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## **MEDIA RELEASE**

**To: News Editors**  
**From: Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
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### **City of Johannesburg prioritises pensioners and indigent customers.**

The City of Johannesburg has put measures in place to protect struggling pensioners and households with payment of their municipal accounts in the face of the sluggish economic growth.

The City is calling on struggling pensioners and customers already on Expanded Social Package (ESP) to apply to be eligible to pay only 10% deposit towards their total outstanding municipal debt, when they enter payment arrangements with the City. ESP customers are those who are unemployed or have limited income and already receive the basket of free services.

Other categories of customers who are eligible, include domestic and residential sectional title customers. They can pay 30% deposit of their total outstanding debt when they enter a payment arrangement with the City. Eligible non-domestic accounts, including businesses, can qualify to pay 50% deposit of their overall municipal debt when they make payment arrangements.

Kgamanyane Maphologela, Director of Customer Communications for the City's Group Finance Department, says the City is interested to ensure that struggling customers continue to receive municipal services such as electricity and water while they continue to make some payments towards those very same services.

"The City is aware of the financial situation faced by many households in Johannesburg. The payment arrangement is one of the interventions by the City, to try to assist our customers by ensuring that we keep their lights on and their water supply running. Cutting off municipal services is often the last resort by the City," says Maphologela.

Maphologela says the City wishes more eligible customers can take full advantage of the City's payment arrangement programme to benefit from it. Eligible customers are

encouraged to apply at their nearest walk-in Customer Service Centre, or alternatively visit <https://www.e-joburg.org.za/> to make online applications.

The information and documentation which will be required for those applying for payment arrangement (AOD) include:

- ID copy 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 for various reasons, should approach the City, to avoid being cut off by making 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)

Customers who wish to make payment arrangements and do not wish to visit any of the abovementioned walk-in-centres may also 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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