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MEDIA STATEMENT

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 22 April 2026

City of Johannesburg Adjusts Operating Schedule for Customer Service Centres During Public Holidays

The City of Johannesburg wishes to inform residents of adjusted operating hours for Customer Service Centres during the upcoming public holidays.

While walk-in Customer Service Centres will be closed on certain public holidays, essential services will remain accessible through digital and telephonic platforms.

Kgamanyane Maphologela, Director of Customer Communications in the Group Finance Department, emphasised the importance of using alternative service channels:

“Our Call Centre and online platforms will remain fully operational throughout the public holiday period. We encourage residents to continue paying their municipal accounts on time to avoid any service interruptions.”

Walk-in Customer Service Centres: Public Holiday Schedule

All walk-in Customer Service Centres will be closed on:

- Monday, 27 April 2026 (Freedom Day)
- Friday, 1 May 2026 (Workers' Day)

Exception: Region D pay points will remain open to assist customers during these dates.

All centres will resume normal operating hours on the first business day following each public holiday.

Alternative Service Channels

Residents are encouraged to make use of the following platforms:

- Call Centre: 0860 562 874 (Joburg Connect)
- Regional email addresses
- City website and social media platforms

Customer Service Centre Contact Emails:

| 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 CSC | regionGrevenue@joburg.org.za |

Convenient Payment Options

Residents can avoid queues by using the following payment methods:

- EasyPay at major retailers (Pick n Pay, Shoprite, Checkers)
- Debit orders
- Direct bank deposits
- ATMs
- Internet and mobile banking
- South African Post Office
- e-Joburg Portal: www.e-joburg.org.za (for statements and meter readings)
- CoJ CSD App

Paying accounts on time ensures uninterrupted service delivery and peace of mind during the holiday period.

The City thanks residents for their continued cooperation and wishes everyone a safe and enjoyable public holiday.

ENDS –

Issued by:

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