

# MEDIA STATEMENT

## CITY POWER OPERATIONS UNDER PRESSURE DUE TO HEAVY RAINS



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15:00

### City Power Operations Remain Under Pressure as Heavy Rainfall Causes Spike in Outage Calls

City Power is starting to feel the impact of sustained heavy rainfall on its operations across Johannesburg, with the number of logged queries this morning, exceeding 2000. The wet weather conditions have increased the number of outages and are hampering our restoration efforts as teams battle to access certain areas that are water-logged. The heavy rainfall over the past few days have affected our ability to respond timeously to faults, resulting in prolonged outages.

There are several roads that the Johannesburg Roads Agency (JRA) have closed off for safety concerns after some of the low-lying bridges got flooded, especially in the Roodepoort and Lenasia area. We also have trees that have fallen and blocked off some roads in Hursthill, Parkview, and Randburg areas. In some parts, those fallen trees have snapped our overhead lines, causing additional outages.

Before our teams can access some of these areas, we have to wait for JRA and City Parks to clear the roads and remove fallen trees. In addition to delayed response, we have also started observing outages caused by these inclement conditions.

We have had cases of underground cable faults that caused excess moisture. These conditions also make it extremely difficult to locate faults. The equipment used in detecting faults doesn't function as effectively in waterlogged environments. The other challenge we face during repairs is that the process of digging to fix the underground cables becomes increasingly difficult. While the trenches are waterlogged, our teams cannot effectively carry out repairs, causing further delays.

From this morning's readings, it's clear that our system is becoming strained. In Hursthill SDC, we opened the day with 545 active logged queries, most of which are linked to the multiple outages affecting areas like Rosebank, Pennyville, Kathrada Park, Westbury South, Fordsbury North, Fairlands West, and Coronationville.

Roodepoort SDC recorded 498 queries, with outages ranging across Matholesville, Tshepisong, Wilgeheuwel, Strubensvalley, Florida Lake, Florida Park, Fleurhof, Delarey, Lufhereng and other areas.

Inner City is also under some pressure, with 430 calls logged on outages at Bree, Van Beek and Orchards substations. Reuven started the day with 274 calls, with the majority of the queries linked with the outage in Mondeor.

In Lenasia we had just over 200 open calls with outages reported in areas such as Lindelani, Lenasia South, Ennerdale extensions, Lawley 2, and Freedom Park East.

Randburg also reported just over 200 queries, with outages around Northriding, Aureole, Montrose and surrounding areas. In Alexandra, we have 181 open calls, with outages reported around the Lombardy area caused by damaged overhead lines and cable faults.

Midrand recorded only 61 calls with outages reported at the Allandale Substation and Greenstone Hill Switching Station affecting Mayibuye, Rabie Ridge, and Stoneridge.

Although there has been some notable delays, our teams are working around the clock to resolve the outages. We have also put additional resources in place to alleviate pressure from areas where we are encountering the most pressure.

While we are deploying more resources to have extra hands on deck, it's vital to emphasise that safety remains key. Technicians cannot operate in areas where water, exposed cables, and unstable ground pose a high risk of electrical flashovers or equipment failure, which could put their lives in danger.

Customers are reminded to keep appliances unplugged as power supply may be restored without prior notice. We also encourage those without any power supply interruption to continue using electricity sparingly, to avoid causing overload.

We apologise for the inconvenience caused and urge customers to remain patient as we work on resolving outages across the city. To log queries, we urge customers to use the [citypower.mobi](http://citypower.mobi) or contact us on 011 490 7484.

**ISSUED BY CITY POWER**

**Isaac Mangena, General Manager**

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