

Joburg
a world class African city

Johannesburg Water

GENERAL GUIDELINES

Joburg's guide to viewing your municipal account online

Step 1: Process to register on e-Services

Log on to https://eservices.joburg.org.za
Select the **Register** link
Complete the registration form
A confirmation email will be sent to the email address. Click the link to confirm your registration.

Having trouble?
If you cannot register, please forward your ID number. You may already be registered.

Step 2: View and download your account

Logon to the eService website (After registration)
Select the e-Statements link > Overview
Insert your account number and pin number.
To view your statement and print it from the website, select the STATEMENT link.

Step 3: Replace the post box with the inbox
To change your email address or choose the way you want to receive your statement - select VERIFY/UPDATE YOUR STATEMENT DELIVERY link ·You can now also VERIFY/UPDATE your payment due date.

WATER RESTRICTIONS IN JOHANNESBURG



The City of Johannesburg is required by the Department of Water and Sanitation to reduce its water usage by 15% with immediate effect, as water levels at our source (Integrated Vaal River System) have dropped to alarming levels. This mandatory mitigation measure on water usage has been triggered by on-going drought and unusual warmer conditions.

Interventions in place to help reduce high water usage:

1 Level-2 **water use restrictions** according to section 44 (3) of the Water Services By-law states that consumers are compelled:

- Not to water their garden between 06:00 and 18:00;
- Not to use irrigation systems, only a hand held hosepipe or bucket is permitted during watering times;
- Not to fill swimming pools with municipal water;
- Not to use hosepipes to wash their cars or to clean paved areas and driveways with water.

2 **Water demand restriction tariffs** on domestic users effective on water usage from September 2016:

Kilolitres per connection per month	Normal Tariff (R/kl)	Level 2- Water Restrictions Tariff		
		% Increase	R' Increase	(R/kl)
0-6	Free	0%	R 0.00	Free
> 6-10	R 7.14	0%	R 0.00	R 7.14
>10-15	R 12.07	0%	R 0.00	R 12.07
>15-20	R 17.65	0%	R 0.00	R 17.65
>20-30	R 24.03	10%	R 2.40	R 26.43
>30-40	R 25.81	20%	R 5.16	R 30.97
>40	R 32.27	30%	R 9.68	R 41.95

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Johannesburg Water

City of Johannesburg
Johannesburg Water (SOC) Ltd

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Marshalltown
Johannesburg

PO Box 61542
South Africa
2107

Tel +27 (0) 11 688 1400

www.johannesburgwater.co.za
24 Hour Water Hotline 011 375 5555 /
0860 - JOBURG or 0860 562 874
JW SMS Line : 082 653 2143
email: customer@jwater.co.za

Providing Water. Providing Life

@jhbwater

Johannesburg Water

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Implementation of **water supply restrictions** through reduction of outflows from our reservoirs will take place during off peak times (20:00 – 04:00) in selected areas daily.

The Johannesburg Metro Police Department (JMPD) will be issuing fines for non-compliance. Residents can report on non-compliance by phoning their 24/7 line **011 758 9650.**

WATER SAVING TIPS

- Do not leave taps dripping.
- Do no use hosepipes to wash your cars or to clean paved areas and driveways.
- Close the tap or use a mug when brushing your teeth.
- Store drinking water in a bottle in the refrigerator instead of turning a tap on each time you want to drink.
- Shorten your shower as much as possible.
- Fix all leaks in the house.
- Wash vegetables and fruits in a bowl rather than under a running tap.
- Re-use water to water your garden or pot plant.
- Report all significant water losses such as broken pipes, leaking water meters, open hydrants and leaks in the streets to: 011 375 5555/ 0860 562 874 , SMS 082 653 2143 or visit www.johannesburgwater.co.za.

For more information and water saving tips visit www.johannesburgwater.co.za. Please subscribe on our website, to our SMS notification service for planned or unplanned service interruptions.







