

## **Joburg apologises for payment bungle**

The City of Joburg has been changing due dates for municipal account payments without residents' consent in a "high-handed" manner for several months.

Some Joburg residents also received pre-termination notices as a result. This week the City apologised for the blunder to frustrated residents.

Theunis Kotze from Kloofendal, Roodepoort, did not realise what was happening to his account until a community member alerted him on a WhatsApp group.

Kotze said his payment due date was first changed in June from the 28th to 22nd. But by the last month it had been moved forward to the 16th.

"Last month I received a pre-termination notice and called, demanding answers as to why my due dates kept (changing) without my consent. I told them to have it corrected," he said. But nothing was done.

Many other Joburg residents were also not chuffed about the City's "underhanded methods". Renee Rink pays by debit on the 25th of the month but was surprised to see her account debited on the 18th.

"Fortunately there were sufficient funds in the account to meet the debit order," she said.

"I, along with my neighbours, find it extremely highhanded of the Joburg City Council to change due dates without prior notice," she said.

"The council has the cheek to charge a pre-termination fee of R241.68 when payment was made after the due date."

This week City's revenue department spokesman Kgamanyane Maphologela apologised to affected residents. He said the discrepancy arose from the implementation of an amended credit-control policy.

"The City regrets causing any inconvenience to its customers who received incorrect pre-termination notices as a result of a change in their due dates for payment of services during the past few months.

"The City realises that this change should have been communicated better beforehand."

Maphologela said customer due dates would be restored.

Saturday Star

Posted at [02:22AM Oct 12, 2015](#) by Editor in Johannesburg |