 Eskom	Standard	
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## 1. Introduction

Access to land on which Eskom Holdings holds servitudes and electrical infrastructure is critical to build, inspect, repair or maintain equipment so as to ensure continuity of supply. Though Eskom obtained rights to enter properties through a right of way or a registered servitude, Eskom has to comply with certain legal obligations while exercising these rights. Security on farms is important to landowners. Although Eskom Holdings has a right to enter farms in order to maintain plant and obtain meter readings, Eskom employees and Eskom contractors should respect the landowner and comply with legislation at all times.

This document prescribes the standard that all Eskom staff and its contractors have to apply during access to farms.

Claims against Eskom Holdings arise from inappropriate behaviour during visits and these in turn lead to strained relationships among all parties. This can have a negative influence on the ability to obtain new servitudes and to ensure continuity of supply.

## 2. Supporting clauses

### 2.1 Scope

#### 2.1.1 Purpose

The purpose of this revision is to update the Eskom *Access to Farms* guide and to incorporate a strategy on dealing with game farms as an annexure. The purpose is to facilitate controlled access to farms for all Eskom staff and Eskom-appointed contractors.

#### 2.1.2 Applicability

This standard is applicable to Distribution and Customer Services, Transmission, the Capital Programme Division and Generation Divisions.

#### 2.1.3 Effective date

Effective as from 01 April 2015.

### 2.2 Normative/Informative references

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

#### 2.2.1 Normative

[1] AGRI-SA Protocol Access to Farms (2001)

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- [2] TAU-SA Protocol Access to Farms (March 2007)
- [3] National Guidelines for Farm and Smallholding Protection (AGRI-SA / SAPS / SADF)
- [4] NERSA Licence requirements for utilities when accessing property
- [5] Fencing Act, Act 63 of 1963
- [6] ISO 9001:2000 Quality Management Systems

### 2.2.2 Informative

Not applicable.

## 2.3 Definitions

- 2.3.1 Landowner:** for the purpose of this document a land owner means the owner of the land, registered as such in the Deeds Office, his/her assignee, representative or the legal occupier, manager or lessee of the land.
- 2.3.2 Servitude:** means the right to use the land of someone for a stated purpose. The right is registered in the Deeds Office and attached to the title deed of the property and grants Eskom Holdings the right to convey electricity across the relevant property. It also describes the associated rights such as right to access or to trim vegetation as well as special rights pertaining to the landowner. A servitude does not imply that Eskom Holdings owns the land.
- 2.3.3 Contractor:** means any company or person who performs work for or on behalf of Eskom Holdings.
- 2.3.4 Visitor:** means an Eskom Holdings employee or contractor.
- 2.3.5 Environmental Control Officer (ECO):** means an officer who is appointed by Eskom to ensure compliance with the conditions of the environmental approval and who also acts as liaison between the construction contractor, Eskom Holdings and the landowner. His/her duties include monitoring the environment management plan as prescribed in the record of decision (ROD).
- 2.3.6 Guide:** means a document explaining the use of equipment, methods, techniques, controls, approach, and so forth, or giving recommendations or guidance in a specific area.

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## 2.4 Abbreviations

Abbreviation	Explanation
EIA	Environmental Impact Assessment
ECO	Environmental Control Officer
ROD	Record of Decision
SAPS	South African Police Service
SADF	South African Defence Force
TAU-SA	Transvaal Agricultural Union South Africa
AGRI-SA	AGRI-SA

## 2.5 Roles and responsibilities

The Group Executives of the various Eskom Divisions shall ensure that roles and responsibilities are assigned to accountable managers to ensure compliance with this document.

## 2.6 Process for monitoring

The Group Executives of the various Eskom Divisions shall ensure that roles and responsibilities are assigned to applicable managers to monitor compliance to this document.

## 2.7 Related/Supporting documents

Not applicable.

## 3. Requirements for access to land

### 3.1 Identification: Eskom staff and Eskom contractor

#### Action:

- All Eskom staff members shall carry identity cards containing their photographs, indicating that they are Eskom employees.
- Eskom contractors shall carry identity cards displaying their photographs, indicating that they are Eskom contractors.

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### 3.2 Eskom staff and Eskom contractor vehicle identification

- **Action:** Eskom vehicles will be clearly marked on the door. The vehicles of Eskom contractors must have a magnetic strip on the side, containing the words "Eskom contractor".

### 3.3 Fences and gates

- Gates will be left in the state as found (open or closed) and only the applicable Eskom-approved locks will be used in conjunction with the locks provided by the landowner (gate locks).
- No person may climb or crawl over/under or through fences without the owners' permission. No person may damage or remove a fence without the owners' permission.
- Where dual use is made of the gate by Eskom and the landowner, **the Eskom lock shall be locked into the chain-link, separate from the farmer's lock, so as to permit both parties to gain access without inconveniencing either party.**
- **Where a lock needs to be cut in the case of an extreme emergency, it must be reported to the owner within 24 hours.**

### 3.4 Use of helicopters

When a member of the public wants to ascertain whether an Eskom helicopter is patrolling a power line, he/she may contact Eskom Aviation at the numbers given below. The member should try to identify the registration number of the helicopter before making such an enquiry.

Eskom Aviation – Grand Central – Midrand – 011 266 8800

Eskom Aviation – Chief Pilot – Gerrit Crafford – 072 637 9034 ([CraffoGJ@eskom.co.za](mailto:CraffoGJ@eskom.co.za))

Eskom Aviation – Ops Room – Thabisile Makaula – 078 188 5248 ([MakaulTL@eskom.co.za](mailto:MakaulTL@eskom.co.za))

### 3.5 Damage caused during a visit

Damage caused to any gate, fence, crop or grazing shall be reported to the relevant Eskom Line Manager who will take immediate action to inform the owner and follow a due process to determine the accountability for damages and restore/repair the damage where Eskom is liable.

### 3.6 Removal of fauna or flora

No fauna or flora may be collected or removed from any property by any visitor without the written permission of the landowner, in which case cognisance will be taken of appropriate provincial legislation pertaining to fauna and flora. In such cases, Eskom Holdings' ethical policies and guidelines will be strictly adhered to. This should be adhered to except in the case of clearance of servitudes, etc.

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### 3.7 Waste management and refuse

Any visitor will at all times refrain from littering and must remove any refuse when leaving.

### 3.8 The use of roads

Visitors shall as far as possible use only the servitude roads or the roads that are determined by the environmental management plan, or as agreed to with the landowner, or which is consistent with the Deed of Servitude. Where this is not possible, the landowner's prior permission shall be obtained for the use of any other roads. In all cases, care shall be taken to avoid causing any damage in the process, and driving through the veld must be avoided as far as possible.

### 3.9 Access to proclaimed protected areas / private game farms

Access to national parks or nature reserve requires specific permission, which should be arranged with the appropriate authority or landowners. Since these reserves have game that is both dangerous and extremely expensive, a designated guide must always accompany visitors. This will ensure the safety of the visitor and prevent any claims against Eskom Holdings in the case of death of expensive game.

Eskom should encourage game farm owners and other stakeholders (Government and game farming and Agricultural Union bodies) to ensure that –

- gates are numbered so that Eskom can contact the relevant landowner when necessary;
- names and contact details are listed on gate noticeboards;
- Eskom staff / contractors are safely escorted while on their property.

### 3.10 Non-compliance with this procedure

The relationship between Eskom Holdings and the landowners granting servitudes is of extreme importance to Eskom Holdings, during the maintenance of power lines as well as during negotiations for new servitudes. Access to private land must in all cases be made by showing the necessary respect for private property and the occupants of land. Non-compliance with this document may lead to either disciplinary or legal action being taken against the person(s) contravening the stipulations of this document.

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### 3.11 Strategy for interacting with landowners

#### 3.11.1 Unplanned access

- Owing to the nature of unplanned outages or incidents, Eskom will, where possible, inform landowners of its intention to enter the property to perform operational and maintenance activities. Eskom staff members' and contractors' identification and vehicle identification shall be adhered to at all times.

#### 3.11.2 Planned access

**Activity:** visits that do not coincide with supply interruptions, such as vegetation control, live-line work, line inspections, planned outages and the construction of assets.

**Action:** for planned outages, Eskom will notify the affected customers as per the NERSA requirements, namely 14 days before the event, and confirm the event 24 hours in advance.

**Action:** for other planned activities requiring access, Eskom will, where possible, inform landowners of its intention to enter the property to perform operational and maintenance activities. Even if its attempts to communicate fail, the work will proceed.

#### 3.11.3 Personal visits

**Activity:** all visits to individual customers, i.e. sales or service-related activities.

**Action:** must take place by appointment.

#### 3.11.4 Routine visits (at fixed intervals)

**Activity:** access to the farm at fixed intervals for activities such as meter reading.

**Action:** Eskom will give notice on the monthly bill of a four-day period in the following month during which either an estimate or a visit for an actual meter reading is scheduled.

#### 3.11.5 Power disconnections due to non-payment

**Activity:** power disconnections due to non-payment.

**Action:** formal communication about a pending disconnection will take the form of a written notice of disconnection (by sms or on the bill for small power users and by means of a separate letter for

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large power users or LPUs). In addition and as part of our service to customers, we will attempt to contact customers by sms or telephone to warn of a pending disconnection due to non-payment. No further communication regarding access will take place when disconnections are to be implemented.

### 3.11.6 Crime prevention activities

**Action:** although these visits are planned by Eskom Protective Services in conjunction with crime prevention organisations, due to the nature and sensitivity of the operation, it may be difficult to inform all parties who might be affected. In cases where syndicates are known to operate in specific areas, it is important to ensure that the operation is planned so as to minimise loss of life and prevent loss of equipment. Since most of these visits occur after hours, at night, it is inevitable that access to farms must be carefully monitored by Eskom Protective Services.

Eskom and any other structured crime prevention organisations will endeavour to involve local Organised Agriculture in such operations in a manner which would contribute to the successful prevention of criminal activities, without endangering the lives of innocent persons.

### 3.12 Restriction of access

- All instances where access has been unduly restricted should be taken up with the relevant Eskom Manager to ensure that the situation is normalised. The two-lock system on gates should also be enforced where it has been violated. The relevant Eskom Manager should draw to the attention of the landowners that in terms of our way leave/servitude agreement or service level agreement, access is being unduly restricted and if unresolved, will be referred to Eskom's Legal Department.

## 4. Acceptance

This document has been seen and accepted by:

Name	Designation
T. Govender	Group Executive (Transmission and Corporate Sustainability Division)
A Noah	Group Executive (Distribution Division and Customer Services)
M. Ntsokolo	Group Executive (Generation Division)
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## 5. Revisions

This revision cancels and replaces edition No. 0 of guideline ref. 34-190, procedure ref. TPC41-340 and directive no. DISADABQ9.

Date	Rev.	Compiler	Remarks
June 2014	1	Arthur Smith	Update various operational requirements of the standard.
October 2009	0	Arthur Smith	The purpose of this revision is to update the Eskom <i>access to farms</i> guide and consolidate the previous 2 documents into one document. Document has been formatted accordingly and references used TPC41-340 (Access to farms) and 34-190 (Access to farms includes strategy on dealing with game farms)

## 6. Development Team

The following people were involved in updating this document (June 2014):

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## 7. Acknowledgements

Not applicable.

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## Appendix A – Access to game farms

### 1. Introduction

The mushrooming of game farms in all parts of the country has brought about new challenges to Eskom Holdings such as restriction of access, the safety of Eskom staff members and the interaction of game and electrical infrastructure.

### 2. Definitions

**Game farms:** mean farms where game is kept for the purpose of hunting and tourism. Game farming may also yield benefits in terms of photographic safaris, fishing and so forth.

Note: for the purpose of this document, this definition also includes nature reserves and other reserves managed by the State where wild animals occur.

**Wild animals:** mean animals that pose a safety risk to Eskom staff members, e.g. lions, leopards, elephants, rhinoceroses, buffaloes, etc. and interchangeably also mean animals that are at risk of electrocution if introduced to or kept in camps where unmitigated Eskom assets are present.

### 3. Safety of Eskom staff members

**Action:** no Eskom employee may endanger his/her life or the life of another staff member by entering a property where there is a reasonable suspicion that dangerous animals such as lions, leopards, rhinoceroses or buffaloes are present. Eskom staff members should seek to enter such properties accompanied by security staff or game rangers from the game farm. It is also advised that Eskom staff members working in and around game farms should be trained how to identify dangerous animals and how to behave to ensure the safety of their own lives as well as the life of another Eskom employee. Whenever any Eskom employee becomes aware of the introduction of dangerous animals in an area where Eskom infrastructure exists, such information shall be conveyed to the Land Development Department for mapping, investigation and/or measuring and to the Customer Services Area Manager to engage the landowner or game farm owner.

### 4. The identification of areas where game farms occur

**Activity:** there are various ways of identifying game farms or game-farming activities, e.g. by raising awareness, by engaging government and other game-farming bodies, using the EIA process and maintenance activities. The geographical mapping of all information gained from the aforementioned methods will assist with identifying and understanding the impact of game farms on the business.

**Action: communication campaigns** – each Operating Unit or Grid should engage in a communication campaign to create awareness of the challenges associated with game farms. The target audience is the current and potential game farm owners, customers and landowners in general. The central message of this campaign should be the restriction of access, the safety risk to Eskom employees and the impact on biodiversity, especially where giraffes, elephants, rhinoceroses, etc. are concerned. Property owners should be made aware of Eskom's requirements regarding service delivery and legal requirements. This message can be conveyed through customer newsletters. Farmers and other landowners selling their properties for game farming could also be requested to notify Eskom.

#### 4.1 Biodiversity impacts

Awareness about the issues surrounding game farms might bring about requests to have some power lines checked for the right clearances for giraffes and/or other animals to prevent them from being electrocuted. Such requests should be sent to the Land Development Section for screening, evaluation, investigation and/or measuring. If clearances are insufficient in the case of giraffes and/or measures are required to

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mitigate clearances for elephants and/or giraffes, the request should be forwarded to the Project Engineering Section so that an engineering solution can be taken in conjunction with the Environmental function. Please refer to the technical bulletin 04TB-27 specifying the minimum power line clearance for giraffes.

The alternatives with regard to biodiversity mitigation are as follows:

- a) The landowner may decide against going ahead with plans to introduce dangerous animals or remove them from camps where Eskom infrastructure exists.
- b) Eskom may introduce engineering solutions, e.g. rerouting, lifting the line and cabling in the case of giraffes, and rerouting, stone packing and planting of dummy poles in cases involving elephants and rhinoceroses.

Project Engineering should inform the Customer Services Area Manager of the appropriate action to be taken. Customer Services Area Managers should communicate this action to the customers, taking into account the provision on the recovery of environmental costs as per the *Recovery of Capital Costs*. If the customer does not wish to accept Eskom's solution(s) or costs, regional management must take a formal decision and communicate it to the customer. **It is also advisable and practical to consider each case on merit before applying the above-mentioned policy indiscriminately.**

## 5. Engaging relevant Government departments and game-farming bodies

**5.1 Action:** the provincial departments of Environmental Affairs and Tourism have a regulatory function with regard to game farms in the form of the issuing Certificates of Adequate Enclosure Fencing Specifications. It is advised that regions should lobby for making the Eskom requirements part of the conditions of this process. This department would also have a database of existing game farms and know of some future or planned game farms or game-farming activities. Efforts should be made to gain access to this and other databases of this kind held by the government. It could also be suggested to provincial governments that they should issue monthly publications regarding game farms.

**5.2** Engaging game-farming associations could assist with determining the boundaries of existing game farms as well as with ascertaining information about the planned introduction of giraffes, rhinoceroses, elephants, lions, tigers, etc. Other issues which could also be taken up with these stakeholders are as follows:

- a) Exchanging and making contact details available.
- b) Requests for game reserve/farm owners to number their gates so as to facilitate contact and access.
- c) Requests for training.

**Customers who are game farmers should be highlighted in Eskom's Customer database KANA / CC&B.** There is also a need to keep and update relevant information about the contact details for game farms and rangers on duty (name, number, alternate number). These customers should also be identified on the EP plans.

## 6. Training

It is necessary for Eskom staff and Eskom contractors working in and around game farms to be trained in how to identify dangerous animals and how to behave to ensure the safety of their own lives as well as the lives of other Eskom employees. Such training is presented as part of the contract Eskom entered into with the Endangered Wildlife Trust (EWT)

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### 6.1 The Environment Impact Assessment (EIA) process (Environmental Section and Land Development)

**Action:** the EIA process in all its forms (DESD, Scoping, Exemption or full EIA) must be used as a tool to determine existing or future intentions to create game farms or to introduce dangerous animals. It is therefore necessary for the EIA practitioner/consultant to ask questions specifically about future intentions. It is furthermore necessary to capture this information and use it for future planning purposes, whether for new asset creation or asset maintenance. The way leave agreement could also be used to ensure that landowners inform Eskom before they create game farms or introduce certain dangerous animals. This could be done by including a clause on the way leave, stating that the landowner will inform Eskom before converting to game farming or before introducing dangerous animals.

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**Appendix B: Impact assessment**

Impact assessment	
Document title:	Access to farms (includes strategy on dealing with game farms)
Document No:	34-190
Revision no:	0
<b>Activity</b>	<b>Detail</b>
What training is required to implement this document? (e.g. Awareness training, practical / on job, module.)	On-the-job training
Who will require training? (State designations.)	All Dx and CS staff
What prerequisites are needed for students?	N/A
What equipment will be required for training? (Computers etc.)	N/A
What special tools will be required for training?	N/A
What special requirements are needed for the trainer?	Understanding of Value Chains
Time period for training to be completed?	4 hours
What special tools / equipment will be needed to be purchased by the Region to effectively implement?	N/A
Are there stock numbers available for the new equipment?	N/A
Does the document affect the budget?	N/A
Time period for implementation of requirements after training is completed?	Immediate
Does the Buyers Guide or Buyers List need updating?	N/A
What Buyer's Guides have been created?	N/A
Was Training & Development consulted w.r.t training requirements?	No
Were the critical points in the document determined?	Yes
Is any training material available on the subject in this document?	Document to be used
Was the document SCSPVABE0 adhered to?	Yes
Total implementation period	1 month
Total training cost	
Total cost involved	
Comments:	

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