



a world class African city

MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 16 May 2024

City of Johannesburg offers more channels for residents to submit their own meter readings.

The City of Johannesburg is making it easier for residents to be able to submit their own meter readings for both water and electricity services with more channels added.

The City is in a bid to involve residents in the generation of their municipal bill and effectively contribute towards the accurate bill. Residents can provide a photo of their own meter readings they have taken via the e-Joburg self-help website, at their nearest walk-in Customer Service Centre, via the Call Centre or email to any of the regional email addresses specific to their region.

Kgamanyane Maphologela, Director of Customer Communications for the City's Group Finance Department, says residents can submit their own meter readings should they dispute meter readings on their municipal bills.

"The City wants residents to be part of the creation of their municipal bill. With more options added for residents to use, it makes it easier for residents to be able to capture their water and electricity readings, which the City may use to create the final monthly bill," says Maphologela.

Maphologela encourages residents to regularly monitor their water consumption, meters and note readings as the City receives lots of queries about high water bills.

"Underground water leaks can go on for months and years undetected, whereas you do not notice anything visible on the ground. The only impact will be seen on your higher-than-normal water bill which should give you a red flag of the problem underneath your concrete slabs," warns Maphologela.

Maphologela advises that should residents notice a sudden rise in their water bill to immediately address it, by calling professionals who will be able to assess possible water leaks which might not be visible at the time.

Residents can use the following channels to send through their meter readings:

- Regional email address specific to your region

Customer Service Centre	Email Addresses
Midrand Customer Service Centre	regionA@joburg.org.za
Randburg Civic Customer Service Centre	regionB@joburg.org.za
Roodepoort Customer Service Centre	regionC@joburg.org.za
Jabulani Customer Service Centre	regionD@joburg.org.za
Sandton Customer Service Centre	regionE@joburg.org.za
Thuso House Service Centre	regionF@joburg.org.za
Lenasia Civic Customer Service Centre	regionG@joburg.org.za

- e-Joburg Portal: www.e-joburg.org.za
- Call Centre **0860 562 874**.
- Any Council pay-point (Customer Service Centre) – listed below:
 - o Midrand Civic Centre - 300 - 15th Road, Midrand.
 - o Sandton Civic Centre – 24 Fredman Drive, Sandton.
 - o Roodepoort City Hall – C/o Berlandina and Dieperink Streets, Roodepoort.
 - o Eureka House – C/o Marlborough Street & Rosettenville Road, Wemmerpan.
 - o Lenasia Civic Centre – C/o Rose Avenue & Eland Street, Lenasia Ext 2.
 - o Thuso House, 61 Jorissen Street, Braamfontein
 - o Ennerdale Ext 9 – C/o Katz Road & Smit Street, Ennerdale.
 - o Eldorado Customer Service Centre – 4046 Link Crescent Avenue, Ext 5, Eldorado Park.
 - o Randburg (Civic Centre), Braamfischer drive and Jan Smuts Road, Randburg

ENDS –

Issued by:

Kgamanyane Maphologela

Director: Communications and Stakeholder Engagement

Group Finance

Email: stanmapho@joburg.org.za

For interviews, please contact Nkosana Lekotjolo on 082 467 9429
or Nyaniso Jeku on 081 441 8118