

Top 100 description & Services

1. What is a customer in City Power's terms?

- A customer is someone who has a legal electricity connection and has a signed supply agreement contract with City Power

2. How is a top 100 and Key customer selected?

- Top 100 customers are customers consuming less than 5GWh per annum
- Key customer are customers consuming over 5GWh per annum

3. Services offered to Top 100 customers:

- Top 100 customers are service by a dedicated person appointed to manage their accounts. This person is called an Area Customer Executive. The duties of an Area Customer Executive is as follows:

- Provide advice on all product and services
 - Conduct LPU forum
 - Customer education and campaigns
 - Processing of all applications – upgrades and down grades of supply, relocation of supply.
 - Understanding the type of business of the customer and to give advice on tariffs structures
 - Ensure that the customer has a signed supply agreement contract with City Power
 - Ensure that bills are received monthly by hand delivery.
 - Encourage customers to register for Electronic Bill Presentment (EBP) to receive their bill electronically
 - Keep the customer informed all times of City Power general information (new developments in and around the area.)
 - Notify customers of the planned
 - Give update on unplanned outages
 - Visit customer at least once a month
 - Ensure that customer information is updated regularly
 - Analyse and ensure that customers are billed accurately
 - Ensure that customer's meters are converted to Automated Meter Reading(AMR)
 - Resolve customer queries and give feedback
 - Communicate City Power plans and progresses

- Monitor closing of accounts (old owner) and opening of accounts (new owner)
- Encourage and ensure that customers pay their bills on or before due date
- Effect credit control measures for non-paying customer

4. How are they reviewed

- On a yearly bases to see if there are still using the same capacity