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## MEDIA RELEASE

**To : News Editors**  
**From : Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
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### **City of Johannesburg launches Project Lokisa – a radical reform in debt collection initiatives.**

The City of Johannesburg has launched **Project Lokisa**, a multifaceted approach – which aims to claw back the money owed for municipal services by the worst defaulters.

Project “Lokisa” – meaning to fix or sort out, is a large scale and bold reform to improve revenue recovery and ensure financial sustainability of the City.

Malope Ramagaga, the City’s Acting Group Head for Revenue and Shared Services says Project *Lokisa* will encompass the implementation of a large-scale disconnection operations across the City targeting mostly worst defaulters, with the intense focus on illegal connections and the constant monitoring of disconnection impact on customers.

Ramagaga says Project Lokisa will focus on an aggressive debt recovery focusing on the City’s biggest defaulters, which will include:

- Large electricity and water consumers with properties valued above R100 million
- High valued residential properties valued at more than R5 million
- Commercial businesses
- Government departments and State-Owned Entities (SOEs)

According to Ramagaga, under Project Lokisa, the City will introduce changes with regards to the process of issuing Clearance Certificates when the seller sells their property. This is another intervention to ensure that the City does not lose money owed for municipal services by the seller, when they finally put their property on sale.

“A Clearance Certificate will be provided to the transferring attorney and the customer with a notice of the total amount owing above 90 days. Attorneys will be given notice to sign an Acknowledgment of Debt (AOD), which will authorize direct payment to the City from the sale proceeds,” adds Ramagaga.

The City urges all property owners and businesses to settle their outstanding accounts or alternatively make payment arrangements with the City to avoid disconnections and legal action.

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 –**

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