

# MEDIA STATEMENT

**City of Johannesburg Executive Mayor, Cllr Dada Morero asserts City Power is building a resilient electricity business for Johannesburg's future**



29 June 2026

## **City of Johannesburg Executive Mayor, Cllr Dada Morero, asserts City Power is building a resilient electricity business for Johannesburg's future**

City Power today reaffirmed its commitment to building a stronger, more resilient and future-focused electricity business as key customers and Large Power Users (LPUs) gathered for the second Key Customer Forum held today, 29 June 2026 at City Power's head office.

The engagement brought together some of Johannesburg's largest electricity customers to discuss critical issues affecting the sustainability of the electricity network, including infrastructure investment, reliability, revenue protection, billing improvements, essential infrastructure crime, renewable energy and the transition towards a broader energy future.

City of Johannesburg Executive Mayor Councillor Dada Morero used the platform to outline the reforms underway to strengthen City Power, ring-fencing electricity revenue, accelerating infrastructure investment and positioning City Power as an energy business capable of responding to changing customer needs.

"You are not simply customers of City Power; you are strategic partners in Johannesburg's growth, employers of our people, and investors in our shared future. The challenges we face demand a new compact, one built on honesty, mutual accountability, and a shared commitment to solutions," said Mayor Morero.

The Mayor acknowledged that the electricity sector continues to face significant pressures, including ageing infrastructure, rising demand, cable theft, vandalism, illegal connections and the impact of non-payment, but emphasised that the City is implementing interventions to address these challenges.

"This administration is not standing still. We are investing in the network, strengthening our systems and building a more sustainable electricity business that can support Johannesburg's economy," he said.

Mayor Morero further highlighted that City Power is expanding beyond a traditional electricity business towards a broader energy model.

“We are also looking at expanding the electricity business into an energy business. We are now investing capital and projects into EV charging stations because the world is moving into electric vehicles, and we cannot be left behind,” he said.

The City’s energy transition programme includes investment in renewable energy, battery storage, electric mobility and other technologies that support a modern and sustainable energy future. City Power recently launched Phase One of its EV Charging Complex, featuring 20 charging points at its head office.

Mayor Morero highlighted that City Power’s transformation includes strengthening the entire electricity value chain, improving customer engagement and ensuring that revenue generated from electricity services is reinvested back into the network.

“In 2024, we took a decision to migrate billing directly to City Power, and we implemented it in 2025. Now City Power is responsible for billing all its customers. The next stage is looking at how we ring-fence the revenue coming from City Power, so that it is reinvested back into City Power as an entity,” said Mayor Morero.

As part of City Power’s broader turnaround strategy and efforts to reset its contracts with all customers, the entity assumed full responsibility for electricity billing from the City of Johannesburg, effective 1 July 2025. This transfer addresses long-standing billing challenges, and a dedicated billing unit has been established to manage queries, reduce turnaround times, and ensure accurate and transparent billing for all customers. Although customers’ electricity bills will still be issued through the City, the improvements will be noticeable as the function is now managed internally; City Power has full oversight of the billing process, leading to fewer estimation errors and improved accountability. Customers can report or resolve billing issues by emailing [billing@citypower.co.za](mailto:billing@citypower.co.za) or calling 011 490 7484.

Speaking at the forum, Chief Commercial Officer (CCO) Thamsanqa Mathiso said outstanding billing queries have reduced significantly.

“There were approximately 8 000 queries when City Power took over the function, and now below 2 000. We are monitoring those queries on a daily basis to ensure they are resolved. What we need to improve on is communication, so that customers are informed when their queries have been resolved,” said Mathiso.

City Power also encouraged customers with solar installations and Small-Scale Embedded Generation (SSEG) systems to register their systems. Mathiso explained that registration is intended to support safety, compliance and accurate measurement of electricity flows between customers and the grid.

“We are not penalising customers. We are saying customers must register their solar systems so that we can check the installation, ensure it is safe and make sure meters reflect what has been imported from City Power and what has been supplied back into the grid,” Mathiso said.

City Power continues to prioritise investment in critical infrastructure to improve reliability, strengthen capacity and enhance security of supply. The entity’s approved 2026/27 capital budget will support network infrastructure projects, including substation upgrades, high-voltage infrastructure, distribution strengthening, smart metering, alternative energy initiatives and revenue improvement programmes. Some key infrastructure projects currently underway include substation refurbishments, cable replacement projects, network redundancy improvements and customer-supported initiatives aimed at reducing outage impacts and improving operational flexibility.

The forum also addressed the ongoing threat posed by essential infrastructure crimes, including cable theft, vandalism and illegal connections, which continue to affect network reliability and increase operational pressures. City Power continues to strengthen its security response through partnerships with law enforcement agencies, security structures, communities and customers.

During the 2025/26 financial year, City Power recorded an 8% reduction in essential infrastructure crime incidents, decreasing from 1 056 incidents in 2024/25 to 971 incidents in 2025/26. Arrests reduced from 202 suspects to 148, while security teams conducted 58 joint operations and more than 2 500 operations to remove illegal connections. Enforcement action has also resulted in 36 convictions, with courts imposing a cumulative 261.5

years of imprisonment, averaging 7.3 years per convicted suspect. City Power security personnel further participated in 130 court appearances to support criminal prosecutions. Customers were encouraged to support the protection of electricity infrastructure by reporting suspicious activities, illegal connections, vandalism and contractor impersonations by reporting suspicious activities around essential infrastructure to its Security Risk Management Department by calling 011 490 7900 or 011 490 7911, or via WhatsApp on 083 579 4497.

City Power emphasised that maintaining a reliable electricity network depends on sustainable revenue collection and responsible customer behaviour. The forum heard that City Power's outstanding customer debt is approximately R13.3 billion, while key customers and Large Power Users contribute approximately 40% to 45% of monthly collections; around R2.3 billion of the R5.1 billion collected monthly.

Revenue enhancement initiatives have contributed to improved financial performance, with year-to-date revenue to May 2026 reported at R340 million above budget, while electricity losses have reduced from 29.8% in FY2024/25 to 26.82% as of May 2026.

City Power emphasised that sustainable electricity services depend on customers paying accounts on time and engaging proactively to resolve outstanding issues. Key customers contribute significantly towards City Power's monthly collections, making their partnership essential in maintaining infrastructure, funding maintenance programmes and enabling continued investment.

"Reliable electricity is a shared responsibility. The network that powers homes, businesses and economic activity must be protected, maintained and funded," said Acting CEO Charles Tlouane.

City Power thanked customers who continue to honour their payment commitments and encouraged all customers to work with the organisation to resolve account queries and ensure compliance.

The Key Customer Forum forms part of City Power's ongoing commitment to transparent engagement and collaboration with customers to build a reliable, financially sustainable and resilient electricity network.

**ENDS**

**ISSUED BY CITY POWER**

**Isaac Mangena, General Manager**

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