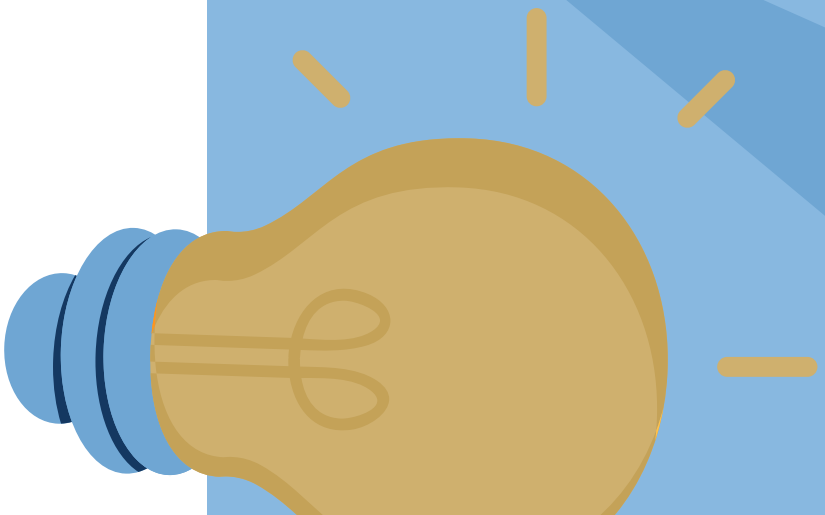
Oshakati Premier Electric

ELECTRICITY
& SAFETY



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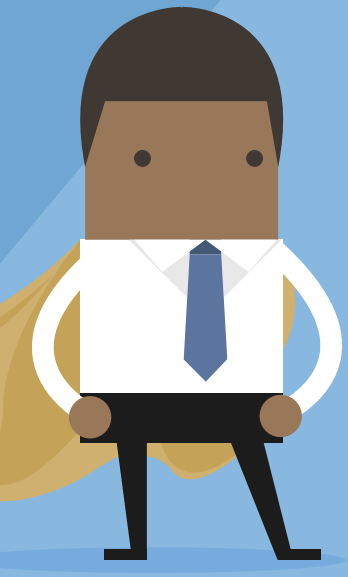
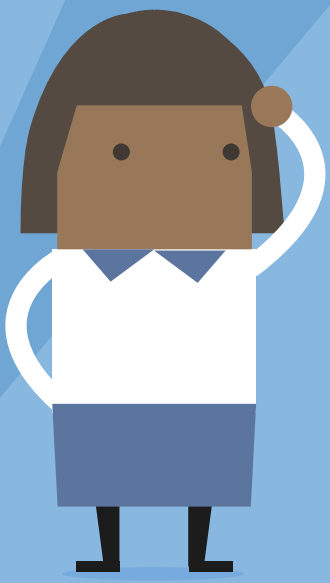


PART A: *HOW TO APPLY FOR ELECTRICITY*



What procedures should a customer follow when applying for an electrical connection at Oshakati Premier Electric (OPE)?

01

OPE has a standard application form for electricity that is available at its offices in Oshakati.

02

Visit the OPE offices to complete the application form. You must bring along your Namibian ID. If you are not the owner of the property, an authorisation letter from the owner will also be required.

03

All new applications will be forwarded to the Oshakati Town Council for verification of ownership of the premises involved. Once the verification process has been completed by the town council, the application form is returned to OPE for physical site measurements and preparation of the quotation. As soon as the quotation is paid in full, the electrical connection to the customer's premises is installed.

What procedures and requirements is applicable when applying for electricity in a Peri-Urban/Planned Informal Settlement Area?

PART B: *ELECTRICITY AND SAFETY*

It's hard to imagine life without electricity. However, as we get more comfortable using it, we can also become more complacent. As the electricity distribution and supply company to households and businesses within the boundaries of Oshakati, OPE is committed to providing a safe and reliable power supply to its customers.

We have compiled these electrical safety tips to help you to use electricity safely.

1 What to do during a power outage

In the event of a power failure;

1ST	Firstly, check that your-prepaid meter box is off or on. In the case where it is off, you should contact the OPE office as soon as possible for help.
2ST	Secondly, find out if you are the only house affected. If you are, then you should check the main box (distribution box) to see if the main power circuit breaker has tripped. If it has, switch it back on. A circuit with a fault should remain off; get it fixed as soon as possible by an OPE approved electrical contractor.

If you are unsure of what to do, **DO NOT TOUCH ANYTHING!** You must contact the OPE 24-hour Fault Reporting Centre for assistance. If you experience power failures during the day or after working hours, you must contact the 24-hour Fault Reporting Centre at:
Tel: 065-220229/065- 220745
Toll free: 0819779

This reporting Centre is operational 7 days a week, including public holidays.

2 Overhead power lines

All power lines are dangerous and should always be treated with extreme caution. Even when the power is off, you should never come close to a power line.

If you notice a power line hanging low or that has fallen to the ground, stay at least eight meters away and call OPE 24-hour Fault Reporting Centre immediately.

Never attempt to rescue anything or anyone caught in power lines. Immediately call OPE for help.

Encourage children to play in an area clear of power lines.

Trees and vegetation growing too close to power lines can cause power outages, they create safety hazards such as grass fires and bushfires and increase the risk of electrocution.

3 Overgrown trees near overhead power lines

Why does OPE need to trim overgrown trees?

- When trees touch power lines, they cause power dips for customers and in some instances, greater areas of Oshakati can trip.
- Poor power quality affects the quality of life; from the simple flickering of lights, to equipment damage and may even include sustained power interruptions.
- Trees touching power lines pose a safety risk as certain parts of the tree will be at certain voltages and people in the tree, or touching the tree can be exposed to electrical shock.
- In terms of the Electricity Act, it is the responsibility of residents to inform OPE about trees approaching these power lines.

Whose responsibility is it to keep trees away from power lines?

In Oshakati, OPE will require that they themselves cut overgrown trees to minimise safety risks and control the quality of what is done. Please inform OPE at 220 229 when you see a tree growing near power lines.

What are the right procedures to be followed before trees are cut down? Do personnel of OPE have the right to come and cut trees without the customers' consent?

Yes, as it is OPE's obligation under the Namibian Safety Code. OPE personnel will approach the residents on site and explain to them the situation before cutting the overgrown tree.

What happens when one fails to comply with the regulations involved in tree trimming?

There will be power trips and even frequent power outages in your area. The risk of electrical shock remains high as something that is not insulated is touching a live power line, so anyone else touching it, is at risk.

Overloading – Power points and power boards

- Bypassing electricity is when someone tampers with the electricity meter, preventing it from recording the power used at any given time
- An illegal connection is when someone from a certain ERF gives electricity to someone in a different ERF. This should never be done. It is unsafe, dangerous and can cause electrocution
- An electricity connection is illegal when it is made to the OPE distribution system without OPE's permission
- Supplying another house using an extension lead is dangerous since any metal object (like a shovel) that strikes and damages the extension lead, can kill someone
- Bypass & illegal connections are illegal offenses. Rather contact OPE/Electricity Supply Authority and apply for a legal connection to avoid being fined and the connection removed
- If a person moves into an ERF or premises and suspects that there is an illegal connection/bypass, they must report it immediately to OPE
- Meter tampering or bypassing is dangerous and illegal. Only an authorised OPE technician may work on meter boxes and meters. If your metering installation is identified as being tampered with you will be fined.

How will a customer know that the tree needs to be trimmed?

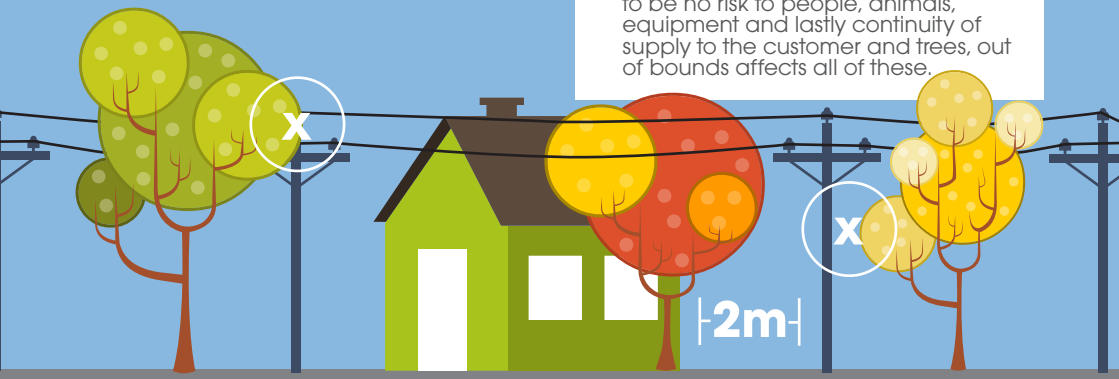
If the tree is (2) meters or less away from the power lines.

For future homeowners, what precautions do they need to follow before they embark on tree planting?

Do not plant trees under power lines or close to your house's front border as shading is in any event best inside the yard where the shade can provide a pleasant environment.

Which acts, policy, regulations or guidelines support OPE in tree trimming?

- The Namibian Electrical Safety Code, as referenced in the Electricity Act of 2007, requires all structures to be at least two (2) meters away from an 11kV line.
- This creates a tunnel within a two (2) meter radius around a bare overhead power line through which things are not allowed to overhang.
- If they do, they need to be removed, or in the case of trees, trimmed to ensure safety requirements are complied with, and quality of electrical supply to customers remains as good as it should be.
- In the safety environment, there need to be no risk to people, animals, equipment and lastly continuity of supply to the customer and trees, out of bounds affects all of these.



5

Electricity and safety in the home

While it may be safe to do simple electrical work around your home, such as changing light bulbs and fuses (make sure that the power is first switched off), any changes to the wiring must always be performed by a licensed electrician. Make sure plugs fit securely into outlets and don't force a plug into an outlet if it doesn't fit.

Switch off the wall socket before pulling the plug out.

Unplug appliances before cleaning them or repairing them.

Never put metal objects in live parts of appliances or outlets.

Always pull on the plug and not the cord since the cord may pull out of the plug and pose a danger to you and your family.

Examine electrical cords to be sure they are not frayed and replace any damaged cords or cables.

Never place electrical cords across areas where people walk or under carpets.

Never use extension cords as permanent wiring, especially outside the house.

All electrical appliances must not be used within reach of water and should not be used in a bathroom.

Never touch electrical appliances or switches with wet hands and do not fill a kettle with water when plugged in.

Watch out for a tingling feeling when touching metal in your home, such as taps, sinks and appliances. This can be an indication that there is an underlying electrical fault.

Always read the manufacturer's instructions when purchasing new electrical appliances.

If an appliance has a damaged power cord, switch it off immediately at the power point, disconnect the appliance and have the cord repaired or replaced.

Never handle wiring that is damaged or worn. Contact.

6 Vandalism and damage to electrical infrastructure

Do not interfere with or vandalise OPE property – it can lead to being injured or killed, and it makes electricity more expensive for everyone in Oshakati.

It is a criminal offence to deliberately damage mini-substations, kiosks, power lines, poles, wires, meter boxes and to steal fencing, covers and any other OPE infrastructure. This can create dangerous safety hazards and disrupt the electricity supply.

7 Power points and power boards

Running too many appliances off one power point by piggy-backing double adaptors, or connecting power boards together, can overload the circuit and lead to overheating, damage to equipment, or even cause a fire in your home or office.

Your house is equipped with a main circuit breaker which will trip if you use too many appliances at the same time. All electrical appliances have a rating in Watts (W or kW). Learn what the ratings of your appliances are and which ones you can use at the same time without tripping the main circuit breaker.

8 Using electrical appliances outdoors

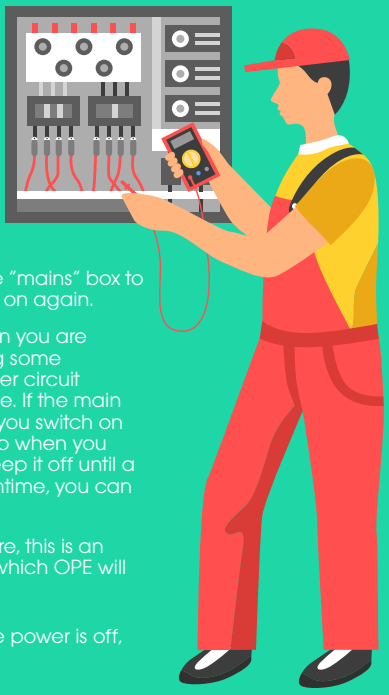
Plug appliances and power tools into an earthed power point or extension cord. Never leave electrical appliances and cords outdoors and exposed to rain or water.

Never use electrical appliances and cords near a pool or near water.

9 Keeping our youth safe

- Electrical outlets and extension cords are not safe for children to play with. Use appropriate safety plugs and teach children that these items are not for play.
- Touching a power line or anything in contact with a line can severely hurt and even kill them.
- Never fly a kite near power lines.
- Warn children never to go inside a substation and to stay clear of them.
- Take extra care when your baby starts to crawl or walk and keep them away from cords and plugs.
- Using electrical appliances such as radios, television, or blow-dryers near water can be dangerous.
- Teach your children not to play under or near power lines.
- Never allow children to climb trees near power lines.
- Teach your children how to identify electrical lines, transformers and substations so that they don't play near them.

10 Power Failure and tripping of circuit breakers



- Always know where the "mains" box in your home is located.
- Circuit breakers are installed to automatically disconnect a circuit if it draws too much power. This can be due to a fault creating a short circuit, or by overloading the circuit.
- If you are the only house affected by a power failure, check the "mains" box to see if the main power switch has tripped. If it has, switch it back on again.
- If a sub-circuit trips without tripping the main circuit breaker, then you are probably using too many appliances on that sub-circuit. Unplug some appliances and try switching the circuit on again. Switch all other circuit breakers off (except the main one), then switch on the main one. If the main one now stays on, switch the sub-circuits on one by one. When you switch on the one that has a fault, then the main circuit breaker should trip when you switch that sub-circuit on. Switch the faulty sub-circuit off and keep it off until a qualified electrician can find the fault and repair it. In the meantime, you can switch all other circuits back on.
- Should all the houses in your area be affected by a power failure, this is an indication that the main power supply in your area is affected which OPE will be aware of.
- Always treat electrical outlets or networks as live, even when the power is off, because it can come back on at any time.

11 Do Not...

- Use damaged extension leads or appliances with damaged power cords and replace damaged ones.
- Remove the socket before first switching off the power outlet, and do not unplug the socket by pulling on the power cord.
- Spill liquids onto appliances or power outlets as it may damage the installation or cause electrocution.
- Run power cords over sharp edges, especially metallic ones that may cause an electrocution.
- Use extension leads outdoors for prolonged periods of time as their integrity will be compromised due to weather and physical contact.
- Overload electrical outlets as this may cause undue heat buildup and cause a fire.
- Leave appliances on when a power interruption occurs, as the return of power may cause damage due to heating appliances.
- Assume that a power interruption will be suitable isolation to allow modifications to an electrical installation, as power may return at any time. Power is restored as soon as possible to allow minimum inconvenience for customers, even if a notice may have indicated a longer off time.
- Make modifications to the electrical installation yourself, ask a registered electrical contractor to help you. When in doubt confirm with our Local Supply Authority on what is allowable and safe.

PART C: *ENERGY SAVING TIPS*

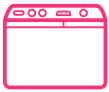
Fridge/freezer

- Do not set freezing temp. lower than necessary.
- Defrost at least twice a year.
- Let hot foods cool before refrigeration.
- Switch off when on an extended holiday.

Microwave

- Use to cook small to medium portions. For larger portions, use an oven.

Washing Machine

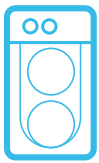


- Front loaders use less power than top loaders.
- Save dirty clothes until a full load has accumulated.

Steam or dry iron

- Iron low temperature fabrics first.
- Iron large batches at a time.
- Switch off before finished and complete ironing with stored energy.

Electric stove



- Use cooking utensils with flat bottoms and tight covers.
- Keep oven doors closed until food is cooked.
- Do not use grill compartment to make toast.
- Plate reflectors must always be kept clean.
- Never use to heat the kitchen.

TV/DVD/Stereo

- Standby button consumes significant amounts of energy.
- Switch these appliances off at the wall.

Computer/Fax/Printer

- Never leave your computer, fax or printer on overnight.
- Set the screensaver on your computer to come on after five minutes of non-use.

Light Bulb

- Always switch off lights when you leave a room.
- Replace conventional lights with compact fluorescent or LED lights where possible (gives same light as 60-watt bulb while using a fifth of the power and lasts 10 times longer).

Kettle

- Only boil as much water as you need.

Cellphone

- Only recharge your cellphone's battery when it is completely drained.
- Never leave your cellphone charging overnight.
- When your cellphone is finished charging, unplug it.

PART D: *DID YOU KNOW?*

1

Meter Bypass and illegal connections

- That when someone tampers with the electricity meter, preventing it from calculating the used power, it is called bypassing and it is an illegal offence.
- That when someone from one ERF gives electricity to someone in another ERF, it is called an illegal connection and it is an offence.
- That you can unanimously report bypassing and illegal connections to the OPE office at **Tel: 065-220229.**

2

Buying of Electricity

That when you buy electricity at the vendors (example: Oneshila, Shali, NHE, MobiPay, Cellphone banking & Tusk Mobile) you will get the same units as when you buy at the office of OPE. It is not more expensive to buy electricity at the vendors.

3

Tree Trimming

- That when trees grow up to the overhead power lines it can cause temporary/permanent faults when the wind blows and the branches touch the lines.
- That tree trimming is done by OPE to keep the tree away from the power lines. This is to ensure a safe and reliable power supply.

4

Power Failures

- That in the event of power failure you can contact our 24-hour Fault Reporting Centre at: **065-220229 / Toll free: 081 9779 Office Hours 065-220229 / 220745 /Toll free: 081 9779 After Hours**.
- That the Reporting Centre is operational 7 days a week including public holidays.

5

Short Circuit

That a short circuit is an electrical circuit that allows a large current to flow in a circuit without electrical impedance or resistance. It may be caused by a faulty stove, kettle etc. Customers are advised to give correct information as to what caused the problem to the fault report call centre or to the OPE Electrician attending to the call out. This service is provided for free by OPE.

6

Damage Cable

That when you dig and see or damage a cable, you must report it to OPE so that it can be investigated for repair This service is provided for free by OPE.

7

Vandalising of OPE properties

That if you see anyone damaging or vandalising electrical infrastructure in Oshakati, you should report it to Oshakati Premier Electric, as any damage to the electrical infrastructures may lead to power outages or unsafe situations.

PART E: FREQUENTLY ASKED QUESTIONS

Can one apply for electricity on behalf of the registered owner?

All applicants must have their ERF number when applying. **Residential Property** - A registered owner of a residential property must have their original Identity document (ID card, Passport).

Can one apply for electricity on behalf of the registered owner?

An authorised representative of a company may apply with the following documents:

- Certificate of incorporation/ founding statement,
- Lease agreement (rental),
- Original identity document of applicant (representative) and a copy of at least one director's.

How long does it take to approve the application for electricity and get a quotation?

The duration of approving application depends on the following:

- Number of application to be approved
- Confirmation of applicant as registered owner

I pay my electricity to OPE, but I have to pay the electrical contractors who can be too expensive. Why does OPE not do all the work for the customer?

OPE is only responsible for the supply of electricity; for electrical work, customers must appoint electrical contractors who are registered with OPE to do the installation. Customers are encouraged to make use of these contractors to ensure safe installation in accordance with electricity distribution laws and regulations, to allow the issue of a certificate of compliance.

Why is there a need to use Electrical Contractors?

Electrical Contractors in Namibia are regulated to ensure that only persons that have suitable qualifications and experience are allowed to wire premises that will be occupied by persons or animals. It is therefore of great importance to ensure that electrical contractors used for installation work within Oshakati and the areas we operate are registered with us, as well as the local Electrical Supply Authority, to ensure the work they do is according to SABS standards and is safe. OPE will also have inspectors that will check installations and may require modifications to ensure it complies to SABS standards for the Wiring of Premises. For a list of registered Contractor please contact the offices of OPE or go to our website: www.ope.com.na.

PART F: *WHERE TO BUY YOUR ELECTRICITY*

Vendors	Time
iFresh Mini Market at NHE	08h00 – 21h00
Rani Supa Dupa (Evululuko)	09h00 – 21h00
Onhokolo (Okandjengedi Market)	09h00 – 21h00
MobiPay	24 hours
Cellphone Banking	24 hours
Tusk Mobile	24 hours
Netvend	24 hours
Oneshila Service and Shali Garage	24 hours
Puma Service Station (Game Complex)	24 hours
Thomas Filling Station (Uupindi)	24 hours

Oshakati Premier Electric

Tel: 065 220229
Fax: 065 222 688
Postal: PO Box 1594 Oshakati
Website: www.ope.com.na

Business Hours
Monday - Friday
08h00 -13h00
14h00 -16h30

After Hours
For power failures contact;
Tel: 065 220745
Toll free: 081 9779