

## Covid-19 Various Customer Engagement Channels

In order to ensure accessibility to all our customers during and beyond the **#COVID-19** lockdown period, the City has various ways through which customers can interact as they make account enquiries.

Please feel free to use any customer engagement channel most convenient to you.

### Remember to practise all the precautionary Covid-19 measures:

- Stay at home;
- Wash your hands regularly;
- Practise social distancing;
- Wear a mask;
- Cover your mouth when coughing.

### Get in touch with us.

Channel	Name		Purpose
Email	Waterfall Customer Service Centre	regionArevenue@joburg.org.za	Account Enquires
Email	Randburg Civic Centre	regionBrevenue@joburg.org.za	Account Enquires
Email	Roodepoort Civic Centre and City Hall	regionCrevenue@joburg.org.za	Account Enquires
Email	Jabulani Civic Centre	regionDrevenue@joburg.org.za	Account Enquires
Email	Sandton Customer Service Centre	regionErevenue@joburg.org.za	Account Enquires
Email	Thuso House Customer Service Centre	regionFrevenue@joburg.org.za	Account Enquires
Email	Lenasia Customer Service Centre	regionGrevenue@joburg.org.za	Account Enquires
Email	Credit Control	creditcontrol@joburg.org.za	Payment Arrangements
Twitter		@joburgFinance	Information
Facebook		Joburg Finance	Information
Instagram		@cityofjoburg	Information
Website		www.joburg.org.za	Information
Call Centre		0860 562 8774	Account Enquiries
YouTube		joburg Finance	Information

The safety of our staff and customers remain a priority as we continue to fight Covid-19.

A message brought to you by: City of Johannesburg  
Group Finance: Communication and Stakeholder Management