

City of Johannesburg's aggressive stance on cut off operations is an unavoidable action necessitated by worse defaulters.

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The City of Johannesburg prides itself with delivering services to its residents in keeping with its promise to more than six million residents in just over 900 000 registered properties.

For property owners to enjoy quality of life every citizen expects in Johannesburg, services such as water, electricity, refuse collection, infrastructure maintenance, clean and well looked after parks, pools, grass cutting etc, must be provided.

To ensure continuous provision of municipal services, the City needs money. The City will not have money if ratepayers do not pay for municipal services. Non-payment for municipal services will render the City unable to deliver essential services to the people, at which point property investments by many owners will prove futile, yielding no returns.

For provision of services to occur unhindered to the multitudes who have chosen life in Johannesburg, the City has taken a regrettable but necessary stance of being aggressive on termination of municipal services on defaulting properties. Propensity to withhold payment for municipal services consumed and rendered has a financially crippling effect on the City of Johannesburg.

Just recently through its aggressive cut off operation, the City terminated services at two Correctional Services Centres, Leeuwkop and Johannesburg Prisons, prompting the department to settle a whopping R 13 million in outstanding municipal bill. The City has vowed to expand the crackdown, sparing no defaulter.

This aggressive cut off operation has become necessary due to defaulters who have been perpetually disregarded all attempts to collect money owed, an exercise which come at enormous a cost to the City.

Ideally, the relationship between the City and its customers, as expressed in the contractual agreement that is entered into upon the installation of municipal services, is that the City will supply municipal services for which the owner will pay as expressed in the monthly municipal bill. It is unfortunate that this simple arrangement has been complicated by delinquent ratepayers who have elected to withhold their payments.

While the City acts tough, it continues to implore all ratepayers not to run away when they cannot pay. The City remains approachable and accessible to all those who find themselves unable to settle their municipal bills.

The system allows for flexible payment arrangements which help liquidate the debt eventually, while securing supply of municipal services to your doorstep. This is an ideal win for all parties

It has become compelling to embark on an aggressive collection drive to recoup money owed to the City for municipal services rendered, a desperate action resulting from delinquent defaulters who have become habitual nonpayers for municipal services.



involved, The City wins, other residents win and the customer wins. The City's win is everyone's win!

When all ratepayers pay their accounts, the City will in turn be able to deliver services to the people, something which will improve quality of life. A thriving City of Johannesburg will lead to flourishing communities in all sectors of society, this way everyone will have a smile on their face. Pay your municipal bill and help put a smile on fellow citizens' faces.

The termination of municipal services is aimed at worse defaulters who think they can dodge the City by employing evasive tactics while the rest of the ratepayers remain committed to pay their municipal bills. Time to cheat the system while enjoying quality of life in the economic hub that is filled with great opportunities is over.

Pay up on time all the time whenever your bill is due, this is a cost-effective approach to your municipal account management. Your account will not accumulate extra charges in the form of interest, notice to terminate charge, disconnection, and reconnection charges, handing over charge, communication charge such as SMSs, letters, calls, emails, etc.

The City calls on all customers, property owners, stakeholders and everyone affected to come on board and help the City be the one we all mostly desire by encouraging all role players to play their part to enable the City deliver services to its residents, something it cannot sustain without money in the bank.

We are within reach, contact us without delay and avoid tough credit control measures.

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COJ employees also face Credit Control Action

R12 million deducted from employee salaries to pay municipal bills in July 2023.

Employees of the City of Johannesburg are expected to lead by example. They are expected to abide by relevant municipal legislations with regards to their conduct. As a result, the City employees are not expected to be behind with their municipal accounts for more than three months.

Employees are expected to abide by Municipal Systems Act 32 of 2000.

Section 10 of Schedule 2 of the Act states that “a staff member of a Municipality may not be in arrears to the municipality for rates and services for a period longer than three months, and a municipality may deduct any outstanding amounts from a staff member's salary after this period.”

City's employees who are more than three months behind with the municipal accounts, have had their salaries deducted to recoup the outstanding debt. From councillors, senior executives to general workers, those who owe on the municipal accounts are compelled to pay the debt. A lot of owing employees have entered payments arrangements to settle their debt.