



T: 0860 103 089

31 March 2020

Dear City of Cape Town account holder

It is essential that you please continue to pay your municipal account/s to enable the City to function while fighting COVID-19.

Please call 0860 103 089 for any queries/assistance and payment arrangements.

Below are the convenient payment options for account payments as City cash offices are closed:

- Online banking and [www.Easypay.co.za](http://www.Easypay.co.za) or [www.payCity.co.za](http://www.payCity.co.za)
- EFTs: Select the City as a bank-listed beneficiary. Use only your nine-digit municipal account number as reference
- Checkers, Pick n Pay, Shoprite, Spar and Woolworths
- Use the City's [online e-services portal](#)
- Via ATM, contact your bank to add the City as an ATM beneficiary

#### **Invoices**

- Billings will be based on estimations to avoid huge bills when readings are finally obtained. Estimations will be done over the lockdown period and compared to the consumption over the same period in 2019.
- Invoices will not be printed and posted, but previous invoices could be used to pay an equivalent amount, but invoices could be emailed if customers request it via email: [copy.invoice@capetown.gov.za](mailto:copy.invoice@capetown.gov.za)

#### **To apply for indigent relief:**

Email [indigent.relief@capetown.gov.za](mailto:indigent.relief@capetown.gov.za) or visit [www.capetown.gov.za/indigentbenefits](http://www.capetown.gov.za/indigentbenefits)

Thank you.

**Yours faithfully,**  
**Trevor Blake,**  
**Director of Revenue,**  
**City of Cape Town**