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City Power Johannesburg

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[www.citypower.co.za](http://www.citypower.co.za)

## MEDIA STATEMENT

### City Power converts non-vending smart prepaid meters to postpaid mode

28 May 2024

City Power is on the ground from this week, converting all non-vending smart pre-paid meters to postpaid in all its areas of supply across the City of Johannesburg. The decision to convert all these non-purchasing customers' meters follows a routine inspection that exposed prepaid meters that have not been vending for a period of three months and above. The numbers of such meters are alarming, with over 10,000 being in affluent areas, with others, worryingly, belonging to businesses.

City Power has spent millions of rands in installing smart meters across Johannesburg and deplores this behaviour from customers who are sitting with non-vending meters only so that they can enjoy free electricity.

These customers do not only fiddle with the electricity equipment which may cause network overload and subsequently prolonged outages but also our ability to provide a reliable power supply and hinders our capacity to collect the much needed revenue. City Power as a whole is sitting with around R10 billion debt from non-paying customers.

We urge residents to desist from tampering with our electricity infrastructure by bypassing meters as this is not only a criminal offense but may lead to the circuit malfunctioning in the area. As a result of a circuit malfunction, customers may start experiencing power surges and equipment shocking them in their homes, which may cause fires, serious injuries, or even fatalities.

Customers who have not been vending for more than three months and are found to have bypassed their meters will be automatically converted to post-paid meters. Once affected customers have been converted, the revenue recovery process will be followed from the date the meters stopped vending to recoup unpaid electricity consumption. For instance, if a customer is found to have bypassed their pre-paid meter and has not been vending for 12 months, we will seek to recover that revenue. Thereafter, the newly installed meters will ensure accurate billing, and assist us in maintaining reliable electricity in all areas of supply as well as with monitoring and controlling the load during the implementation of higher stages of load-shedding.

City Power continues to advocate for smart pre-paid meters, but some delinquent customers are abusing the system by stealing electricity through meter bypassing. Through our work of meter audits, resetting, and installation of smart prepaid meters across the City which began in preparation for the TID rollover; we are actively addressing the ongoing energy crisis while collecting revenue and discouraging the culture of non-payment.

The single visit task to residents' premises requires that our authorised technicians access customers' properties to replace the meters. City Power appeals to customers to allow our authorised meter technicians access to their properties to undertake this important task. If residents are not available, our technicians will leave a "No Access" letter by the customer's premises with the company name and contact details. In addition, we will provide the Service

**Non-Executive Directors:** B Ramokhele (Chairperson of the Board), M Kekana, N Kgope, N Ntuli, M Mashabela, S Nduna, P Ragimana, N Ramotebele, L Ratsiku, M Seopela, T Sibeko

**Executive Director:** T Mashava (Chief Executive Officer) - Company Secretary: M Smith  
**Registration number:** 2000/030051/30 - **VAT number:** 4710191182

Delivery Centre (SDC) name and team leader's contact details. Customers are urged to immediately make arrangements for the conversion.

However, customers who refuse our authorised technicians entry to their premises, they will be handed over for disconnection as they are not purchasing electricity and are not connected directly to the grid.

City Power understands there may be safety concerns, as some individuals might try to impersonate our personnel during this meter conversion period. We strongly urge customers to be vigilant and only allow entry to contractors presenting a valid ID card with the contractor's company name and valid expiry date. No contractor should use another person's ID card.

City Power appreciates your cooperation and apologises for any inconvenience this may cause.

For specific inquiries, customers are encouraged to log a call on [citypower.mobi](http://citypower.mobi) or contact us on 011 490 7484. Customers can also reach us on our toll-free line on 0800 003 156.

**ENDS**

**Issued by City Power**

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