



Customer Service Notice

5 April 2023

Customer Service Centres operating hours during the Easter weekend

Dear valued customer,

Kindly be advised that regional Customer Service Centres will have different operating hours during the easter weekend. Below are the changes for walk-in Customer Service Centres:

Friday, 7 April 2023

All Centres will be closed except for Region D's Soweto (pay-points) which will be open from 07:30 to 12:30.

Saturday, 8 April 2023

All Category A Customer Service Centres will open from 07:30 to 12:30.

Sunday, 9 April 2023 and Monday, 10 April 2023

All Centres will be closed except for Region D's Soweto (pay-points) which will be open from 07:30 to 12:30.

Customers are encouraged to use alternative ways to contact the City by emailing their queries to the following regional email addresses or contact our Call Centre on 0860 **JOBURG** (562 874)

| Customer Service Centre | Email Addresses |
|---------------------------------------|--|
| Midrand Customer Service Centre | regionArevenue@joburg.org.za |
| Randburg Civic Centre | regionBrevenue@joburg.org.za |
| City Hall - Roodepoort | regionCrevenue@joburg.org.za |
| Jabulani Customer Service Centre | regionDrevenue@joburg.org.za |
| Sandton Customer Service Centre | regionErevenue@joburg.org.za |
| Thuso House Customer Service Centre | regionFrevenue@joburg.org.za |
| Lenasia Civic Customer Service Centre | regionGrevenue@joburg.org.za |

You can also send an email for payment arrangements to creditcontrol@joburg.org.za