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## July 2020 municipal statement delay Customer notice

The City of Johannesburg wishes to advise its customers of the delay in the City's municipal account distribution for the month of July 2020.

This is due to the implementation of the 2020/2021 tariff increases that was approved at a virtual Council meeting held on 9 July 2020. Furthermore, the City's financial year came to an end on 30 June 2020 and systems had to be adjusted.

We encourage customers to continue to pay their municipal accounts as per their normal monthly average consumption.

Customers whose finances have been negatively impacted by the Covid-19 pandemic and are unable to pay for their municipal accounts should make payment arrangements in order to avoid penalties on overdue accounts. They do not have to visit City's offices as arrangements can be made via email by sending required documents through to the following email address where dedicated staff members will be ready to assist:  
[creditcontrol@joburg.org.za](mailto:creditcontrol@joburg.org.za)

The City would like to apologise to all its customers who have been adversely affected by these delays, and thank them for their understanding and cooperation.



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A message brought to you by

**City of Johannesburg**  
Group Finance: Communications and Stakeholder Mangement

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