



fninc

Attorneys Notaries Conveyancers

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Dear clients

**RE: CLOSING OF MUNICIPAL SERVICES and ACCOUNTS OF SELLERS**

Herewith a brief synopsis of the process to be adopted by Sellers in order to close their COJ accounts and request refunds of overpayments towards rates clearance.

Regardless of whether the property is a sectional title unit or full title ownership, you will be required to close your municipal account when you are no longer the registered owner. This process will not occur automatically, and certain documents will be required from the Sellers in order to close their accounts and request a refund.

**1. CITY OF JOHANNESBURG RATES, WATER, REFUSE and EFFLUENT**

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

Telephone: 011 375 5555

1.1 Please refer to your Local Authority Regional Office after registration of transfer in order to close your account and apply for your rates refund. (Consult your COJ invoice to determine your Region. Use the corresponding regional email address in the table below to address your request to the correct service centre).

1.2 Note that it is likely that a number of billing periods will pass before refunds are finalised and paid by COJ.

1.3 Also note that refunds will likely be paid back to the Conveyancer, as their trust account will have been verified by the Local Authority. The Conveyancer will in turn attend to the payment of the refund to you in accordance with the instructions you signed with the Conveyancer.

1.4 The following documents need to be emailed to COJ to enable them to close your account:

1.4.1 A letter from the conveyancing attorney confirming registration and requesting payment of the refund, which letter will be sent to you upon registration of transfer by the conveyancing attorney.

1.4.2 A copy of the rates clearance figures, proof of payment and a deeds search reflecting change in ownership which will be sent to you upon registration of transfer by the conveyancing attorney.

The following are the email addresses for Regions A, B, C, D, E, F and G with the corresponding customer service centers:

Customer Service Centre	Email Address
Waterfall CSC	regionArevenue@joburg.org.za
Randburg Civic Centre	regionBrevenue@joburg.org.za
Roodepoort Civic Centre and City Hall	regionCrevenue@joburg.org.za
Jabulani Civic Centre	regionDrevenue@joburg.org.za
Sandton Regional Office	regionErevenue@joburg.org.za
Thuso House CSC	regionFrevenue@joburg.org.za
Lenasia Civic CSC	regionGrevenue@joburg.org.za

## 2. ELECTRICITY

Electricity in Johannesburg is supplied by either ESKOM or by the CITY OF JOHANNESBURG depending on your area and property use.

Make reference to the existing municipal account to verify which service provider to approach.

### 2.1 CITY OF JOHANNESBURG

- 2.1.1 If your electricity is supplied directly by the CITY OF JOHANNESBURG (this will be evident on your municipal account), you should request the closure of the electricity account using the confirmation of registration letters from the conveyancer addressed to the COJ, as set out in paragraph 1.4 above
- 2.1.2 If the electricity is supplied by a prepaid meter, or directly by the body corporate in the case of a sectional title unit, the conveyancer will provide you with the necessary proof of same. You may need to refer your request to the relevant department at COJ or body corporate to update the account details and link your account to the meter number.

### 2.2 ESKOM

Website [www.eskom.co.za](http://www.eskom.co.za)  
Telephone 0860 037 566

- 2.2.1 If your electricity is supplied by a separate Eskom account, kindly follow the process detailed below. Note that the COJ account will not reflect any electricity charges if your electricity is supplied by Eskom.
- 2.2.2 On the day that you vacate the property (move out date), call Eskom with your account number as reference, your meter reading in hand and request them to provide you with a “move-out-reference-number” and refund your deposit.

- 2.2.3 Note, if you do not occupy the property and have a tenant whose lease will expire on registration, you need to obtain a verified meter reading on the date the tenant vacates the property. If the tenant will be remaining in the property, you should obtain a verified meter reading on the date of registration, whereafter, as the Seller, you will contact Eskom to provide the final meter reading for billing purposes and closing your account.
- 2.2.4 Note that Eskom makes use of the move-out-dates and rather than the registration date for allocation of charges to accounts.

Cautionary note:

Sellers and Purchasers must refrain from arrangements where the Seller requests the Purchaser; as the new owner; to pay the COJ accounts received by the Seller after registration of transfer.

The council will, once they have updated their records to match those of the Deeds Office, reverse all amounts billed to the Seller after registration of transfer and refund all overpayments to the Seller.

The council will then backdate the Purchaser's account with all charges due from registration of transfer onwards, and you will be liable for same.

*Although care has been taken to ensure the accuracy of the above information, FN Inc and its members, employees, agents and representatives cannot be held liable for any loss suffered, as a result of the use of this information.*

*Updated July 2024*