

# MEDIA STATEMENT

**CITY POWER TO HALT POWER RESTORATION UNTIL  
80% CUSTOMER VENDING COMPLIANCE IS MET**



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## **CITY POWER TO HALT POWER RESTORATION UNTIL 80% CUSTOMER VENDING COMPLIANCE IS MET**

City Power has taken the difficult but necessary decision to halt the restoration of power supply in certain areas until we can verify that at least 80% of customers in that area are purchasing electricity legitimately.

This decision comes as a direct response to the growing crisis of illegal connections and meter tampering, which have placed unsustainable strain on our infrastructure. Expensive hardware, such as mini-substations and transformers costing millions of rand and often taking weeks to source, are being repeatedly damaged, most often through overloading caused by unlawful connections.

At the moment, we are inundated with cases of damaged ground-mounted and pole-mounted transformers, and we are already facing backlogs in sourcing replacement equipment due to the escalating rate of damage. This is resulting in prolonged outages that inconvenience paying customers and threaten the stability of the entire electricity distribution network.

From now on, after replacing a mini-substation or transformer, City Power will conduct comprehensive meter audits before restoring power. Our teams will go door-to-door to assess customers' electricity purchasing history, verify vending records, and confirm purchases from reputable vendors.

Customers are urged to keep receipts or other proof of monthly electricity purchases. Please note that proof of electricity bought long ago at a minimal value will not suffice. For example, a R50 purchase made over a month ago will not qualify as adequate proof of vending. We will only consider consistent, reasonable monthly purchases as proof of vending.

If less than 80% of customers in the affected area can't provide proof that they have been purchasing electricity, City Power will not restore the power supply.

We appeal to all customers to allow our teams access to their homes to verify vending patterns. Where customers refuse to cooperate, the electricity supply will remain off indefinitely.

We are aware that some residents genuinely cannot afford to pay for electricity. For such households, the City Power's Free Basic Electricity (FBE) programme is available. Under the FBE policy, qualifying households - those with a total combined monthly income of R7 800 or less are eligible to receive up to 120 kWh of electricity per month at no cost, depending on individual household circumstances.

As part of our long-term strategy to combat equipment damage and frequent outages, City Power will be ramping up its network normalisation programme. This will include the removal of illegal connections, replacement of tampered meters, and routine vending pattern checks.

City Power cannot continue to bear the escalating costs of replacing damaged infrastructure only for it to be destroyed again due to illegal activities.

We are committed to working with communities to ensure a reliable, fair, and sustainable electricity supply, but this requires compliance, cooperation, and a shared responsibility to protect the grid.

We are calling on community leaders and councillors to assist us with facilitating the process of verifying vending patterns to help us keep lights on.

We have engaged some customers, especially in hotspot areas, who have welcomed this approach, and we will continue to engage other communities and their leaders to enable us to provide better service.

**ENDS**

**ISSUED BY CITY POWER**

**Isaac Mangena, General Manager**

**Department of Public Relations and Communication**