



## **JOBURG ADDS EMAIL CONVENIENCE TO CUSTOMER SERVICE DURING COVID-19**

The City of Johannesburg has opened revenue-related email addresses in customer service centres to add convenience in how residents can safely and easily interact with the municipality during and post the Covid-19 pandemic and lockdown.

The regional emails are designed to reduce the physical influx of municipal account holders with revenue related queries into the City's customer service centres – particularly during the Covid-19 lockdown.

Some of the services that can be obtained on the regional based emails include, among others, billing queries, meter investigation requests, pensioner rebates applications, as well as water and electricity related concerns that include new connections, pre-paid and upgrades or downgrades.

The email platforms are an addition to the City's existing e-services platform on: <https://eservices.joburg.org.za/> where residents can register to access municipal services online.

The call centre lines and social media are other platforms that residents can utilise for queries or to log technical calls for assistance with, particularly, water and electricity supply.

Residents are advised to use Joburg Water and City Power social media, applications and website platforms that can be found on [www.citypower.co.za](http://www.citypower.co.za) and [customer@jwater.co.za](mailto:customer@jwater.co.za) to log technical calls during the Covid-19 lockdown.

These platforms are useful as the occasional unforeseen evacuation of the call centre building sometimes affects access to the technical call centre lines. The emergency call centre lines, however, remain open as these can be easily redirected to other spheres of government emergency centres.

The City's new regional email addresses work better when residents located in the City's allocated regions use the respective regions' email addresses.

The following are the email addresses for Regions A, B, C, D, E, F and G with the corresponding Customer Service Centres;

<b>NAME OF CUSTOMER SERVICE CENTRE</b>	<b>Email Address</b>
Waterfall CSC	<a href="mailto:regionArevenue@joburg.org.za">regionArevenue@joburg.org.za</a>
Randburg Civic Centre	<a href="mailto:regionBrevenue@joburg.org.za">regionBrevenue@joburg.org.za</a>
Roodepoort Civic Centre and City Hall	<a href="mailto:regionCrevenue@joburg.org.za">regionCrevenue@joburg.org.za</a>
Jabulani Civic Centre	<a href="mailto:regionDrevenue@joburg.org.za">regionDrevenue@joburg.org.za</a>
Sandton Regional Office	<a href="mailto:regionErevenue@joburg.org.za">regionErevenue@joburg.org.za</a>
Thuso House CSC	<a href="mailto:regionFrevenue@joburg.org.za">regionFrevenue@joburg.org.za</a>
Lenasia Civic CSC	<a href="mailto:regionGrevenue@joburg.org.za">regionGrevenue@joburg.org.za</a>

We assure you of our continued commitment.

Yours Sincerely,

City of Johannesburg

Customer Interface