a world class African city

City of Johannesburg Metropolitan Municipality
Communications & Stakeholder Management
Group Finance

Thuso House
61 Jorissen Street
Braamfontein

PO Box 5000
Johannesburg
South Africa
2000

www.joburg.org.za

MEDIA RELEASE

To: **News Editors**
From: **Kgamanyane Maphologela**
Director: Communications & Stakeholder Management
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CITY OF JOHANNESBURG CONCLUDES DEBT RELIEF PHASE 4 APPLICATION PERIOD AS PROCESSING CONTINUES

The City of Johannesburg has officially concluded the application period for Phase 4 of its Debt Relief Programme, which closed on 31 October 2026, marking an important milestone in the City's ongoing efforts to support financially distressed customers, rehabilitate municipal debt and strengthen revenue sustainability.

Implemented from 1 November 2025, the year-long programme provided qualifying customers with an opportunity to address historical municipal debt through targeted financial relief and structured repayment arrangements.

The programme supported qualifying residential customers, pensioners, beneficiaries of the Expanded Social Package (ESP), deceased estates and other eligible customer categories.

Throughout the implementation period, the City's Group Finance Department, through the Revenue Shared Services Centre (RSSC) and relevant operational units, facilitated applications across all seven municipal regions through Customer Service Centres and targeted community outreach initiatives.

Consolidation and processing of applications

Following the closure of the application window, the City is consolidating and verifying all applications received within the prescribed period.

This includes confirming customer eligibility, validating outstanding balances, reviewing supporting documentation and determining qualifying debt relief in accordance with the approved programme criteria.

As at 31 July 2026, the programme had recorded 18 043 applications associated with approximately R2.052 billion in outstanding municipal debt. Of this amount, approximately R1.248 billion in qualifying debt relief had been submitted for processing.

These figures represent previously reported programme performance and not the final outcomes at the closure of Phase 4.

The City will communicate the consolidated results once all outstanding applications have been verified and the necessary financial reconciliation processes have been completed.

Financial relief and sustainable revenue management

The Group Chief Financial Officer, Tebogo Moraka, emphasised that the programme represents an important intervention in balancing financial relief for qualifying customers with the City's responsibility to maintain sustainable municipal revenue.

“The Debt Relief Programme reflects our commitment to balancing financial compassion with fiscal responsibility. We recognise the financial pressures experienced by many households, while acknowledging that reliable municipal services depend on a sustainable revenue base.

“Our objective is not simply to reduce historical debt, but to help qualifying customers restore their accounts to a manageable position, encourage consistent payment of current municipal charges and strengthen the long-term financial relationship between the City and its residents.”

The GCFO further emphasised that the closure of the application period does not mark the end of the City's commitment to assisting customers experiencing financial difficulties.

"We remain committed to ensuring that all applications received within the prescribed period are assessed fairly, accurately and transparently. Our priority is to implement qualifying relief in accordance with approved municipal policies while continuing to support responsible account management."

What applicants should expect

Residents who submitted applications by 31 October 2026 are advised that verification and processing will continue beyond the closing date.

Applicants are encouraged to retain their application reference numbers and supporting documentation, monitor their monthly municipal statements and respond promptly should additional information be requested through official City communication channels.

Approved debt relief adjustments will be reflected on customer accounts once the applicable processing and financial reconciliation have been completed.

Importantly, customers must continue paying their current monthly municipal charges and honour existing payment arrangements while their applications are being processed.

Submission of an application does not automatically constitute approval of debt relief or suspension of applicable credit control measures.

Financial assistance remains available

The City encourages customers who did not apply before the deadline, or who do not qualify under Phase 4, to engage with its Customer Service Centres to explore alternative account management solutions.

These include Acknowledgement of Debt (AOD) arrangements, which enable qualifying customers to repay outstanding municipal debt through structured payment plans, subject to the City's Credit Control and Debt Collection Policy.

Eligible low-income households and pensioners may also continue accessing assistance through the Expanded Social Package and applicable municipal rebates, subject to the relevant qualifying criteria.

The City urges customers experiencing financial difficulties to seek assistance early rather than allowing outstanding balances to accumulate.

A shared responsibility for sustainable service delivery

The City reiterates that effective revenue collection and responsible account management are essential to maintaining municipal infrastructure and delivering reliable services to Johannesburg residents and businesses.

While debt relief provides qualifying customers with an opportunity to address historical arrears, the continued payment of current municipal accounts remains fundamental to the City's financial sustainability.

The City extends its appreciation to residents, ward councillors, community organisations, municipal employees and other stakeholders who supported the implementation of Phase 4.

Customers requiring further assistance may contact the City through the following official channels:

Customer Contact Centre: 0860 JOBURG (0860 562 874)

Email: JoburgConnect@joburg.org.za

Website: www.joburg.org.za

Digital services: e-Joburg and the City of Johannesburg Central Service Delivery (CSD) platform

Walk-in assistance: Customer Service Centres across Regions A to G.

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Issued by:
Kgamanyane Maphologela
Director: Communications and Stakeholder Engagement
Group Finance
Email: stanm@joburg.org.za

For more information contact:
Nkosana Lekotjolo: 083 633 6059 | nkosanal@joburg.org.za
Poppy Louw : 069 554 7729 | poppyl@joburg.org.za
Gugulethu Zwane: 083 677 6605 | gugulethuB@joburg.org.za