

MEDIA STATEMENT

CITY POWER HURSTHILL POS NUMBERS DROP

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CITY POWER SEES MAJOR PROGRESS IN HURSTHILL AS POS NUMBERS DROP

City Power is making major inroads in stabilising the Hursthill electricity network, with the number of Plants Out of Service (POS) reduced from between 40 and 60 in January 2025 to 30 to date. This progress signals a strong recovery from earlier infrastructure setbacks and reflects the utility's commitment to delivering a more reliable power supply to customers.

In quarter 1 of the previous financial year (July to September 2024), there were 593 POS across the distribution network. As of the first quarter of the current financial year, that number has decreased to 472.

The reduction in POS brings immediate benefits to customers. Restoring POS is crucial because it provides the system with a backup (known as N-1 redundancy). This ensures that if one power line or piece of equipment fails, another can immediately take over, preventing customers from being left without power for an extended period. There will be fewer unplanned power outages and a more stable, consistent electricity supply for households and businesses. With more infrastructure back online, City Power is able to respond to faults faster, significantly reducing downtime during power interruptions. It also helps the system handle peak demand more effectively, particularly during the winter season, making it less likely that areas will lose power due to overload.

Earlier this year, the Hursthill network was among the hardest hit by prolonged and persistent rainfall. The severe weather caused localised flooding, particularly affecting underground cables, and led to widespread damage across the infrastructure. Moisture intrusion into cables caused insulation failures and faults that were often difficult to detect, compounding the challenges for repair teams. Wet conditions slowed response times, while access to sites was delayed by fallen trees, and debris. Vandalised mini substations and pillar boxes were also vulnerable during these storms, frequently tripping due to moisture exposure.

Adding to the strain, illegal connections continued to overload the network, compromising its stability and performance. Increased theft and vandalism of critical materials further depleted resources and hampered repair efforts. As a result, restoration capacity came under pressure, and POS levels spiked, leading to frequent and prolonged outages across several suburbs.

Now, months later, the tide is turning. City Power technical teams, particularly at the Roosevelt and Parkhurst substations, have worked tirelessly to reduce recurring outages through a proactive and focused maintenance strategy. Led by the Hursthill Service Delivery Centre (SDC), these efforts have restored stability to large parts of the network and significantly reduced unplanned outages.

The turnaround in Hursthill is being credited to a focused and proactive maintenance strategy, led by Jacob Mashilwane, who heads Hursthill's planned maintenance team.

"We've been strategic in restoring as many POS as possible. This progress is the result of long hours, dedication, and a clear focus on minimising power supply disruption for customers. We are not resting on our laurels. Our mission is to keep driving this number down to ensure customers receive the quality of service they deserve," said Mashilwane.

These improvements form part of City Power's broader infrastructure renewal strategy. Beyond repairing faults, the utility is investing in modernising outdated equipment, strengthening grid resilience, and expanding capacity. With the winter season now in full swing and energy usage at its peak, City Power has intensified preventative maintenance efforts across all regions to prevent unnecessary breakdowns and ensure customers remain connected through the coldest months.

Residents and businesses on the Hursthill grid can now expect shorter outages, quicker response times, and fewer repeat breakdowns. Long-term upgrades are also underway to ensure a more reliable electricity supply, particularly during extreme weather conditions.

City Power remains committed to prioritising the restoration of POS as a key part of improving supply reliability and meeting residents' growing electricity needs. The progress in Hursthill is a clear sign that sustained, focused effort is paying off. More than just restoring infrastructure, this work is about improving the daily lived experience of customers and ensuring that every home and business has access to safe, stable electricity.

ISSUED BY CITY POWER

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