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Lock-Down Facts Sheet– City of Johannesburg

What is a lockdown?

- The nation-wide lockdown is necessary to fundamentally disrupt the chain of transmission of COVID-19.
- It will prevent the spread of the virus and save the lives of South Africans.

What is the purpose of a lockdown?

- Lockdown is an emergency protocol that requires South Africans to stay at home except for essential purposes.
- Grocery stores, pharmacies, banks and other essential services industries will remain open.
- All non-essential activities are suspended.

What will I be able to do under lockdown?

- Seek medical care
- Buy groceries
- Visit the pharmacy
- Access banking services
- Get petrol

Group Finance

Credit control action has been suspended for the duration of the lock down (27 March – 16 April 2020);

- Interest on overdue accounts up to 30 days have been suspended for duration of lock down;
- Acknowledgment of Debt arrangements are suspended for the duration of the lockdown;
- New water cuts across the City will not be effected during the lockdown period. All customers whose services have been disconnected in accordance with the credit management bylaws must still make the necessary arrangement, to ensure that water is restored, as it is necessary to combat the spread of Covid-19.
- Customer Service Centers will be closed from 26 March 2020 at 00:00 until 16 April 2020;
- Refunds and clearances will be closed for the duration of the lockdown;
- All Soweto Water Pay points will be open in order to continue servicing pre-paid customers.
- Contact Centre support – E-services, emails online, web internet facility, accessing to billing, account information – will be closed for 21 days with exception of:
 - EMS call taking centre;
 - Water technical
 - Electricity technical
 - Customers will be encouraged to pay their municipal account to ensure that services etc. can continue.
- Limit the handling of cash by rather paying their municipal account via debit orders, cell phone banking, internet banking or at one of our 3rd parties, i.e. SA Post Office, Woolworths, Pick'nPay, Shoprite Checkers, and others.
- Customers can log queries via email to joburgconnect@joburg.org.za, visit the City's website www.joburg.org.za on e-Services to receive their municipal statements through email and for additional information.
- Please also remember that there are lots of alternative ways to get in touch with us. You may phone our Call Centre on 0860 Joburg (562874) for any further information.



Service Delivery Interventions:

Joburg Water: Operation

Joburg Water will continue operations whilst ensuring that the impact of COVID 19 on the workforce and residents of the Johannesburg are minimized by implementing the following:

- The Entity operations teams will be on the ground daily to attend to urgent burst pipes. Capacity has been increased, especially on weekends and holidays to ensure that residents have access to all services.
- The entity will enhance services (water tanks) in informal settlements across the City and desludging of chemical toilets will also be prioritised.
- Residents who are on Expanded Social Package (ESP) will continue to get water until the lockdown is over and they are able to renew the service at the nearest customer centre
- New water cuts across the City will not be effected during the lockdown period as access to water is necessary to combat the spread of Covid-19
- We urge all residents of the City to continue to log calls using the below channels in order to improve turnaround times and improved customer experience.
- Facebook: Johannesburg Water and Twitter @JHBwater
- Call Centre: 011 375 5555/ SMS 076 333 5052/ Email: Customer@jwater.co.za

Pikitup

- Pikitup will be collecting waste. The entity has been declared an “essential service,” by the Department of Cooperative Governance and Traditional Affairs.
- Where Pikitup is unable to collect waste residents are advised to make use of its garden sites to dispose of excess waste. For more information on the location of garden sites residents are advised to visit www.pikitup.co.za
- Pikitup will also be providing an all-inclusive refuse removal packages in informal settlements in an effort to curb the spread of COVID-19 in densely populated areas. The services will consist of the following activities:
 - Round Collection Refuse (RCR), for formalised settlements with access roads;
 - Litter Picking and Street Cleaning; and
 - Removal and Clearing of Illegally Dumped Waste;
 - Removal of centrally disposed waste, in heaps or in bulk containers (skip bins).

City Power

Walk-in technical and non-technical services will be suspended until further notice. They include:

Account queries – accounts adjustment, billing queries, charging on estimation/wrong meter, or those not billed at all.

- Customers should rather use the details provided below to send us an email, call us, or fill in the query register form at the security for those who feel it's necessary to come to City Power in Booyens. The query register will be checked every hour and customers will be called back.
- Technical queries - including faulty meters, by-passed meters, stolen meter, meter tests, pre-paid meter problems including those unable to load units, prepaid meter not registered, pre-paid vouchers not working, or illegal connections, Customers must rather log a call with the Call Center, City Power APP- citypower.mobi, and a technician will be dispatched.

The following channels can be used by Customers to contact us during this time:

Contact Centre – 011 490 7484 (Monday to Friday, From 08h00 – 17h00)

- Call Centre – 0860 562 874 (Monday to Sunday, 24 hours)
- Email – estimations@citypower.co.za or wmcqueries@citypower.co.za
- City Power website – www.citypower.co.za



Transport

Metrobus

- Scaling down on the number of passengers in all buses
- Capacity will be at 50%
- All buses are being disinfected at every way twice a day
- Bus drivers have been given protective clothing
- Hand sanitizers have been made available for commuters on all buses
- Number of passenger will be limited in each bus to maintain healthy social distance.
- No cash will be accepted
- Tags are available for free for first time users at all outlets.

From Friday Metrobus will be running seven buses a day

- 1x Soweto to Sunninghill via Sandton starting at 5am
- 2x Roodepoort to Gandhi Square at 6am and 7am
- 2x Rosentenville to Charlotte Maxeke at 6am and 7am
- 2x Gandhi Square to Sandton at 6:30 am and 7:30am

Rea Vaya

Provision is made for essential transport to continue. The following are imperatives:

- Scaled down service
- Hygiene,
- Social distancing, and
- Communication

The morning peak is from 5H00 to 8H30 (last T1 and T3 busses from Thokoza Park) and afternoon peak is from 16H00 to 20H00 (Last busses of T1 and T3 from Ellis Park and Library Gardens).

This is a much reduced service, the normal service requires 222 busses per day and this lock down service will only requires 62 busses to operate the whole network.

Economic Development

- Once National Government has finalised the guidelines with regard to the operation of spaza shops during lockdown, CoJ will align itself with these. The guidelines are currently being finalised for gazetting this afternoon, after which they can be shared with us if necessary/required for distribution via the #COVID19 CoJ Newsroom Forum.

Social Development

- The ESP rebates will be extended automatically for an additional six (6) months. Qualifying individuals need not present themselves for re-registrations. This includes all beneficiaries whose registration expire in March, April, May & June 2020 (unless the lock down is uplifted prior to May & June).
- Enquiries can be directed to Farida Taaka: 082 550 4816 OR Tino Singo: 082 708 9589.

Placement of displaced people

- Councilors are encouraged to send an sms/whatsapp with the address of where the displaced are located to the following number to the Displaced Person Unit who will be ready to assist. They can be contacted on 083 702 6806 Or 083 702 6807.



Cemeteries and Crematoria

- Funerals booking offices will be opened from (Monday – Friday) with skeleton officials.
- Burial & cremation bookings can be processed within a 24-hour notice period.
- Burials will be conducted daily to reduce weekend congestions.
- Re-open (re-use of graves) applications are subjected to a 48-hour notice period.
- All burial procession should have less than 50 people gathering at any given time with the emphasis being on fewer if possible.
- Cremations services are limited to less than 40 people at the chapel and will be undertaken on a daily basis.
- Funeral ushering services will be in place.
- TLB's will be made available to assist with grave closures during this period ONLY.
- Grave tracing processes will be halted during the lockdown period.
- The public is encouraged to adhere to all health and safety measures that are in place and practice social distance during all funerals processes.

Public Safety

- All COJ Licensing centres are closed
- Permit guideline: employee and employer

All persons employed at essential services, such as supermarkets, chemists, Hospitals, etc. Must have a letter which must comply with the following:

1. The letter must be an original official letter with letter head (in color).
2. The full name/s, Surname, ID number and address of employee and short Job Description.
3. The employer's name and address, e.g. Pick n Pay, Langeberg Mall, Mossel Bay, and official business stamp. (If not available it must be brought to the attention of the Chief Fire Officer.
4. Business hours of the company, e.g. from 07:00 till 19:00.
5. Name and contact number of Manager.
6. Original signature of Manager.

This letter and ID/Drivers license (any form of ID with a photo) must be in possession of the employee at all times.

- If the essential services company employ cleaners or security personnel they must have the same letters from their companies.
- If the company have a contract with a transport provider, that transport provider must also be in possession of a letter to state that reason.
- Nurses and security personnel with appointment certificates which have a photo displayed may also use it as proof of Identification.
- After draft up company letter, authorization letters must go to Chief Fire Officer at Disaster Centre for final approval where a stamp and signature will appear,

Time frame to be at Disaster Centre Office is:

Today 2020-03-25 from 10:00 until 16:00

Tomorrow 2020-03-26 from 07:00 until 16:00

From 2020-03-27 Mr Nortje can be contacted on 079 872 8989 if any emergency arises.



Health

To those patients who plan to visit COJ clinics, the following changes are to be affected:

- Patients stable on chronic medicines will be issued with a two/three -month supply at a time.
- It should be noted that due to the prevailing circumstances, there are medicine shortages and, in some cases, medicine out of stocks, but alternatives will be communicated.

Immunization/Vaccination to continue for Pregnant mothers, children and acute patients, including prevention programs.

As part of efforts to decongest our clinics the department is to:

- Increase medication pickup points across the regions working closely with partners.
- Medication can be collected at our Sharp-left containers placed at clinic grounds
- All clinics will continue to operate normal hours of between 7 am to 6pm.
- Limited hours on Saturdays.

Community Development

Community Development department has identified 175 facilities to be used as temporary emergency accommodation should the need arise.

Partnerships

- Group Communication and Marketing and the Executive Mayor's office will centralize and coordinate partnership requests and proposals.

