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MEDIA RELEASE
To: **News Editors**
From: **Kgamanyane Maphologela**
Director: Communications & Stakeholder Management
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CITY OF JOBURG URGES CUSTOMERS TO SETTLE MUNICIPAL ACCOUNTS AHEAD OF FESTIVE SEASON

The City of Johannesburg is encouraging residents and property owners to prioritise the payment of their municipal accounts ahead of the festive season to avoid unnecessary arrears, additional charges and possible interruptions to municipal services.

As residents begin preparing for the December holidays, the City reminds customers that their responsibility to settle municipal accounts continues throughout the festive period, including when they are travelling or away from their properties for extended periods.

The City's Group Finance Director: Communications & Stakeholder Management, Kgamanyane Maphologela, said the festive season traditionally brings increased household expenditure, with some customers overlooking their municipal obligations while making holiday arrangements.

"During the festive season, many residents travel outside Johannesburg to spend time with their families or enjoy their holidays. Unfortunately, some customers forget to settle their municipal accounts before leaving, resulting in accumulated arrears and possible credit control action when they return in January.

"We therefore encourage customers to plan ahead, settle their accounts before travelling and make the necessary payment arrangements to avoid unnecessary financial pressure at the beginning of the new year," said Maphologela.

The City acknowledges that the festive season can place additional financial pressure on households, particularly as families balance holiday expenditure with their normal monthly obligations.

However, customers are reminded that municipal services depend on consistent revenue collection to sustain operations, maintain infrastructure and support reliable service delivery across Johannesburg.

"Paying municipal accounts is not merely a financial obligation. It is a contribution towards sustaining essential services such as water, electricity, sanitation and refuse removal.

"We understand the financial pressures that many households experience during this period. However, we encourage customers to budget responsibly and ensure that municipal accounts remain among their financial priorities," Mapholegela said.

He emphasised that the City's credit control and debt collection processes continue throughout the festive season, in accordance with applicable municipal policies and prescribed procedures.

"Customers should not assume that credit control measures are suspended during December. Accounts that remain unpaid may be subjected to the City's normal credit control processes, including applicable notices and possible service restrictions or disconnections.

"Our objective is not to inconvenience residents, but to encourage responsible payment behaviour and prevent avoidable service interruptions," he added.

LAST OPPORTUNITY TO APPLY FOR DEBT RELIEF BEFORE 31 OCTOBER 2026

The City further reminds qualifying customers experiencing financial difficulties that applications for the City's Debt Relief Programme Phase 4 close on 31 October 2026.

The programme provides qualifying customers with an opportunity to access debt relief in accordance with the approved eligibility criteria and applicable terms and conditions.

Customers who have accumulated municipal debt are encouraged to visit their nearest Customer Service Centre to enquire about the programme, confirm their eligibility and submit applications before the closing date.

"The Debt Relief Programme presents an important opportunity for qualifying customers to address historical municipal debt and work towards restoring their accounts to good standing.

"We urge eligible residents not to wait until the final days of October to seek assistance," said Mapholegela.

Customers who do not qualify for debt relief but are struggling to meet their municipal obligations are encouraged to engage the City's Credit Control Department through the appropriate customer service channels to enquire about available payment arrangements.

SAFE AND CONVENIENT MUNICIPAL PAYMENT CHANNELS

The City encourages customers to use authorised payment channels and avoid sharing their municipal account details or banking information with unauthorised individuals.

Customers can settle their accounts through the following channels:

- **e-Joburg:** The City's existing online platform for municipal account management and available payment services.

- **EasyPay:** Payments through participating retailers, including Pick n Pay, Shoprite, Checkers and other authorised outlets.
- **Banking channels:** Internet banking, cellphone banking, ATMs, direct bank deposits and approved debit order arrangements.
- **Customer Service Centres:** Customers may visit designated municipal customer service facilities for account assistance and available payment services.

Customers requiring face-to-face assistance may visit the following centres:

Customer Service Centre	Physical Address
Midrand	230 15th Road, Midrand
Randburg	Corner of Bram Fischer Drive and Jan Smuts Avenue, Randburg
Roodepoort	100 Christiaan de Wet Road, Florida Park
Jabulani	1 Koma Road, Jabulani
Sandton	137 Daisy Street, Sandton
Thuso House	61 Jorissen Street, Braamfontein
Lenasia	Corner of Rose Avenue and Eland Street, Lenasia Extension 1

Customers are advised to confirm operating hours and payment facilities before visiting, particularly during public holidays.

The City also encourages customers to retain proof of payment and use the correct municipal account reference number to facilitate accurate allocation of payments.

FESTIVE SEASON TIPS: SAVE WATER AND ELECTRICITY WHILE AWAY

In addition to settling municipal accounts, the City encourages residents to adopt practical water- and electricity-saving measures before leaving their homes for the holidays.

1. Switch off unnecessary electrical appliances

Unplug non-essential appliances such as televisions, decoders, computers and other electronic devices to minimise standby electricity consumption.

2. Manage geyser electricity consumption

Where appropriate and safe, switch off electric geysers during extended periods away from home, taking into consideration the manufacturer's instructions and the property's hot-water system.

3. Prevent water leaks

Inspect taps, toilets and exposed plumbing for leaks before travelling. Where appropriate, close the property's main water shut-off valve to reduce the risk of undetected leaks or burst pipes.

4. Use energy-efficient security lighting

Consider installing timers, motion sensors or day/night switches to manage outdoor lighting without unnecessarily increasing electricity consumption.

5. Monitor municipal accounts while away

Customers are encouraged to use available electronic platforms, including e-Joburg, to monitor their accounts and avoid missing payment deadlines while travelling.

6. Plan for January expenses

Residents should make provision for municipal bills and other essential household expenses before committing funds to festive season activities.

RESPONSIBLE PAYMENT SUPPORTS SUSTAINABLE SERVICE DELIVERY

The City reiterates that timely payment of municipal accounts remains essential to maintaining municipal infrastructure, sustaining service delivery and ensuring the long-term financial sustainability of Johannesburg.

"We want residents to enjoy the festive season without returning home to outstanding municipal accounts, additional financial pressure or avoidable service interruptions.

"Our message is simple: pay your municipal account before travelling, use authorised payment channels and contact the City early if you require assistance. A little financial planning today can prevent unnecessary difficulties in January," concluded Maphologela.

Customers requiring assistance with municipal accounts, payment arrangements or billing enquiries may contact Joburg Connect on 0860 562 874 or visit their nearest Customer Service Centre.

The City of Johannesburg wishes all residents a safe, peaceful and enjoyable festive season.

ENDS –

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