

UPDATE ON RECENT UNPLANNED POWER OUTAGES IN SWAKOPMUND

Walvis Bay, 30 July 2026 – Erongo RED wishes to provide an update on the recent prolonged unplanned power supply interruptions experienced in Swakopmund on 25, 26 and 27 July 2026.

The interruptions resulted from a series of technical faults on both the NamPower transmission network and Erongo RED's distribution network.

The initial outage on Saturday, 25 July 2026 was caused by a broken dead-end fitting on the Walmund–Tamarisk 1 transmission line on the NamPower network.

Another outage occurred on Sunday, 26 July 2026 on the Walmund-Swakopmund Line 2, which was caused by a broken eye bolt on the line and was accompanied by a breaker failure.

While repair work was underway on the Walmund-Swakopmund 2 Line, a further trip occurred on the Tamarisk Intake Station, due to a fault on the Erongo RED outgoing feeder cable, which resulted in a total loss of electricity supply to Swakopmund, further delaying the restoration efforts.

A subsequent unplanned power interruption occurred at the Tamarisk Intake Station on 27 July 2026 due to a malfunctioned breaker, disrupting the electricity supply to several suburbs served by the station.

The Technical teams responded immediately and restored supply by transferring the affected customers from the Tamarisk Intake Station to the Mandume Intake Station. Through this network reconfiguration, electricity supply was fully restored to all affected residents within an hour. Throughout these incidents, both NamPower and Erongo RED deployed technical teams and resources to assess the faults, carry out repairs, and restore electricity supply as safely and quickly as possible.

However, due to the complexity, nature and sequence of the faults encountered, coupled with the strong easterly winds experienced over the weekend, repairs and restoration activities took longer than initially anticipated.

Erongo RED acknowledges the concerns raised by residents during the unplanned outages and appreciates the patience shown by the affected

communities. Transparent communication with our customers remains a priority, and Erongo RED remains committed to keeping customers informed during network incidents.

In order to reduce the likelihood of similar incidents, Erongo RED is undertaking a thorough review of the circumstances surrounding the recent unplanned outages and the performance of the affected network infrastructure.

The company is committed to implementing targeted measures to address identified vulnerabilities, reinforce network resilience, enhance reliability, and improve operational performance across its electricity infrastructure.

Erongo RED sincerely regrets the inconvenience, frustration, and disruption experienced by the residents as a result of the unplanned outages and extends its heartfelt apology to all those affected. The company greatly values the patience and understanding demonstrated by residents while technical teams worked diligently to restore and stabilize the electricity supply.

Erongo RED remains steadfast in its commitment to providing a safe, reliable, sustainable, and accessible electricity supply, while continuously investing in infrastructure improvements to better serve our customers and communities.

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ABOUT ERONGO RED

Erongo RED is an electricity distributing company established in 2005 and registered under the Companies Act of Namibia. The company has a significant presence in the Erongo Region and currently supplies electricity to towns, villages and surrounding farms and rural areas.

***Terms and conditions apply.**