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City of cape town electricity faults contact details. City of cape town complaints number. City of cape town complaints email address.

Matters falling directly under the jurisdiction of the City of Cape Town are often reported to us, eg electricity faults, water leakages, traffic signals, traffic offences. Any problems or faults of this nature should be reported directly to the relevant City department and NOT to our Portfolio Manager. The reason why you should personally report problems or faults is that the relevant department often requires more information or specifics about the problem, our Portfolio Manager does not have such information. If an offence has been committed, the person reporting it may be asked for a sworn statement about the incident, again something our Portfolio Manager cannot provide. Contact details for various Municipal departments in Cape Town are provided below; you can also visit the City of Cape Town website (link on right) for more information. All accounts enquiries, including electricity, water consumption, etc. 086 010 3089accounts@ capetown.gov.za Flooding, landslips, etc. All-hours number. 021 597 5000DisasterOperations.Centre @capetown.gov.za Fault reporting, including street lights. General enquiries. 080 022 0440 ESKOM serviced areas. 086 003 7566 Squatter control. 080 022 5669 Metro Police 086 076 5423 Any complaints or concerns regarding City operations can be directed to the Ombudsman. 021 400 5486/7 Any issues regarding City properties in the Blaauwberg area; eg state of buildings, state of vacant municipal land. 021 938 8057 For problems or enquiries re municipal refuse removal at Royal Ascot, contact Mr van Rooy. 076 164 5452 All concerns about state of roads, potholes, flooding, traffic signs; and stormwater blockages, etc. 086 010 3054 Weekly refuse removal at Royal Ascot: Mr Van Rooy 076 164 5452 Refuse removal, area cleaning, illegal dumping, etc. 086 010 3089 General contact number for reports and complaints. Also number for traffic signal faults. 086 076 5423 Emergencies such as leaks & burst pipes. Complaints re water wastage, etc. 086 010 3054 We've detected that JavaScript is disabled in this browser. Please enable JavaScript or switch to a supported browser to continue using twitter.com. You can see a list of supported browsers in our Help Center. Help Center 1. NEW SMS LINE TO REPORT WATER AND SANITATION PROBLEMS Members of the public can report problems or raise queries relating to municipal water and sanitation services, such as faults in water management devices, leaking or faulty water meters, blocked sewers, and burst water pipes by sending an SMS of no more than 160 characters to the number 31373. All that is required in the SMS is the customer's name, Erf number and/or account number, street address and a brief description of the fault. The complaint will be logged for remedial action and response sent to the sender with a reference number. The cost of this service is 80 cents per 160 character SMS. If further information is required, the Call Centre staff will call the sender. The Water Services Technical Operations Centre hotline (0860 103 054), and e-mail: , will continue to operate. 2. NEW SYSTEM FOR REPORTING SERVICE DELIVERY PROBLEMS The C3 electronic reporting system for all service delivery complaints & queries is now in place. Call 0860103089 or email Your contact is logged & a reference number will track progress. 3. Electricity problems should be reported by sending an SMS of no more than 160 characters to the number 31220. The SMS must contain the customer's name, erf number and/or account number/pre- paid meter number, street address and a brief description of the fault. At present, the Electricity SMS service is for problems such as faults in the house supply, faulty street lights, pre- paid meter faults and cable theft. You can also phone 0860 220 440 or email LAW ENFORCEMENT - to deal with enforcing the city's by-laws: dumping, dogs, loud noise, etc.: 021 710 8251 or e-mail: . WOODSTOCK MUNICIPAL DUMP - is situated in Railway Street, Woodstock - open 7 days a week from 7am to 5pm. From Lower Main (Albert) Road take the bridge to the N1 / Paarden Eiland. On the bridge, at the traffic lights, turn left into Beach Road - past Waltons to the end of the road and turn left into Railway street. The dump in on your right. It is signposted from the bridge as "Woodstock Drop Off". Building rubble should be put in heavy duty bags. 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. Infrastructure faults include potholes, broken streetlights, missing street signs and other road signs, faulty traffic lights, exposed electrical cables, blocked drains, water leakages and sewage overflows. These are referred to as service requests (C3's). The OBSID is not solely responsible for reporting infrastructure faults to the City - anyone can do it. Follow the prompts to log the request. Please note that you can follow up on your request once it's logged. Notes: When describing the fault, it's important to log as much detail as possible. If you're reporting a water related fault, indicate whether the water is clear or discolored. You may also need to provide your meter number when reporting water leaks within private property. If you're reporting a missing drain cover and cannot attach a picture at the time, describe the shape of the drain cover. Roads and stormwater drain covers are different from water and sanitation drain covers. This detail may save the City from having to do inspection and may save time on fixing the fault. Give a street address or describe landmarks that will assist the service team to locate the site of the fault. When reporting the location, you may be required to drag the GPS pin closer to the location if the pin is not accurate. Attach images of the fault if you have them. Remember to take down your reference number so you can follow up on your request at a later stage. You can send an SMS to the City to report faults using - 31220. A reply SMS with a reference number will be sent to you. Call the City on 0860 103 089 and follow the prompts. Postal Private Bag X9181, Cape Town, 8000 Physical Civic Centre, 12 Hertzog Boulevard, Cape Town Tel 021 400 1111/0860 103 089 Fax 021 400 1313/0860 103 090 Web www.capetown.gov.za Accounts 086 010 3089 accounts@capetown.gov.za Electricity 086 010 3089 Contact.Us@capetown.gov.za Refuse & Waste 086 010 3089 Contact.Us@capetown.gov.za Roads 086 010 3089 TMCInfo@capetown.gov.za Service Delivery 086 010 3089 Contact.Us@capetown.gov.za Water 086 010 3089 water@capetown.gov.za The information in this directory is compiled from various sources and is subject to continual change. If you notice any errors or omissions, contact us so that we may correct them.

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