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City of Johannesburg Metropolitan Municipality

Communications & Stakeholder Management

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MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications and Stakeholder Engagement
Date: 09 September 2026

City of Johannesburg warns residents of sophisticated scams targeting property owners

The City of Johannesburg has issued an urgent public warning to residents and property owners following an escalation in sophisticated fraudulent schemes targeting municipal account holders.

Scammers impersonating City of Johannesburg, Johannesburg Water, and City Power officials or contractors are approaching residents through fake emails, SMSs, telephone calls and door-to-door visits. Criminals are physically visiting private properties – presenting forged job cards and threatening immediate service disconnections, even on accounts that are fully paid and up to date.

Victims have reported financial losses ranging from R3 500 to as much as R120 000 after being extorted into transferring funds directly into fraudulent bank accounts. Fraudulent telephone numbers (such as 076 237 2438) and fake email domains (such as @joburgcity.co.za instead of the official @joburg.org.za) are actively being used to impersonate City officials.

Group Finance Director for Communications and Stakeholder Management, Kgamanyane Maphologela, strongly condemned the extortion.

“We are deeply concerned by the increasing sophistication and physical audacity of these scams,” said Maphologela. “Residents must understand that a demand for cash, an EFT, or an immediate payment at their gate is a major red flag. No City official, technician, or authorised contractor is ever permitted to collect payment from a resident at their property to prevent a disconnection.”

Maphologela urged residents to adopt the strict protocol below:

- **DO NOT PAY:** Never hand cash or transfer funds to individuals at your gate demanding money to cancel a disconnection.

- **VERIFY CREDENTIALS:** Request official ID and confirm account status independently via the secure **e-Joburg portal** (www.e-joburg.org.za) or official customer service centers.
- **REPORT FRAUD:** Immediately report extortion or suspicious visits to the City's Anti-Fraud and Corruption Hotline on **0800 002 587**.

The City follows a formal written credit-control procedure. Residents facing financial difficulties must make payment arrangements through official municipal channels rather than concluding transactions with individuals claiming to represent the City.

Residents should retain any suspicious letters, SMSs, emails, telephone numbers, banking details, photographs, job cards or other information that may assist investigators.

- Ends -

Issued by:

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