

CITY POWER - Fault Logging

To log faults (power outages, street lights, meters not working issues, securing a substation, etc.) Always log complaints first if you have an issue – get a reference number.

.mobi / https://za4.forcelink.net/forcelink/customportal/cp_mdt/customerportal.html# If your web-connection or the forcelink site is down, please call 011 375 5555 and log there. Once you have a reference number, please send Cllr. Steel a message (083 603 0404) with the details Cllr. Steel cannot escalate without a reference number (whatsapp/SMS with reference in emergencies)

ALL ESCALATIONS TO CLLR. BRIDGET TO BE DONE IN THE FOLLOWING FORMAT ON ONE MESSAGE – NO SCREEN GRABS AND ONLY IF IT IS AN EMERGENCY OUTAGE

Details to be sent through as follows:

- A) Name
- B) Address
- C) Contact Details
- D) Reference Number
- E) Description of Issue
- F) Date & Time of log
- G) SMSed link if CityPower related (CP will send this SMS to you, usually within moments of successful log and ref#).

Please do not send requests for CityPower escalations without waiting & sending this link. Using this format will improve communications and efficiency when working with the depots to try and resolve your problem. NOTE: Escalations are not a magic wand guaranteeing urgent resolution but one more tool available, after the SLA time to assist Cllrs. in their aim to be sure it gets done as soon as possible for you.

Escalation over 24 hours Depot Manager Malope Ramagaga – mramagaga@citypower.co.za