

SAFETY AND QUALITY OF SERVICE – EDUCATING THE PUBLIC

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What is Electricity?

- a) A phenomenon arising from the flow of electrons
- b) One of the most used power sources-makes modern living comfortable
- c) Most people familiar with electricity-take electrical safety for granted

How Dangerous is Electricity?

- a) Human beings sense electrical currents as low as 1 milliampere (mA) – produces a slight tingling sensation
- b) Current levels above 5mA (a let go threshold) can cause loss of muscular control, irregular heart rhythm, fatal cardiac arrest
- c) 5mA is only a fraction of the current needed to power a 60w bulb which draws 500mA

What is an Electrical Shock?

- a) An electrical shock occurs when a person touches an electrically charged object+ another surface capable of conducting electricity to the ground
- a) Current passes between the two points of contact
- b) Shock effects depend on the amperage, duration of contact and resistance of the pathway through the skin
- c) Damp skin is less resistant to current flow-permits greater shock effects
- d) Recommended to work in a dry environment while handling electrical equipment

How does the ERB ensure Consumer Safety?

- a) ERB developed an Electrical Safety Code in conjunction with stakeholders
- b) Code provides guidance on electrical safety
- c) Covers basic provisions for safeguarding of persons, property and the environment from hazards arising from the installation, operation or maintenance of electrical equipment
- d) Electrical safety code is a licence condition
- e) Submitted electrical safety code in 2003 to the Government for promulgation into regulations

How is the ERB Enforcing the Electrical Safety Code?

- a) Both the Energy Regulation Act and the Electricity Act stipulate that all electrical accidents shall be reported to the ERB – to enhance electrical safety at work
- b) Licence condition that an electrical accident should be reported to the ERB within 48 hours
- c) ERB carries out inspections whenever an accident report is received

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- d) An inspection report is prepared with recommendations on how such accidents could be avoided in future

How many Electrical Accidents Reports does the ERB receive per month?

- a) On average ERB receives about 2 to 3 electrical accident reports per month
- b) In the rainy season the number of accidents tends to increase
- c) The attached pie-chart gives statistics on the number of accidents reported in 2003 and 2004

What are the Main Causes of Electrical Accidents?

- a) Illegal Connections/extensions – not professionally done
- b) Ladders – regardless of material of construction (even wooden ones) can become electrified if brought into contact with electric wires
- c) Wires – fallen wires
- d) Digging – without checking whether there are buried electrical cables or not
- e) Climbing – utility poles, towers, pole – mounted transformers or trees near power lines

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- a) Overhanging tree branches
- b) Draining transformer oil
- c) At places of work-none adherence to operational/maintenance procedure

What are Quality of Service Issues?

- a) Metering – metered/non metered customers – billing issues
- b) New service connections
- c) Service outages
- d) Damaged equipment – e.g., under voltage
- e) Disconnections/service termination
- f) Arrears accrued – previous tenants

What is ERB doing about Quality of service issues?

- a) Developed Electricity Supply – Quality of service: Specification
- b) Standard details minimum requirements for measuring the quality of service provided by electricity undertakings in Zambia
- c) Gives ERB a common basis for evaluating quality of consumer service when:
 - Distribution and supply licence applications are being considered
 - Monitoring the performance of licensees on an on going basis
 - Dealing with consumer complaints

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d) The standard deals with issues such as meter testing, service standards e.g., Processing of requests for new supply/response time, disconnections, consumer faults/network faults, service providers

How is ERB Enforcing Quality of Service Standard?

- a) Quality of service standard is a licence condition
- b) Through inspections – routine/incident/complaint related
- c) Monthly reports from service providers

How is ERB Educating the public about Safety and Quality of Service?

- a) Through articles in the print media
- b) Holding radio and television discussions
- c) ERB encourages utilities to carry out public awareness campaigns on safety and vandalism of electricity infrastructure
- d) Formation of utility safety committee

Electricity Accidents Statistics

