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MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 11 December 2024

City announces Festive Season schedule for Customer Service Centres.

The City of Johannesburg advises residents about its Festive Season operating hours schedule for all its walk-in Customer Service Centres. The City will continue to provide essential services during the festive season.

Kgamanyane Maphologela, Director of Customer Communications for the City's Group Finance Department, assures residents that essential services like the City's Call Centre and online payment services will remain fully operational.

"Residents will still be able to contact the City. They can log queries and make enquiries relating to essential services like water and electricity via the City's Call Centre throughout the festive period. It is only the walk-in Customer Service Centres which will be impacted and have slightly different operating hours than normal," says Maphologela.

The City wishes residents a safe Festive Season and reminds them to settle their municipal accounts before they go away for the holidays.

"We advise residents that they can make payments for their municipal accounts anywhere and anytime by utilizing the safe e-Joburg self-help website. This will ensure that they enjoy their holidays without worrying about their services being interrupted," adds Maphologela.

Maphologela says for a hassle-free and secure way to pay municipal bills, residents can simply register securely on: www.e-joburg.org.za

Below are the changes in operating hours for walk-in Customer Service Centres during the Festive Season:

- All Customer Service Centres will close at 12h30 on 24 December (Christmas eve) and 31 December 2024 (New Year's Eve)

Residents 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	regionArevenue@joburg.org.za
Randburg Civic Centre	regionBrevenue@joburg.org.za
Roodepoort Customer Service Centre	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 CCSC	regionGrevenue@joburg.org.za

You can also send an email for payment arrangements to 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) to also receive account statements, send both electricity and water meter readings.

Paying your municipal account timeously means you can enjoy the holiday season without the worry of outstanding debt. Residents 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 residents a safe and happy festive season!

Issued by:

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