




	FBC Free State OU and Northern Cape OU INVESTIGATION REPORT	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-136349448	Rev	2
		Review Date	10 April 2018		
		Effective Date	01 March 2022		

INFORMATION SUPPLIED BY THE CUSTOMER AND POPULATED BY INSURANCE DEPARTMENT			
Incident location (Town)	Kuruman	Sector	Kgalagadi
Date of incident	01.06.2021	Time of Incident	Not stated
Date reported (fault)		Reference number	
Date reported (claim)	07.01.2022	Reference number	
Pole No.	WK460-90-103	Works order No.	501-26988052
Name of claimant	O De Klerk TF Loots JA De Klerk	Contact number	082 829 0292 084 250 6677 083 976 3815
Stand Number/Address	Farm Van Der Hoff, Skietpan & Chapman, Kuruman	Claim No.	434475

Summary of incident	<p><u>DESCRIPTION OF INCIDENT</u></p> <p>The main power line that provides power to Chapman and a few other farms, kept tripping at Bella Vista. This portion of the line had been without power for more than 24 hours</p> <p>On 1 June 2021, ESKOM sent a vehicle with technicians from Kuruman to search for the problem. They however already left by 16h00 without having found the cause of the problem. The alleged reason why they had to leave that early was due to lack of funds for overtime work. There were 3 technicians.</p> <p>They returned on the morning of 2 June 2021 to resume searching for the cause of the problem.</p> <p>One technician stayed at Bella Vista at the main line while the other 2 searched for the problem. As soon as they suspected that they might have found the problem, they would radio the technician at Bella Vista to switch on the line.</p> <p>However, every time they tried the line would trip again, and they would continue their search.</p> <p>When the technician came to Chapman's house and saw that the earth line was struck out by lightning at the top of the transformer, he immediately assumed that it was the only cause of the problem. He pulled open the breaker at that pole, and radioed the technician at Bella Vista to say that he found the problem and that he should switch on the power.</p> <p>However, apart from the problem at the transformer, there were also cables broken off and lying on the ground. When the power got switched on at Bella Vista an immediate short-circuit occurred and Mr. De Klerk and the technician saw smoke where the veld got lit on fire. This was about 4km from the house in an east-south-easterly direction.</p> <p>The fire continued for the rest of the day until 23h00 when the farmers and community managed to put the fire out.</p> <p>Eskom repaired the lines throughout the day.</p> <div style="display: flex; justify-content: space-around; align-items: flex-end; margin-top: 20px;"> <div style="text-align: center;">  ANDRE DE KLERK ESKOM.pdf </div> <div style="text-align: center;">  THOMAS LOOTS ESKOM.pdf </div> <div style="text-align: center;">  OKKER DE KLERK ESKOM.pdf </div> </div>								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; padding: 5px;">O De Klerk</td><td style="width: 30%; text-align: right; padding: 5px;">R771,273.00</td></tr> <tr> <td style="padding: 5px;">TF Loots</td><td style="text-align: right; padding: 5px;">R319,416.63</td></tr> <tr> <td style="padding: 5px;">JA De Klerk</td><td style="text-align: right; padding: 5px;"><u>R217,926.83</u></td></tr> <tr> <td></td><td style="text-align: right; padding: 5px;"><u>R1308616.46</u></td></tr> </table>	O De Klerk	R771,273.00	TF Loots	R319,416.63	JA De Klerk	<u>R217,926.83</u>		<u>R1308616.46</u>
O De Klerk	R771,273.00								
TF Loots	R319,416.63								
JA De Klerk	<u>R217,926.83</u>								
	<u>R1308616.46</u>								
Insurance remarks									
Date to PCC	08-04-2021								

INVESTIGATION MAINTENANCE AND OPERATIONS DEPARTMENT

Complied by	Ntsokolo Memani	Designation	Sector engineer
Authorized by	Sylvester Mojaki	Designation	Sector Manager

Claimant's allegations for claim: The claimant alleges that the main power line that provides power for Chapman and a few other farms, kept tripping at Bella Vista. That portion of the line had been without power for more than 24 hours. On 1 June 2021, Eskom sent a vehicle with technicians from Kuruman to search for the problem. They left before 4pm without having found the problem and returned again the following day on the 2nd of June 2021 to continue the search. One technician stayed at Bella Vista at the main line while the other two searched for the problem. As soon as they suspected that they might have found the problem, they would radio the technician at Bella Vista to switch on the line. However, every time they tried the line would trip again and they continued the search. When the technician came to Chapman's house and saw that the earth line was struck by lightning at the top of the transformer, he immediately assumed that it was the only cause of the problem. He radioed the technician at Bella Vista to say that he found the problem and that he should switch on the power.

When the power was switched on there was an immediate short circuit due to conductors that were broken and lying on the ground. Mr. De Klerk and the technician saw smoke where the veld got lit on fire. This was about 4km from the house in an east-south-easterly direction.

The fire continued for the rest of the day until 11pm when the farmers and community managed to put it out.

Date and Time of Incident	01.06.2021 17:04	Date and Time supply Restored	02.06.2022 16:38
Time Dispatched	01.06.2021 17:55	Work Order Number	501-26988052
Number of Interruptions	1	Duration of Interruptions	23.5 hrs
Network or Customers Affected	20	Planned Outage? (Yes/No)	No
Approximate MVA hours lost	0.363 MVA x 23.5hrs = 8.53 MVA hours	Network or Customers still at risk (Yes/No)	No
Weather Conditions	Clear	Protection Details	Breaker at WK 460-1
Proposed Contingency Plans			
Root Cause of the Incident	The dead-end that broke at WK460-90-103 and caused the conductor to make contact with the tree and eventually fall to the ground and started the fire.		
Summary of the Incident	On the 1 st of June 2022 at around 5pm the conductor on pole number WK460-90-103 pulled out on both sides of the dead-end on the cross arm and fell on top of a tree and caused the breaker at WK460-1 to trip and lock out. Operators were dispatched at 17:55 to attend to the fault. They did sectionalizing on the line up until pole number WK460-90 to try find the fault but couldn't find it and left at 22:50. The following day on the 2 nd of June 2022 they resumed with their fault finding again by continuing to do sectionalizing on the line. They started at WK460-90-189 and went up to WK460-90-75-17. The breaker still tripped when they tried to close it. They then opened the isolator at WK460-90-75. When they closed the breaker at WK460-1, the breaker remained closed. The operator as well as Mr. De Klerk saw smoke where the veld caught fire. This was due to the fact that part of this conductor was now lying on the ground. This happened at 11:25 on the 2 nd of June 2021.		

Summary of Switching and Actions taken after the Incident	They opened the breaker at WK460-1. Test line for dead at WK460-90-75.
Voltage Regulation within NRS048	N/A
Findings	At WK460-90-103 the conductor had pulled out on both sides of the dead end of the cross arm. It was now hanging low with parts of it lying on both the ground as well as on the tree.
Line Maintenance / Pole Inspection Reports attached (In case of veld fires)	The report is too big to attach. Line patrol was done on the line in 2019. Based on the report it looks like they started on the 26 th of February 2019 at pole number WK957-86-17 and finished the inspection on the 28 th of June 2019 at pole number WK1. The main line and some T-Offs were patrolled but not all T-Offs were done. The T-Off at WK460 was not patrolled.
Proposed Recommendations to prevent recurrence	<p>If the operators had patrolled this section of line first before switching on the breaker, they would have seen the conductor lying on the tree before it fell to the ground and started the fire. This is a very old line and suffers a lot from wear and tear.</p> <p>It is recommended that the CNC requests assistance from across the Sector and have this whole line inspected and identify any critical structures. Thereafter the defects must be cleared.</p> <p>This line should form part of the line refurbishment program.</p>
I hereby Acknowledge that the Above Information provided by me is correct and to the Best of my Ability	

Approval of Investigation by Sector Manager	<p>Comments and Action by Sector manager:</p> <p>-We do not have the evidence of the claimed animals, our operators did not see them on site.</p> <p>-We also do not have the evidence of what the original state of the fence was before the incident.</p> <p>-It is difficult to assign an amount to the affected grazing land.</p> <p>Name: LS Mojaki</p> <p>Date: 09.05.2022</p> <p>Signature:</p>
---	--

PHOTOS AND ANY OTHER SUBSTANTIATED DOCUMENTATION







PROVINCIAL CLAIMS COMMITTEE USE ONLY

Notes for consistency:

- A note log to be kept of discussions regarding steps to be taken to prevent future incidents.
- Eskom only responsible up to meter point, therefore the Customer is responsible for his own installation beyond this meter point.
- Claims caused by stormy weather arising in December must be paid due to inconvenience caused to customers.
- Ex Gratia payment: a minimum of 50% direct damage will be considered and based on the circumstances an amount higher than 50% will be considered based on consensus reached by the committee.
- Veld Fire claims: Direct losses will be paid as per advice from the Agricultural extension officer of the Area.
- Airdac in townships should be at a height of 4.7 meter as per EMR 15.
- Staff needs to be sensitized as to the wording for root causes for normal deterioration.
- Position where the LV neutral is broken will determine whether Eskom is liable.
- Guiding principles for negligence:
 - a) Deviation from the procedures, standards and legal requirements
 - b) Reasonable steps not taken where it was required (Excluding major works & failure of major equipment)
 - c) Omission or failure to act.
- Damage due to strong winds causing poles to break (veldt set alight) will not be considered as a claim.-

QUESTIONS

- Is Eskom liable?
- Was fault attended to in a reasonable time?

Yes
Yes

REMARKS:

PROVINCIAL CLAIMS COMMITTEE DECISION

PCC Decision:23.06.2022 Approved	
REASON	
POLICY	REASONS FOR REJECTION
There must be damage to Eskom property	No conclusive evidence could be detected on Eskom network linking the damage to an Eskom event.
Must be one sudden, unforeseen, specific or identifiable event	<ul style="list-style-type: none"> • Incident could not have caused the damage • Eskom not responsible for the cause of the fire
Proximate cause should not be due to parties external to Eskom	<ul style="list-style-type: none"> • Proximate cause due to persons external to Eskom
Power fluctuations/power failures are <u>specifically excluded</u> unless Eskom contributed to the fault.	<ul style="list-style-type: none"> • Phases incorrectly connected • Neutral burnt • Refer clause 6. 3 • Lack of maintenance • Fault repaired within a reasonable time. • Voltage Regulation was within the NRS048
Act of God	<ul style="list-style-type: none"> • Eskom could not have foreseen • Customer could not have taken reasonable standard
Must be direct damage	<ul style="list-style-type: none"> • Consequential loss • Incorrectly disconnected • Cable damaged due to excavation activities in the area by non-Eskom contractor and highly unlikely that damaged cable could have caused damage to Customers equipment. • Fault on customer side

- 6.3 Customers are cautioned that they should ascertain from ESKOM the nature of the protection provided on the supply and should provide adequate means for the protection of their own equipment. Inter alia,
- 6.3.1 It is not practicable for ESKOM to install protective equipment on its system which will ensure in all cases that motors and/or other equipment on the CUSTOMER's side will be protected in the event of low voltage or over voltage or single-phasing. It is therefore necessary for the CUSTOMER to take adequate measures to protect his motors and/or equipment against damage that may arise under **low voltage or over voltage** conditions or from single-phasing;
- 6.3.2 Where a voluntary or **involuntary outage of supply** may cause damage to the CUSTOMER's plant business, he should take measures to protect himself against such possible damage. (i.e. standby generator & personal Insurance (Especially a sensitive business) Should the CUSTOMER have, or decide to install, his own standby generating plant for use during such outages, the equipment for connecting such plant to his electrical installation shall be subject to ESKOM's approval. Such standby plant shall be operated only during such outages and furthermore the use and operation thereof by the CUSTOMER shall be subject to such terms and conditions as ESKOM may lay down to ensure the safety and protection of its personnel and equipment.
- or

20. CONTINUITY, REDUCTION OR VARIATION OF SUPPLY

- 20.1 ESKOM shall take all reasonable precautions to procure and maintain suitable plant for the generation and distribution of electricity calculated to secure to its consumers a constant supply of electricity and shall procure efficient technical staff to control such plant, but ESKOM does not guarantee that the same will always be maintained, and ESKOM shall not be liable for damages, expenses or costs caused to the CUSTOMER from any interruption in the supply, variation of voltage, variation of frequency, any failure to supply a balanced three-phase current or failure to supply electricity unless the said interruption or failure is due to the negligence of ESKOM in failing to carry out its obligations aforesaid. In the event that ESKOM should be liable for damage caused to the CUSTOMER as a result of any such reduction in load or any interruption in the supply, or any variation of voltage or frequency or any failure to supply electricity, such liability shall be limited to direct damage only.
- 20.2 For purposes of the efficient operation and extension of ESKOM's distribution system, or if ESKOM should experience any shortage of generating capacity, ESKOM shall have the right to interrupt the supply to the CUSTOMER