



City of Johannesburg


Expanded Social Package (ESP)

How to benefit from the ESP?




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Register now to access Free Basic Services (FBS) other programmes and services offered by the Social Development Department.

The Expanded Social Package (ESP) targets vulnerable residents in the City such as:

- The unemployed
- Youth
- Persons With Disabilities (PWDs)
- Military Veterans
- Women and children
- Senior Citizens
- Displaced Persons

People with different levels of need will qualify for different levels of subsidy according to the City's measure of poverty. Individuals need not be account holders to qualify for the metered services.

To qualify for the ESP package, you must:

- Be a South African Citizen
- Must reside within City of Johannesburg (CoJ) Boundaries
- Be unemployed or have a monthly income/access to financial resources not exceeding R6 281.13 per month.

Documents Required for Registration?

- Identity document
- Proof of income, SASSA card, produce bank statements for the last three (3) months (all bank accounts must be declared) or sworn affidavit confirming that you do not have a bank account and no other source of income (any other source of income must be declared)
- Proof of residence
- City of Johannesburg Rates and Taxes Account
- City Power Pre-Paid Meter Account Number
- City Power Conventional Account Number
- Eskom Prepaid Electricity Account Number/ Conventional Account Number
- Johannesburg Water Account/Pre-Paid Account Number (ITU Number on the receipt)

What are the benefits?

- Water Subsidy
- Electricity Subsidy

Other rebates include Non-Metered Services, refer to the table below:

Residential Threshold	R300 000
People who are on Expanded Social Package (ESP) who are not pensioners, whose property value does not exceed R500 000	100% rates rebate
Pensioners between ages 60 - 69 Pensioners whose gross monthly household income is lower than R11 904 and the property value up to R 1.5 million (inclusive of the residential threshold value) for pensioners from the age of 60.	100% rates rebate up to market value of R1.5 million (inclusive of the residential threshold value). Rates will be levied on the balance of the market value in excess of R1.5million.
Pensioners of 70 years and above Income levels are not considered.	100% rates rebate up to market value of R2 million (inclusive of the residential threshold value). Rates will be levied on the balance of the market value in excess of R2million.
Injury on duty Owners who become pensioners due to injury on duty in the following services: <ul style="list-style-type: none"> • South African Defence Force • South African Police Service • Emergency Service • Johannesburg Metropolitan Police 	100% rates rebate up to market value of R1.5 million (inclusive of the residential threshold value). Rates will be levied on the balance of the market value in excess of R1.5million.
Child Headed Households	100% rates rebate up to market value of R1.5 million (inclusive of the residential threshold value).

How to Register?

Method A: In-person registrations at selected Revenue Customer Service Centres.

Method B: Online applications by visiting:

- www.joburg.org.za
- Select Apply for Expanded Social Package (ESP)
- Complete the form
- Attach the required documentation and submit application.

Re-registration Process

- The documents required for the re-registration process is the same as new registration.
- The ESP is a rebate and once your rebate is exhausted you are liable for additional consumption on metered services.
- The ESP does not write off debt on existing municipal services.
- Individuals must register on or before the 15th of the month to receive benefits in the next month, failure to do so means that benefit pass through will reflect in the subsequent month.
- ESP queries can be logged via telephone/email.

Tel: 011 407 6751/ 6721/ 6688/ 6515

Email: espunit@joburg.org.za | Tinos@joburg.org.za

LIST OF RE-OPENED ESP REGISTRATION SITES

REVENUE CUSTOMER SERVICE WALK-IN CENTRES

Walk-In Centre	Region	Address
1. Lord Kxanyile Multi-Purpose Centre	A	4326 Makhanya Drive, Ivory Park
2. Diepsloot Skills Centre	A	1131 Nongame Street, Diepsloot
3. Ebony Park Pay Point Revenue Centre	A	1505 Acacia Street, Ebony Park
4. Mayibuye Pay Point	A	2328 Cnr Theresa & Mastiff Str, Commercia Ext 34, Mayibuye
5. Hikensile Skills Centre	A	8786 Corner Koko & Molwanana Street Ext 3, Ivory Park
6. Ivory Park Fire Station Pay Point	A	8712 Freedom Drive, Ivory Park
7. Westbury Transformation & Development	B	26 Cnr Perth & Laurens Wessenaar Street, Westbury Centre
8. Roodeport City Hall	C	Cnr Berlandina & Dieperink Str, Traffic Dept., Roodeport CBD
9. Cosmos City Revenue Centre	C	154 Angola Drive, Cosmos City
10. Davidsonville Multi-Purpose Centre	C	Cnr Campbell and Minnaar Street, Davidsonville
11. Orlando West Shared Revenue Centre	D	Corner Pela And Sisulu, Orlando West
12. Diepkloof People's Centre	D	1729 Ugoye Street, Zone1, Diepkloof
13. Doornkop Housing	D	3206 Block 4, Doornkop
14. Pimville Revenue Centre	D	2943 Modjadji Street Zone 2, Pimville
15. Kopanong (Dobsonville) Civic Centre	D	2332 Luthuli Street, Dobsonville
16. Jabulani Civic Centre (UBC)	D	No 1 Koma Road , Jabulani
17. Orlando East COJ Centre	D	1425 Sofasonke Street, Orlando East
18. Meadowlands Revenue Centre	D	47 Heckoord Street, Circle Zone 2, Meadowlands
19. Jabavu Revenue Centre	D	Elias Motsoaledi Rd, Jabavu
20. Chiawelo Revenue Centre	D	Office 989 Tshabuse Street, Chiawelo
21. Zola Admin Office	D	3700 Masizakhe Street, Zola North
22. Protea North Administration Office	D	299/49 Kunene Street, Protea North
23. Senoane Revenue Centre	D	Mabalane Street, Phiri
24. Alexandra Multipurpose-Centre	E	Corner 8th Avenue & Roosevelt, Alexandra
25. Klipfonteinview Skills Centre	E	1109 Lekoa Street, Klipfonteinview
26. Thuso House	F	61 Jorissen Street, Braamfontein
27. Eureka House	F	92 Corner Marlborough Str. & Rossettenville Rd., Springfield
28. South Hills Revenue Centre	F	Cnr Lindley & Geneva Streets, South Hills
29. Ennerdale Civic Centre	G	5449 Corner Katz & Smit Street, Ennerdale Ext 9
30. Eldorado Park Don Mateman Hall	G	4064 Link Crescent Street, Eldorado Park
31. Lenasia Civic Centre	G	Corner Rose Avenue & Eland Street, Lenasia
32. Orange Farm Customer Service Centre	G	15747 Orange Farm Pay Point (Next To SAPS),Orange Farm
33. Lenasia South Service Centre	G	Corner Wellington & Wimbledon Street, Lenasia
34. Poortjie Skills Centre	G	737 Kumbeka Street, Poortjie
35. Finetown Skills Centre	G	Phillips Street, Finetown