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**To: News Editors**  
**From: Kgamanyane Maphologela**  
**Director: Communications & Stakeholder Management**  
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### **City of Johannesburg Urges Customers to Update Contact Details**

The City of Johannesburg has observed that many customers do not update their contact information when opening municipal accounts or when changes occur. This can result in statements not being received, missed payments, and, in some cases, service disconnections.

The City stresses the importance of keeping contact details current to ensure that statements reach the correct account holder and that billing issues are identified and resolved early. Accurate information also allows the City to address estimated or backdated charges before they escalate into disputes.

Kgamanyane Maphologela, Director of Customer Communications in the City's Group Finance Department, urges all customers who are not receiving statements due to outdated contact information to update their details immediately.

"Customers are encouraged to update their contact details to ensure they receive accurate and timely municipal statements and important service notifications," says Maphologela.

Customers should update the following details with the City:

- Primary and alternative cell phone numbers
- Landline telephone number, if available
- Email address for electronic statements

Benefits of updating contact information:

- Avoid missed statements, billing disputes, and service interruptions
- Protect property owners financially
- Improve transparency and accountability
- Enable proactive communication from the City
- Reduce disputes and escalations

Customers can update their information through the following channels:

Email: [CojStatements@joburg.org.za](mailto:CojStatements@joburg.org.za)

e-Joburg: Log in and update contact details at [www.e-joburg.org.za](http://www.e-joburg.org.za)

Call Centre: 0860 562 874

**Customer Service Centres:** Visit any regional office or centre

**Outreach Programmes:** Updates can be done during municipal outreach programmes, Open Days, or when applying for payment arrangements, ESPs, or the Debt Relief Programme

**ENDS –**

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