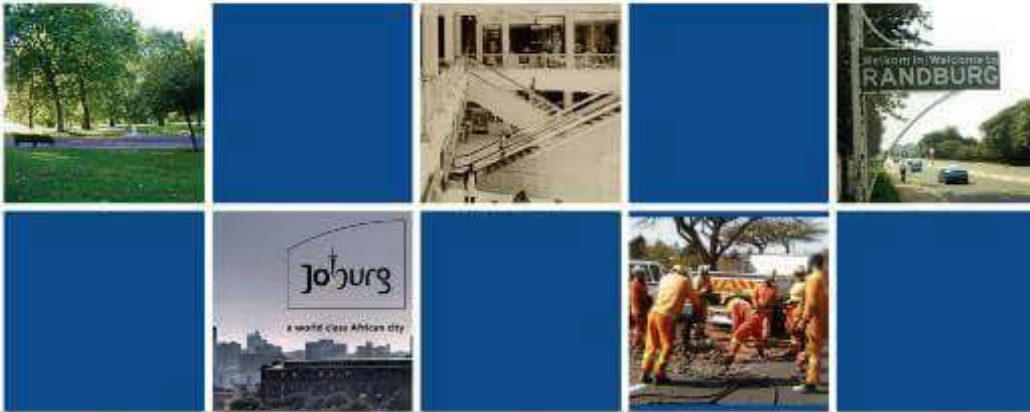


LOGGING PROBLEMS WITH THE CITY COUNCIL

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. OR ELSE: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.



The City of Johannesburg relies on its residents to log service delivery failures so that it may have the opportunity to attend to them. If issues are not logged on the City's service delivery systems, the entities are likely unaware of the breakdowns and until you report such, the breakdowns may remain unresolved.

As active citizens that live, work and play in the City of Johannesburg you need to get involved and LOOK AND LOG. That way you hold the local government officials accountable for service delivery.

The Councillors in the City of Johannesburg serve as the interface between the citizens they represent and the municipal officials who design and implement development policies. The councillor's job is not just to serve as the voice of the people, for the expression of their community needs, but also to act as a watchdog and ensure the municipality implements policies to address the needs of citizens. It is therefore important that should issues you log not be adequately addressed, such be brought to the attention of your local Ward or PR councillor.

TAKE CHARGE OF YOUR SUBURB AND LOG ISSUES THAT NEED ATTENTION!

City Service	Type of Issue	Service Level Agreement Turn Around Time	1st Option to have issue logged	2nd Option to have issue logged
Joburg Water 	Burst Water pipe	12 hours	Email: customerservice@jwater.co.za , call 0116881699 or SMS 0826532143.	Call 0860JOBURG - Option 3
	No Water	1 day		
	Sewer Leak/Blockage	24 hours		
	Meter Leak	7 days		
	Fire Hydrant Leak	2 days		
	Bees in meter box	3 days		
City Power 	No Power to area/property	30% within 1.5 hours 60% within 3 hours 90% within 7.5 hours 98-100% within 46 hours	Log using your mobile device: citypower.mobi	Call 0860JOBURG - Option 2
	Illegal Connection	24 hours		
	Dangerous Situation	Immediate		
	Street Light not working	2 days		
	Meter Conversions	72 hours		
	Faulty Meter	72 hours		
Joburg Roads Agency 	Potholes	3 days	Send an email to hotline@jra.org.za or if urgent Call 0860JOBURG - Option 5	Call 0860JOBURG - Option 5
	Manhole Cover missing	24 hours		
	Blocked kerb inlet	24 hours		
	Road trenches	2 days		
	Road Collapse/ Dangerous Situation	Immediate to make road safe		
	Road marking/signage	7 days		
	Traffic Signal faulty	12 hours		