

RECENT POWER OUTAGES

Connect Saint Helena Ltd would like to apologise to those customers who will have been without power for a time over the last month.

These unplanned power outages occurred as a result of the recent heavy rains and wind. Branches were blown onto the high voltage lines in Sandy Bay and Sunberry, causing the power to go off. On one occasion in September, a tall tree fell onto the high voltage lines causing the lines to come away from the pole and the power to go out. Because this incident happened at night and due to lack of visibility, it was not safe to attempt repairs until morning.



Large tree that fell on the high voltage lines in Sandy Bay

Whilst we do have a regular programme of trimming and felling trees that are within a 5 metre distance of our high voltage network cables; tall trees that are farther away can fall and come into contact with the high voltage network, causing power outages.

If you know of any trees that are posing a risk, please let us know so that we can do something about it.

In the case of any unplanned power outage, our priority is ensuring that power is restored as quickly as it is safe to do so.

Consumers are also reminded that during normal office hours, any faults for electricity and water supplies should be reported on 22255. Faults outside of these hours can be reported on 22602.

13 October 2020

