



# LOGGING A QUERY IS NOT EQUAL TO NON-PAYMENT OF MUNICIPAL SERVICES

The City of Johannesburg will act on customers who continue to default on payment of municipal services because they have logged queries.

Customers are obliged to pay the average amount on the disputed service while the query is open.

Failure to pay will lead customers to be liable to disconnection or other credit control action penalties in respect of the unpaid current and undisputed charges which will reflect as unpaid on the City's systems.

A query logged in relation to any municipal service will only remain valid for so long as the customer continues to pay the current and undisputed charges billed to it on a monthly basis. What this means is that if you fail to pay your current charges (or any portion of your current charges that are undisputed) you can be disconnected, even if you have an existing and unresolved query in relation to other disputed charges on your account.”

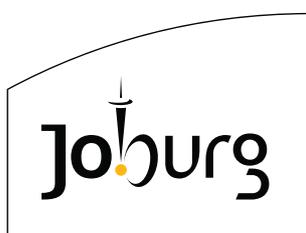
The City is fully entitled to disconnect the supply of any service whatsoever supplied to a property, where there are undisputed arrears owing in connection with any other service billed in connection with that property.

## With regard to the logging of queries, the following should be noted:

- The logging of a query on the account does not defer the liability for payment of a bill. Logging and query in the City does not mean customers should withhold payment for services.
- The City warns customers that they still need to pay their accounts even while a billing query is open.
- There is a growing trend of customers, who, after raising a query relating to a specific service with the City, withhold payment of the bill. It is important for customers to know that the City renders about five services, namely electricity, water, refuse, rates and sewer to customers on a monthly basis.
- If a customer for instance queries one of their services such as electricity charges, the customer still has an obligation to pay, in full (all service charges) and on time, for the other four services consumed not queried. Once a query has been raised regarding one service (electricity or water), the customer should rather pay an average amount on the queried service while the query is being attended to without fail. All other services that are billed and not queried; we expecting a payment in full or normal credit control process will be effected immediately.
- Any account that is overdue, even with an open query will be subjected to the normal City's credit control action. The City is informing all affected customers that the withholding of payments for the services rendered will subject them to credit control and this will lead to their services disconnected.
- All customers who are unable to pay their debt due to financial reasons can approach the City and enter into payment arrangements plan. Such customers would be assisted to sign an Acknowledgement of Debt, and enter into a payment arrangement plan where they would be able to pay a determined amount they can afford.

Customers are urged to ensure that they pay their municipal accounts by the due date stipulated on their municipal account to avoid credit control action and the hassle of being without any of the abovementioned services.

Customers that have queries can log a query with Joburg Connect at 0860 Joburg (56874) or email them at [joburgconnect@joburg.org.za](mailto:joburgconnect@joburg.org.za)



**Group Finance: Communications & Stakeholder Management**

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