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CITY POWER CRACKS DOWN ON REPEAT DEFAULTERS IN ONGOING REVENUE COLLECTION DRIVE CAMPAIGN

City Power has taken decisive action against repeat defaulters as part of its intensified revenue collection campaign. The enforcement blitz, conducted earlier today, 18 July 2025, in collaboration with law enforcement agencies, targeted four buildings within the Hursthill Service Delivery Centre (SDC) area. The combined debt from these customers exceeds R21 million.

An industrial business in Industria and a mixed-use residential/commercial property in Westdene, owing R14 million and R5 million, respectively, were among the customers disconnected during the entity's latest operation. This operation is part of City Power's broader efforts to recover billions in outstanding revenue. The Hursthill SDC alone is owed a staggering R1.6 billion. Also disconnected today were a vehicle repair business in Newlands with an outstanding balance of just over R1 million, and a residential flat in Brixton in arrears of R1.7 million.

City Power is alarmed by the fact that all the disconnected customers were previously cut off for non-payment, yet chose to reconnect illegally instead of settling their accounts. Particularly concerning is the case of the Industria customer, who was disconnected just a week ago. Rather than engaging City Power to resolve the debt, the customer resorted to an unlawful reconnection. In response, City Power executed Level 3 disconnections at three of the targeted buildings. This process involves the removal of critical infrastructure to prevent future illegal reconnections.

Customer Service Manager at Hursthill SDC, Nokuthula Nxumalo, says they will not only closely monitor these disconnected customers, but they will also take further action.

"We are going to be engaging with our risk control department to explore measures in ensuring that these customers face the full might of the law," said Nxumalo.

Furthermore, Nxumalo points out that amid these weekly revenue collection drives, the SDC is continuously engaging with customers who are in arrears.

“We have customers who were on our disconnection list; however, through productive engagement, they have since made arrangements to settle their debts before we could disconnect them,” added Nxumalo.

City Power will continue to ramp up its revenue collection operations in a bid to tackle the City’s mounting debt backlog. We urge customers whose electricity accounts are in arrears to approach their nearest SDC and make a payment arrangement.

For reconnection, customers must either pay the full outstanding amount or make a payment arrangement. Customers have the option of paying 50% of the debt upfront and the remaining balance in six-month instalments, or 30% upfront with three-month instalments.

ISSUED BY CITY POWER
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