

e-JOBURG CITY SMART

News & updates on e-Joburg.org.za

OPERATION BUYA MTHETHO

The City of Johannesburg has resumed credit control measures on municipal accounts in arrears. The electricity supply to customers defaulting on municipal services, such as rates and taxes, will be disconnected. Residents are urged to visit their nearest customer care walk-in centre to make payment arrangements or to pay their accounts using e-Joburg. Register on e-Joburg and get your statement with immediate payment options. You will receive immediate proof of payment, with a history of statements and associated e-Joburg payments.

With e-Joburg, you can even future date your payments and your municipal account online from anywhere. Every month the City sends out accounts to all of its residents, charging for electricity and water supplies, for waste collection, and for property taxes, more commonly known as rates. This revenue is used for a wide range of municipal services, from basic services like the maintenance of roads, refuse collection and water provision, to social upliftment initiatives and education programmes. Do your part!



a world class African city



	WhatsApp	060 910 7742
	Email	support@e-joburg.org.za
	Call	086 099 5150
	Website	www.e-Joburg.org.za



e-Joburg

PUTS THE POWER IN YOUR HANDS

Register on e-Joburg today to interact with the City via WhatsApp or online. You can get reconciled payments, get reconnected, pay your municipal account online.

With e-Joburg, you can view your City of Johannesburg municipal account, lodge an e-Joburg related complaint or query, and make payments to the City of Joburg electronically on www.e-Joburg.org.za. This service is available all hours of the day.

Click on the e-Joburg link and follow the instructions.<https://www.e-Joburg.org.za>

WHAT TO DO WHEN CONTACTING THE CALL CENTRE

Follow the voice prompts and select the option relevant to your needs. Provide the call centre agent with your full name and account number and/or contact details. State your physical address and/or the address where you would like a service to be provided.

Give the details of the main reason for your call. Provide as much information as possible for us to be able to assist you. Note the reference number provided by the call centre agent and wait for our prompt response to resolve your issue.

We encourage a culture of paying accounts by showing just how revenues are used and how important each contribution is to ensuring continued service excellence.

**REGISTER NOW. IT'S SIMPLE,
SECURE AND CONVENIENT.**

www.e-joburg.org.za

