

CUSTOMER ALERT

Date: 17 November 2025



Bree Substation: Full power restoration completed after explosion incident

Time: 16:50

City Power is pleased to inform customers that 100% of the power supply has been restored following last week's incident at the Bree Substation.

All affected areas have now been successfully reconnected, and our teams have completed all restoration processes.

The restoration follows the explosion that occurred on Tuesday night, 11 November 2025, which caused extensive damage to the 11kV incomer breaker. The incident is suspected to have been caused by tampering, as a burnt knife and items of clothing were found near the damaged cables.

Customers are advised to wait at least fifteen minutes before gradually reconnecting their appliances. This helps protect household equipment and reduces the risk of overloading the network during the initial restoration period.

For isolated individual faults or any other electricity-related queries, customers are advised to log a call at www.citypower.mobi or contact our Call Centre on 011 490 7484. Alternatively, customers may use our toll-free number, 0800 003 156, available daily between 06h00 and 18h00.

City Power apologises for the inconvenience caused and thanks residents and businesses for their patience and understanding.

ISSUED BY CITY POWER

Isaac Mangena, General Manager

Department of Public Relations and Communication