



Thuso House  
61 Jorissen Street  
Braamfontein

PO Box 5000  
Johannesburg  
South Africa

[www.joburg.org.za](http://www.joburg.org.za)

a world class African city

## **MEDIA RELEASE**

**To: News Editors**  
**From: Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
**Date: 06 November 2025**

### **City of Johannesburg Calls on Residents to Attend Region B Revenue Open Day**

The City of Johannesburg urges all residents and property owners in Region B to attend the Revenue Open Day on Saturday, 8 November 2025, at Marks Park Sports Club, 1 Judith Road, Emmarentia, from 08:00 to 15:00.

These important residents' engagement forms part of the City's intensified effort to resolve municipal account issues directly with customers and ensure that residents receive accurate bills, fair, and responsive service delivery.

Region B includes key suburbs such as Emmarentia, Melville, Linden, Northcliff, Cresta, Blairgowrie, Parktown, and surrounding areas.

According to Kgamanyane Maphologela, Director for Communications and Stakeholder Management in Group Finance, the City remains committed to taking municipal services to the people.

"The Open Days are about restoring trust and bringing the City closer to its residents. This platform gives customers the opportunity to speak directly to officials from Billing, Rates, Valuations, City Power, Joburg Water, and Pikitup – all under one roof," said Maphologela.

The event is designed to provide on-the-spot solutions for customer queries, including electricity and water incorrect billing, debt and payment arrangements, rate and valuation disputes, and other service-related issues. Residents will also be assisted with rebate applications for pensioners and registration on the Expanded Social Package (ESP), which offers critical financial relief to qualifying low-income households.

Officials from the Office of the Ombudsman will also be in attendance to assist customers with escalated or unresolved matters — ensuring that every query receives attention.

A key feature of the Open Day will be the promotion of the City's new Debt Relief Programme (Phase 4), which provides a structured opportunity for customers to settle arrears, benefit from interest and penalty relief, and remain connected to essential services.

"The City is serious about helping customers regain control of their municipal accounts. The Debt Relief Programme is a lifeline for residents who want to do the right thing and bring their accounts up to date," Maphologela added.

Residents are urged to attend this important event and to bring their municipal statements and ID documents to enable officials to assist them effectively on the day.

## **Event Details**

**Venue:** Marks Park Sports Club, 1 Judith Road, Emmarentia

**Date:** Saturday, 8 November 2025

**Time:** 08:00 – 15:00

For more information on customer service offerings and account management, visit [www.e-joburg.org.za](http://www.e-joburg.org.za), or call **0860 562 874 (JOBURG)**.

**ENDS**

**Issued by:**

**Kgamanyane Maphologela**

Director: Communications and Stakeholder Engagement

Group Finance

[stanm@joburg.org.za](mailto:stanm@joburg.org.za)

**Media Enquiries:**

- **Nkosana Lekotjolo:** 082 467 9429 | [nkosanal@joburg.org.za](mailto:nkosanal@joburg.org.za)
- **Poppy Louw:** 069 554 7729 | [poppyl@joburg.org.za](mailto:poppyl@joburg.org.za)
- **Duncan Seoloana:** 065 557 9274 | [duncans@joburg.org.za](mailto:duncans@joburg.org.za)