



## Switch to eBills

### Frequently Asked Questions

<b>1.</b>	<b>Is it compulsory to register for emailed bills?</b>
	Yes, after 31 December 2025 the City will no longer be sending out municipal accounts via the South African Postal Service, only on exceptional circumstances and application.
<b>2.</b>	<b>How do I register for emailed bills?</b>
	It is now very easy: For emailed bills, simply send an email or SMS with your email address and account number by 31 December 2025 to: Email: <a href="mailto:Revenue.Eservices@capetown.gov.za">Revenue.Eservices@capetown.gov.za</a> SMS: 31223
<b>3.</b>	<b>What happens if I don't have an email account?</b>
	The City will assist all customers without email accounts. Please phone our Call Centre to alert us to the fact that you do not have access to emails by phoning <b>0860 103 089</b> .
<b>4.</b>	<b>Why is the City making this switch?</b>
	We aim to have almost 100% of all customers on emailed accounts from 31 December 2025. <ul style="list-style-type: none"><li>- This reduces the risk of bills not being delivered by the South African Post Office.</li><li>- It provides easy access to via one's computer or smart phone or in whichever way the email is accessed.</li><li>- You can easily access it on the go if you needs a proof of address.</li><li>- It saves paper and is crucial for a more environmentally and resource-efficient approach to conducting business.</li><li>- It reduces the cost of printing and postage and is beneficial to the residents and ratepayers of the City of Cape Town metro.</li></ul>
<b>5.</b>	<b>From when does this come into effect?</b>
	It is with immediate effect but customers have until 31 December 2025 to make the switch.
<b>6.</b>	<b>Will I still be able to access my account on e-Services?</b>
	Yes.
<b>7.</b>	<b>Can I still register for e-Services?</b>
	Yes, please do.