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MEDIA RELEASE

To: News Editors

From: Kgamanyane Maphologela

Director: Communications & Stakeholder Management

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City warns property owners that disconnection operations will continue throughout the festive season.

The City of Johannesburg has urged property owners to pay their municipal bills ahead of the festive season to avoid spending their holidays without essential services such as water and electricity.

The City's Group Finance Department Director of Customer Communications, Kgamanyane Maphologela, cautions that many customers often fail to prioritise their municipal accounts during the busy festive period — a mistake that may lead to service disconnections.

“During the festive season, especially in December, we see many customers leaving the City for extended holidays. Over the years, we have observed that a large number forget to settle their municipal accounts before travelling,” says Maphologela.

He emphasises that customers should settle their accounts in full and on time before going away, as the City has intensified Level 3 disconnections targeting habitual defaulters. Level 3 disconnection involves the physical removal of electricity cables, conductors, and water or electricity meters. Once implemented, customers are required to reapply for new services through the normal application process — which comes with additional costs.

Maphologela adds that many customers default on their payments during the December holiday period.

“We understand that many families feel the pinch during this time of the year, but we urge customers to honour their municipal obligations. Our credit control procedures remain active throughout the festive season. We would hate to see anyone without access to water or power simply because of missed payments,” he says.

He further encourages financially struggling customers to take advantage of the City's Debt Relief Programme Phase 4, launched on 1 November 2025, which assists residents and businesses in settling outstanding municipal accounts while restoring financial sustainability to the City.

Payment Options

Customers can conveniently make payments through the following channels:

- EasyPay (available at Pick n Pay, Shoprite, Checkers, and other participating retailers)
- Debit orders
- Direct bank deposits
- ATMs
- Internet and cellphone banking
- SA Post Office
- e-Joburg Portal
- Any City of Johannesburg Customer Service Centre, including:
 - **Midrand Civic Centre:** [300 - 15th Road, Midrand](#)
 - **Sandton Civic Centre:** [24 Fredman Drive, Sandton](#)
 - **Roodepoort City Hall:** C/o Berlandina and Dieperink Streets, Roodepoort
 - **Eureka House:** C/o Marlborough Street & Rosettenville Road, Wemmerpan
 - **Lenasia Civic Centre:** C/o Rose Avenue & Eland Street, Lenasia Ext 2
 - **Thuso House:** [61 Jorissen Street, Braamfontein](#)
 - **Ennerdale Ext 9:** C/o Katz Road & Smit Street, Ennerdale
 - **Eldorado Customer Service Centre:** 4046 Link Crescent Avenue, Ext 5, Eldorado Park
 - **Randburg Civic Centre:** Braamfischer Drive & Jan Smuts Avenue, Randburg

Paying your account on time ensures peace of mind and an uninterrupted festive season. Customers with queries can contact **Joburg Connect** at **0860 562 874** or visit any Customer Service Centre.

The City wishes all residents a safe and joyful festive season.

ENDS

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