

Ad Hoc Communications

The following are triggers for the Group Finance Department that would require Ad Hoc Communications:

- **Revenue Related Disruptions:**
 - Billing
 - Changes to property category
 - Increase in valuations
 - Increase in rates
 - Credit Management
 - Planned cut offs/disconnections
 - Offline or system downturn
- **Service Related Disruptions:**
 - Scheduled service disruptions
 - Refuse holiday (notifying customers that refuse collection to take place on an alternative date)
 - Water disruptions
 - Power outages
 - Planned disconnections

In the case of an Ad Hoc Communication the Customer Communication Directorate should be informed about the service disruption from the relevant Department or ME **in advance** to allow for sufficient time to prepare the required communication.

Service interruptions can be grouped into two categories:

1. Planned Outages :

Planned outages are routine maintenance on infrastructure and networks and in the case of Johannesburg Water, should last 2 – 4 hours or in the case of City Power last 2 – XXX hours. In line with the Service Charter, planned outages must be communicated to customers at least 24 hours before implementation. In view of the challenges of reaching one million ratepayers, Customer Communication will endeavour to inform residents of planned interruptions on a monthly and weekly basis.

2. Unplanned Outages

Unplanned outages are service interruptions that have not been planned such as water pipe burst or sewer overflows in the case of Johannesburg Water, cable theft or unforeseeable equipment failure in the case of City power; or strike action on behalf of pikitup.

In line with the service charter customers need to be informed immediately. Customer Communications will be issuing press releases, IVR messages, scripts for front line staff members, radio interviews (if possible).

Communication

The Customer Communication Directorate will develop a bank of messages that deal with service interruptions. They are as follows:

Non-delivery of Statements

We are currently experiencing high volumes of calls due to customers not receiving monthly statements. Please hold for a Customer Relations Agent who will assist
Or if it can be done via the IVR 0
Did you know that you may now access you outstanding balance. Please press XX and follow the prompts

e-Service down

Please note that the city's e-services channel is down. For your balance press XXX (if available via IVR) or hold for an agent who will assist you. Service will be restored within XXXX hours

E-Service restored

Please note that the e-service channel has been restored. Please log onto www.joburg.org.za to manage your account

Customer Letter sent in error

Please be aware that letters concerning xxxxx was sent in error. We request our affected customers to please ignore the latter and we apologise for any confusion caused

Incorrect charges on statement

Due to a systems/billing/accounting/etc error, there has been an incorrect sewer/electricity/water/refuse charge on our _____ statements. We apologise for any confusion caused.

Holiday waste collection

Due to the Easter/ Christmas/New Year holiday period, refuse services will be affected. Service will resume on _____ (date) whereafter it will return to the scheduled day.

Strike Communications

Due to the work stoppage by staff, routine refuse removal has been impacted by the city-wide labour strike. The city has opened all garden refuse site to accept all domestic waste. For a site near you please dial x

Burst water pipe

There's a burst pipe in (suburb, street name) resulting in no water. JW team is on site & no estimated time of repairs or team is working around the clock to ensure that it is fixed as soon as possible.

Planned work

Due to planned maintenance in (suburb) area, water supply will be disrupted forhrs fromto Residents have been notified.

Power failure

Due to a power failure in (Suburb), the reservoir/pump station is down & affecting water supply in the surrounding areas. No estimated time of repair.

Water Restored - Power Failure

With regards to the power failure in (Suburb), power is now back up & water is restored. Non reply SMS

Water Restored- Unplanned

With regards to the burst pipe in (Suburb), the pipe has been repaired and water now restored. Non reply SMS

Water Restored- Planned

With regards to the planned maintenance in (Suburb), the work is now complete and water is restored. Non Reply S

Emergency Shutdown

Due to emergency repairs in (Suburb), the water supply will be affected in the area. JW team is on site, no eta on repairs. Non Reply Sms

Cancelled Planned Work

With regards to the planned disruption in (Suburb), the work is postponed until further notice. Non reply SMS.

Delayed Work

With regards to the planned disruption in (Suburb), the work has been delayed. It will take a further 2 hrs to complete.

No Water - Depot Investigating

(Suburb) & surrounding areas have reported no water, depot is aware & busy investigating the cause.

Non reply SM

Water restored - Investigation.

With regards to the no water situation in (Suburb) & surrounding areas, there was a valve closed/burst water pipe on C/O (Street & Street), water is now restored.