



a world class African city

MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 03 February 2026

City of Johannesburg dismisses misleading social media claims regarding municipal payments

The City of Johannesburg has become aware of social media messages suggesting that some customers' municipal payments are not reflecting on their statements.

The City would like to clarify that these claims are incorrect. Payments made through official City channels continue to be processed and reflected on customer accounts.

The City also notes allegations that customers with up-to-date accounts may be disconnected due to these issues. This is not the case. Customers whose accounts are in good standing are not subjected to credit control disconnections, in line with the City's Credit Control Policy.

Residents are encouraged to rely on verified City communication platforms and to exercise caution when engaging with unconfirmed information circulating online, as such messages may cause unnecessary concern.

The City further confirms that Customer Service Centres remain operational and continue to accept payments as usual. These centres remain a trusted option for residents who prefer in-person services.

The City remains committed to providing secure and reliable payment systems and will continue to keep customers informed through official communication channels.

Customers can make payments through the following approved channels:

- EasyPay (Pick n Pay, Shoprite, Checkers, and other retailers)
- Debit orders
- Direct bank deposits
- ATMs
- Internet and cellphone banking
- SA Post Office
- e-Joburg Portal
- City of Johannesburg Customer Service Centres

Customers with queries may contact **Joburg Connect** at **0860 562 874** or visit any Customer Service Centre.

ENDS –

Issued by:

Kgamanyane Maphologela

Director: Communications & Stakeholder Management

Group Finance

Email: stanm@joburg.org.za

Media Enquiries:

Nkosana Lekotjolo: 082 467 9429 | nkosanal@joburg.org.za

Poppy Louw: 069 554 7729 | poppyl@joburg.org.za