



a world class African city

MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 15 April 2025

City of Joburg announces Easter holidays operating times for Customer Service Centres.

The City of Johannesburg announces changes in operating times for Easter holidays and Worker's Day as all other critical services will still operate as normal.

City's Group Finance Department Director of Customer Communications, Kgamanyane Maphologela, says although our walk-in-centres will be closed on certain days during the April holidays, many services, including those that are online, will remain accessible to residents.

"Our Call Centre and online services remain operational throughout the Easter holidays and Worker's Day. The City has issued the Easter holidays operating times 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 or no payments," says Maphologela.

Below are the operating times for walk-in Customer Service Centres:

- **Good Friday 18 April 2025** (All Centres will be Closed).
- **Saturday 19 April 2025** (All Centres will be closed except Region D Pay Points).
- **Sunday 20 April 2025** (All Centres will be closed except Region D Pay Points).
- **Monday 21 April 2025** (All Centres will be closed except Region D Pay Points).
- **Monday, 28 April 2025** ((All Centres will be closed except Region D Pay Points).
- **Thursday, 01 May 2025** (All Centres will be closed).

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	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 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 account timeously means you can enjoy the Easter holidays 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 safe Easter Weekend!

Issued by:

Kgamanyane Maphologela

Director: Communications and Stakeholder Engagement

Group Finance

Email: stanm@joburg.org.za

For interviews, please contact Nkosana Lekotjolo on 082 467 9429, nkosanal@joburg.org.za or Nyaniso Jeku on 081 441 8118, nyanisoj@joburg.org.za