

MEDIA RELEASE

Free Basic Electricity Campaign to benefit many qualifying households

Wednesday, 13 May 2020: Eskom in the Eastern Cape has kick-started a Free Basic Electricity (FBE) Campaign to assist low income customers or indigent customers that are identified by local municipalities as qualifying to receive FBE tokens from Eskom. This is an effort to alleviate the impact of COVID-19. About 16% of the legible FBE customers in the Eastern Cape do not collect their FBE due to the following:

- Some of these customers are deceased and the indigent register is not updated by family members. The customers are encouraged to visit their local municipalities and report such cases.
- Eskom is also impacted by electricity theft and some of these customers do not see the need to collect FBE and thus tamper with their prepaid meters.

To improve the status quo, customers are encouraged to do the following:

- Customers are encouraged to report faulty FBE tokens or meters on the Eskom contact centre number **(08600 37566)**.
- Customers must report dishonest vendors or merchants that are overcharging them.
- If a customer does not receive FBE anymore, they must enquire from their local municipality.
- Eskom national vendors have launched a Self-Service Mobile channel for FBE.
- The mobile service is ideal for easy access, convenience and promotion of social distancing during COVID-19 pandemic period.
- These are available mobile services at the moment:
 - CiGICEL has a USSD option *130*869#
 - FLASH FBE has a USSD option *130*269#

The above mobile services are very user friendly and can contribute to reduce traffic in busy city centres. This is another effort by Eskom and local government to help fight the spread of COVID-19.

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