

## CODE OF CONDUCT FOR METER READERS

- Meter readers should be dressed in uniform for the customer to allow them into their property to read the meter. The uniform should have their company logo in the front and City Power's logo at the back.
- The meter readers should be able to display their ID cards to the customer carrying their company 's telephone numbers for the customer to verify the company or with City Power call centre
- Contractors will also deliver meter reading notification dates as they read in their specified areas. The contractor's details are provided on the meter reading schedule to for the customers to phone in the readings in case of no access and also for customers to make arrangements for the meter readers to access the meters.
- Meter Reader should read the meter when on the site and not ask the customer for readings
- Meter Reader should treat City Power and/or Customer's Property with respect
- For any meter reading queries please do not hesitate to call the company reading in your area or City Power call centre on 011 375 5555 press option 2.

## AREA OFFICE CONTACT DETAILS

Area	Physical address	E-mail
Rueven	40 Heronmere Road, Booyens	<a href="mailto:customerserveuven@citypower.co.za">customerserveuven@citypower.co.za</a>
Lenasia	Corobrick Complex, Lenasia South East	<a href="mailto:customerservlenasia@citypower.co.za">customerservlenasia@citypower.co.za</a>
Alexandra	9th Road corner Eat lane, Kew	<a href="mailto:customerservalexandra@citypower.co.za">customerservalexandra@citypower.co.za</a>
Midrand	Dale Road, Glen Austin, Midrand	<a href="mailto:customerservmidrand@citypower.co.za">customerservmidrand@citypower.co.za</a>
Randburg	Corner Hans Strijdom & Hanschoeman	<a href="mailto:customerservrandburg@citypower.co.za">customerservrandburg@citypower.co.za</a>
Roodepoort	Corner Westlake and Hamberg	<a href="mailto:customerservroodepoort@citypower.co.za">customerservroodepoort@citypower.co.za</a>
Siemert	9 Siemert Road - Doorenfontein	<a href="mailto:customerservsiemert@citypower.co.za">customerservsiemert@citypower.co.za</a>
Hursthill	Corner Perth and Whitehall	<a href="mailto:customerservhursthill@citypower.co.za">customerservhursthill@citypower.co.za</a>