a world class African city

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3-Days Left: City Power Extends Working Hours and Suspends Penalty Fees for Non-Vending Customers to Fast-Track Meter Upgrades

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City Power will extend working hours and suspend penalty fees for non-vending customers as we race against the clock to complete the metering upgrades ahead of the looming Token Identifier (TID) rollover project deadline. While we are pleased that over 99% of our vending pre-paid meters have been duly upgraded, there's still a handful of vending customers who are still outstanding. On Monday, 18 November 2024, we were sitting with 1061 customers whose meters were still pending the upgrades, plus 119 that were partially upgraded.

We are now left with 1001 customers requiring upgrades. Out of those outstanding customers, 562 are in Alexandra where our technicians are still facing some reluctance from customers. However, we have noticed that the majority of those customers who are refusing to give us access into their properties are opting to visit our Service Delivery Centres, to seek assistance with upgrades. We also have about 255 meters outstanding in Midrand. We have encountered some difficulties in locating some of these meters due to address issues. We are working on resolving this challenge through the normalisation programme. Our technicians have visited an additional 188 customers needing upgrades but could not get access because owners are not available during weekdays. Our teams that will be working at night and over the weekend will attend to this group of customers.

From today, our Service Delivery Centres across the city of Johannesburg will remain open until 19h00 in the evening to address the backlog of meters that need upgrading. Our offices will also be open on Saturday and Sunday to allow our teams to continue attending to TID related queries for extended period of time. With just three days left before the deadline, we have also increased boots on the ground, with dedicated teams spread across all areas of supply, conducting audits, and providing added support to customers to expedite the process of recoding those meters. Additionally, we have deployed more technicians and resources to our SDCs and customer call centre to specifically address TID-related queries to ensure that no one is left behind.

For customers who have not been vending, most of whom are in non-affluent area, City Power has opened a grace period between now and Sunday, where it will help resolve TID enquiries including changing customers' meters without any penalty fee imposed. Ordinarily, it would cost about R14 000 for a single-phase meter and over R30 000 for three-phase meter to be replaced as a penalty for tampering. Given the present circumstances, City Power has decided to suspend the penalty fees, to ensure that each customer is accommodated. However, anyone who refuses to take advantage of this opportunity will not only be unable to load units after this coming Sunday, but they will also have to pay those penalties.

From Thursday morning, we started noticing an increase in the number of people visiting our centres, seeking help with TID-related challenges. The majority of those customers are from Naturena, Eldorado Park, Lenasia, Reuven and other areas. This demonstrates that communities are rejecting false information that has been circulating around the TID programme. What we have also observed is that most of the customers are visiting City Power Head Office in Reuven, Booysens. We wish to inform customers to rather visit their nearest centre (SDC) and avoid standing on long queues at the head office. We also encourage all outstanding customers to use the Do-It-Yourself (DIY) method to complete the upgrade as an alternative. By purchasing electricity units, customers with unconverted meters will receive three 20-digit token codes, the last of which is the unit token code. If all three tokens are accepted, it means the meter has been successfully upgraded, and the display will

show a smiley face as confirmation. Another option is to get in touch with us by contacting our call centre on 0800 202 925, where a technician will be assigned to assist over the phone or arrange a visit at a suitable time.

We are also pleased that non-vending customers are increasingly coming forward. In the past few days, we have received about 368 calls through our call centre line, with queries from the majority of non-vending customers. About 6 of those calls were from Alexandra, Midrand 31, Hursthill 45, Inner City 31, Lenasia 79, Randburg 32, Reuven 106, and Roodepoort 38.

For customers who are unsure about the status of their prepaid meters, below are some of the methods to confirm:

• **Receipt verification:** After purchasing electricity units, check your receipt. If your prepaid meter has been converted, it will indicate "KRN 2" underneath the token units.
• **Contact Our Call Centre:** For immediate assistance, you can reach out to City Power's call centre Toll Free number on 0800 202 925. Our representatives are available to help you confirm the status of your meter.
• **Visit Our Customer Service Centres:** You are welcome to visit any of our customer service centres, where our staff will assist you in verifying your meter status.
• **Key in the code:** Key **in 1844 6744 0738 4377 2416** in the CIU of the meter.

We urge customers not to pay any technician, contractor or anyone purporting to be from City Power. Those making demands for cash payments must be immediately reported to our Security Risk Management on 0800 002 587. Under no circumstance should anyone carrying out work sanctioned by City Power demand payment directly from customers. We will not hesitate to take drastic measures to deal with employees who attempt to defraud customers.

While we have made considerable progress in converting nearly all of our vending prepaid meters, a challenge remains with non-vending prepaid meters. The majority of those customers have bypassed their meters to avoid paying for electricity and are refusing our technicians access for meter audits. However, we are actively addressing this challenge, including removing penalty fees. We have so far replaced and normalised over 4,100 meters as part of the ongoing efforts to facilitate metering upgrades. In recent weeks, we resumed the normalisation program in various communities following discussions with local ward councillors, who have supported City Power’s efforts to normalise meters and ensure that no customer is left behind. Our goal is to ensure that all customers are properly metered and held accountable, ensuring that everyone contributes fairly to the cost of electricity usage.

ISSUED BY CITY POWER
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