



Non-payment is still crippling Eskom financially

No company can survive where products and services are delivered but the customers are not paying, especially for a company like ours which is going through serious financial challenges.

Every year Eskom spends billions of Rands on the strengthening of electrical infrastructure across our country – non-payment therefore has a serious impact on our ability to replace faulty transformers and mini-substations, fix damaged power lines and build new lines to unelectrified areas. If you consider that Eskom vehicles travel more than 10 million kilometres in a year to fix faults and keep the lights on, you can understand the cost attached to maintaining the electrical infrastructure.

Eskom Customer Service always makes every effort to assist customers with financial difficulties, such as payment plans. Payment options have also been beefed up such as online and in-store payment channels that are accessible to all customers – both rural and urban.

The municipal debt recovery strategy

Nothing is for Mahala.



#PayAndBeLegal



focuses on three key areas: reduce, stop and prevent debt. Key interventions are credit management, legal intervention and government intervention. Eskom also helps municipalities with their capacity constraints in their revenue collection efforts, and much more.

In the case of direct customers, we prioritise services to paying customers, and non-payment could lead to a delay in service provision

Payment for services is a universal principle, and by ensuring that everyone pays for electricity, Eskom could ensure that future electricity tariffs are kept as low as possible.

Save electricity by using it efficiently

The general rule is – the more heat an appliance generates, the more electricity it uses. So, for example, the hot water geyser uses the most electricity in most homes. Other appliances such as stoves, heaters, tumble dryers, kettles and microwave ovens also use a lot of electricity.

When you are at home, you spend most of your time in your living areas and bedrooms. Here is how to save electricity in these areas:

- Always **switch off lights** if nobody is in a room.
- **Unplug** all appliances you are **not using**.
- **Don't leave computers, TVs, and cellphone chargers on standby** – if you do, these appliances use up to 15% of the power they normally use when on.
- Keep **curtains open during the day** to let in natural light so that you don't have to switch on lights.

Use lights smartly

- **Replace old incandescent lamps** with **energy saving CFLs** (compact fluorescent lamps) and **LEDs** (light emitting diodes) - do the same with your



- conventional downlights
- **CFLs use up to 80% less energy** than incandescent lamps and last up to eight times longer
- **LEDs use up to 85% less energy** than conventional incandescent lamps and about 5% less than CFLs

Bathroom

- **Shower** - don't bath – showering uses a lot less water.
- Keep it hot and short – **limit your shower time** to five minutes
- **Don't leave taps running** while brushing your teeth or washing your face

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