



## **NOTICE TO ALL MUNICIPAL ACCOUNT HOLDERS** **BUFFALO CITY METROPOLITAN MUNICIPALITY**

### **ACCOUNT RELATED ENQUIRIES**

Please be advised that the Municipality has established a Query Resolution Centre in order to resolve Billing account related queries.

Customers can make use of the following methods of communication in order to register such queries with the Query Resolution Centre:

1. **Via Email** at [BillingQ@buffalocity.gov.za](mailto:BillingQ@buffalocity.gov.za) (*this is the preferred method*)
2. **Via Telephone** to 043 722 7585 or 043 722 7543
3. **Via post** to: Query Resolution Centre  
PO Box 522  
East London  
5200
4. **Personal Visit** to any Municipal Finance Counter Services Office.

In order to provide details of the account enquiry, the template as reflected on the reverse side of this document must be completed and submitted to the Municipality.

Once the query has been received, the Municipality will make every effort to resolve it within the shortest period of time.

Your cooperation in this matter is appreciated.

Yours faithfully

**QUERY RESOLUTION CENTRE**  
**OFFICE OF THE CHIEF FINANCIAL OFFICER**



**BUFFALO CITY  
METROPOLITAN MUNICIPALITY**

**DATE:** \_\_\_\_\_

**TO: QUERY RESOLUTION CENTRE**  
REVENUE MANAGEMENT DEPARTMENT  
BUFFALO CITY METROPOLITAN MUNICIPALITY

Kindly resolve the following Billing related query and inform me of the outcome.

1.	8 Digit Municipal Account Number	
2.	Nature of the Query	
3.	Municipal Service/s under enquiry	
4.	Desired Outcome	
5.	Name of Person who logged the Enquiry and Contact Telephone number	
<b>Office use</b>	Actual Outcome / Resolution of Query	