



a world class African city

City of Johannesburg Metropolitan Municipality

Communications & Stakeholder Management

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MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 23 February 2026

City of Johannesburg Hosts Virtual Debt Relief Phase 4 Engagements Across All Regions.

The City of Johannesburg will host its largest-ever online public engagement sessions for the Debt Relief Programme – Phase 4 across all seven regions of the City.

These virtual engagements form part of the City's ongoing commitment to provide meaningful financial relief to residents and businesses, while promoting the regularisation of municipal accounts in a fair, transparent and structured manner.

Applications for the Debt Relief Programme officially opened on 1 November 2025 and will remain open until 31 October 2026. The programme offers substantial benefits to qualifying customers, including partial debt write-offs and full interest waivers.

Kgamanyane Maphologela, Director for Communications and Stakeholder Management in Group Finance, has encouraged residents and business owners to participate in their respective regional sessions.

"The City is bringing these engagements directly to residents in the comfort of their homes. We urge all qualifying customers to take advantage of these sessions to better understand the benefits available and to receive clarity on any questions they may have," said Maphologela.

Through the Microsoft Teams platform, City officials will provide detailed information about the programme, explain qualifying criteria, outline the application process, and respond to questions from residents and stakeholders.

Online Public Engagement Schedule

All sessions will take place from 18:00 to 20:00:

- Region A – 17 March 2026
- Region B – 24 February 2026
- Region C – 26 February 2026
- Region D – 03 March 2026
- Region E – 05 March 2026
- Region F – 10 March 2026
- Region G – 12 March 2026

Meeting links are available on the City's official website and social media platforms.

How the Programme Works

Eligible customers who apply successfully may receive:

- 50% Debt Write-Off on qualifying municipal accounts
- 100% Interest and Fee Waivers on outstanding amounts
- Flexible Repayment Plans based on customer category and affordability
- Relief measures based on verified and actual meter readings

The programme applies to:

- Residential customers
- Pensioners
- Small and large businesses
- Faith-based organisations
- Non-profit organisations
- Community institutions

All applicants must meet the qualifying criteria as set out by the City.

The City strongly encourages all qualifying customers to utilise this opportunity to resolve outstanding municipal debt, restore their accounts to good standing, and contribute toward sustainable service delivery.

ENDS –

Issued by:

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