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## MEDIA RELEASE

**To: News Editors**  
**From: Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
**Date: 20 March 2024**

### **COJ issues Easter Weekend Schedule for Customer Service Centres.**

The City of Johannesburg advises residents that operating hours at walk-in Customer Service Centres will change to accommodate the Easter Weekend. However, all other services will operate as normal.

City's Group Finance Department Director of Customer Communications, Kgamanyane Maphologela, says many services, including those that are online, will remain accessible to residents.

"Our Call Centre and online services remain operational throughout the Easter weekend. The City has issued the Easter Weekend operating hours schedule for the walk-in Customer Service Centres during this time. We also urge our residents to pay their municipal accounts in full and on time, to enjoy their Easter holidays without their services being interrupted because of late payments," says Maphologela.

The City of Joburg's walk-in customer service centres citywide will be closed as follows due to the easter weekend:

- **Good Friday 29 March 2024** (All Centres will be Closed).
- **Saturday 30 March 2024** (All Centres will be closed except Region D (Soweto) Pay Points).
- **Sunday 31 March 2024** (All Centres will be closed except Region D (Soweto) Pay Points).
- **Monday 1 April 2024** (All Centres will be closed except Region D (Soweto) Pay Points).

Customers are advised to get in touch with the City utilising other channels such as the Call Centre, website and social media platforms to get the latest updates.

Customer Service Centre	Email Addresses
Midrand Customer Service Centre	<a href="mailto:regionArevenue@joburg.org.za">regionArevenue@joburg.org.za</a>
Randburg Civic Centre	<a href="mailto:regionBrevenue@joburg.org.za">regionBrevenue@joburg.org.za</a>
City Hall - Roodepoort	<a href="mailto:regionCrevenue@joburg.org.za">regionCrevenue@joburg.org.za</a>
Jabulani Customer Service Centre	<a href="mailto:regionDrevenue@joburg.org.za">regionDrevenue@joburg.org.za</a>
Sandton Customer service centre	<a href="mailto:regionErevenue@joburg.org.za">regionErevenue@joburg.org.za</a>
Thuso House Customer Service Centre	<a href="mailto:regionFrevenue@joburg.org.za">regionFrevenue@joburg.org.za</a>
Lenasia Civic CCSC	<a href="mailto:regionGrevenue@joburg.org.za">regionGrevenue@joburg.org.za</a>

You can also send an email for payment arrangements to [creditcontrol@joburg.org.za](mailto:creditcontrol@joburg.org.za)

If you don't like queues, you may pay using any of the listed methods below:

- With Easy Pay, facilitating a quick payment option at many shops that you visit on a regular basis, including Pick 'n Pay and Shoprite Checkers
- Debit orders
- Direct deposits at major banks
- ATMs
- Internet and cell phone banking
- SA Post Office
- e-Joburg Portal ([www.e-joburg.org.za](http://www.e-joburg.org.za)) to also receive account statements, send both electricity and water meter readings.

Paying your account timeously means you can enjoy the Easter Weekend without the worry of outstanding debt. Customers that have queries can log a query with Joburg Connect at **0860 562 874** or visit any Customer Service Centre or email the regional email address.

We wish our customers a happy and safe Easter Weekend! All services at our customer service centres will resume as normal on Tuesday, 2<sup>nd</sup> of April 2024

Issued by:

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