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## **MEDIA RELEASE**

**To: News Editors**

**From: Kgamanyane Maphologela**

**Director: Communications & Stakeholder Management**

**Date: 04 December 2025**

### **City of Johannesburg Announces Festive Season Operating Hours – Urges Customers to Settle Their Accounts Ahead of Holidays**

The City of Johannesburg is urging residents to settle their municipal accounts before embarking on long Festive Season holidays, as all Customer Service Centres will be closed on public holidays.

The City encourages customers to take proactive steps to safeguard their municipal accounts and avoid any disruptions while away.

The City's Group Finance Director for Customer Communications, Kgamanyane Maphologela, says this period typically sees an increase in missed or delayed payments.

"With credit control operations remaining fully active throughout December and January, customers are strongly encouraged to settle their municipal accounts before travelling," says Maphologela.

### **Festive Season Customer Service Centre Operating Hours**

Customer Service Centres across all regions will operate on adjusted schedules during the festive period.

To support staff and accommodate holiday operations, the City has approved early closure of all Customer Service Centres at 12h00 on the following dates:

- 24 December 2025 (Christmas Eve)
- 31 December 2025 (New Year's Eve)

These temporary adjustments will not significantly affect service delivery. Region D pay points responsible for prepaid water sales will remain open and operate as normal, ensuring uninterrupted access to prepaid water purchases.

All centres will be closed on public holidays and on Saturday, 27 December 2025. Normal operating hours will resume on the next business day after each holiday:

- Monday to Friday: 07h30 – 15h30
- Saturdays: 08h00 – 12h30

Customers are encouraged to make use of the City's digital platforms and revenue email channels for urgent queries during closure periods.

### **Debt Relief Programme Phase 4 Available**

Residents experiencing financial difficulties are encouraged to apply for the Debt Relief Programme Phase 4, which provides structured support to help customers manage arrears and restore accounts. This can help residents enter the new year free from escalating debt pressures.

The City remains committed to delivering reliable service and ensuring customers enjoy a safe, well-prepared festive season. By paying accounts on time and securing homes before travelling, residents can avoid unnecessary service interruptions.

For assistance, customers may contact:

**Call Centre:** 0860 562 874

**e-Joburg Portal:** [www.e-joburg.org.za](http://www.e-joburg.org.za)

Regional Revenue Offices (Email): Customer Service Centre Email

- Midrand [regionArevenue@joburg.org.za](mailto:regionArevenue@joburg.org.za)
- Randburg [regionBrevenue@joburg.org.za](mailto:regionBrevenue@joburg.org.za)
- Roodepoort [regionCrevenue@joburg.org.za](mailto:regionCrevenue@joburg.org.za)
- Jabulani [regionDrevenue@joburg.org.za](mailto:regionDrevenue@joburg.org.za)
- Sandton [regionErevenue@joburg.org.za](mailto:regionErevenue@joburg.org.za)
- Thuso House [regionFrevenue@joburg.org.za](mailto:regionFrevenue@joburg.org.za)
- Lenasia [regionGrevenue@joburg.org.za](mailto:regionGrevenue@joburg.org.za)

**ENDS**

**Issued by:**

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Group Finance