

# MEDIA STATEMENT

## CITY POWER CONDEMNS INTIMIDATION OF TECHNICIANS AND SUSPENDS SERVICES IN KANANA EXT 4 AND 5

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### CITY POWER CONDEMNS INTIMIDATION OF TECHNICIANS AND SUSPENDS SERVICES IN KANANA EXT 4 AND 5

City Power strongly condemns the growing incidents of threats, intimidation, and hostage situations involving our technicians as they carry out critical repair and maintenance work across various areas.

In recent weeks, the Midrand Service Delivery Centre (SDC) has experienced a worrying rise in such incidents. Most notably, today, community members from Kanana Extensions 4 and 5 stormed the Midrand SDC, blocked the gates for several hours, and disrupted operations by preventing technicians from attending to an outage in the area.

Last night, City Power technicians responded to an outage in the area and discovered that the fault was linked to a problem on the overhead line, an issue that could only be safely addressed during the day. The task was then handed over to the day-shift team. However, while our teams were preparing to conduct the repairs and sourcing the necessary materials, community members blocked the gates and refused to let them leave the SDC, further delaying the process of repair work in that area as well as in other areas.

Similarly, yesterday, a team of electricians dispatched to Rabie Ridge were held hostage and threatened by residents, only being released after intervention from our Security Risk team. Two weeks ago, services to Mayibuye had to be suspended for nearly a week after technicians were similarly threatened and held hostage while attempting to conduct legitimate maintenance work in the area, including work to normalise the area by installing prepaid meters. Another incident occurred about three weeks ago in Klipfontein, where City Power technicians and a contractor were held hostage at a substation during a power outage.

Due to these continued safety risks, City Power has taken a decision to temporarily suspend services in Kanana Extensions 4 and 5, where technicians can no longer operate safely. We will continue to monitor the situation and will only resume work once it is safe to do so.

"We are deeply concerned by the rising trend of intimidation and threats against our teams. No employee should be forced to work under the fear of being attacked. These acts of lawlessness are not only criminal but also jeopardise our ability to deliver services to those who need them most. We will not hesitate to withdraw our staff where their safety is at risk," said City Power CEO, Tshifularo Mashava.

This alarming trend of threats, hostage taking, and intimidation will not be tolerated. Such actions endanger lives, delay critical repairs, stretch resources, and create service backlogs, ultimately impacting other residents and businesses that also rely on our services.

It is also important to note that the areas mentioned above are known hotspots for illegal connections, meter tampering, and low vending patterns, which frequently cause overloading and repeated outages. Some of these communities have not yet been normalised through the installation of our smart prepaid meters, and efforts to do so have often been met with resistance, further compounding service delivery challenges. These issues have been raised with community leaders, and we continue to engage with residents to find lasting solutions.

We urge all community members to refrain from these unlawful actions and to allow City Power technicians to do their work safely, including the vital task of normalising these areas for long-term energy stability. The safety of our staff is non-negotiable, and any threats to their well-being will lead to the immediate suspension of services. We appeal for cooperation and understanding as we work to provide a safe, stable, and reliable electricity supply.

Residents are encouraged to be vigilant of activities within their communities and share any valuable information and be our eyes and ears on the ground by reporting any incidents of intimidation, illegal connections, meter tampering, infrastructure theft and vandalism by calling 011 490 7900 or 011 490 7911 or sending a WhatsApp message to 083 579 4497.

**ENDS**

**ISSUED BY CITY POWER**

**Isaac Mangena, General Manager**

**Department of Public Relations and Communication**