



## **MEDIA STATEMENT**

11 August 2020

### **OFFICIAL STATEMENT WITH REGARDS TO PROLONGED POWER OUTAGE**

KSDLM wishes to apologize to her Customers and Ratepayers who were impacted by the outage Sunday, 09 August 2020. KSDLM further acknowledges the inconvenience and the pain that has been suffered by our customers due to the duration of the power outage.

We would like to state that it has not been our intention to prolong the outage and thereby inflicting pain to our customer and to score an own goal by losing a lot of revenue. It was important that the work be done and there was no way to avoid the outage. The contractor had requested 2 days in order to do this work and because we understood the impact of that request to both our customers and our revenue, we refused and insisted on the better plan and more resources.

Site conditions and work demand forced us to go beyond the time we had communicated to our customers and because of the nature of the work it also meant we had to demand more from the teams as they had to work more than 18 hours, something that was both illegal and very unsafe to do but we had to do it because we know the impact of the line we are working on. It is important to remind our customers about what we are doing and the promise we had made to them before.

Our customers would recall that in December 2019 there were a lot of outages on the 66kV line and we communicated the fact that we were busy with plans to refurbish and upgrade the current old and dilapidated line. That time has come now, and Sunday's outage was the first step towards the upgrading of the line. We are working within a lot of constraints as there is no open land to construct an new and upgraded line which is what we would have preferred in order reduce both the

frequency and the duration power outages due to this planned work, we are forced to a dangerous and risky work of “ break and build”. Break and build means that because you do not have space, you must first demolish the section of the existing line and construct a new line on where the old line was, finish the work on the same day and restore power to the customers the same day and that is a toll order.

Despite the extended outage, the teams showed commitment and met that objective even though they had requested 2 days and we had refused. That is why they lay down flat the next morning due to physical exhaustion as more than 18 hrs of hard labour is not a child’s play. If we did not care about our customers and the Municipal revenue, we would not have subjected the teams to such pressure.

We assure our customers that we are doing this work for their own future comfort as well as contribution toward water security. Water and Electricity stability is what both our town and potential investors need.

We as KSDLM are trying our best with the constraints we are facing to meet these objectives. We are therefore appealing to our customers and ratepayers to bear with us in this challenging undertaking as we are facing the 2 hurdles which are crossing N2 and R61, we are also constrained in these 2 sections and we will be compelled to do break and build again, however we undertake to plan better and communicate better as we would have taken lessons from the current experience.

Ends.

Issued by : King Sabata Dalindyebo Municipality  
Mthatha

For Media Enquiries : Sonwabo Mampozza- CPRP

Contact no : 073 488 1556