amount or not. However, should we discover that the emergency stated is false, your services will be removed completely as it will be considered fraud.

IF YOU DON'T TAKE ACTION...

If you don't respond to the Disconnection Notice within seven days, then we will remove your services completely (we will remove your electricity meter). In this instance you will have to pay the outstanding amount in full, with cash or a bank guaranteed cheque. This can only be paid at Thuso House, Braamfontein. Once these payments have been made, you will need to go to a City Power depot and apply and pay for a new connection and new meter.

Water

The process for cut-offs is the same for water as for electricity, except that, in domestic cases, the water is severely restricted rather than disconnected. In commercial instances, however, the water is disconnected.



a world class African city

CITY BUZZ

DECEMBER 2007 / JANUARY 2008

CUSTOMER NEWSLETTER FOR THE CITY OF JOHANNESBURG



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
 - Rates & taxes – for account queries
 - Pikitup – for waste removal and disposal queries
 - Joburg Water – for account queries and to report water / sanitation / sewer service problems
- City Power – for account queries and to report electrical problems
 - 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
- Tracking of building plan applications
011 407 6058 and 011 407 6217, or www.joburg.org.za
- 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
Fax to **011 381 9377**
- Send proof of payment for account queries to
cashcollections@joburg.org.za fax: **011 358 3044 / 3843**
or by hand to your nearest Customer Service Centre
- For queries regarding the City's implementation of the National Credit Act, please email **nca@joburg.org.za**

Contact details: City Buzz

Mandy Jean Woods
Editor
Revenue & Customer Relations
Management Department
citybuzz@joburg.org.za
www.joburg.org.za



Reading your meter keeps your billing correct

By having your meters read regularly, or reading them yourself and phoning in the information, you keep on top of your billing. This way you won't have to pay an extra high bill one month when the meter is read rather than estimated, and the true usage calculated.

When a meter reader comes to your property, they should be dressed in their City Power uniforms, with the company logo and City Power logos on them, and they should be able to produce an ID card on request.

They will also deliver meter reading notification dates for your area. If you have any queries about your meter reader or the reading dates, please call the relevant meter reading company for further information.

West / South

Rubbytad Meter Readers
Tel: 011 494 2917

East / North / Sandton

Africa Meter Reading Technologies
Tel: 011 885 3198

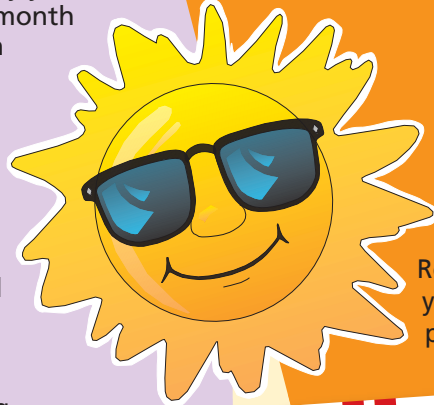
East / Midrand / North

Micromega Revenue Management Solutions
Tel: 011 827 3455

South & West

Global Meter Readers
Tel: 011 435 0780

Alternatively, call Joburg Connect on 011 375 5555 and choose the City Power option.




Budget to pay your municipal accounts in the December holiday season

Remember to pay your accounts before you go on holiday

Holidays are a great time for you to forget all about your problems and kick off the daily stress – but please don't forget to pay your municipal accounts before you go away, or you'll come back to even more stress! Remember, even in December you must pay your account in full and on time to avoid penalties, or even being cut off.

* I hate queues – how else can I pay? Easy!

- Via EasyPay, which allows payment at many shops
- By Debit Orders
- By Direct Deposits at major banks
- Via ATMs
- Via Internet and cell phone banking
- At the SA Post Office
- Any Customer Service Center 

* Help! I can't pay my account this month - what do I do?

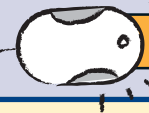
Firstly, don't ignore the problem and hope it will go away – it won't. Please come in and talk to our staff at any of the City's Customer Service Centres.

* I didn't receive an account this month - must I still pay?

Absolutely! If you haven't received an account either pay the same amount as the previous month or call Joburg Connect on 011 375 5555 to ask how much you owe.

Remember:

You can also register to receive your accounts by email. All you need to do is to register on the City's website at www.joburg.org.za and your account will be emailed to you every month.



www.joburg.org.za

Landlords remain responsible for tenants' accounts

If you see your tenant has fallen into arrears with their municipal account and is making no effort to make arrangements to pay it off, or is simply not paying for the services they have used, you can request the restriction or termination of the service by faxing a signed written request (with full details of the account) to 011 358 3164.

Tenants can't open accounts without the permission of the property owner. Tenants who wish to open accounts must:

- get the property owner (or his or her legal proxy) to co-sign the account application form;
- provide a certified copy of the property owner's (or his or her legal proxy) ID with the account application; and
- provide a certified copy of the lease agreement and indicate the starting date of occupation.

To open an account tenants are required to produce:

- a valid ID book and (if applicable) a valid ID book or certified copy of ID book for their spouse;
- spouse's details, spouse's employer's details; spouses banking details (where applicable);
- next of kin's details; and
- banking details.

You should request copies of your tenant's accounts so you can monitor them, for peace of mind. Do this by sending an email to statements@joburg.org.za with your request.

Pikitup Christmas collection dates

Please note that there will be no collection of domestic or business waste on Christmas Day, Tuesday 25 December. If your waste is normally collected on Tuesdays, please take your waste out for collection on Tuesday, 1 January. Business waste will be collected as normal from 26 December. The Inner City area, serviced by the Selby depot, will be the only exception, where services will continue as normal on 25 December.

If you have any queries please call the Joburg Connect call centre on 011 375 5555 and select the Pikitup option. Please also bear in mind that we do give all our waste collectors a 'Christmas box' (bonus) at the end of the year.



Free Parking!

Did you know that there are around 100 free parking bays in Thuso House, Braamfontein for our customers visiting the Customer Service Centre?

Entrance to the parking is in Stiemens Street, just past the entrance to the Customer Service Centre. Simply drive into the building where our friendly security team will direct you to the free parking area. Please don't double park or block the road in front of the Customer Service Centre if there is no available street parking.



Wotalot of water!

We have increased the free water allocation from 4 000 litres to 10 000 litres to people who are registered to receive the Municipal Services Subsidy, as from July 2007. In addition, if you have a prepaid water meter installed, you will receive a free 4 000 litre emergency water allocation.

However, you may need to come into our offices (where you buy your pre-paid water meter coupons) and have your water meter disk updated, so you can receive your additional free water allocation.

