

Accelerating Regionalisation Drive

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How to read Your Bill

Our municipal statement is a key form of communication between the City of Johannesburg (City) and its residents. Our municipal statements are often a nightmare to decipher. You might not be entirely sure what you're being charged and why - so we put together a handy guide to help customers avoid any pitfalls. All Revenue Customer Service Centers will have a branded collateral to demonstrate how to read a bill. This campaign will compliment all other billing regionalisation initiatives of extending additional services to centers.

After buying a property, the new owner expects to receive a municipal statement from the City in respect of rates and taxes and services.

In the City, customers normally make applications for municipal statements in relation to water and electricity supply, and the City automatically opens a rates account for a customer.

The municipal statement is a key form of communication between the City and its citizens. Just how effective this communication is can be determined almost entirely by the customer's understanding of that municipal statement.

The first thing customers look at when opening our municipal statement is the amount owing. But there is so much more information within our municipal statement. From customer information (full names), stand numbers, value of the property, physical address, meter numbers, whether the customers last meter reading was estimated or refers to actual average daily usage; the municipal statement contains these information and much more. On the surface, a municipal statement can seem pretty simple. Many customers have trouble understanding their municipal statement or even struggle to find specific information.

Even the most educated of customers may find it difficult to figure out the meaning of certain terms, such as network charges, rebate, opening balance, balance brought forward, etc. herein lies the problem. Our invoices are not standardised, despite repeated efforts to get this rectified. We produce both short and long bills after adjustments.

Our municipal statements are often:

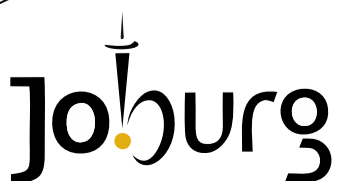
- Barely understandable;
- Not user-friendly;
- Not customer-orientated;
- The use of terms like sundries, surcharges, municipal levy, network chargers which are entirely meaningless to the customer if not briefly or simply narrated;
- Sometimes, customers receive more than one invoice within the same month;
- Nausea inducing, if customers have to go through them after billing adjustments or reversals being made - too many pages or long bills.

We have made it easier for our customers to be able to understand and interpret their municipal statement by introducing a guideline on how to read a bill which is one of the crucial aspects for the regionalisation programme. We will be rolling out billboards in all main Revenue Customer Service Centers in an effort to educate customers on how to read the municipal statement.

We truly need to educate our customers to know all about the City's municipal statement. If you live in a house and have access to electricity, water and waste removal services, then you should receive a monthly bill from the City, and the amounts payable depending on your usage.

Our municipal statement is very complex to comprehend for staff, councillors, residents and customers. These days there is more and more pressure and criticism on the City to produce an accurate bill to ensure increased acceptability of our bills. But the problem is often a lack of understanding of how we produce this bill. To assist customers with understanding their bill, we have compiled a glossary of terms to assist in reading residential or commercial electric bills.

"A Joburg that works is a South Africa that works."



Joburg Finance



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0860 JOBURG
0860 (562874)



Joburg Finance



@cityofjoburg



www.joburg.org.za

YOUR STATEMENT EXPLAINED

To assist customers with understanding their municipal bill, the City compiled a glossary of terms to assist in reading residential or commercial municipal rates and services bill.

You can contact us in the following ways

- 0860 56 28 74
- (011) 358-3408/9
- joburgconnect@joburg.org.za
- CityofJoburg
- PO Box 5000 Johannesburg, 2000
- @CityofJoburgZA

TAX INVOICE

Joburg Customer
Stand No:00001
Johannesburg
2001

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VAT NO: CITY OF JOHANNESBURG 4780117194
VAT NO: JOHANNESBURG WATER 4270191077

VAT NO: PIKITUP 4790191292
VAT NO: CITY POWER 4790191182

Date	2018/11/02
Statement for	November 2018
Physical Address	61 Jorissen Street
Stand No/Portion	00001162 - 00000 - 00
Township	Braamfontein

Stand Size	Number of Dwellings	Date of Valuation	Portion	Municipal Valuation	Region
359 m2	1	2017/07/01	D1	Market Value: R1,958,000.00	REGION D WARD 31

Invoice Number	: 123498	Next Reading Date	: 2018/11/30
Client VAT number	:	Deposit	: R1,946.21

ACCOUNT NUMBER: 55 142 XXXX PIN CODE: XXXXX

Previous Account Balance	4830.87
Less: Incoming payments (Last payment made)	-4830.87
Sub Total	0.00
Current Charges (Excluding VAT)	4355.04
VAT @ 15%	505.62
Total Due	4860.66
Due Date	2018/11/30

90 DAYS +	60 DAYS	30 DAYS	CURRENT	INSTALLMENT PLAN	TOTAL OUTSTANDING
0.00	0.00	0.00	4860.66	0.00	4860.66

Customers must please pay their municipal accounts in full & on time to avoid being cut off. Arrangements can be made at any Customer Service Centre if the full outstanding amount cannot be settled.

Joburg Customer
61 Jorissen street, Braamfontein

Easy Pay 91115 4011614148

Standard Bank City of Johannesburg Banking details:
Internet banking - Select preloaded Company details "City of Johannesburg".
Deposits at SBSA branches - CIN no AA45 to be used in the place of bank acc. no.
Client Account No/Deposit Reference 401161414

Post Office 0146 401161414

Total Due 4860.66
Due Date 2018/11/30

THE FRONT PART OF THE BILL SECTION

- Account Number** – A unique customer identification number.
- Postal Address** – Is the address to which the bill is being mailed.
- Physical Address** – Is the address to which the bill is being mailed. The location where service is provided and usage is measured.
- Township** – The name of your area as defined in the Town Planning and Townships Ordinance.
- Number of Dwellings** - Refers to various types of structures used for accommodation. Such structures include houses, townhouses, flats / apartments, hostels, huts, informal dwellings such as shacks, semi-detached houses.
- Stand number/Portion** - means any piece of land registered as an erf with a number, lot, plot in a deeds registry, and includes a stand or lot forming part of a piece of land laid.
- Stand size** – size of the stand.
- Valuation Date** – This reflects the last date your property was valued/assessed by the municipal valuer. Municipal valuations and the date of valuation is in line with the requirements of the Municipal Property Rates Act (MPRA).
- Market Value** – The market value of the immovable property is the amount the property would have realised if sold on the open market by a willing seller to a willing buyer.
- Previous Account Balance** – Past amount due for all prior billing periods (not including current billing cycle)

ACCOUNT NUMBER: 55 142 XXXX

City of Johannesburg Property Rates	VAT 4760117194	Sub-Total	Total Amount
Category of Property: Property Rates Residential The Property rates are based on the market values of the property and are calculated as follows: R1,958,000.00 x R0.0073450/12 (Billing Period 2018/11) Less rates on first R350 000.00 of the market value VAT:0%		1,198.46 -214.21 0.00	984.23

City Power Electricity	VAT 4710191182	Sub-Total	Total Amount
(Reading period = 2018/09/23 to 2018/11/02 = 41 days) Energy meter readings and consumption: meter no: 480001xxxx start reading 50, 296,000 and end reading 51,507,899 = 1,211,899kWh - Actual Reading Daily average consumption 29,559kWh Charges for 1,211,899 are based on a sliding scale for a 41 day period Step1 673.511 kWh @R1.1858 (Billing Period 2018/11) Step 2 538.389 kWh @ R1.3608 Extendend Social Package Grant Service Charge Network Charge Network Surcharge kWh VAT: 15.00%		1,531.29 0.00 123.01 362.28 32.27 307.34	2356.29

Johannesburg Water & Sanitation	VAT 4270191077	Sub-Total	Total Amount
(Reading period = 2018/09/07 to 2018/10/08 = 32 days) Meter readings and consumption: meter no: 11003xxxx start reading 1,669,000 and end reading 1,701,000 = 32,000.KL - Actual Reading Daily average consumption 1,000 KL Charges for 32,000 KL are based on a sliding scale for a 32 day period Step1 6.308 KL @R8.2800 (Billing Period 2018/11) Step 2 4.205 KL @ R8.7900 Step 3 5.257KL @ R15 000 Step 4 5.257 KL @ R21,830 Step 5 10.513 @R29.980 Step 6 0.460 KL @ R 33.220 Extendend Social Package Grant Demand Management Levy Sewer monthly charge based on Stand size 995 m2 (Billing period 2018/11) VAT: 15.00%		613.27 0.00 22.64 378.95 152.23	1,167.09

PIKITUP Refuse	VAT 4270191077	Sub-Total	Total Amount
WASTE MANAGEMENT SERVICE Refuse Charge VAT: 15.00%		307.00 46.05	353.05

Current Charges (Including VAT) 4860.66

Where can payment be made?
Any CoJ Customer Service Centre, any Post Office; any Easy pay outlet, Standard Bank or any other Bank (branch, ATM or internet site).
YOUR ACCOUNT NUMBER IS YOUR REFERENCE NUMBER

How to make payment
By debit order, cash, debit or credit cards.
KEEP ALL RECEIPTS FOR FUTURE REFERENCE

When to make payment
Payments must reach the City on or before the due date that is printed on the statement.

Change of address
This must be done timeously, in writing and submitted to any CoJ Customer Service Centre, or by e-mail: statements@joburg.org.za

Terminating electricity and water services
This must be done in writing 7 working days before the date you want your services terminated and be submitted to any CoJ Customer Service Centre.

THE BACK PART OF THE BILL SECTION

- Property Rates Section**
Will be levied on the market value of the property, no rates are levied on the first R350 000 of the market value of the residential property. Owners of Sectional Title properties will directly be charged for property rates.
Property Rates Calculations:
R1 958 000 – R350 000= R1 608 000 (this becomes your taxable property value).
Then R1 608 000X R0.007345= R11 810 (this becomes your annual payable property tax)
Then divide R11 810 / 12 = R984.23 (this becomes your monthly payable property tax)
- Electricity** - This is a detailed analysis of your electricity consumption for a specific billing period which is included in the calculation of the charges for the month. There is also a portion of the tariff as would be applicable to your consumption for that billing period. Step tariffs are for the promotion of energy efficiency.
Reading Period - This is the date for either an actual or estimated reading for the account.
"Actual" - Bill based on actual reading.
Previous Reading Date - This is previous date on which the meter reading was taken.
Meter No. - This is the serial# found on the electricity meter.
Average Consumption - Is the difference between the Current Reading and the Previous Reading based on the number of days in the billing period.
Current Billing Charges - This amount shows the calculation of the applicable electricity tariff/rate multiplied by the total consumption.
Service Charge - This is a charge that is payable per property every month regardless whether there was electricity consumption or not. This charge is contributing towards fixed costs such as meter reading, billing and device management.
Network Charge - This is a charge that is payable per property every month regardless whether there was electricity consumption or not. This charge is contributing towards electricity infrastructure in the area
Network Surcharge - The charge is levied to support the Inner City rejuvenation project.
- Water and Sanitation** – This is a detailed analysis of your water and sanitation consumption for a specific billing period which is included in the calculation of the charges for the month. It details the billing period used for consumption, be it estimated or actual with reading date. The meter number is also reflected in this column.
Previous Reading Date - This is previous date on which the meter reading was taken. This could be either an actual or estimated reading.
Meter No. - This is the serial# found on the water meter.
Average Consumption - This is the difference between the Current Reading and the Previous Reading based on the number of days in the Billing period. The number of days for the billing is the difference between the Current Reading Date and the Previous Reading Date.
Water Current Billing Charges - This amount shows the calculation of the applicable water tariff multiplied by the total consumption.
Demand Side Management - This charge is levied to fund all the demand side management projects to ensure each project is funded as per demand.
- Refuse** – The cost of your refuse determined by linking the tariff to the value of your property. A city cleaning levy for households and businesses has been introduced to recover costs associated with this service.
- Current Charges** - The total of the current month's consumption is reflected, with a breakdown of the services above.

- Bill Date** – Date customer's bill was created
- Statement For** – This means the month of your statement. Always check the date to ensure that you are paying using the correct statement
- Due Date** – Date customer's payment should be received by the City
- Last Payment Made** – Date last payment received from customer
- Incoming Payments** – Payments received on the account during the previous billing cycle
- Current Charges** – The current charges due on your bill and are payable when you receive the bill. Current charges are considered delinquent after the date shown as the due date. If the amount due for current charges is not paid by the due date, you will automatically be put through credit control process.
- Total Due** - How much you currently owe the City, and the amount due on your account as of the billing date.
- Message section.** This area includes any special messages such as water rate increases or website information.
- Ageing Analysis** - This indicates the payment pattern of our customers over a period of 30, 60 and 90+ days.
- Easy Pay** - The EasyPay number allows you to make payments at any EasyPay pay-point. However, a payment takes three days to reflect in the City's account, so remember to pay your account well in advance.