



a world class African city

City of Johannesburg Metropolitan Municipality
Revenue Shared Services Centre
GROUP FINANCE

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TO: All CoJ customers,

Dear Ratepayer,

The City of Johannesburg is aware that the number of days billed for water during the Covid-19 national lockdown is in excess of the standard 30 days. The City is also aware of accounts billed based on estimated consumption after pictures of meter readings were submitted. This has resulted in a higher than normal total monthly bill.

In the case you have experienced any of these errors, you are urged to pay your normal monthly consumption bill. The City is already at work to resolve the billing errors in anticipation that the June bill will be corrected.

Kindly note that no interest will be raised on the affected accounts.

We apologise for any inconvenience caused and assure you of our dedicated service delivery during the lockdown period and beyond.

Yours sincerely,

Revenue Shared Services Centre
City of Johannesburg