

## MEDIA RELEASE

**DATE** : October 7, 2020

**RE** : Abnormal Utility Bills

As stated earlier, the reasons for the seeming controversy around rates account are twofold.

Firstly, the tariffs have been increased generally by 6% across the range for the current financial year that began on July 1, 2020. Secondly, due to the lock down period readings were not taken for March and April.

As a result readings for the two months were estimated based on a previous 12 months account history. However, even so, the figure billed does not have to be out of the averages of previous months.

Meanwhile, human resources in our revenue offices have been enhanced. Work on the journals backlog is far advanced and a large part of it has been cleared. The cues that had clogged the system are also reduced.

We advise those who still have queries on their billing to approach our customer care at the revenue sections or the finance directorate. Clients can use their phones to take pictures of their current meter readings and bring them along if they want to discuss their queries.

Alternatively, clients can also raise their queries directly with our customer services through the following contact details:

Mpho Djedje;	<a href="mailto:phod@jbmarks.gov.za">phod@jbmarks.gov.za</a> ;	018 299 5188
Hildah Sibi;	<a href="mailto:hildahs@jbmarks.gov.za">hildahs@jbmarks.gov.za</a> ;	018 299 5189
Katlego Mojanaga;	<a href="mailto:bdoadvisory@jbmarks.gov.za">bdoadvisory@jbmarks.gov.za</a> ;	018 299 5137
Macgyver Chacha	<a href="mailto:macgyver@jbmarks.gov.za">macgyver@jbmarks.gov.za</a> ;	018 299 5565
Finanky Leches;	<a href="mailto:finankyl@jbmarks.gov.za">finankyl@jbmarks.gov.za</a> ;	018 299 5222
Kgomotso Mothebe;	<a href="mailto:kmothebe@jbmarks.gov.za">kmothebe@jbmarks.gov.za</a> ;	018 299 5179

We are also making an appeal for all account holders to update or submit their contact details to the above mentioned contact details in order to help us keep our database current and relevant. This will help smooth our communication and to forward timely account statements through media such as SMS's.

Furthermore, a link was created and distributed widely through the municipal social media and other media platforms during the lockdown period. This link is still active and consumers can continue to connect and view the status of their accounts online. The link is reflected once again here – below:

Frontend login - URL: <https://jbmarks.cabedocs.com>

**END STATEMENT**

**END STATEMENT**

**END STATEMENT**

**ISSUED BY** : The Communication Unit – JB Marks Local Municipality

**Enquiries** : D W Maphosa

**Communications Manager**

**Office No** : 018 299 5288