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MEDIA RELEASE

To : News Editors
From : Kgamanyane Maphologela
Director: Communications & Stakeholder Management
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City of Johannesburg warns residents to beware of fraudsters targeting municipal customers

The City of Johannesburg is urging all residents, businesses, and account holders to remain vigilant as criminal syndicates continue to target customers with fraudulent schemes disguised as official City communication.

These scams often involve individuals posing as City officials, debt collectors, electricity technicians, meter readers, or revenue agents in order to solicit money, steal personal information, or gain unlawful access to homes and businesses.

Common scams currently reported include:

- Fake disconnection threats where fraudsters demand immediate EFT payment to avoid electricity or water cut-offs.
- Impersonation of City officials, using forged ID cards, uniforms, or vehicle markings to request access to properties.
- False SMS notifications claiming outstanding debt and directing customers to non-City banking details.
- Fake meter replacement or inspection visits used to collect “call-out fees” or gain entry into homes.
- Email phishing scams using City logos to trick customers into clicking harmful links or providing account information.

The City reminds customers that:

- All legitimate payments to the City must only be made through official City of Johannesburg banking accounts or authorised platforms such as EasyPay, SA Post Office, Pick n Pay, or www.joburg.org.za.
- City officials do not demand cash payments at your door under any circumstances.
- Disconnection teams carry full identification, official job cards, and branded vehicles, and will never request on-the-spot payments.
- All SMSes from the City originate from verified platforms and will never contain non-City bank account numbers.
- The City conducts meter inspections and replacements through authorised contractors, all of whom carry accreditation and job cards.

How customers can protect themselves

- Verify any communication by contacting the City's 24/7 Call Centre on 0860 56 28 74.
- Report suspicious account numbers, emails, or SMSs immediately.
- Do not let anyone into your property without requesting proof of appointment and identification.
- Cross-check City information on official digital channels, including the Joburg website and social media pages.
- Register on e-Joburg to access your municipal statements and reduce reliance on third-party communication.

According to Kgamanyane Maphologela, Director Communications and Stakeholder Management criminal syndicates are misrepresenting themselves as City officials, issuing fake disconnection notices, and circulating fraudulent banking details to deceive customers into making illegitimate payments. Criminals continue to exploit residents by impersonating the City.

"We urge all customers to remain alert, verify information, and report any suspicious behaviour immediately. Protecting our community is a shared responsibility," cautioned Maphologela.

Reporting fraud

- Residents can report fraud through any of the following channels:
- City of Johannesburg Anti-Fraud Hotline: 0800 002 587
- Joburg Call Centre: 0860 56 28 74
- Email: anti-fraud@joburg.org.za
- Nearest JMPD offices or SAPS station for criminal cases.

ENDS –

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