

## **Water Billing Queries**

All billing queries must be logged at a customer service centre or via email to [regionbvenue@joburg.org.za](mailto:regionbvenue@joburg.org.za)

What to do if your water meter readings are incorrect or the wrong meter is on the account:

Take a photo of the meter (include reading, meter number and proof of date) and email COJ [regionBrevenue@joburg.org.za](mailto:regionBrevenue@joburg.org.za) (DO NOT CC CLLR. STEEL IN)

To be done in the following format:

1. Name
2. Address
3. Account Number
4. Meter Number
5. Meter Reading
6. Date