

# Power outages mbabane

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MBABANE – A ferocious hailstorm that particularly battered Pigg’s Peak, Mbabane and Manzini on Friday left 4 000 power outages.

Bongani Khaya Mavuso, the Marketing and Corporate Communications Manager at Eswatini Electricity Company (EEC), said they were attending to all the 4 000 reported power outages. The government issued a public notice on the power outages yesterday. He assured EEC customers that they would be assisted. Mavuso mentioned that some of the company’s power lines, cables, metres, PG clamps and circuit breakers were damaged.

“Our company is doing everything possible to have the electricity restored within reasonable time,” said Mavuso. In the meantime, he pleaded with all affected customers to be patient as some of the areas were inaccessible because of the wet conditions. Most importantly, he urged them to exercise safety precautions by avoiding coming into contact with any fallen power lines. All power outages, he advised, must be reported to 800 9000 (toll free) or 2508 3333 (standard rates apply). They can also do so via the EEC self service platform \*8888#.

Please be reminded on how to report electricity related queries to our 24-hour call centre.

Self Service: \*8888# on both mobile network platforms.

Toll free Number: 800 9000 toll free can be called using landline. EEC pays for the call at present.

A planned outage occurs when your electricity supply is temporarily interrupted to allow EEC personnel to carry out essential maintenance/repairs on the network safely. This also allows us to make some improvements and reduce the chances of accidental power cuts. An outage of this nature is normally scheduled and announced well in advance. EEC has a responsibility to make the affected customers aware of the outage details via the mainstream media, social media or through leaflets delivered to premises. Warnings about planned power cuts are published almost every week (Fridays and weekends) in the Times of Swaziland and Swazi Observer.

Every effort is made to undertake planned outages during times when there will be least inconvenience to the customers such as weekends or when most consumers are presumably at work. Please note that in some instances, this is not always possible. In the case of large customers, wherever possible, planned interruptions will be negotiated.

Generally, an unplanned power outage is outside of EEC’s control and may be as a result of a fault in the network. There are several major categories of faults which may occur without prior indication. Some of



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the common types are equipment failure, cable faults, and damage by third parties (e.g. road traffic accidents), adverse climatic conditions such as lightning, theft and vandalism to electrical infrastructure. In such situations, it is not possible to give customers prior warning.

Although EEC endeavours to keep its infrastructure in good condition, occasionally some equipment do fail in service. In the case of lightning, severe storms, theft and vandalism, EEC has very minimal control.

In the event of power interruption, our network control and dispatch centres will be notified, either automatically via our system monitoring equipment or via our 24-hour call centre. The latter is the main gateway to EEC for all the over 160000 customers. Maintenance crews are immediately dispatched to attend to the problem. The high and medium voltage electrical networks are generally designed to provide an alternative supply to cater for most faulty situations, but when there has been severe damage an extended interruption may be experienced.

EEC is constantly striving to improve the quality and security of supply for its customers. We are always desirous of meeting your expectations.

Contact us for free full report

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