Dear Residents

Please find below methods of logging your service issues with the City of Johannesburg.
If after the service time indicated below your query hasn't been attended to, please be in touch stating
the reference number, date logged and detail.

City Service	Type of Issues	Turn Around Time	How to Contact
Joburg Water	Water Burst	2 days	**During Office Hours & Weekends 8am to 4pm: Email: customerservice@jwater.co.za OR SMS 0826532143.** All other times 011 375 5555, Option 3.
	No Water	1 day	
	Sewer Leak/Blockage	1 day	
	Meter Leak	4 day	
	Fire Hydrant Leak	2 days	
	Bees in meter box	3 days	
City Power	No Power to area/property	4 hours	**All Hours: www.citypower.co.za** click "Fault Logging" OR on mobile phone **http://citypower.mobi**. If unable to log yourself, suggest that someone who has PC access logs it ELSE use call centre 011 375 5555, Option 2
	1 Phase not working	4 hours	
	Intermittent Power	4 hours	
	Illegal Connection	5 days	
	Dangerous Situation	Immediate	
	Street Light not working	7 days	
	Faulty Meter	5 days	
Joburg Roads Agency	Pothole	3 days	**Email: hotline@jra.org.za** OR call 011 375 5555
	Manhole Cover missing	2 days	
	Blocked kerb inlet	3 days	
	Road Collapse	Immediate to make safe	
	Street Sign damaged	5 days	
	Street Sign missing	5 days	
	Traffic Signals All Out	Usually 1 day	
	Traffic Signal Flashing	1 day	
	Traffic Signals Bulb Out	3 days	
City Parks	Cutting of Park	Dependant on season/time of year	**Call the call centre 011 375 5555**
	Cutting of Tree		
Revenue/Account Query	Incorrect Account	Dependant on type of revenue query and billing cycle	**Call the call centre 011 375 5555 or email statements@joburg.org.za**
	Incorrect Billing		
	No Account Received		
Law Enforcement	Traffic Violations	Dependant on incident/circumstance and resources available	**Call the EMS/JMPD call centre 011 375 5911**
	Noise		
	Dumping		
	Motor Vehicle Accident		
	Vagrants		
Pikitup	New/additional bin request	48 hours	**Call the call centre 011 375 5555**
	Bin stolen (need case #)	48 hours	

The above are guidelines of turnaround time and depending on several factors issues may or may not be resolved in the time frame stated above.

Be sure to state the exact type of problem so to ensure that it is logged correctly.