

CUSTOMER ALERT

Date: 06 February 2026



Update: City Power Responds to Inner City Outage Caused by Fire

Following a fire incident at the Bree Substation in the early hours of this morning, which resulted in an outage affecting customers in the Inner City, our teams are currently on site, working with emergency services to manage the situation and ensure the area is safe.

Structural engineers and inspectors from the Department of Labour have arrived on site to assess the structural condition of the facility and surrounding buildings. The MMC for Environmental Infrastructure and Services (EISD), Cllr Jack Sekwaila, is also on site overseeing the response.

Emergency Management Services (EMS) remain on site and have declared the substation unsafe to enter at this stage. The structural integrity of the building has been compromised, with sections of the concrete roofing deteriorating and falling. In addition, the area remains extremely hazardous due to intense residual heat, boiling transformer oil, ongoing smoke emissions, and the presence of carbon fumes within the facility.

As a precautionary safety measure, three floors of the residential building located above the substation have been evacuated.

These conditions are preventing our teams from accessing the substation to conduct a full damage assessment and determine the extent of the losses. EMS has indicated that safety clearance for entry into the facility is only expected on Saturday, once the environment has sufficiently stabilised and it is safe for personnel to enter.

Until such clearance is granted, we cannot begin the formal investigation into the cause of the fire or quantify the damage to infrastructure and equipment.

The following areas remain affected by the outage: Newtown, parts of Parktown, Braamfontein, Bree West, Bank City, Ferreirasdorp, parts of the Johannesburg CBD, and Marshalltown. Affected streets and buildings include Diagonal Street, Harrison Street, Simmonds Street, Ntemi Piliso Street, Rahima Moosa Street, the New Stock Exchange via John Ware, Bank City No. 1 and 2, President Street, the JCI Building, Pritchard Street West, Kerk Street Central, Jeppe Street West, Bree Street West, and surrounding areas.

At the time of the incident, 536 outage calls were logged, with more than 265 of these calls having been open for over 24 hours. These calls are being grouped. Customers are advised not to be alarmed if individual calls are closed as part of this consolidation process.

For safety reasons, the Bree Substation will remain switched off until investigations, damage assessments, and risk evaluations have been completed. Restoration of supply will only commence once it has been confirmed that it is safe to do so.

We sincerely apologise for the inconvenience caused and assure customers that teams remain on site and will work around the clock to restore electricity as soon as it is safe to do so.

Customers are urged to unplug all electrical appliances to prevent possible damage from power surges when electricity supply is restored, which may occur with little or no prior notice.

Further updates will be provided as new information becomes available.

ISSUED BY CITY POWER

Isaac Mangena, General Manager

Department of Public Relations and Communication