



## MEET YOUR CITY POWER AREA MANAGERS

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### Keeping the lights on

In a quest to improve service delivery and transparency, City Power has Area Managers that are assigned to your respective areas to manage the maintenance of City Power network.

The managers are highly skilled professionals who have been mandated to interface with you, our valued customers, on electricity related matters, from power outages to fault logging.

You can log your query through the Call Centre **0860 562 874** or website [www.citypower.co.za](http://www.citypower.co.za) or [www.citypower.mobi](http://www.citypower.mobi).

Once the query is lodged on these platforms and a reference number is generated, allow for sufficient turnaround time. Please escalate your matter to the Area Manager in your region if you are not getting any response. Should you be unsatisfied with the outcome of your query, you can escalate it to the General Managers.

We are confident that the Area Managers will enhance the quality of your interaction with City Power and will reduce turnaround times and address any performance gaps.

**Report illegal connections**  
Call us on: 0800 00 25 87  
Email: [anticorruption@tip-offs.com](mailto:anticorruption@tip-offs.com)

**Help Combat Cable Theft!**  
Report illegal activities at (011) 490 7553 or toll free 0800 002 587

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a world class African city



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