



CITY OF CAPE TOWN  
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## CITY OF CAPE TOWN

13 JUNE 2019

### MEDIA RELEASE

## City warns of fake electricity officials scamming residents

***The City of Cape Town has been made aware of an apparent scam where criminals, posing as City electricity officials, are attempting to gain access to residents' homes. Read more below:***

Apparent criminals, dressed in municipal clothing, visit residents at home and insist they open the front door so that electricity infrastructure, including plugs and wiring, can be checked.

'The City of Cape Town does not have members of staff going door to door to check on plugs and wiring. These are not the responsibility of the City but of the resident. The City does check on electricity meters periodically but must make an appointment with the resident.

'All municipal workers and contractors must carry a City-issued identification card and work-order number specific to that dwelling. Residents should ask to check the official identification card before allowing anyone onto their property.

'The identification card must display the City logo, the name and surname of the staff member or mandated contractor, and must contain an embedded photo of the staff member or mandated contractor. Residents are not to allow any person onto their premises until they have verified these details. We ask our residents to be vigilant,' said Councillor Phindile Maxiti, the City's Mayoral Committee Member for Energy and Climate Change.

The City is currently rolling out a free electricity meter replacement programme across the metro. The City does target marketing and mailbox drops of any planned work to be carried out in the area. Each meter replacement has a notification number on the City's internal system, which the City Call Centre can verify should a resident enquire. Residents can make an appointment for their meter to be changed at a time that suits them.

Any suspicious behaviour must be reported to the City's law enforcement agencies or to the South African Police Service (SAPS). Members of the public can verify whether visitors to their home are in fact employed by the City by:

- phoning the Call Centre on 0860 103 089 to confirm whether work is being carried out in their area
- informing the official that they will allow them entry only once the Call Centre has verified their identity

Residents can find out which suburbs have had this work completed and if their suburb has been selected for compulsory upgrades by viewing the full project schedule on the City's website.

**End**

**Issued by: Media Office, City of Cape Town**

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