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## MEDIA RELEASE

**To: News Editors**  
**From: Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
**Date: 31 May 2024**

### **City of Johannesburg extends its 10% down payment when applying for an agreement of debt.**

The City of Johannesburg has extended the 10% downpayment offer for those residential customers, with outstanding municipal debt, who wish to enter into a payment arrangement with the City for the balance owed. This extension will be until **30 June 2024**.

This is as a result of an increase in demand from those seeking assistance from the City in order to continue to pay for their municipal services.

Kgamanyane Maphologela, Director of Customer Communications for the City's Group Finance Department, says all residential customers who are struggling to keep up with their monthly municipal bills can apply for the reduced deposit when signing an acknowledgement of debt with the City.

"The City is mindful of enormous financial pressures many households are facing and has considered their plea for the offer to be extended. This demonstrates that indeed the City cares for struggling residents. The City is interested in keeping residents' municipal accounts up to date while they continue to receive services like water and electricity," says Maphologela.

Maphologela says, as an example, a resident who owes the City R100 000 for municipal services, will now pay only R10 000 deposit and enter a payment arrangement for the outstanding balance without any questions asked.

Maphologela encourages all eligible customers to take advantage of this offer by visiting their nearest Customer Service Centre across the City. The City has walk-in Customer Service Centres spread across the City's regions.

The information and documentation which will be required when applying is as follows:

- Copy of ID of the account holder

- Power of attorney in cases where account holders cannot do it themselves.

All property owners who are struggling to service their accounts should approach the City and avoid being cut off by making a payment arrangement and signing an acknowledgement of debt.

Customers may pay using any of the listed methods below:

- e-Joburg Portal: [www.e-joburg.org.za](http://www.e-joburg.org.za)
- With EasyPay, 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
- 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

Customers who wish to make payment arrangements and do not wish to visit any of the abovementioned walk-in-centres may contact the City's Credit Control Department by emailing them on [creditcontrol@joburg.org.za](mailto:creditcontrol@joburg.org.za)

**ENDS –**

Issued by:

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