



**SAVE POWER,
SECURE WINTER**

Small Changes. Big Savings. A Brighter Eswatini.



**Eswatini
Electricity
Company**

WINTER ELECTRICITY EFFICIENCY CAMPAIGN 2026

CAMPAIGN FACT SHEET

Campaign Title

Save Power, Secure Winter

Tagline

Small Changes. Big Savings. A Brighter Eswatini.



1 CAMPAIGN BACKGROUND

Reliable electricity is essential for our homes, businesses, and national development. This fact sheet has been developed to guide customers on how to use electricity responsibly, efficiently, and in ways that protect the national grid from unnecessary strain.

Every household and business plays a vital role in ensuring that Eswatini enjoys a stable and dependable electricity supply. Small changes in how we use appliances, especially high consumption ones, help strengthen our grid, reduce the risk of outages, and ensure that power remains available for everyone.

Together, we can keep Eswatini powered.

2 KEY FACTS AND DATA



Electricity demand increases significantly during colder months as more households use heaters, geysers, and cooking appliances.



Every kilowatt saved contributes directly to national energy security and reduces the likelihood of service disruptions.



Efficient electricity usage helps reduce operational pressure on the grid, ensuring power reliability for schools, hospitals, businesses, and homes.



The national grid has a finite load capacity; when too many high-consumption devices operate simultaneously across the country, the system becomes strained.

3 UNDERSTANDING GRID STRAIN

What is Grid Strain?

Grid strain occurs when electricity demand across the country becomes higher than what the grid can sustainably support at a given time.

What Causes Grid Strain?

- Widespread, simultaneous use of energy-intensive appliances
- Increased seasonal heating and cooking demand
- Geysers running simultaneous and for extended hours
- Poor energy habits such as leaving high load appliances on unnecessarily

How Customer Behaviour Contributes:

- Turning on multiple high load appliances at once
- Leaving geysers and heaters running
- Using inefficient heating or cooking methods
- Unnecessary standby consumption from unused devices

4 CONSEQUENCES OF A STRAINED GRID



A strained grid can lead to:

What Causes Grid Strain?

A strained grid can lead to:

- **Power outages** affecting homes and essential services
- **Equipment damage** at household and grid infrastructure level
- **Reduced reliability** in electricity supply
- **Higher maintenance costs**, which affect long-term tariffs
- **Increased wear** on generation and supply systems

Using electricity efficiently helps prevent these disruptions.



5 ELECTRICITY SAVING TIPS BY HOUSEHOLD AREA

A. Geysers



- Switch off the geyser when not in use.
- Install a geyser timer to regulate heating cycles.
- Reduce the thermostat temperature to between 55°C and 60°C.
- Insulate the geyser and hot-water pipes for better heat retention.

B. Kitchen



- Use microwaves instead of ovens where possible.
- Avoid repeatedly opening oven doors while cooking.
- Boil only the amount of water you need.
- Use slow cookers or air fryers, which consume less electricity.
- Ensure fridge and freezer seals are tight to prevent energy loss.

C. Sitting/Living Room



- Use energy-efficient heating options or layer clothing instead of relying on heaters.
- Switch off TVs, lights, and entertainment systems when not in use.
- Use LED bulbs instead of incandescent lighting.
- Avoid plugging in multiple high load devices at the same time.

D. Bedrooms



- Use extra blankets instead of electric heaters.
- Switch off electric blankets immediately after warming the bed.
- Unplug chargers, laptops, and gadgets not in use.

E. Washing Areas/Bathrooms



- Wash clothes with cold water when possible.
- Avoid using tumble dryers; use sunlight or indoor drying racks.
- Take shorter showers to reduce geyser use.
- Fix leaking hot-water taps to avoid constant reheating.

6 FREQUENTLY ASKED QUESTIONS (FAQS) & SOLUTIONS

1. Why does electricity demand increase during colder periods?

Answer: Heating, cooking, and hot water use increase in winter, leading to higher electricity consumption nationwide.

2. What is the best way to reduce my household's consumption?

Answer: Switch off geysers and heaters when not in use, avoid using many heavy appliances at the same time, and adopt energy-efficient habits.

3. Are peak hours still applicable?

Answer: No. The concept of peak hours is no longer used. Customers are encouraged to use electricity responsibly throughout the day.

4. What should I do if there is a power outage?

Answer: Report the outage immediately using any EEC contact channels.

5. How can I tell if an appliance uses a lot of electricity?

Answer: Heaters, geysers, stoves, ovens, tumble dryers, and kettles are among the highest consumption appliances. Check the appliance wattage during purchase.



7 CUSTOMER EDUCATION & AWARENESS CHANNELS

EEC will continue educating customers using:


- **Social media** (Facebook, Twitter/X)
- **TV and radio** engagements and adverts
- **Billboards** with seasonal efficiency tips
- **Community outreach programs** Roadshows
- **Traditional media** such as newspapers and public service announcements

These platforms will share practical tips, real customer stories, and educational messages to encourage smart electricity use.

8 CUSTOMER SUPPORT & CONTACT INFORMATION

If you need assistance or wish to report an outage, contact us through any of the following channels:

 Toll Free: 800 9000

 Tel: 2508 3333 (Standard Rates Apply)

 @seceswatini

 @EecEswatini

USSD Self-Service:

 8888#