

Keep safe

Fact Sheet



Please
use only
what you need



Keep your family and community safe



What is more important than ensuring that our family is safe when they are at home? We do not always see potential hazards, especially when they are right in front of us, so here are some useful safety tips from Eskom to ensure that you and your family are safe inside your home:

1. Do not pull plugs out by the cord.
2. Do not insert bare electrical wires into sockets.
3. Never use electricity in the bathroom – water and electricity are a dangerous combination.
4. Do not pass electric cords from one room to another through hinges of doors or windows where they can be squashed or damaged.
5. Do not overload plug points.
6. Switch off appliances when no longer in use.

Staying safe **outside** your home is just as important. Sometimes risks are overlooked because we do not understand what to look for. Outside your home, there are several electrical safety hazards that can cause injuries or fatalities, and if you know what to look for, you can stay safe and help others to do the same. Remember these simple tips to keep your family safe outside your home:

1. Treat all power lines as live
2. Teach your children to avoid playing near power lines or any other electrical infrastructure
3. Teach your children not to fly kites near power lines or throw objects onto power lines, and if a kite gets stuck in a power line to leave it and not try retrieve it. Rather call Eskom or your municipality and report the matter so that they can safely remove it.
4. Never climb trees or other structures near power lines
5. Don't light fires under power lines or near electrical installations or substations
6. Never cut down tree branches near power lines – rather call Eskom or the municipality to cut the branches.

7. Remember electricity can be dangerous and must be treated with respect! Be aware of unsafe conditions in your estate and surroundings and help keep your family and community safe.
8. If you come across an unsafe condition, report it to Eskom immediately on **08600 37566 (ESKOM)**





Report low-hanging power cables to Eskom

2

Low-hanging or collapsed power lines pose a great danger to everyone in your estate. Storms and high winds often damage power lines and can cause pylons to topple over. It is very important for you to stay clear of low-hanging power lines at all times, as they may be live and can cause injury or even death.

If you or anyone in your family should encounter low-hanging or collapsed power lines, for the sake of everyone's safety, please report them to Eskom immediately on **08600 37566 (ESKOM)**

The dangers of illegal connections

3

People die due to illegal connections all the time. In 2018/19 111 people died because of illegal connections. When people connect illegally, that connection overloads the network beyond the capacity for which it was designed and that results in the system tripping, and unplanned power outages that affect the ability for schools, clinics and traffic lights to function properly.

The risks associated with illegal connections are:

1. The illegal wires are usually not connected to an earth leakage unit, which will "trip" or break the current if somebody touches a live wire.
2. The insulation around these live wires conducting the electricity is usually insufficient to protect the person touching the wires and they could be shocked. If one combines this with the lack of earth leakage, then there is a very dangerous – and often fatal – situation and so many people are shocked or killed in this way every year.

3. The bare wires are often touching other metal objects in and around the house (such as fences, downpipes, metal objects), and this means that large structures or objects are live – and without earth leakage protection. This has in many cases resulted in tragic consequences when members of the public and children have made contact with the live structures and have been seriously injured or died.
4. The saddest part is that often children or toddlers, who have nothing to do with the illegal connections, are hurt or killed.
5. It is also important to understand that "seriously injured" means that people get badly burnt or lose part of an arm or a leg, or even the entire limb.

Please report any illegal connections and help keep our homes and our estate safe! Report illegal connections on **08600 37566 (ESKOM)**.

As a community, let our thoughts become our actions. Let us use only what we have to use, and defer loadshedding as much as possible. Let us be safe and legal and let us show our support for Eskom's efforts to share the limited power among us fairly.



Eskom is happy to assist you with your queries.

4

Website link:

www.eskom.co.za/residential

 [Eskom_SA](#)

 [eskomsouthafrica](#)

 [eskom_hld_soc_ltd/](#)

or call **08600 37566 (ESKOM)**

Together we can make a difference