



a world class African city



City Power Johannesburg

40 Heronmere Road Box 38766 Tel +27(0) 11 490 7000  
Reuven Booyens Fax +27(0) 11 490 7590  
Johannesburg 2016

[www.citypower.co.za](http://www.citypower.co.za)

19 November 2021

Time: 12h00

Power update

## All Regions

### Changing of load shedding blocks due to faults

City Power would like to inform its customers and the public that their load blocks do undergo changes during the course of load shedding due to a number of factors such as reconfiguration of the network, discovery of faults on the network when restoration takes place, using backfeeding mechanism to supply customers and other challenges technicians come across when operating the network during load shedding.

For example Bromhof which under normal circumstances is in block 14 and supplied by Randburg 11 kilovolts (KV) substation(SS) can be moved to block 16 and supplied from Beyers Naude 11kV SS. This is because the network would have been reconfigured to enable Bromhof to be supplied from block 16 during abnormal conditions. Currently Bromhof is supplied normally.

The structure of the network has been built in such a way that Randburg 11KV SS and Beyers Naude SS can backfeed each other at the distribution level under abnormal conditions.

Beyers Naude SS (block 16) is also used as backfeeding source for some of the customers fed from Northriding SS (block 8) under abnormal conditions. Northriding customers can also be supplied by Olivedale SS (block 10) & Houtkoppes SS (block 10). In simple terms block 8 customers can be shed with block 10 & block 16 under abnormal conditions.

The challenge of changing blocks is not restricted to Randburg region only but it happens to the entire network and it affects all the areas.

Another example is that some of the customers from Robertsham SS (Block 13) can be fed from Mondeor SS (Block 5) under abnormal conditions.

This structure of the network also helps technicians to isolate a fault, prioritize to feed customers with power first, while a fault can be attended to at a later time.

City Power as an entity appeals to the customers to bear with it as technicians are dealing with these challenges when they operate the network.

City Power apologizes to the customers for the confusion and inconvenience these challenges cause.

Remember that the reconfiguration and backfeeding mechanisms are done in the interest of the consumer, as a priority is given to them (consumers) to get electricity service first. Faults can be dealt with at a later stage.

For isolated individual outages, customers are advised to log a call at [citypower.mobi](http://citypower.mobi) or call 0860 562 874

City Power will keep customers updated via its twitter handle: @CityPowerJhb

.....Ends.....

Issued by City Power Stakeholder Management