



CUSTOMER UPDATE
**ZESCO STATEMENT ON POWER OUTAGES IN LUSAKA AND THE KABWE-
PENSULO REHABILITATION PROJECT**

ZESCO Limited would like to advise customers and members of the general public that the current power outages being experienced in some parts of Lusaka are a result of maintenance and rehabilitation works and not Load-shedding.

One of the major projects affecting power supply in Lusaka is the Lusaka Transmission, Distribution and Rehabilitation Project (LTDRP), a joint program between the Republic of Zambia and the European Union aimed at supplying power to over 63,000 low-income households, in high density areas, of Lusaka that includes Chainta, Kamanga, Mutendere (in Lot 1), Garden, Mandevu, Ngwerere (in Lot 2) as well as Chawama and John Howard (in Lot 3).

However, it must be noted that the maintenance and rehabilitation exercise in the mentioned areas does spill to neighboring residential areas because of shared circuit lines. Residents in these affected areas are notified in advance via SMS and other ZESCO communication platforms.

Once the rehabilitation works are complete:

- Customers will have access to good quality and more reliable power supply
- Residents in areas bordering the rehabilitation sites will no longer suffer spill-over effects as more transformers are being introduced.
- The instances of faults, caused by low voltage and overloading, will be minimized as the distribution lines are being strengthened and expanded
- It will be easier and safer to connect more people to the electricity grid

In addition to rehabilitation works in Lusaka, ZESCO is also undertaking major scheduled annual maintenance works on the main power system central corridor's substation situated in Kabwe. These are scheduled works on the main 330kV transmission line from Kabwe Step Down Substation to Pensulo Substation in Serenje from Saturday 16th September to Sunday 17th September 2023 (from 06:00 to 16:00 hours on both days).

The planned maintenance works on the transmission line will necessitate interruption of power supply to most parts of Northern, Muchinga, Luapula, Eastern, and Central Provinces.

As a safety precaution, customers are urged to treat all supply lines as live, as the power supply may be restored before the stated time.

Maintenance and Expansion of generation, transmission and distribution infrastructure is a top priority for ZESCO as enshrined in our 10-year Strategic Plan (2022-2031) and is in line with Government's 'Vision 2030' which targets to achieve 'Universal Access' to clean, reliable and affordable energy at the lowest economic, financial, social and environmental cost consistent with national development goals by 2030

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