



P.O Box 113, Potchefstroom, 2520  
www.jbmarks.co.za  
Tel: +27(0)18 299 5288  
Fax: +27(0)18 299 5089  
Email:williamm@jbmarks.gov.za

SECTION: **Communications** | DEPARTMENT: **Corporate Services**

## MEDIA RELEASE

**DATE** : August 12, 2020  
**RE** : Abnormal Utility Bills

Although it is difficult to comment definitively on each individual account as the peculiarities of circumstances differ, we can admit though that there may be cases where the billing may not be accurate. There are generally two issues that may be the cause of out of the norm billing.

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 some readings may have been estimated based on previous account history. However, even in the latter case, the figure billed will not have to be out of the averages of previous months.

We advise those who have queries on their billing to approach our customer care at the revenue sections or the finance directorate.

**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                      **Cell No** : 083 379 9177

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 [www.jbmarks.co.za](http://www.jbmarks.co.za)  
 JB Marks Local Municipality

**Municipal hotline:**  
**018 299 5347**

