

## **Johannesburg Press Release re Sectional title water and sewer billing issue 20 Oct 08**

JOHANNESBURG WATER (JW) and the City of Johannesburg (CoJ) would like to apologise to sectional title property owners for glitches in the billing. The billing problem occurred because of the recent change in whereby the Revenue & Customer Relations Management Department (R&CRM) embarked on a process of combining the City's nine customer databases into one database, and moving it to a new IT platform.

In order to facilitate this move, all databases have to be aligned in terms of billing and meter reading dates.

It is necessary to change the billing and meter reading dates for all customers on our database, in order for the City to accomplish the move from nine individual databases to one.

"Individual sectional title property owners have been incorrectly charged an amount of R114.00 for water and sewer services, while during the same period a similar amount was charged to the body corporate and managing agents. This happened over a three month period; 1 July to 30 September 2008,".

JW together with CoJ would like to reassure sectional title property owners that were billed individually that they will receive a reversal with interest for the past three months.

The October 2008 account will reflect all the amendments on the individual sectional title holder's accounts.

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### **For queries:**

Customers who had queries about the change of the billing can call 011 688 1500 or email us at [customerservice@jwater.co.za](mailto:customerservice@jwater.co.za) for more information.

<http://www.joburg.org.za/content/view/3080/114/>