



Alternative ways to reach us



DURING THE COVID-19 PERIOD

Dear Valued Customer,

You are a valuable customer and as a City, we wish to assure you that we are taking all the precautionary measures possible to guarantee the safety of our residents and employees.

In light of the outbreak of COVID-19, we encourage our customers to:

- Limit visits to the City's revenue walk-in-centres by using alternative methods when interacting with us;
- Limit the handling of cash by rather paying their municipal account via debit orders, cell phone banking, internet banking or at one of our 3rd parties, i.e. SA Post Office, Woolworths, Pick n Pay, Shoprite Checkers, etc.
- As we look to get over this uncertain period, it is vital that everyone apply discipline and follow the government's guidance of social distancing, cutting out non-essential travel and implementing strict hygiene practices.
- You can log queries via email to joburgconnect@joburg.org.za, visit the City's website www.joburg.org.za on eServices to receive your municipal statements through email and for additional information.

Keeping you and our staffers safe is a top priority, so we wanted to share the steps we're taking in response to COVID-19.

The City has various measures in place to maintain a clean and healthy environment in our walk-in-centres should you have to visit us, and wish to share some of these with you:

1. Augmenting the number of cleaning staff in our centres to increase the frequency with which we wipe-down high touch point surfaces;
2. Providing hand sanitisers at centres' entrances, high touch point areas;
3. Providing protective clothing to our front-line staff; and
4. Intensifying staff awareness of personal preventative measures to protect their and your health.

Please also remember that there are lots of alternative ways to get in touch with us. You may phone our Call Centre on 0860 Joburg (562874) for any further information.

Thank you for your co-operation. We hope that we are able to continue to earn your trust.

**Group Finance
Communications and Stakeholder Management
City of Johannesburg**



a world class African city



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