

What to Know About Your

# PAYMENT DUE DATE



Joburg Finance



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Joburg Finance



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[www.joburg.org.za](http://www.joburg.org.za)

## What to Know About Your Payment Due Date

Whenever customers have a debit balance on their monthly municipal statement, they are required to make monthly payments toward the balance. Each monthly payment must be made by a certain date determined or specified in the customer statement. This date is the payment due date.

The City's monthly municipal statement due dates are often 15 days from the date of invoicing. The general rule is that the due date will default to 15 days after billing. However customers are able to choose their own due date from the 15<sup>th</sup> to the 31<sup>st</sup> day of the month.

Customers are encouraged to make a payment before the due date with no penalty. Customers can make more than one payment towards the total invoiced amount (or current debt) each month as long as the minimum payment is made on or before the payment due date.

## How to Find Your Payment Due Date

Customers can find their payment due date printed on their monthly municipal statement. If the customer has misplaced/lost the statement and need to know the due date, log into [www.joburg.org.za](http://www.joburg.org.za), click on e-Services and register for an e-Statement to receive your invoices via email monthly or be able to view your latest statement. Customers can also obtain balances on their municipal statements by dialling the Call Centre on 0860 (Joburg) 562874 to find out the due date and the minimum payment amount due.

If you have chosen a specific due date, writing your payment due dates on a calendar can help you keep up with them so you don't miss your payment and have to deal with late payment penalties.

## What to Do When It Falls on a Non-Business Day

If the payment due date falls on a weekend or holiday then a payment made on the following business day is considered on time. However, since the City has provided more than one method to be used to make payments i.e. *Debit Orders, Customer Service Centers, Internet Payments (e.g Standard Bank, Absa, FNB, Nedbank, and others), Post office, Easypay (retail outlets providing the EasyPay facilities - Pick-n-Pay Supermarkets, Shoprite Checkers, Spar Supermarket)* your monthly municipal account is typically due on the payment due date no matter what day it falls on. Customers are advised to make payment for their municipal accounts in advance of the due date to account for, weekends, holidays, or third party money payment transfer delivery delays.

**Important:** Allow time before your account due date for processing the transaction. If you make your payment using the third party facilities the payment will appear after three business days in your municipal account.

## What Happens If You Miss the Payment Due Date

If you miss your due date or pay your monthly municipal account late, you'll face late payment penalties. These can include interest and pre-termination, disconnection, and reconnection charges.

You can make your payment plus the pre-termination and interest charges as soon as you realize you've missed your payment date by six days. In some circumstances, the City may be willing to waive the late payment charges, particularly if it's the first time you've been late on that payment or if late payment receipt was due to a fault in the system. Don't wait until your next municipal account payment due date to make up the missed payment. By that time, you'll be at least 30 days late and the late payment will go on your City's late payment report, damaging your good payment record rating with us.

## You Can Change It

Your municipal account payment due date will almost if not always fall on the same date each month. For example, if your account payment is due on the 28<sup>th</sup> of this month, it will be due on the 28<sup>th</sup> of every month. The City allow customers to change their due date to another date during the month. Customers have the freedom to choose their own dates in which to pay the City between the 15<sup>th</sup> and the last day of the month.

Look over your paydays and the timing of your other bills to select a better due date, then call our Call Centre on 0860 (Joburg) 562874 to have the due date changed. Confirm the due date change on your next billing statement and update your calendar to ensure future payments are made on time.