

MEDIA STATEMENT

City Power Launches 2026 Customer Satisfaction Survey

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City Power Launches 2026 Customer Satisfaction Survey to Improve Service Delivery

City Power will conduct its Annual Customer Satisfaction Survey from 10 March to 20 June 2026 as part of its continued efforts to improve service delivery and strengthen engagement with electricity customers across the City of Johannesburg. The survey will be conducted across all eight Service Delivery Centres and will gather feedback from approximately 3,400 customers representing domestic households, businesses, government institutions, and key customers supplied by City Power.

An independent contractor appointed by City Power will implement the survey through structured interviews, telephonic engagements, and focus group discussions with customers. These engagements are designed to gather reliable information about how customers experience City Power services and where improvements may be required. The survey will assess several aspects of customer experience, including overall satisfaction with City Power services, accessibility of customer service channels, professionalism and responsiveness of staff, effectiveness of communication with customers, and the handling of service requests and complaints.

Previous surveys have highlighted a number of key concerns raised by customers, including the duration of power outages, response times to faults, the efficiency of fault reporting systems, and communication with residents regarding planned and unplanned outages. In the 2024 survey, the overall Customer Satisfaction Index stood at approximately 67%, while customers particularly raised concerns about response times and communication during outages. City Power has since implemented several operational improvements to address these concerns. More recent internal quarterly surveys have shown gradual improvements in areas such as electricity supply stability and technician response times, with customer satisfaction regarding outage duration improving to 68.6% by mid-2025, reflecting progress in stabilising parts of the network and improving operational responsiveness.

The findings from the survey will be analysed to develop a Customer Satisfaction Index, which will provide City Power with a credible benchmark for measuring customer satisfaction and service performance. The results will assist the organisation in identifying service gaps, strengthening operational responsiveness, and improving communication and engagement with customers.

Importantly, City Power is also using the survey process as part of a broader effort to reset and rebuild its relationship with customers, with the aim of improving the overall customer experience and ensuring that residents feel heard, informed and supported when interacting with the utility.

Since the last survey cycle, City Power has introduced a number of initiatives to strengthen customer engagement and service delivery. These include taking over the electricity billing function to improve accountability and faster resolution of billing-related queries, strengthening direct communication with residents through improved digital communication platforms and service notifications, and establishing dedicated escalation contact numbers and email channels to ensure urgent issues raised by customers receive faster attention.

In addition, we have begun implementing enhanced customer service training for frontline staff, aimed at improving professionalism, responsiveness and the overall experience at service centres. This training programme is being implemented internally and will be rolled out more broadly during the current quarter.

City Power encourages customers who are approached by survey researchers to participate and share their experiences. Customer feedback plays an important role in helping the organisation better understand the needs and expectations of the communities it serves.

For transparency and public assurance, all researchers conducting the survey will wear City Power-branded vests and will carry official City Power identification cards.

City Power also encourages customers to verify the identity of anyone claiming to represent the organisation before engaging with them. Official identification cards should display the individual's photograph, name, verification or badge number, and relevant identification details. Contractor identification cards will also contain an expiry date, and all official cards include a City Power firefly hologram.

Customers may verify the validity of any City Power identification card by contacting the City Power Security Services Control Room. Any suspicious or damaged identification cards should be reported immediately.

Verification can be done by contacting 011 490 7900, 011 490 7911, 011 490 7563, or 011 490 7504, or via WhatsApp on 083 579 4497.

City Power remains committed to strengthening accountability, improving customer experience, and ensuring that service delivery initiatives respond effectively to the needs of the communities it serves.

ISSUED BY CITY POWER

Isaac Mangena, General Manager

Department of Public Relations and Communication