



MEDIA RELEASE

To: News Editors

From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management

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Reduced Joburg tariff increases take effect

The City of Johannesburg's new tariff increases which were reduced from the original proposed percentages to cushion residents from the impact of the Covid-19 pandemic and subsequent national lockdown are set to take effect from Tuesday, 14 July 2020.

The enforcement of the new tariffs comes after the Johannesburg Council recently approved the metropolitan's 2020/21 Budget, Tariffs and the Integrated Development Plan (IDP) following a delay in the approval of the budget.

The City took a decision to reduce the initially proposed property rate from 4.9% to 4%, the water tariff dropped from a proposed 8.6% to 6.6 and the proposed 8.10% increase for electricity has been reduced to 6.23%.

Meanwhile, the City also took a decision to withdraw the proposed fixed charges of R200 for residential pre-paid electricity and the R400 for commercial. The business rate ratio has been reduced from 1:2.6 to 1:2.5.

The recent budget approval delay resulted in the billing system being briefly suspended for rebooting to launch a new financial year with the updated tariffs. The delayed system transition into a new financial year, which falls within the ongoing Covid-19 lockdown, saw billing only commence two working days after the Johannesburg Council's approvals.

Therefore, ratepayers are advised that billing for the month of July will subsequently be delayed, and no penalties will be imposed on ratepayers in this regard. The pre-termination of service notices that were issued since the beginning of the lockdown will also not be executed in-line with the Covid-19 regulations not to cut off municipal services during the period.

Residents are advised that there are currently no municipal agents assigned to their properties to disconnect water or electricity supply. Residents are also warned to immediately report to the police anyone arriving at their properties claiming to be either Johannesburg Water or City Power officials/agents assigned to cut off services during the lockdown period, and then request a bribe to immediately reconnect them.

The City further appeals to ratepayers who may be struggling to meet their financial obligations that may include payment of municipal accounts to contact the municipality's Credit Control Department for assistance with suitable relief measures to ensure their accounts remain up to date.

The City of Johannesburg Credit Control Department can be reached via email on: creditcontrol@joburg.org.za

Furthermore, the City introduced revenue-related email addresses to enhance convenience in how residents can safely and easily interact with the municipality during and post the Covid-19 pandemic and lockdown.

The following are the email addresses for Regions A, B, C, D, E, F and G that customers may use instead of physically visiting the City's Customer Service Centres;

CUSTOMER SERVICE CENTRE	Email Address
Waterfall CSC	regionArevenue@joburg.org.za
Randburg Civic Centre	regionBrevenue@joburg.org.za
Roodepoort Civic Centre and City Hall	regionCrevenue@joburg.org.za
Jabulani Civic Centre	regionDrevenue@joburg.org.za
Sandton Regional Office	regionErevenue@joburg.org.za
Thuso House CSC	regionFrevenue@joburg.org.za
Lenasia Civic CSC	regionGrevenue@joburg.org.za

The full 2020/21 Tariffs Schedule can be found on the City's website: www.joburg.org.za under Tariffs or using the following link: https://www.joburg.org.za/documents/_Documents/TARIFFS/2020-21%20Tariffs/Tariffs-Schedule2020-21.pdf

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