CONNECT

A Newsletter for Eskom Customers

July 2020

Eskom is implementing load reduction on overloaded networks to avoid longer power outages

When consumers use more electricity than the equipment can handle, **overloading** occurs

This **causes damage** to equipment
Sometimes equipment may catch on fire or explode!

Power automatically **cuts** off to **paying** and **non-paying** consumers

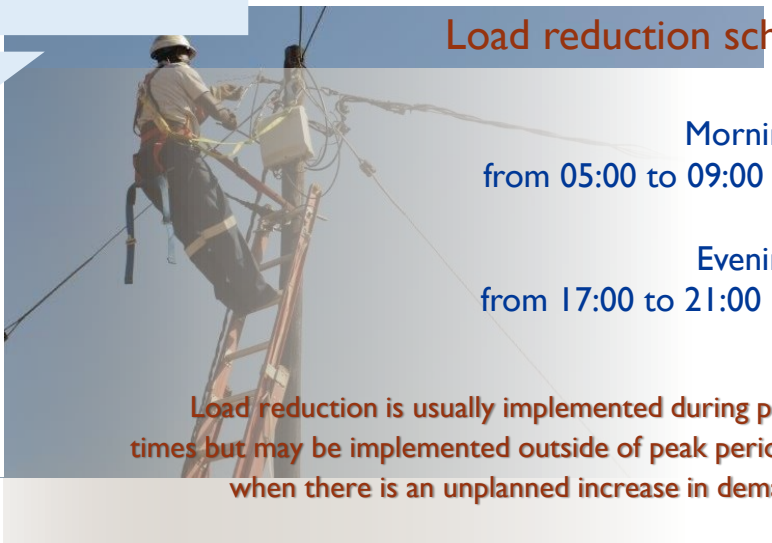
Eskom must fix equipment, which **costs money** and takes time
So, customers will have to experience **long power outages**

To **avoid** this, Eskom monitors the network and implements **Local Load reduction**

This **protects equipment** and ensures safety of **people** in the area

Load reduction **benefits** customers by:

- ✓ Preventing extended and unplanned power outages
- ✓ Avoiding unnecessary costs including reconnection fines
- ✓ Ensuring the safety of people in the area



Load reduction schedules

Mornings
from 05:00 to 09:00 am

Evenings
from 17:00 to 21:00 pm

Load reduction is usually implemented during peak times but may be implemented outside of peak periods, when there is an unplanned increase in demand

Schedules and affected areas are communicated via contact centres, social media platforms and media outlets

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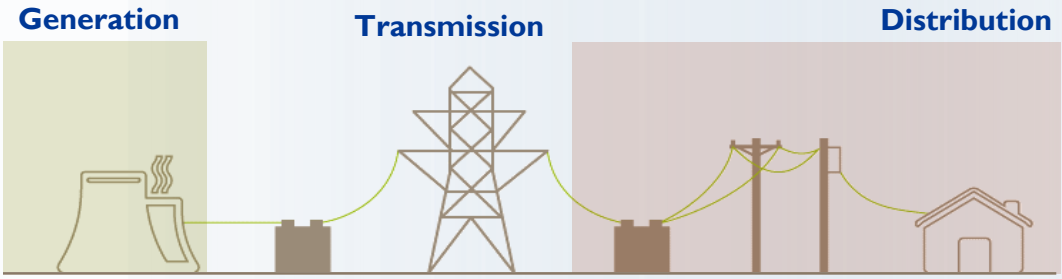
What is the difference between load ***reduction*** and load ***shedding?***



Load shedding

- When **Eskom does not have sufficient** Generation **capacity** (supply) to meet demand
- Loadshedding is implemented, as a last resort, to **protect the country** from a National black out

Load reduction

- When the **customers' demand** is **higher than** the demand the local **equipment** can withstand
- Load reduction is implemented to **protect equipment** (transformers and sub-stations) as well as **people** (explosions)

Load reduction and meter audits are used to protect the network

How is this done?

We apologise for any inconvenience caused by power interruptions, and assure you that load reduction is implemented as a last resort

Load reduction

- Customer **demand** is **forecasted** (future)
- Network equipment is **monitored** 24/7 (present)
- This tells us where **overloading** will occur
- **Decision** to reduce load is made
- **Notice** is issued to the public to allow them to prepare for a controlled power interruption

Meter audits

- **Electricity meters** are checked for damage, theft, tampering and illegal connections
- We **fix and replace** the ones we can (Eskom attends to paying customers before non-paying customers)
- We **remove illegal connections** and ensure the safety of the equipment

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