

Paying your municipal account guarantees a brighter festive season

Written By Nyaniso Jeku

Festive season is once again upon us, a period of festivities, family gatherings and giving to the loved ones. A period of leisure in which most of us gather being as cheerful as the time permits, enjoying all the pleasures that come with a festive season.

This year’s festive season marks the first Covid-19 free since 2020. For two consecutive years, 2020 and 2021 we had to exercise caution under strict Covid-19 regulations which were in place as part of the fight against the deadly global pandemic.

The City calls on all property owners to ensure they pay their municipal services as they celebrate this festive season during their time of leisure. This will ensure continuous supply of services like water and electricity, as well as refuse removal.

The City will be abuzz with celebrations; parties; family gatherings; outings, all of which are not possible without water and or electricity, even refuse removal. You will be at peace with guaranteed provision of municipal services knowing that your account is up to date.

Imagine life without water and or electricity in December, even worse if your bin were to pile up uncollected. The kind of negative impact and inconvenience this would have, gives a chilling imagination about what would become the state of livelihood to the residents.

Do you ever sit and wonder what it takes to supply clean drinkable water and reliable electricity to your

doorstep? Have you ever wondered what the cost of supplying basic services is? Financial controls are in place for all this to be possible, a possibility which will not materialise if your municipal bill is not paid on time whenever it is due.

The required infrastructure for the reliable supply of clean healthy water needs an advanced and well-maintained water reticulation system, reservoirs, purification channels and distribution to your doorstep. On the other hand, the supply of electricity demands a well-maintained infrastructure which includes network and cables to ensure reliable distribution.

These services are labour and cost intensive, all of which is near impossible to do without viable financial stability. The City will find itself unstable if it doesn’t generate sufficient revenue. To ensure continuous supply of these services, the monthly municipal bill needs to be paid without fail, on time, every time and when it is due.

We wish you a happy and safe festive season. We can assure you that as long you keep your account up to date, you will have water and electricity during your stay at home and that all your refuse will be removed.

We make interacting with us easy and convenient for you wherever you find yourself, just make use of our various alternative ways to get in touch with us to avoid queuing at the customer service centres.

Did you know that with e-Joburg you can manage your account at the comfort of your own space?

Here is how:

e-Joburg is a City Smart Revenue Management Portal, which aims to enhance the delivery of basic services to our ratepayers. e-Joburg is a web-based system that users can access from anywhere, 24/7. This enables the City to streamline the billing and revenue management workflows that are optimised on mobile, email and WhatsApp. ensuring the improvement of turnaround times, accurate bill delivery, instant bill payment with automatic bill and payment notifications.

Register on e-Joburg today to interact with the City via WhatsApp or online. You can get reconciled payments, get reconnected, submit your meter readings, and pay your municipal account online. With e-Joburg, you can view your municipal account, lodge an e-Joburg related complaint or query and make payments to the City electronically. This service is available all hours of the day.

Key Benefits to the Customer

- Convenience (24 hours a day, 7 days a week, 365 days a year).
- Improved service levels.
- Reduced costs, meaning more money for the City to deliver services.
- Reliable, guaranteed delivery of all statements with notifications and reminders.
- Fully authenticated confirmation for each payment.
- Full history of statements, payments and electronic correspondence.
- Electronic reconciliation of payments against invoices/statements into our financial system.
- Payment and statement history allows for full track and trace functionality.
- Quicker turnaround time.
- Customers uploading meter readings improves billing accuracy – no more estimates.
- Improved accuracy of records and transactions, leading to speedier resolution.
- Easy for customers to correct/update information for better communication.
- Submission of meter readings by customer for billing accuracy.

To register on e-Joburg, visit www.e-joburg.org.za. Have your municipal account number ready. Create your username and password. Verify this on email, remember to choose your preferred method of communication.



Channel	Name	Purpose
Email	Midrand Customer Service Centre	regionArevenue@joburg.org.za Account Enquiries
Email	Randburg Civic Centre	regionBrevenue@joburg.org.za Account Enquiries
Email	Roodepoort Civic Centre & City Hall	regionCrevenue@joburg.org.za Account Enquiries
Email	Jabulani Civiv Centre	regionDrevenue@joburg.org.za Account Enquiries
Email	Sandton Customer Service Centre	regionErevenue@joburg.org.za Account Enquiries
Email	Thuso House Customer Service Centre	regionFrevenue@joburg.org.za Account Enquiries
Email	Lenasia Customer Service Centre	regionGrevenue@joburg.org.za Account Enquiries
Email	Credit Control	creditcontrol@joburg.org.za Payment Arrangements
Twitter	Social Media	@joburgFinance Information
Facebook	Social Media	Joburg Finance Information
Instagram	Social Media	@cityofjoburg Information
Website	Online	www.joburg.org.za Information
Call Centre	Contact	0860 562 8774 Account Enquiries
Youtube	Social Media	Joburg Finance Information
e-Joburg	Self Service Platform	www.e-joburg.org.za Information

