

# MEDIA STATEMENT

## CITY POWER TO CONVERT NON-VENDING PREPAID CUSTOMERS TO POSTPAID BILLING SYSTEM

 11 November 2025

 19:00

### CITY POWER TO CONVERT NON-VENDING PREPAID CUSTOMERS TO POSTPAID BILLING SYSTEM

City Power will begin converting all non-vending prepaid residential customers to postpaid billing accounts, effective from 12 November 2025, to enable the entity to recover lost revenue.

This intervention forms part of our ongoing efforts to reduce revenue losses, address issues related to tampered meters, illegal connections, and advance a broader programme aimed at improving billing accuracy across all our areas of supply. It is also about ensuring that the residents are responsible and pay for the electricity that they use.

The conversion process, which will continue until 31 December 2025, affects more than 2,318 prepaid customers who have already been identified as non-vending. We are doing this to enable us to recover money owed in accordance with the bylaws. The bylaws say we should disconnect illegally connected electricity and also backdate charges to not beyond 36 months. Currently on prepaid, City Power is not able to backdate, which allows customers to get away with bypassing and also non-payment. Once implemented, this will allow credit recovery measures to take effect, which may include blacklisting after all necessary processes have been exhausted.

In parallel, City Power teams will continue conducting stand-by-stand meter audits across the city to identify additional customers who are not vending or whose prepaid meters may have been bridged.

Once converted to postpaid, customers' electricity usage will be billed monthly and reflected on their City of Johannesburg statements, which will be due for payment as per standard postpaid billing terms, which will also include a monthly service charge and network capacity charge of approximately R900. Customers are encouraged to settle their accounts promptly to avoid disconnection.

Furthermore, customers will also be back-charged based on their electricity consumption and the last date of purchase. The reconciled consumption will be reflected on their accounts and monthly statements. Customers who refuse access to meter technicians conducting audits risk having their electricity supply disconnected, and reconnection fees and penalties will apply.

For further information, our Customer Contact Centre will be available to assist customers, and can be reached on 011 490 7484, our toll-free line at 080 020 2925, email [contactcentresupport@citypower.co.za](mailto:contactcentresupport@citypower.co.za), or by visiting the City Power Reuven Service Centre.

City Power is aware of potential security concerns during the audit process, as unauthorised individuals may attempt to impersonate our staff or contractors. We urge customers to verify the credentials of anyone claiming to represent City Power by:

- Contacting our Security Risk Management Control Room on 011 490 7900 / 011 490 7911, or via WhatsApp on 083 579 4497; or
- Confirming scheduled work through their local Service Delivery Centre (SDC) or ward councillor.

All City Power employees and contractors are required to carry and present their official identification cards, which include:

- A photograph and personal details of the employee or contractor
- A contractor verification number (badge number) and expiry date
- A Firefly hologram for enhanced security

City Power extends its appreciation to all customers for their understanding and cooperation during this transition.

**ENDS**

**ISSUED BY CITY POWER**

**Isaac Mangena, General Manager**

**Department of Public Relations and Communication**