

CITY OF CAPE TOWN SERVICES & ENQUIRIES

GENERAL ENQUIRIES

ESSENTIAL SERVICES QUERIES

Our customer call centre is only available for queries related to essential services including water, sanitation, refuse removal, payment arrangements and reconnections during the lockdown period. Download our [COVID-19 Customer Service Channels Pamphlet](#).

24/7 Customer Call Centre

All queries will be directed via the Water queue:

Telephone:

[0860 103 089](tel:0860103089) (option 2)

Email:

water@capetown.gov.za

SMS to 31373 (max. of 160 characters)

Fax:

[086 201 1017](tel:0862011017)

CITY CONNECT

[Submit a service request \(C3\)](#)

FreeCall lines

Find a FreeCall line at [your nearest clinic](#).

Accounts

To request copies of invoices only. Please note our [updated billing process](#) at this time.

Email:

copy.invoice@capetown.gov.za

Emergencies

Telephone:

[021 480 7700](tel:0214807700) from your mobile or 107 from a landline.

Reporting

We will only be able to respond to complaints which critically affect service delivery, such as a burst water mains and other life- and property-threatening incidents. Submit your critical service delivery and fault reports online www.capetown.gov.za/servicerequests.

Electricity faults - City of Cape Town

SMS:

31220 (free SMSes do not apply)

Email:

power@capetown.gov.za

Refuse services:

Telephone (Emergencies only):

[0860 103 089](tel:0860103089)

Fax:

[086 010 3090](tel:0860103090) / [021 400 4302](tel:0214004302)

Email:

wastewise.user@capetown.gov.za

Water and Sanitation:

SMS:

31373 (free SMSes do not apply)

Email:

water@capetown.gov.za

Fax:

[021 957 4726](tel:021 957 4726)

Illegal occupancy / land invasion

24-hour hotline:

021 596 1999

Cable theft

Telephone:

[0800 222 771](tel:0800 222 771)

Fax:

[021 400 5910](tel:021 400 5910)

Roads and stormwater (potholes / flooding / fallen trees / open manholes / chemical spills)

Telephone:

[0800 656 463](tel:0800 656 463)

Email:

Transport.Info@capetown.gov.za

Traffic signal faults

24 hour telephone:

[0800 656 463](tel:0800 656 463)

Metro Police and Traffic Services

Telephone:

0860 765 423

Transport Information Centre

Telephone:

[0800 656 463](tel:0800 656 463)

Dial-a-Ride:

Dial-a-Ride will be operating to provide registered users with transport to access essential services and medical facilities. Bookings are essential.

Telephone:

0800 600 895

Councillors

Councillors are available to assist with urgent matters via telephone or email.

Councillor Sharon Cottle



Party:

DA

Cell number:

082-436-3069

Email:

sharon.cottle@capetown.gov.za

Business number:

021 400 1303

All subcouncil offices are closed to the public until further notice. Urgent matters can be reported to the [respective area director](#).

Mayor's Office

Telephone:

021 400 1301 / 021 400 1322

Email:

mayor.mayor@capetown.gov.za

SERVICE REQUESTS

Submit a service request (C3)

The primary goal of service requests is to ensure effective service delivery throughout Cape Town. If you would like to submit a service request, report a fault in your area or log an issue, you can do so via our customer call centre at **0860 103 089 or online at www.capetown.gov.za/servicerequests**

The City of Cape Town's service request application ensures that you are able to report issues or send requests to the correct line department, such as:

- animal carcass removal
- blocked stormwater drains;
- electricity outage/ unscheduled outages;
- graffiti and stolen or vandalised City property;
- uncollected refuse or waste;
- tree removal and cutting;
- tree root, trimming, pruning;
- illegal dumping;
- leaking water pipes;
- maintenance of open spaces, parks and public spaces
- mowing of vegetation;

- noise nuisances;
- problem buildings (abandoned and derelict buildings);
- public toilets/ ablution facilities unhygienic;
- speeding and traffic offences;
- traffic calming (speed bumps), new or damaged street signs
- unruly or inappropriate behaviour;
- unscheduled water supply disruptions
- vagrants and illegal squatting

How to submit a report

Go to the [service requests web application](#) and select the service request you would like to make using the drop-down menu.

You can use our [Fault Reporting Guide](#) to find out if your request falls into any of the predefined categories.

PLEASE NOTE

If your service request does not fall under any of the categories provided, you can contact the [relevant department](#) using the information on the relevant contact pages.

Once you have made your selection, describe the request as thoroughly and accurately as possible by including as much detail as you can, as well as statements or comments from any third parties also involved.

Provide your current contact details. It is important that all of these details are correct, as the City may need to contact you about the status of your request. Once you have submitted your service request, you will be issued with a reference number.

REFERENCE NUMBERS

Please ensure that you do not lose your reference number, as you will need to give it to the City if you want to follow up on the status of your service request.

How to escalate an unresolved service request

The City makes every effort to attend to any service requests submitted by a resident. If, after following up on progress, you feel that your request is urgent and has not been given proper attention then you can escalate it to the Executive Mayor for resolution.

Service requests must in the first instance be logged with the City via one of the following channels:

- Call Centre on [0860 103 089](tel:0860103089) (All service requests)
- SMS to 31220 (electricity faults)
- SMS to 31373 (water faults)
- Email to contact.us@capetown.gov.za
- [Walk-in Centres](#)
- [Subcouncil offices](#)

Please ensure that you receive a reference number for your service request. This number needs to be quoted when following up on the progress of your query.

If your request remains unresolved, please contact the Call Centre to check on progress. A senior Call Centre agent will escalate the matter and provide feedback on when it will be resolved. If your request remains unresolved after following up, you can refer the matter to the Office of the City Ombudsman for investigation. Alternatively, if the matter is urgent and warrants direct intervention, it can be referred to the Executive Mayor.

How to escalate a service request to the Executive Mayor

Step 1: Draft your submission letter. Ensure you explain the situation and nature of your request in as much detail as possible. Please note that your letter must contain the names of all the officials you have spoken to, as well as an account number if it's an account-related query. Remember to include any reference number related to your previous service request enquiry.

Step 2: Submit your letter by emailing mayor.mayor@capetown.gov.za. You can also hand deliver your request by putting it in the Mayor's internal post box, which can be found at the Podium Block information desk in the Cape Town Civic Centre.

Contact us

City Call Centre

- Telephone:
[0860 103 089](tel:0860103089)
- Email (account queries):
accounts@capetown.gov.za
- Email (general enquiries):
contact.us@capetown.gov.za
- Online fault reporting and service requests
www.capetown.gov.za/servicerequests

Mayor's Office

Telephone:

[021 400 1301](tel:0214001301) / [021 400 1322](tel:0214001322)

Email:

mayor.mayor@capetown.gov.za

OTHER

Important Numbers

Princeton Control Room 0860 222 820 / 021 448 9030

Police (Wynberg) 021 799 1300

Police (van) 082 378 7986

Fire (Wynberg Fire Station) - 021 797 6197

Ambulance – Netcare (closest) 082 911

Ambulance – ER24 084 124

Ambulance (Metro) 10177

Traffic & Metro Police 0860 765 423

Metro Police 021 596 1999