

MEDIA STATEMENT

CITY POWER TAKES OVER BILLING FUNCTION

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CITY POWER TAKES OVER ELECTRICITY BILLING FUNCTION TO IMPROVE CUSTOMER EXPERIENCE

City Power is taking steps to address some of the electricity billing challenges in Johannesburg after officially taking over the billing function from the City of Johannesburg, effective 1 July 2025.

This transition is not merely administrative; it marks a significant milestone in our ongoing mission to enhance customer service, resolve long-standing billing challenges, and ensure that every household and business is accurately billed for the electricity they use. By bringing the billing process in-house, City Power now has direct oversight of the full customer journey, enabling faster response times, reduced estimation errors, and greater transparency in how accounts are managed.

To support this shift, City Power has launched a city-wide, stand-by-stand meter audit across our Service Delivery Centres (SDCs), including Reuven, Roodepoort, Hursthill, Randburg, Midrand, and Alexandra, aimed at verifying the status of every meter and ensuring each is properly linked to the correct customer account. These audits are critical for identifying customers who may have previously been unaccounted for, resolving inherited inaccuracies, and determining where further support may be needed. Our teams are on the ground across Johannesburg, engaging with communities and ensuring no customer is left behind.

This process of addressing billing discrepancies forms part of resetting our relationship with customers. In essence, we understand the frustrations many residents have endured due to past billing inaccuracies, and this takeover is also an opportunity to reset our relationship with customers, not just administratively, but emotionally and operationally. We're asking residents to give us the chance to do better and rebuild this trust, one accurate bill at a time.

To underscore this important transition, City Power CEO, Ms Tshifularo Mashava, reaffirmed the entity's commitment to putting customers at the centre of its operations.

"This handover marks a turning point in how we serve our customers. By taking full ownership of the billing function, we are not only improving accountability but also placing the power of transparency and service directly into the hands of our customers," said Mashava.

"We are committed to rebuilding trust through accurate billing, responsive service, and meaningful community engagement. Through stand-by-stand audits and improved access to real-time data, we are eliminating inaccuracies and addressing issues head-on. Our goal is to ensure that every customer is correctly billed on verified," added Mashava.

As a result, we have onboarded 56 staff members who work under the finance department at City Power, where they joined a team of equally experienced revenue enhancement specialists. A dedicated unit has been set up to deal with billing query resolutions for speedy turnaround. Customers with old or new billing queries are encouraged to send those to a dedicated email: billing@citypower.co.za or call 011 490 7484.

Those with manual meters are encouraged to self-read and submit their meter readings directly to the dedicated email address. This step helps avoid estimated billing and ensures that you are only charged for what you actually consume. Smart meters will continue to transmit readings automatically, but for those reading manually, it is vital to take a clear photo showing the meter number, the reading itself, and the date. These should be submitted during your area's scheduled reading window, as advised by City Power, either via email or through the e-Joburg portal. Readings submitted outside the scheduled window will not be used for billing, and all readings are subject to quarterly audits to maintain accuracy and integrity.

Although your electricity bill will still be issued through the City of Johannesburg, the improvements will be noticeable: fewer billing errors, quicker query resolution, and greater clarity in how your charges are calculated. This new model enables City Power to be more accountable, responsive, and customer-focused than ever before. We urge residents to report any faulty meters, submit their readings on time, and stay in touch with us through our official platforms for updates and support.

We remain committed to restoring trust in the billing process and to delivering a system that works fairly, accurately, and efficiently for every Johannesburg resident. Visit www.citypower.co.za or follow our social media pages to stay informed and take full advantage of the changes underway.

ISSUED BY CITY POWER

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