ETHEKWINI MUNICIPALITY

18/19 ELECTRICITY TARIFFS

TARIFF INCREASES - EFFECTIVE: 01 JULY 2018

(ALL PRICES EXCLUDE VAT)

Description	Tariff	Increase	Amount
Residential Customers	Scale 3, 4, 8, 9	6.84% Energy Charge	151.61(c/kWh)
Residential Customers Free Basic Electricity (Scale 12)	Free Basic Electricity customers will continue to receive 65 units free per month. Energy purchased thereafter will be subject to a 6.84% increase.	6.84% Energy Charge	98.52(c/kWh)
Business and General	Scale 10, 11	6.84% Energy Charge	190.09(c/kWh)
	Scale 1	6.84% Energy Charge Service Charge	171.20(c/kWh) 224.02(R/month)
Commercial TOU	Minimum Demand Charge of 50 kVA applies	5.1%	
***Residential TOU**	RTOU (Not Active)	6.84%	
Industrial TOU	Note: Customers increase will vary depending on their individual load profiles.	6.84% (within 1%)	

Note: *RTOU - The implementation of this tariff is dependant on the successful implementation of the smart metering technology and related communication.

Obsolete Tariffs & Discontinued Tariffs

The LV3-Part, Scale 2 & Scale 5/6/7 are no longer available to new customers. They will attract higher than average increases. Customers are urged to study their load profiles and investigate the possibility of migrating to alternate tariffs.

Description	Tariff	Increase
Business and General	Scale 2 (002/021)	6.84%
Low Voltage 3 Part	LV3 - Part	6.84%
Business and General	Scale 5/6/7	5.1%

Schedule of Connection Fees and Charges

The schedule of connection fees and charges are reviewed annually and will be increasing as of 01 July 2018. **All customers are urged to track the status of their applications as only those applications costed and paid for, prior to 01 July 2018, will qualify for the existing fees and charges.**

A full breakdown of the tariffs is available at http://www.durban.gov.za

ELECTRICITY CONTACT INFORMATION

The contents of this brochure are subject to change. E&OE

1. IMPORTANT ELECTRICITY CONTACT NUMBERS

Contact Centre (All Regions) Available 24 hours — 080 311 1111

SMS Number (Meter Reading/Enquiries) — 30909
To SMS your Meter Reading: you may use any cellular network (Std SMS rate applies)
SMS your reading 5 days prior to your account date (refer sample account -pg 10)
SMS your account number, meter number and your meter reading

Streetlight Faults — 080 311 1111

E-mail: custocare@elec.durban.gov.za (for all enquiries)

2. CUSTOMER SERVICE CENTRES

ETHEKWINI MUNICIPALITY SWITCHBOARD — 031 311 1111

CENTRAL REGION

Durban: Central Customer Services — 031 311 9458
The Rotunda, 1 Jelf Taylor Crescent

Pinetown: Pinetown Customer Services — 031 311 6295/6
Pinetown Civic Centre

NORTHERN REGION

UMhlanga: Northern Customer Services — 031 311 9509
Manhattan House, 15 Twilight Drive

Besters: Bester's Customer Service — 031 311 6945/6
20 Ntuzuma Access Road

SOUTHERN REGION

Isipingo: Isipingo Customer Services — 031 311 5632/3
1st Floor, 3 Police Station Road

CUSTOMER SERVICE (BULK) — 031 311 9283/5/7

ACCOUNT QUERIES (BULK) — 031 311 1203

QUALITY OF SUPPLY — 031 311 9464

www.durban.gov.za

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LARGE POWER USER TARIFFS

Obsolete Large Power User Tariffs

FOREWORD

The last decade heralded a turbulent period in South Africa's electricity distribution industry. From the stable low cost of electricity from Eskom's fleet of aging coal fired power stations in the mid 2000's and the recovery thereafter as the new coal-build and renewable were phased in, to the current situation where we have a surplus of capacity. This entire scenario played out amid growing Climate Change awareness and a depressed international economy. This trend resulted in an effective drop in energy sales of one percent year-on-year, thereby trebling the cost of electricity to the end customer.

The rising cost of electricity has a further impact on affordability as well as the economy and poses further challenges to the sustainability of the electricity distribution business. New and innovative ways of embracing the changing landscape need to be sought in order to balance the needs of our customers and the continued cost of growing and maintain an efficient network.

EThekwini Electricity has embraced the governments Free Basic Electricity programme which was first introduced fifteen years ago and now provides the first 65 kWh free and the balance of up to 150kWh at a reduced cost to indigent customers. Feed-in tariffs have been introduced for the residential and now commercial/industrial sectors to allow for self-generation and connecting onto the grid. The "banking of energy" concept was introduced in the current year to cater for commercial and industrial customers with generation capacity. Exported energy is offset against their Municipal bill.

In addition to the above initiatives, the pricing and tariffing regime is driven by the need to meet the costs of the Unit whilst balancing the need to ensure affordability and competiveness with other Metropolitan utilities. These measures ensure that we live up to our vision of being a "caring" City whilst attracting investment and businesses to our region.

The Municipality has implemented a 6.84 percent increase in the current year to achieve the aforementioned goals whilst complying with national regulations and best practices. Revenue form electricity sales is expected to generate over R13 billion for the 2018/2019 financial year. Just over 68 percent of this will be used to pay for bulk electricity purchases while the balance will mainly be used to offset operational expenses.

We have experienced a few incidences of load shedding towards the latter part of the year. This was as a result of industrial relations issues at Eskom. Apart from those few incidences, it is evident that the national grid has stabilised. Whilst this may be the case, we must persevere with our energy efficiency and demand side management initiatives to ensure responsible use of energy.

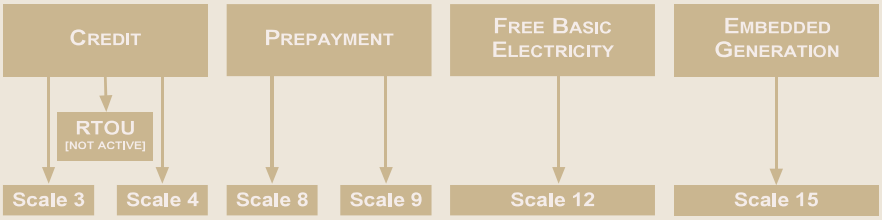
Maxwell Mthembu
Head: Electricity

RESIDENTIAL TARIFFS

INTRODUCTION

These tariffs are only available to residential customers operating at either 230 V (single phase) or 400 V (three phase). Customers have the option of either purchasing electricity via a credit based tariff (i.e scale 3 & 4) or alternatively a prepayment based tariff (scale 8 & 9). Indigent residential customers who consume below 150 kWh per month qualify for the FBE tariff. This tariff allows the customer to claim 65 kWh of free electricity on a monthly basis.

RESIDENTIAL TARIFFS



GENERAL

Residential tariffs, shall apply to electricity supplied to:

(a) residential premises (as defined by eThekwini municipality electricity supply bylaws) which are individually metered;

(b) flats or maisonettes used solely for residential purposes or any premises used as such which are individually metered;

(c) non-profit making residential establishments operated by welfare organisations as defined by the National Welfare Act, 1978;

(d) general lighting in blocks of flats and other residential buildings where no form of business activity is conducted;

(e) residential tariffs shall not apply where any form of business activity is conducted. The decision of the Engineer as to whether electricity may be supplied under these tariffs will be final.

STATISTICAL DATA

ELECTRICITY PRICE INCREASES (%)

Tariff - Year	2018/2019	2017/2018	2016/2017	2015/2016
Scale 3&4	6,84	1,88	7,64	12,20
Scale 8&9	6,84	1,88	7,64	12,20
Scale 12	6,84	1,88	0,00	9,60
RTOU	6,84	1,88	7,64	12,20

RESIDENTIAL CREDIT TARIFFS

THREE PHASE - SCALE 3

Typical Customers
Large residential premises with ducted airconditioning, swimming pool, etc.

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable

Energy Charge

Energy Charge (c/kWh)	151.61
VAT	22.74
Total	174.35

SINGLE PHASE - SCALE 4

Typical Customers
Medium sized residential premises.
Supply size is 60 A. (80 A available in certain circumstances)

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable

Energy Charge

Energy Charge (c/kWh)	151.61
VAT	22.74
TOTAL	174.35

General: Estimated charges are raised in months where no meter readings are taken and these are reversed when actual consumption is charged for.

RESIDENTIAL PREPAYMENT TARIFFS

SMALL POWER WITH ELECTRICITY DISPENSER SCALE 8

Typical Customers
Small to medium sized residential premises.
Supply size is 60 A, via a prepayment meter.

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable

Energy Charge

Energy Charge (c/kWh)	151,61
VAT	22.74
Total	174.35

SMALL POWER WITH ELECTRICITY DISPENSER SCALE 9

Typical Customers
Small sized residential premises.
Supply size is 40 A, via a prepayment meter. This is a subsidised connection.

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable

Energy Charge

Energy Charge (c/kWh)	151,61
VAT	22.74
Total	174.35

Prepayment customers pay for electricity in advance by using tokens or encoded numbers purchased from eThekwini Electricity Customer Service Centres or Agents. A deposit of R100 is required as an insurance against the cost of replacing the meter in the event of it being damaged. In the event of a meter being purposely damaged or bypassed, the required deposit is increased to R400.

FREE BASIC ELECTRICITY (FBE)

PREPAYMENT ONLY

SINGLE PHASE - SCALE 12

Typical Customers Low consumption residential customers. Supply size is limited to a maximum of 40 A single-phase.

Note: This tariff is only available to indigent customers who consume (on average) less than 150 kWh per month.

Service Charge The service charge is built into the energy charge therefore a separate service charge is not applicable.

Energy Charge

Energy Charge (c/kWh)	98,52
VAT	14,78
Total	113,30

65 kWh FREE PER MONTH

General: This tariff is currently only available to indigent customers who consume less than 150 kWh per month. All customers on this tariff will be eligible to 65 kWh of free electricity on a monthly basis. An online monitoring system is currently in place that identifies qualifying customers based on their previous history. FBE tokens cannot be accumulated and must be collected on a monthly basis.

RESIDENTIAL TIME OF USE (RTOU)

NOT ACTIVE

This tariff allows residential customers, typically with a consumption greater than 1 000 kWh per month to benefit from lower energy costs should they be able to shift their loads away from peak periods and towards standard/off-peak periods.

(Prices exclude VAT)

Residential Time Of Use (RTOU)	Energy Charge (Non-Seasonal c/kWh)			Service Charge
	Peak	Standard	Off-peak	(Rands)
	222,18	111,00	82,21	119,67

Energy Charge The energy charge is time dependent but not seasonally differentiated.

Service Charge The service charge is a fixed charge and is charged on a monthly basis per point of supply.

General THIS TARIFF IS NOT ACTIVE. THE IMPLEMENTATION OF THIS TARIFF IS DEPENDENT ON THE SUCCESSFUL IMPLEMENTATION OF THE SMART METERING PROJECT.

RESIDENTIAL EMBEDDED GENERATION - SCALE 15

Description This is a bi-directional (import/export) tariff structure reserved for residential customers only.

Typical Customers Residential customers with embedded generation up to a maximum of:
Single phase: 4.6 kVA
Three Phase: 13.8 kVA

Note: This is an interim tariff structure that may be superceded when National Regulatory frameworks / guidelines / standards are introduced. EThekwini Municipality reserves the right to restructure and re-price this tariff as market conditions vary.

Energy that the customer consumes from the grid

ENERGY IMPORTED			
Description of charge		c/kWh	VAT incl
Energy Rate	IMPORT	151,61	174,35

Energy that the customer generates onto the grid

ENERGY EXPORTED			
Description of charge		c/kWh	VAT incl
Energy Rate	EXPORT	74,02	-

(Prices exclude VAT)

All Seasons

NETWORK CHARGE	
Single Phase	244,91
Three Phase	353,76

Energy Charge Import energy refers to energy consumed from the grid. Export energy refers to energy generated onto the grid

Network Charge The network charge is a fixed charge and is charged on a monthly basis (or account cycle) per point of supply.

General Exported energy will only be off-set to a maximum of the financial charges as per the account or the predetermined threshold (whichever is the least)
Any excess exported energy will be forfeited. Single Phase Maximum Offset : R600
Three Phase Maximum Offset : R1750
Off-sets are applicable on a monthly basis. No carry-overs are allowed.

Metering A bi-directional meter will be required for this tariff.

TYPICAL COSTS OF USING APPLIANCES

The following table shows the typical costs of operating appliances on the residential tariffs (Scale 3,4,8,9).

ITEM	Electrical Rating In Watts	Hours Used Per Day	Days Used Per Month	kWh Used Per Month	Monthly Cost At 174,35 Cents/kWh Incl VAT
Air Conditioner	1 500	12	20	360,00	R627,66
Cellphone Charger	28	5	7	0,98	R1,71
Clothes Iron	1 500	4	6	36,00	R62,77
Computer	480	2	15	14,40	R25,11
Dishwasher	2 500	2	25	125,00	R217,94
Freezer (Chest)	250	6,5	30	48,75	R85,00
Geyser	2 000	5	30	300,00	R523,05
Heater: 2 Bar	1 000	5	15	75,00	R130,76
Hotplate: 2 Plate	1 500	3	30	135,00	R235,37
Kettle	2 000	0,5	30	30,00	R52,31
Lighting: Single 100 W	100	5	30	15,00	R26,15
Microwave Oven	1 000	1	20	20,00	R34,87
M-Net Decoder / DVD Player	25	6	30	4,50	R7,85
Oven: Bake Element	1 500	0,5	20	15,00	R26,15
Oven: Grill Element	1 500	0,5	15	11,25	R19,61
Oven: Warmer Drawer	400	0,8	25	8,00	R13,95
Pool Pump	750	8	30	180,00	R313,83
Refrigerator (With Freezer)	400	6,5	30	78,00	R135,99
Stove: Back Large Plate	1 500	1,5	30	67,50	R117,69
Stove: Back Small Plate	1 000	1	25	25,00	R43,59
Stove: Front Large Plate	1 500	2	30	90,00	R156,92
Stove: Front Small Plate	1 000	1	15	15,00	R26,15
TOTAL STOVE				197,50	R344,34
Television: 51cm Colour	80	6	30	14,40	R25,11
Toaster	800	0,5	15	6,00	R10,46
Vacuum Cleaner	1 400	3	4	16,80	R29,29
Washing Machine	2 300	4	6	55,20	R96,24

Total cost = Kilowatts (Rating) x Hours of use x Per unit charge

eg. large stove plates rated at 1 500 Watts is used for 2hrs per day for 30 days.
- Convert watts to kilowatts : Divide by 1 000
- Convert cents to Rands: Divide by 100

$\frac{1\,500}{1\,000}$ kW x 2hrs x 30 days x $\frac{174,35}{100}$

1,5 x 2 x 30 x 1,7435

R156,92

ELECTRICITY ACCOUNT SAMPLE

Tax Invoice

THE METRO BILL
REVENUE DEPARTMENT
PO Box 828, Durban, 4000
Tel: (031) 324 5000 Fax: (031)324 5111
E-mail: revline@durban.gov.za
Web: www.durban.gov.za
Council VAT Registration No.: 488 019 3505

ETHEKWINI MUNICIPALITY

Tax Invoice No. : xxxxxxxxxxx

Name & Address (for correspondence)

Mr XXXXXXX
PO BOX 16
DURBAN
4000

Use this number whenever you have a query.

xxxxxxxxxxx

Your Bill Details

Date	Account Number	VAT Number	Guarantee (R)	Deposit (R)
2018/06/21	xxxxxxxxxx	N/A	0.00	3,100.00

Reference	Details	Amount (R)
	Balance brought forward	**1,035.11**
	Payment - Thank you (D/Delay "01")	1,100.00 Cr
	Sub - total	64.89 Cr
	Current month's charges (from detailed	277,45
	VAT	41,62
	Total current month's charges	319,07
	Total	**254,18**

This Amount shows what was due on the last account, and what you have paid since then.

This is the final amount due.

Page 1 of 2

Current month's charges payable by 2018/07/12
Dear customer, VAT rate increases to 15% effective 1 April 2018. This is subsequent to the announcement made by National Treasury.

Electricity Meter Reading can be sent via SMS to 30909 or e-mailed to custocare@elec.durban.gov.za together with your Meter No. or Connection No. Normal standard sms rates apply.
Business And Residential Electricity

Reference - xxxxxxx , 4031 , DURBAN
Residential 1 Phase - Scale 4

This is the tariff. Scale 3 & 4 apply to residences while scale 1 is for business and general use.

CT Ratio | 1.00000 | VT Ratio | 1.00000 | Installed Capacity |

Meter	Regis-	Previous Meter Reading		Currents Meter		Reading	Usage
		Date	Reading	Date	Read-	Con-	
xxxxxxx	Energy	2018/05/18	24556.00000	2018/06/18	24739.00000	1.00	183.00 kWh

This amount shows total usage.

Service from 2018/05/18 to 2018/06/18 32 days Daily Average: 5.72 kWh/day

Description	Units	Rate (R)	Amount (R)
Energy charge	183.00000 kWh	1.5161 kWh	277,45*

The electricity used between these two dates costs this.

VAT Raised items marked with ASTERISK (*) **41,62**

Page 2 of 2

The reading is for this period.

The start reading.

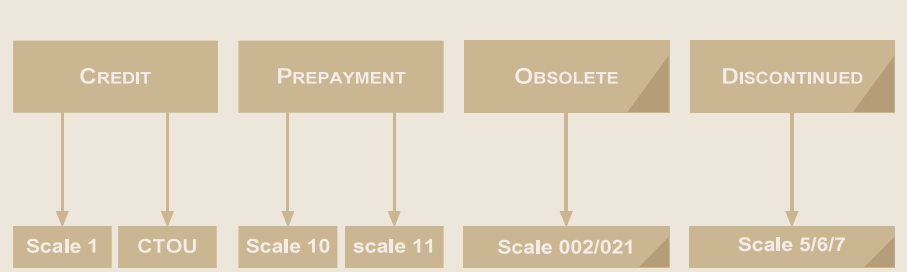
The end reading.

BUSINESS TARIFFS

INTRODUCTION

These tariffs are generally applicable to business and commercial customers consuming electricity at voltages not exceeding 11 kV. Business and commercial customers have the option of purchasing electricity via a credit based tariff (Scale 1 & CTOU) or alternatively a prepayment based tariff (Scale 10 & 11).

BUSINESS & GENERAL TARIFFS



GENERAL

Business and General tariffs, shall apply to electricity supplied to:

(a) business premises including shops, factories, hostels, boarding houses, restaurants, office buildings, religious buildings and general supplies;

(b) residential buildings in which individual units are not separately metered;

(c) illumination of outdoor sports grounds, external illumination of buildings, illuminated signs, advertisements or lamps used solely for external decorative purposes, street lighting and any other form of lighting service;

(d) motive power, heating and other industrial purposes, including temporary supplies;

(e) All B&G non-profit (NPO's) customers viz. Scales 1, 002, 021, 5, 6, 7 will qualify for no service charge. Of these tariffs only Scale 1 is available to new customers as the rest are obsolete but active to customers already on these tariffs.

(f) any other purposes as approved by the Engineer. The decision of the Engineer as to whether electricity may be supplied under these tariffs will be final.

OBSOLETE & DISCONTINUED TARIFFS

Due to the new national pricing regime and national tariff re-structures, many electricity tariffs as previously offered by eThekwini are no longer cost reflective and are being phased out. Non cost reflective tariffs attract higher than average increases. Customers purchasing electricity on these tariff structures are encouraged to investigate their electricity consumption profiles, and evaluate the feasibility of migrating to alternate cost effective tariff structures. Large/medium sized customers that consume electricity on a 24 hour basis should consider the option of time of use tariffs. Whilst the tariff structure is more complex, customers will reap the benefit of cheaper off-peak electricity rates. By incorporating load shifting / load clipping techniques and energy efficiency measures to reduce peak loading, customers can realise further savings. For further information on tariff related matters, please contact 031 311 9283/5

COMMERCIAL TIME OF USE (CTOU)

This tariff is designed for Business and Industrial customers with a Notified Maximum Demand equal to or less than 100 kVA. CTOU agreements are entered into for a minimum period of one year.

(Prices exclude VAT)

Commercial Time Of Use (CTOU)

For customers with Notified Max Demand less than or equal to 100 kVA only.

Energy Rates (c/kWh)	High Season	JUNE - AUGUST
Peak	**Standard**	**Off-peak**
296,88	148,54	72,36
Energy Rates (c/kWh)	Low Season	SEPTEMBER - MAY
Peak	**Standard**	**Off-peak**
146,47	117,83	68,54

Network Demand Charge (R/kVA)	**Service Charge** (R)	**Network Surcharge (%)**
All Seasons-Min Charge of 50 kVA	*All Seasons*	*All Seasons*
63,36	314,38	Only applicable if demand is equal to or greater than 110kVA: 25

Energy Charge The energy charge is time dependent and seasonally differentiated.

Service Charge The service charge is a fixed charge and is charged on a monthly basis per point of supply.

Network Demand Charge The network demand charge is based on the highest kVA consumed for the month.

Minimum Demand Charge A minimum demand charge of 50 kVA will apply on a monthly basis.

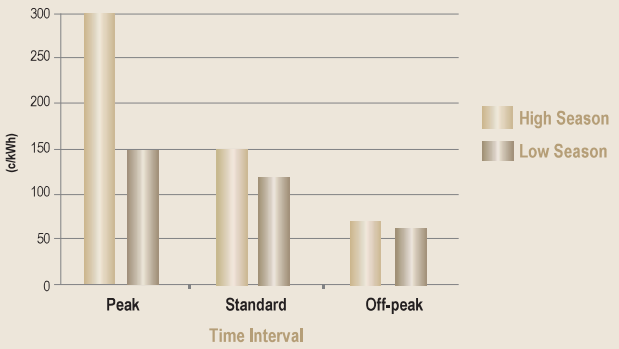
Network Surcharge The network surcharge is levied on the sum of all costs with the exception of the service charge. **This charge is only applicable if the network demand is equal to or greater than 110kVA**

Note:

This tariff is reserved for customers consuming less than 100 kVA only.

Where there is repeated exceedance of the 100 kVA limit, the Engineer reserves the right to migrate the account to an alternate tariff structure.

HIGH SEASON VS LOW SEASON ENERGY RATE



Note: The time periods for the high/low season and peak, standard, off-peak are in accordance with page 17.

BUSINESS & GENERAL TARIFFS

SCALE 1

Typical Customers Small to medium Commercial and Industrial.

Service Charge This service charge is a fixed charge per month per point of supply.
This charge may also be levied per account cycle proportionately, per point of supply.

Service Charge

Service Charge (R)	224,02
VAT	33,60
Total	257,62

Energy Charge

Energy Charge (c/kWh)	171,20
VAT	25,68
Total	196,88

Concession No service charge is applicable for registered NPO's.

Voltage Rebate A 2% rebate is applied to the energy charge for supply voltages exceeding 1 000 V.

General Estimated charges are raised in months where no meter readings are taken and these are reversed when actual consumption is charged for. A deposit is required upon registration.

BUSINESS & GENERAL PREPAYMENT TARIFFS

B & G PREPAYMENT - SCALE 10

Typical Customers
Small commercial customers who use electricity mainly during the day or intermittently. Supply size is 60 A, via a prepayment meter.

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable.

Energy Charge

Energy Charge (c/kWh)	190,09
VAT	28,51
Total	218,60

B & G PREPAYMENT - SCALE 11

Typical Customers
Small commercial customers who use electricity mainly during the day or intermittently. Supply size is 40 A, via a prepayment meter. This is a subsidised connection.

Service Charge
The service charge is built into the energy charge therefore a separate service charge is not applicable.

Energy Charge

Energy Charge (c/kWh)	190,09
VAT	28,51
Total	218.60

Prepayment customers pay for electricity in advance by using tokens or encoded numbers purchased from eThekwini Electricity Customer Service Centres or Agents.

OBSOLETE BUSINESS TARIFFS

SCALE 002/021

Obsolete Tariff This tariff is currently active, but no longer available to new customers. This tariff has been superceded by the Commercial Time of Use (CTOU). Please refer to page 12.

Voltage Rebate A 2% rebate is applied to the energy charge for supply voltages exceeding 1 000 V.

(Prices exclude VAT)

Description	Tariff	Tariff Component	Amount
Scale 2 Commercial and Industrial Customers who use a significant portion of their electricity during the night and on weekends.	**Scale 2** Meter type 002 **Basic:** All time periods **Supplementary:** 07h00 - 20h00 (weekdays only)	Energy Charge (Basic) Energy Charge (Supplementary) Service Charge	74,04 (c/kWh) 176,02 (c/kWh) 231,55 (R)
	Scale 2 Meter type 021 **Peak:** 07h00 - 20h00 (weekdays only) **Off-Peak:** 20h00 - 07h00 (weekdays) Off-Peak rate applies all weekend	Energy Charge (Peak) Energy Charge (Off-Peak) Service Charge	250,06 (c/kWh) 74,04 (c/kWh) 231,55 (R)

General: Estimated charges are raised in months where no meter readings are taken and these are reversed when actual consumption is charged for. A deposit equivalent to 3 months consumption is generally required. This is periodically reviewed and increased deposits may be charged where required.

Service Charge: This service charge is a fixed charge per month per point of supply. This charge may also be levied per account cycle proportionately per point of supply.

DISCONTINUED BUSINESS TARIFFS - SCALE 005/006/007

Typical Customers Commercial and Industrial.

Service Charge This service charge is a fixed charge and is charged on a monthly basis per point of supply.

Energy Charge This energy charge is a flat rate charge.

Interruption Times Interruption periods no longer apply.

Voltage Rebate A 2% rebate is applied to the energy charge for supply voltages exceeding 1 000 V.

Service Charge

Service Charge (R)	220,58
VAT	33,09
Total	253,67

Energy Charge

Energy Charge (c/kWh)	177,69
VAT	26,65
Total	204,34

Monthly Minimum Charge - this charge is no longer applicable

Note: Scale 5,6,7

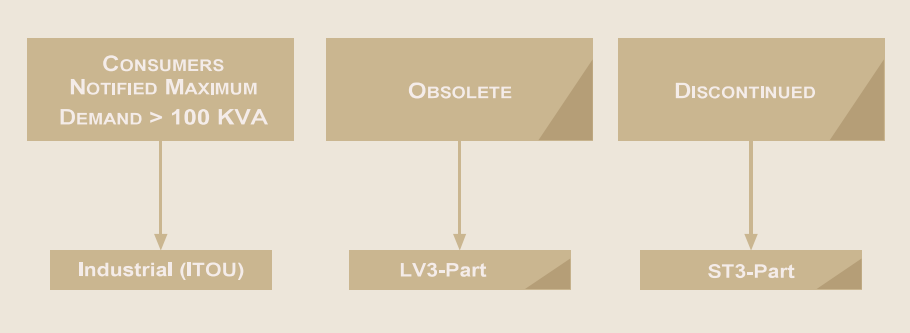
The tariff has been deemed as no longer cost reflective and is now discontinued. Customers on this tariff are urged to combine their supply via a single main circuit breaker and migrate to alternate tariffs. Further details and information are available from the Customer Service Centres.

LARGE POWER USER TARIFFS

INTRODUCTION

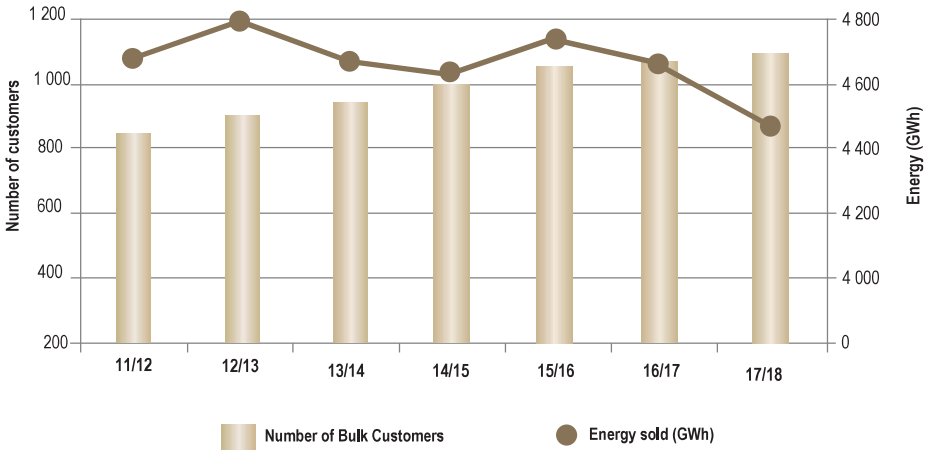
The large power user agreements are entered into for a minimum period of one year. They are intended for customers who consume electricity on a continuous basis throughout the year. The bulk tariffs are designed to have different rates for the same energy component during different time periods and seasons in order to comply with the cost of supply at different times more accurately.

LARGE POWER USER TARIFFS



STATISTICAL DATA

LARGE POWER USER TARIFFS



DEFINITIONS

DEFINITIONS FOR UNDERSTANDING BULK TARIFFS

Network Demand Charge (NDC) This charge is based on the actual demand measured during Peak & Standard periods in the month.

Network Access Charge The NAC will be based on the higher of the NMD, the current demand or the historical demand as described by the NMD rules.

Restricted Demand The highest half-hourly demand in kVA taken by the customer between 16h00 and 20h00, Monday to Friday (Applicable to LV3 Part Tariff only).

Energy Measured in kWh throughout the month.

Notified Maximum Demand The maximum demand notified in writing by the customer and accepted by the municipality.

Notified Minimum Demand (LV3-Part) The Minimum Demand notified in writing by the customer and accepted by the municipality

Service Charge A fixed charge payable per account per month (or account cycle) to recover service related costs.

PUBLIC HOLIDAYS

(ONLY APPLICABLE TO TIME OF USE TARIFFS)

Date	Public Holiday	Actual Day of the week	TOU treated as
02 April 2018	Family Day	Monday	Sunday
27 April 2018	Freedom Day	Friday	Saturday
1 May 18	Workers Day	Tuesday	Saturday
16 June18	Youth Day	Saturday	Saturday
9 August 18	National Women's Day	Thursday	Saturday
24 September 18	Heritage Day	Monday	Saturday
16 December 18	Day of Reconciliation	Sunday	Sunday
17 December 18	Public Holiday	Monday	Saturday
25 December 18	Christmas Day	Tuesday	Sunday
26 December 18	Day of Goodwill	Wednesday	Sunday
1 January 19	New Year's Day	Tuesday	Sunday
21 March 19	Human Rights Day	Thursday	Saturday
19 April 19	Good Friday	Friday	Sunday
22 April 19	Family Day	Monday	Sunday
27 April 19	Freedom Day	Saturday	Saturday
1 May 19	Worker's Day	Wednesday	Saturday
16 June 19	Youth Day	Sunday	Sunday
17 June 19	Public Holiday	Monday	Saturday

NOTE : The appropriate seasonally differentiated energy charges will be applicable on these days. Any unexpectedly announced public holidays will be treated as the day of the week on which it falls.

TIME OF USE TARIFF TERMS

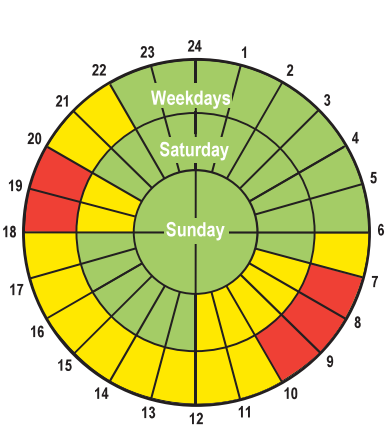
High Demand Season — The period from 1 June to 31 August inclusive.

Low Demand Season — The period from 1 September to 31 May inclusive.

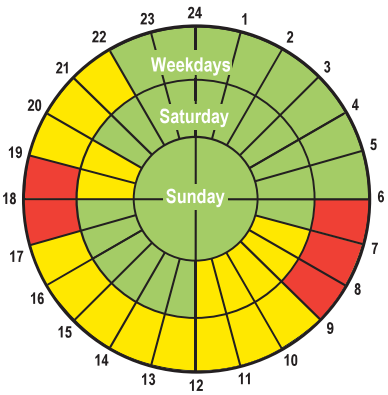
Peak, Standard and Off-Peak Periods — The different times during the day, as shown in the graphs below, during which varying energy charges apply.

Maximum Demand — The highest half-hourly demand in **kVA** taken by the customer during Peak and Standard periods in the month.

Energy — Measured in **kWh** during Peak, Standard and Off-Peak periods during the days of the month according to the graphs below.



LOW DEMAND SEASON			
TIME PERIODS	MON - FRI	SAT	SUN
22h00 - 06h00	OFF-PEAK	OFF-PEAK	OFF-PEAK
06h00 - 07h00	STANDARD	OFF-PEAK	OFF-PEAK
07h00 - 10h00	PEAK	STANDARD	OFF-PEAK
10h00 - 12h00	STANDARD	STANDARD	OFF-PEAK
12h00 - 18h00	STANDARD	OFF-PEAK	OFF-PEAK
18h00 - 20h00	PEAK	STANDARD	OFF-PEAK
20h00 - 22h00	STANDARD	OFF-PEAK	OFF-PEAK



HIGH DEMAND SEASON			
TIME PERIODS	MON - FRI	SAT	SUN
22h00 - 06h00	OFF-PEAK	OFF-PEAK	OFF-PEAK
06h00 - 07h00	PEAK	OFF-PEAK	OFF-PEAK
07h00 - 09h00	PEAK	STANDARD	OFF-PEAK
09h00 - 12h00	STANDARD	STANDARD	OFF-PEAK
12h00 - 17h00	STANDARD	OFF-PEAK	OFF-PEAK
17h00 - 18h00	PEAK	OFF-PEAK	OFF-PEAK
18h00 - 19h00	PEAK	STANDARD	OFF-PEAK
19h00 - 20h00	STANDARD	STANDARD	OFF-PEAK
20h00 - 22h00	STANDARD	OFF-PEAK	OFF-PEAK

INDUSTRIAL TIME OF USE (ITOU)

This tariff is designed for customers with a Notified Maximum Demand greater than 100 kVA. Customers opting for this tariff will benefit if they can shift their loads away from peak periods and towards Standard/Off-Peak periods.

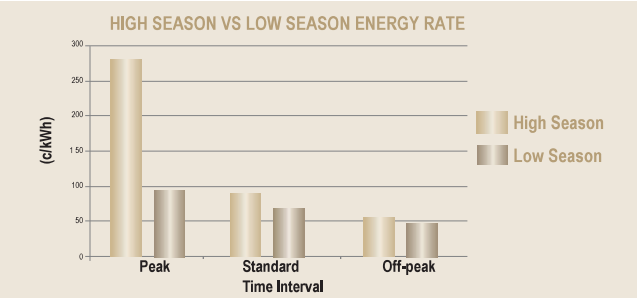
(Prices exclude VAT)

Industrial Time Of Use (ITOU)	Energy Rates (c/kWh)	High Season	JUNE - AUGUST
For customers with Notified Max Demand greater than 100 kVA only	**Peak**	**Standard**	**Off-peak**
	280,10	90,27	52,55
	Energy Rates (c/kWh)	Low Season	SEPTEMBER - MAY
	Peak	**Standard**	**Off-peak**
	96,58	68,90	46,54

Network Demand Charge (R/kVA) *Based on Actual Demand*	Network Access Charge (R/kVA) *Based on highest demand recorded*	Service Charge (R) *Rand per Month*
90,53	29,35	3 888,00

Voltage Surcharge

Voltage	%Surcharge
275 kV	0.00
132 kV	2,25
33 kV	3,00
11 kV	10,50
6,6 kV	12,75
400 V	22,50



Energy Charge The energy charge is time dependent and seasonally differentiated in accordance with the time intervals as illustrated on page 17.

Notified Maximum Demand The notified maximum demand as stated by the customer, should be the highest amount of kVA that the customer expects the municipality to be in a position to supply. Reductions will not be allowed for seasonal variations and temporary load reductions. An unauthorised increase in demand does not automatically increase the NMD

Network Demand Charge The network demand charge is based on the actual demand (kVA) per month.

Network Access Charge The NAC will be based on the higher of the NMD, the current demand or the historical demand as described by the NMD rules.

Service Charge This service charge is a fixed charge and is charged on a monthly basis per point of supply.

Voltage Surcharge The voltage surcharge is the percentage levied on the sum of all costs with the exception of the service charge.

Notified Maximum Demand Rules This tariff is subject to Notified Maximum Demand Rules. Please refer to page 20 for further details.

OBSOLETE - LOW VOLTAGE 3-PART (LV3-PART)

Typical Commercial and Industrial customers who are supplied at 400 V, consuming greater than 100 kVA and are able to restrict their electricity consumption between the weekday time period: 16h00 - 20h00

Obsolete Tariff **LV3-Part:** This tariff is currently active, but no longer available to new customers.

Note: Obsolete tariffs attract higher than average increases. Customers are therefore encouraged to review their load profile and investigate the feasibility of migrating to alternate tariffs.

Service Charge

Service Charge (R)	1 260,20
VAT	189,03
Total	1 449,23

Energy Charge

Energy Charge (c/kWh)	73,86
VAT	11,08
Total	84,94

Maximum Demand Charge (MDC)

MDC (R/kVA)	345,47
VAT	51,82
Total	397,29

Restricted Demand Discount (RDD)

RDD (R/kVA)	74,52
VAT	11,18
Total	85,70

General

Minimum Charges

Minimum charges for agreements signed prior to 1 January 2000 are based upon 70% of the maximum notified demand; the minimum charge for agreements signed after 1 January 2000 is based upon the greater of: 70% of notified maximum demand, or 100 kVA. Restricted demand period: 16h00 - 20h00

DISCONTINUED TARIFFS

The following tariffs were deemed non cost reflective and have been discontinued as of 1 July 2009:

Supertension	(ST3-Part)
Excess night & weekend demand options	(ST3-Part)
Low Voltage Two-Part Tariff	(LV2-Part)
Scale 5/6/7	(Business & General)

ADVISORY SERVICES

TARIFFS ANALYSIS

The suite of electricity tariffs at eThekwini Municipality are designed to cater for a range of electricity consumption profiles. Where a customer implements a change in plant operation that alters the electricity consumption profile, it may be necessary to migrate to alternate tariff structures.

Customers are encouraged to periodically study their load profiles and ensure that they purchase electricity on the most efficient tariff structure available.

For more information and advice in this regard, please contact the Electricity Pricing & Marketing Branch on: **031 311 9283/5/7**

ENERGY EFFICIENCY ADVISORY SERVICE

EThekwini Electricity works closely with Eskom Energy Advisory Services to provide advice on energy efficiency measures.

For more information on this service, please contact the Electricity Pricing & Marketing Branch on: **031 311 9283/5/7**

QUALITY OF SUPPLY SERVICES

EThekwini Electricity has adopted a quality charter recommended by the National Energy Regulator of South Africa (NERSA) in line with the following commitments:

- To ensure the delivery of electricity of appropriate quality
- To professionally and timeously deal with problems that customers may experience with regard to quality of supply

The Quality of Supply Branch of HV Network Control is responsible for conducting power quality investigations. These investigations are in accordance with the standards reflected in NRS 048 and concentrate primarily on Voltage Dips, Harmonics, Regulation, Unbalance and Frequency Flicker.

Please contact: **080 311 1111** for more information on services offered and applicable tariffs.

Network Voltage Dips are recorded and may be viewed at: http://www.durban.gov.za

NOTIFIED MAXIMUM DEMAND (NMD) RULES

1. OVERVIEW

1.1.1. The Notified Maximum Demand (NMD) will be the maximum capacity in kVA, as measured over a 30 minute integrating period, per point of delivery (POD) that the customer will contract for eThekwini Municipality to make available during all time periods. This is the maximum capacity that will be made available for the customer's use under normal system conditions.

1.1.2. The NMD is the capacity reserved by the customer to provide for the maximum demand requirements in all time periods. The NMD should not be exceeded, unless otherwise agreed to via a formal application and approval process.

1.1.3. Where the maximum demand exceeds the NMD, all relevant tariff charges will apply. In addition the chargeable kVA utilised for the calculation of the Network Access Charge (NAC) will be increased by the Excess Network Percentage (ENP). The ENP is calculated as the percentage difference between the maximum demand and the NMD.

1.1.4. The ENP will only be raised in the months where the maximum demand exceeds the NMD; however the increased maximum demand will become chargeable as per the NAC going forward.

1.1.5. To avoid the ENP, a request should be submitted to eThekwini Municipality to have the NMD increased prior to exceedance. However, it is important to note that, eThekwini Municipality cannot and does not guarantee the supply. Therefore an increase in NMD is subject to capacity availability and additional charges where relevant. Refer to section 3 for further information in this regard.

1.2. NOTIFICATION OF DEMAND FOR CUSTOMERS WITH THE BENEFIT OF DIVERSITY

1.2.1. Where customers qualify to receive the benefit of diversity across multiple POD's, the customer is required to notify eThekwini Municipality of the maximum capacity to be provided at each individual POD under normal operating conditions.

1.3. NOTIFICATION OF DEMAND FOR CUSTOMERS WITH OWN GENERATION, ACTIVE LOAD CONTROL AND POWER FACTOR CORRECTION EQUIPMENT

1.3.1 Customers with their own generation, active load control and power factor correction equipment should cater, within their NMD, for the load increase arising from the loss or failure of certain or all of their equipment. The demand notified should be the sum of the normal notified load plus the standby margin required to cater for probable failure or loss of own equipment. In the event that the NMD is exceeded, excess network charges will apply.

2 APPLICATION OF CHARGES

2.1.1 The NAC is charged based on the higher of the following:

I. The NMD (kVA)
II. The Maximum Demand (kVA)
III. The NAC (kVA) of the previous month (Note : once off exceedances will be carried forward)

Note: The NAC will always reflect the highest demand drawn from the network including any (i.e. previous or current) unauthorised demand exceedance.

2.1.2 In an instance where the maximum demand is greater than the NMD, the chargeable kVA utilised in calculating the NAC will be increased by the percentage difference between the maximum demand and the NMD (i.e. Excess Network Percentage).

2.1.3. The % increase of the NAC represents an excess charge as a result of exceeding the NMD. The ENP will only be raised in the months where the maximum demand exceeds the NMD; however the increased maximum demand (kVA) will be chargeable as per the NAC going forward.

2.1.4. Any payments made via the tariff for the demand exceeding the NMD shall not be deemed as an agreement by eThekwini Municipality to make such higher demand available to a customer. Such agreement will be subject to negotiating new terms and conditions to modify the connection and amend the existing electricity supply agreement. Refer to Clause 3.1 for the conditions associated with an increase in demand.

2.2. CUSTOMERS RECEIVING THE BENEFIT OF DIVERSITY

2.2.1. Where multiple PODs receive the benefit of diversity, the NAC will be payable based on the sum of the NMDs of all PODs, provided that the simultaneous maximum demand of all PODs does not exceed the sum of the NMDs. Where the simultaneous maximum demand exceeds the sum of the NMDs, this will be treated as an NMD exceedance in accordance with the above-stated principles. Under no circumstances should the NMD be exceeded for the individual POD's as this will be treated as an exceedance.

3 CHANGES TO NMD

3.1 INCREASE IN NMD

3.1.1. A request for an increase in NMD by a customer will be considered as a request for a modification of the connection and amendment to the contract. EThekwini Municipality has the right to evaluate such a modification before agreeing to increase the capacity (NMD) at the request of the customer.

3.1.2. Where a customer requests an increase in NMD at a POD, the request should be made in writing to eThekwini Municipality. Subsequently a quotation will be prepared, detailing the relevant connection charges and the new terms and conditions applicable.

3.1.3. A connection charge will take into account the following:
(a) Additional dedicated costs.
(b) Upstream sharing charges.
(c) Any other relevant costs as associated with the POD

3.1.4. The provision of the new NMD is subject to the agreement by the parties of the new terms and conditions, the payment of the relevant connection charges and where applicable, to any required work being completed by eThekwini Municipality and/or the customer.

3.2. REDUCTION IN NMD

3.2.1. Where a customer requires a reduction in NMD at a POD, detailed written motivation with a notice of 12 month is required. If the customer can motivate a downgrade sooner, such as for the reasons provided in Clause 3.2.2, permission for a shorter notice period with a minimum of 3 months will not be unreasonably withheld.

Note: Only one reduction will be allowed per 12 month cycle.

3.2.2. A reduction in NMD to a value that is below the previous 12 months highest recorded demand in all time periods will not be allowed, unless motivated by any of the following:
(a) Change in operations (not seasonal variations)
(b) Closure of plant
(c) Installation of load management equipment
(d) Implementation of Demand Side Management (DSM) initiatives

3.2.3. EThekwini Municipality's approval of a reduced NMD is subject to Clause 3.2.2 above and acceptance by the customer of any revised conditions or charges.

3.2.4. The reduced NMD will be applied from the start of the next read cycle following the expiry of the notice period or any lesser notice period as agreed to.

3.2.5. If, in the 12 months following any reduction of the NMD under Clause 3.2.1, the reduced NMD is exceeded, the ENP will apply. In addition, the maximum demand level recorded will become chargeable as per the NAC. This will apply from the time of the reduction and the customer will be re-billed accordingly.

3.2.6. In an instance where there is a reduction in the NMD, A charge may be required to recover costs due to underutilised assets and infrastructure. Further charges may apply where assets must be removed.

3.2.7. Temporary reductions in NMD will not be allowed.

4 EXCEEDENCE OF NMD

4.1.1 In the event that the maximum demand exceeds the NMD in respect of the relevant POD, or where the simultaneous maximum demand of PODs that receive the benefit of diversity exceeds the sum of the NMDs, the following will apply in addition to the charges as detailed in section 2.0:

4.1.2. Any exceedance of the NMD shall constitute a breach of eThekwini Municipality's supply contract. EThekwini Municipality shall, at its election, be entitled to cancel the supply contract, subject to the customer's right to apply for an increase in NMD and conclude a new contract with eThekwini Municipality.

4.1.3. If the customer does not conclude a new contract, eThekwini Municipality reserves the right to terminate the supply and remove any equipment surplus to meeting the contracted NMD or to provide this capacity for the use of customers who have contracted for the capacity.

POWER FACTOR CORRECTION

The demand components (kVA) within the bulk electricity tariffs are directly affected by the power factor of operation. From a tariff perspective it is in the customers best interest to keep the power factor as close to unity as possible. The kVA of operation increases as the power factor decreases resulting in the customer paying higher network demand charges and higher network access charges.

Low power factors are caused by inductive loads such are induction motors, flourescent lights etc. In order to compensate for these inductive loads, capactive components have to be introduced into the system and these components are commonly known as power factor correction capacitors

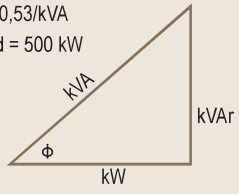
Power factor correction technology has advanced successfully over the years and there are many types of efficient solutions available on the market. For further advice on power factor correction, please contact the specialist firms or eThekwini Electricity.

An example (based on ITOU Tariff rates):

BEFORE POWER FACTOR

Demand charge = R90,53/kVA
Assume Max Demand = 500 kW
Power factor = 0,7

$\cos\phi = \frac{kW}{kVA}$



kVA = 500/0,7 = 714

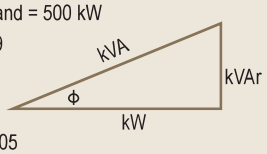
Maximum Demand = 714 x 90,53

Demand Charge (per month) R64 638,42

AFTER POWER FACTOR

Demand charge = R90,53/kVA
Assume Max Demand = 500 kW
Power factor = 0,99

$\cos\phi = \frac{kW}{kVA}$



kVA = 500/0,99 = 505

Maximum Demand = 505 x 90,53

Demand Charge R45 717,65
Saving (per month) R18 920,77

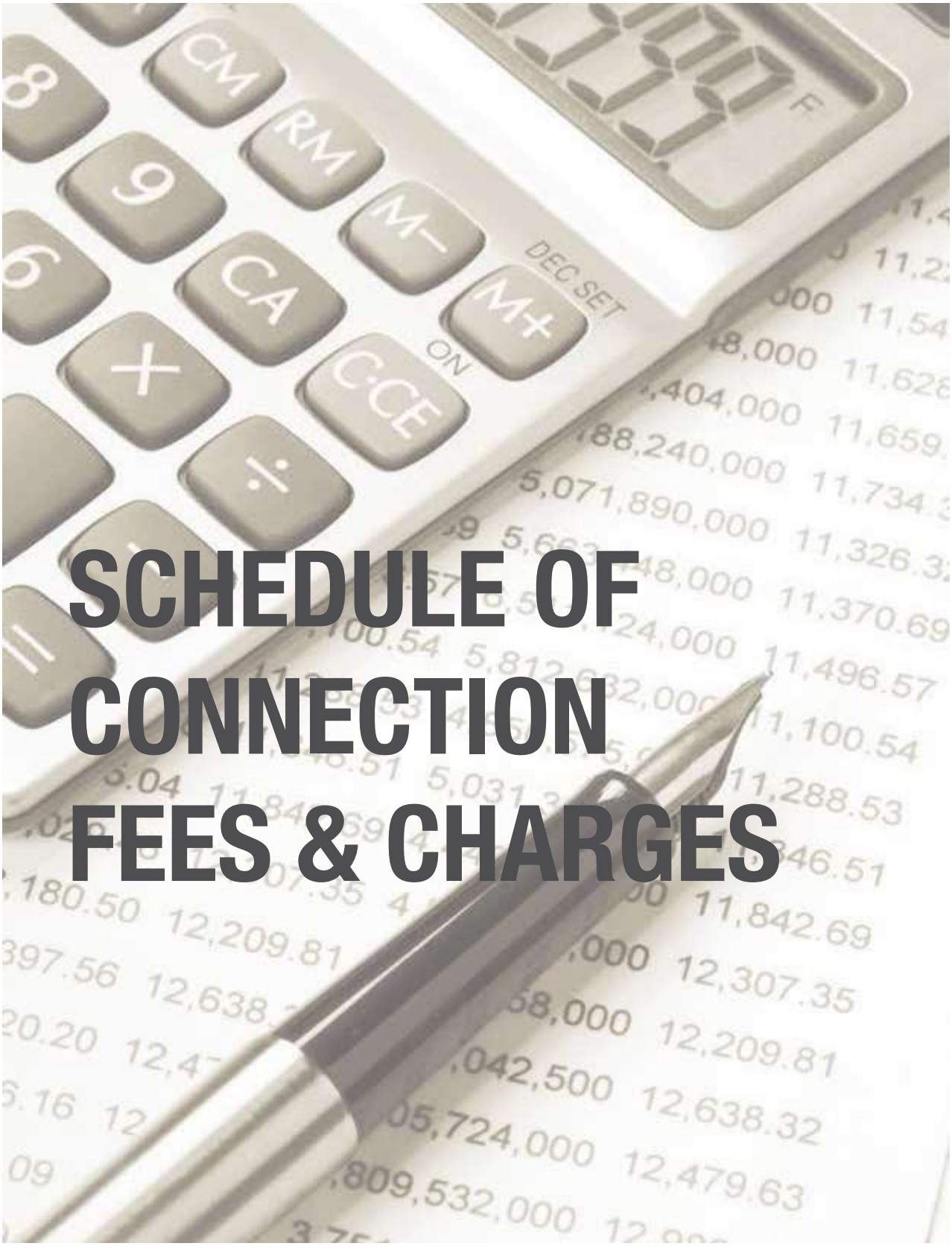
ELECTRICITY ACCOUNT PAYMENT METHODS

The following methods of payment are available:

1. Direct Debits - The simplest and safest method.
2. EFT - Electronic Funds Transfer.
3. In Person - At any authorised eThekwini pay points

A list of payment methods and pay points is printed on the reverse side of all accounts.

Please note that there are occasionally delays in advice of payment reaching us when accounts are paid at pay points external to the municipality. Customers are to ensure that payment is made before the due date and allow sufficient time for funds to reflect, to avoid arrears on the account and unnecessary disconnections.



SCHEDULE OF CONNECTION FEES & CHARGES

1.	CONNECTION FEE A **Connection Fee**, subject to Section 2(3) of the Electricity Supply Bylaws:	BASIC TARIFF	15 % VAT	TOTAL TARIFF
1.1	For a single phase (230 V) 40 A subsidised connection where the electricity is to be purchased on a Scale 9 or Scale 11 energy tariff of the Second Schedule: ***1(a)**			
1.1.1	With a small power distribution unit	R263,48	R39,52	R303,00
1.1.2	Without a small power distribution unit	R132,17	R19,83	R152,00
1.1.3	**Electrification program for Informal Settlements** Connections will only be approved in accordance with the policy guidelines as issued by the Department of Energy. For a single phase (230 V) 20 A subsidised connection supplied to an informal dwelling, where electricity is to be purchased on a prepayment energy tariff of the Second Schedule: **Registration of the meter is required.*	No charge applicable - if all subsidy conditions are complied with		
NOTE 1	The Engineer may for technical reasons decide to use underground cable.			
NOTE 2	There may be additional charges at the rates prescribed in item 2 hereof for any supply mains extensions made in excess of one pole and one span; but excluding any poles and spans used for road crossings.			
1.2	For connections other than to those referred to in Item 1.1 a charge consisting of a Basic Component, a Supply Mains Component, a Service Mains Component and a Metering Component shall apply: ***1(b)**			
1.2.1	A Basic Component as follows: ***(b)(I)** Due to the shortage of electricity and constrained electrical network, customers must ensure that the connection capacity requested has been calculated whilst implementing the latest energy efficiency standards.			
1.2.1.1	For single phase 230 V connections up to 80 A	R8 061,74	R1 209,26	R9 271,00

				BASIC TARIFF	15 % VAT	TOTAL TARIFF
1.2.1.2	For three phase 400 V connections ***1(b)(i)(B)iv**					
	(a)	Up to	80 A	R15 208,70	R2 281,30	R17 490,00
	(b)	81 A to	100 A	R28 373,91	R4 256,09	R32 630,00
	(c)	101 A to	120 A	R58 686,96	R8 803,04	R67 490,00
	(d)	121 A to	150 A	R72 469,57	R10 870,43	R83 340,00
	(e)	151 A to	200 A	R131 347,83	R19 702,17	R151 050,00
	(f)	201 A to	250 A	R163 852,17	R24 577,83	R188 430,00
	(g)	251 A to	300 A	R196 313,04	R29 446,96	R225 760,00
	(h)	301 A to	400 A	R259 808,70	R38 971,30	R298 780,00
	(i)	401 A to	500 A	R323 156,52	R48 473,48	R371 630,00
	(j)	501 A to	800 A	R479 793,04	R71 968,96	R551 762,00
	(k)	801 A to	1 200 A	R473 739,13	R71 060,87	R544 800.00
	(l)	1 201 A to	1 600 A	R580 413,91	R87 062,09	R667 476,00
	(m)	1 601 A to	2 400 A	R828 482,61	R124 272,39	R952 755,00
	(n)	2 401 A to	3 000 A	R1 132 289,57	R169 843,43	R1 302 133,00
1.2.1.3	For 11 000 V connections, with requested capacity up to 6 000 kVA: (8 000 kVA available at Engineers discretion)					
	(a) A cost per connection of:			R258 426,09	R38 763,91	R297 190,00
	Plus					
	(b) A cost per kVA of requested capacity of:			R188,70	R28,30	R217,00
1.2.1.4	For 11 000 V and 33 000 V connections where the requested capacity exceeds 8 000 kVA:					
	The proportionate costs as determined by the Engineer at prevailing rates, for: the supply main extension; the required switch-panels at the major substation; switchgear at the customer's premises, and any other costs as deemed appropriate by the Engineer, is charged					
1.2.1.5	For 132 000 V connections:					
	The proportionate costs as determined by the Engineer at prevailing rates, for: 132 kV switch-panels at the 275 kV/132 kV substation; 132 kV switchgear installed at the customer's premises, and any other costs as deemed appropriate by the Engineer.					
NOTE 3	(a) Where requested by the Engineer, customers are required to provide brick substations to the Engineer's specification.					
	(b) Mini-substations up to requested capacity of 500 kVA may be supplied at the Engineer's discretion in residential areas only.					
	(c) The customer must ensure that all substations shall be positioned with direct public road access. Only in exceptional circumstances shall the engineer approve otherwise.					

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
1.2.1.6	Substation Rebate Where the Engineer requires the applicant to provide a brick substation to feed or from which it is intended to feed other customers, a reduction shall be applied to the Basic component of the connection charge as follows:			
	(a) Rebate for a brick substation:	R43 112,17	R6 466,83	R49 579,00
	(b) Rebate for a distributor substation:	R86 213,04	R12 931,96	R99 145,00
1.2.1.7	Substation Trench Covers (per sq. meter)	R1 221,30	R183,20	R1 404,50
1.2.1.8	For Connections within a Township where a Developer has paid for the Supply Mains, Internal Reticulation and Transformation within:			
	(a) A charge per single phase 230 V connection:	R2 217,39	R332,61	R2 550,00
	(b) A charge per three phase 80 A 400 V connection:	R4 400,00	R660,00	R5 060,00
1.2.2	A Metering Component as follows: ***(b)(ii) / 1(b)(ii)**			
1.2.2.1	For each split single phase electricity dispenser (connected via pilot wire) up to 60 A.	R1 478,26	R221,74	R1 700,00
	(a) For replacement of Customer User Interface (CUI)	R530,43	R79,57	R610,00
1.2.2.2	For each split single phase electricity dispenser (wireless) up to 60 A:	R1 826,09	R273,91	R2 100,00
	(a) For replacement of Customer User Interface - Wireless	R669,57	R100,43	R770,00
1.2.2.3	For a small power distribution unit:	R600,00	R90,00	R690,00
1.2.2.4	For each single phase meter up to 80 A:	R904,35	R135,65	R1 040,00
1.2.2.5	For each three phase electronic meter up to 120 A:	R4 478,26	R671,74	R5 150,00
1.2.2.6	For each set of energy and demand meters suitable per feed: (bulk tariffs)	R12 200,00	R1 830,00	R14 030,00
1.2.2.7	For each three phase (5 A) electronic meter (suitable for Scale 1 tariff - greater than 120 A) Excluding communication modem:	R4 826,09	R723,91	R5 550,00
1.2.2.8	For each three phase (5A) electronic meter (suitable for CTOU tariff)	R7 026,09	R1 053,91	R8 080,00
1.2.2.9	For Low Voltage current transformer not exceeding 1500A (each) :	R448,70	R67,30	R516,00
1.2.2.10	For Low Voltage current transformer greater than 1500 A but not exceeding 2000 A (Each)	R526,96	R79,04	R606,00
1.2.2.11	For Low Voltage current transformer greater than 2000 A but not exceeding 3000 A (Each)	R770,43	R115,57	R886,00
1.2.2.12	For reprogramming of existing electronic meter	R643,48	R96,52	R740,00
1.2.2.13	For each three phase electronic meter (multi-rate) up to 160A: (Excluding communication modem)	R8 382,61	R1 257,39	R9 640,00
NOTE 4	Where adequate communication to the keypad is not available via the airdac communication pilot wire for pre-payment metering systems, the customer shall provide and install the necessary communication pilot wires.			
NOTE 5	Current Transformers are required for supplies greater than 120 A			

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
NOTE 6	Where a meter is recovered, a rebate as determined by the Engineer is to be applied to the replacement meter. The rebate, however, shall not exceed the cost of the replacement meter.			
NOTE 7	A change in tariff may require a change in meter			
NOTE 8	The type of meter installed shall be at the discretion of the Engineer			
1.2.3	A Service Mains Component as follows: ***(b)(iii)**			
	Any dedicated cables feeding into a customer's premises.			
1.2.3.1	For new 230 V connections up to 80 A: A charge for any dedicated cables or lines from meter point to point on the lateral boundary closest to the pole or consumer distribution unit, charged according to rates in item 2 of this schedule.			
1.2.3.2	For all connections other than 230 V connections, any dedicated cables or lines, charged according to rates in item 2 of this schedule.			
1.2.4	Supply Mains Component, for any mains extension, charged according to rates in item 2 of this schedule unless a R/kVA*km is specified:			
1.2.4.1	For all 230 V or 400 V connections up to 150 A (100 kVA): A proportionate share of the cost of LV supply main extensions, excluding crossovers, in excess of 20 metres per customer if fed by cable, or 1 span per customer if fed by overhead line. A proportionate share of the cost of MV supply mains extensions in excess of 200 metres per substation for a requested capacity of up to 150 A, according to the ratio of requested capacity to the total capacity that the Engineer envisages supplying from that extension.			
1.2.4.2	For all 400 V connections above 150 A: LV supply mains extensions, excluding crossovers, charged according to the installation that would have been sufficient for the requested capacity. A proportionate share of the cost of MV supply mains extensions excluding the first 50 metres of cable per substation laid in the road reserve or public property, according to the ratio of requested capacity to the total capacity that the Engineer envisages supplying from that extension.			

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
1.2.4.3	For 11 kV connections, with requested capacity up to 8 000 kVA: A R/kVA*km cost for MV supply mains based on the requested capacity and the length of the MV cable from the source 132 kV/11 kV (or 33 kV/11 kV) substation, of:	R103,48	R15,52	R119,00
1.2.4.4	For connections where requested capacity exceeds 8 000 kVA: (a) A proportionate costs as determined by the Engineer at prevailing rates, for any supply mains extensions and any other costs as deemed appropriate by the Engineer. (b) A charge equal to the product of: a R/kVA*km rate determined by the Engineer using actual costs, the length of the 11 kV or 33 kV supply mains from the source 132 kV/11 kV or 132 kV/33 kV substation, and the requested capacity.			
NOTE 9	For 33 kV network is being phased out and supply at 33 kV is no longer available to new consumers connecting to the grid. Connections will only be considered in exceptional circumstances at the discretion of the Engineer.			
1.2.4.5	For 132 kV connections: A charge equal to the product of a R/kVA*km rate as determined by the Engineer using actual costs; the length of 132 kV supply mains from the source 275 kV/132 kV substation or 132 kV switchyard, and the requested capacity.			
NOTE 10	Where the Engineer has agreed to a second connection, and where the premises have not been allocated as an informal settlement, a full connection fee (all four components) will be charged.			
NOTE 11	Where a connection can be supplied from an existing meter-room that has adequate capacity that has been paid for, only the Metering Component will be charged for. Only applicable where upstream network costs have already been recovered.			

2. SUPPLY MAINS EXTENSION AND SERVICE MAINS INSTALLATIONS: *2

2.1 Cable shall be charged for in accordance with the following rates:

(a) Cables with a standard operating voltage not exceeding 1 000 V:

CROSS SECTIONAL AREA OF CONDUCTORS SQ mm^2	NUMBER OF CORES	CONDUCTOR	RATE PER METRE			
			CABLE	TRENCHING	BASIC RATE (R)	TOTAL RATE INCL. VAT
10	2	Copper	R47,16	R58,06	R105,22	R121,00
16	2	Copper	R65,42	R58,06	R123,48	R142,00
25	2	Copper	R101,07	R58,06	R159,13	R183,00
16	4	Copper	R163,68	R58,06	R221,74	R255,00
35	4	Aluminium	R124,55	R58,06	R182,61	R210,00
50	4	Aluminium	R161,07	R58,06	R219,13	R252,00
95	4	Aluminium	R169,77	R58,06	R227,83	R262,00
95	3	Aluminium	R164,55	R58,06	R222,61	R256,00
150	3	Aluminium	R407,16	R58,06	R465,22	R535,00
150	4	Aluminium	R343,68	R58,06	R401,74	R462,00
185	1	Copper	R250,43	N/A	R250,43	R288,00
240	1	Aluminium	R 57,39	N/A	R57,39	R66,00
240	3	Aluminium	R480,20	R58,06	R538,26	R619,00
240	4	Copper	R1 459,33	R58,06	R1 517,39	R1 745,00
240	4	Aluminium	R490,64	R58,06	R548,70	R631,00

NOTE 12 These costs are also applied when deriving costs of Low Voltage Busbar and insulated conductor.

(b) Cables with a standard operating voltage exceeding 1 000 V but not exceeding 11 000 V:

CROSS SECTIONAL AREA OF CONDUCTORS SQ mm^2	NUMBER OF CORES	CONDUCTOR	RATE PER METRE		
			BASIC RATE	15% VAT	TOTAL RATE
95	3	Aluminium	R304,35	R45,65	R350,00
95	3	Aluminium (XLPE)	R479,13	R71,87	R551,00
150	3	Aluminium	R392,17	R58,83	R451,00
150	3	Aluminium (XLPE)	R382,61	R57,39	R440,00
240	3	Aluminium	R517,39	R77,61	R595,00
240	3	Aluminium (XLPE)	R738,26	R110,74	R849,00
300	3	Copper	R1 451,30	R217,70	R1 669,00
300	3	Aluminium (XLPE)	R684,35	R102,65	R787,00
Trenching / per meter			R75,65	R11,35	R87,00

(c) Pilot / Telephone cables per metre: R92,17 R13,83 R106,00

(d) Other types and sizes of cables or conductor specified by the Engineer as being suitable for the service, which are not included in (a), (b) and (c) above, shall be paid for according to the actual cost of supply and installation.

2.2 Overhead Lines shall be charged in accordance with the following scale:

(a) Per pole and metre of overhead line:

VOLTAGE LEVEL	TYPE/SIZE OF CONDUCTOR	RATE PER POLE/ METRE OF OVERHEAD CONDUCTOR		
		BASIC RATE	15% VAT	TOTAL RATE
Low Voltage (LV)	10mm CC /m	R53,04	R7,96	R61,00
	16mm CC /m	R71,30	R10,70	R82,00
	7m Pole (LV CC)	R909,57	R136,43	R1 046,00
Low Voltage (LV)	25mm ABC /m	R29,57	R4,43	R34,00
	50mm ABC /m	R64,35	R9,65	R74,00
	95mm ABC /m	R97,39	R14,61	R112,00
	9m Pole (LV ABC)	R1 685,22	R252,78	R1 938,00
Medium Voltage (MV)	95mm ABC /m	R240,87	R36,13	R277,00
	10m Pole (MV ABC)	R2 224,35	R333,65	R2 558,00
Medium Voltage (MV)	AAAC Oak /m	R45,22	R6,78	R52,00
	AAAC Pine /m	R38,26	R5,74	R44,00
	10m Pole (MV AAAC)	R2 697,39	R404,61	R3 102,00

(b) Other types and sizes of overhead supply specified by the Engineer as being suitable for the service, which is not included in (a) above, shall be paid for at a rate equal to the actual cost of supply and installation.

3.TESTING OF METERS: *10

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
3.1	kWh meters per test:			
	(a) Single phase:	R231,30	R34,70	R266,00
	(b) Poly phase:	R323,48	R48,52	R372,00
	(c) Energy plus demand (bulk) meters per test.	R1 383,48	R207,52	R1 591,00

4. DISCONNECTIONS: *11

4.1	For disconnections and reconnections made at the request of the consumer:			
	(a) Where disconnected at the request of the consumer for a suspension of the service:	R245,22	R36,78	R282,00

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
	(b) Where disconnected at the request of the consumer to enable him to effect extensions, repairs or maintenance to his house or to allow an electrical contractor to reposition meter box without extension to, or cutting of, the service main:	Nil	Nil	Nil
	(c) Where overhead service mains are temporarily disconnected and coiled back, on request, for the carrying out of fumigation or similar services:	R643,48	R96,52	R740,00
4.2	For disconnections carried out in consequence of a breach of the Bylaws:			
4.2.1	Residential			
	(i) Where disconnected for non-payment of account, or in consequence of a breach of the Bylaws other than for unauthorised reconnection, illegal bypassing of meter or for tampering; per disconnection:	R161,74	R24,26	R186,00
	(ii) Where disconnected as a result of unauthorised reconnection of item 4.2.1 (i) above; per disconnection:	R321,74	R48,26	R370,00
4.2.2	Business & Commercial			
	(i) Where disconnected for non-payment of account, or in consequence of a breach of the Bylaws other than for unauthorised reconnection, illegal bypassing of meter or for tampering; per disconnection:	R269,57	R40,43	R310,00
	(ii) Where disconnected as a result of unauthorised reconnection of item 4.2.2 (i) above; per disconnection:	R513,04	R76,96	R590,00
4.2.3	Where disconnected as a result of the illegal bypassing of the meter, meter tampering or for tampering with the metering installation; per disconnection for:			
	(i) residential connection	R922,61	R138,39	R1 061,00
	(ii) business or commercial connection, where the minimum charge shall be the greater of R3 333,00 or an amount equivalent to 20% of the average monthly electricity consumption.	R2 898,26	R434,74	R3 333,00
NOTE 13	This charge excludes the cost of the meter. If the Engineer requires that the meter be replaced then the additional meter cost, as listed in item 1.2.2 will be charged and there will be no rebate for the tampered or vandalised meter.			
4.3	Reinstatement of Services Where the service has been removed either as a result of illegal bypassing of the meter or as a result of tampering, per disconnection:			

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
	(a) For a single phase connection - Credit Meter	R2 102,61	R315,39	R2 418,00
	(b) For a single phase connection - Prepayment	R2 680,87	R402,13	R3 083,00
	(c) For a single phase connection - Prepayment Wireless	R3 026,09	R453,91	R3 480,00
	(d) For a three phase connection - Electronic Meter (120A)	R5 670,43	R850,57	R6 521,00
4.3.1	Where the service has been removed either as a result of illegal bypassing of the meter in a meter room or as a result of tampering in a meter room, per disconnection:			
	(a) For a single phase connection - Credit Meter	R1 902,61	R285,39	R2 188,00
	(b) For a single phase connection - Prepayment	R2 480,87	R372,13	R2 853,00
	(c) For a single phase connection - Prepayment Wireless	R2 826,09	R423,91	R3 250,00
	(d) For a three phase connection - Electronic Meter (120A)	R5 470,43	R820,57	R6 291,00
NOTE 14	Actual costs of re-instatement of services shall apply for all other situations.			
	(e) In addition to the above, business or commercial connections, shall pay the greater of R3 333,00 or an amount equivalent to 20% of the average monthly electricity consumption	R2 898,26	R434,74	R3 333,00
NOTE 15	In addition to the appropriate amounts contained in items **4.2 and 4.3** reconnection shall only occur once any arrear consumption charges, estimated charges for unmetered consumption and/or additional deposits owed by the consumer have been paid.			

5 TEMPORARY SUPPLIES

	For periods not exceeding 14 days where supply can be provided from existing supply mains (for fetes, religious gatherings, elections, etc.): ***13**			
5.1	For single phase supplies up to 80 A (at point of supply)	R1 052,17	R157,83	R1 210,00
	(a) Per metre of cable laid charged according to rates in item 2 of this schedule		As per item 2 of this schedule	
	(b) Installation consumption per 40 A per day:	R165,22	R24,78	R190,00
	(c) Installation consumption per 60 A per day:	R247,83	R37,17	R285,00
	(d) Installation consumption per 80 A per day:	R330,43	R49,57	R380,00
5.2	For 3 phase supplies (at point of supply)	R1 330,43	R199,57	R1 530,00
	(a) Per metre of cable laid charged according to rates in item 2 of this schedule:		As per item 2 of this schedule	
	(b) Installation consumption per amp per day:	R13,91	R2,09	R16,00

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
6	**PROVISION OF LOAD PROFILE RECORDING DATA: *14**			
6.1	Where the period of recording is not in excess of seven days:	R3 513,04	R526,96	R4 040,00
6.2	For each subsequent week or portion thereof:	R70,43	R10,57	R81,00
6.3	Where a suitable profile meter is installed	R658,26	R98,74	R757,00
7	**QUALITY OF SUPPLY RECORDING**			
7.1	Single and three phase (Regulation, Interruptions, Dips and Unbalances)	R3 513,04	R526,96	R4 040,00
7.2	Single and three phase (Regulation, Interruptions, Dips, Unbalances and Harmonics)	R4 391,30	R658,70	R5 050,00
8	**TRANSFER BETWEEN RESIDENTIAL CONNECTION TYPES: *16**			
8.1	Transfer from Credit metering to Prepaid:			
	(a) Credit metering to prepaid	R1 403,48	R210,52	R1 614,00
	(b) Credit metering to prepaid - Meter Type Wireless	R1 747,83	R262,17	R2 010,00
8.2	Transfer from Prepaid metering to Credit:			
	(a) Prepaid to Credit metering:	R751,30	R112,70	R864,00
	(b) Prepaid to Credit metering - Meter Type Wireless:	R548,70	R82,30	R631,00
NOTE 16	The above transfers are subject to the Engineer's approval and to the payment of deposits where necessary. Refer to Section 2(3), 8(5), 13(1) and 13A(1) of the Electricity Bylaws.			
8.3	(a) Transfers from existing 20 A subsidised connections to non-subsidised 60 A / 80 A connections will be subject to an additional charge of:	R8 061,74	R1 209,26	R9 271,00
	(b) Transfers from existing 20 A subsidised connections to non-subsidised 40 A connections will be subject to an additional charge of:	R2 442,61	R366,39	R2 809,00
	(c) Transfers from existing 40 A subsidised connections to non-subsidised 60 A connections will be subject to an additional charge of:	R7 798,26	R1 169,74	R8 968,00
8.4	Transfer from Bulk tariff (ITOU & LV3 Part) to Business & General Tariff:	R0,00	R0,00	R0,00

9	RELOCATION OF METER	BASIC TARIFF	15 % VAT	TOTAL TARIFF
9.1	Relocation of a prepaid meter (excludes small power distribution unit) to a position as determined by the Engineer:	R1 307,83	R196,17	R1 504,00
9.2	Relocation of a single phase meter of an underground supply to a position on the boundary determined by the Engineer: ***17(b)**	R1 463,48	R219,52	R1 683,00
9.3	Relocation of a three phase 80 A 400 V meter of an underground supply to a position on the boundary determined by the Engineer	R2 152,17	R322,83	R2 475,00
9.4	Relocation of a meter within or to a meter room:			
	(a) Basic Charge	R466,09	R69,91	R536,00
	(b) Additional charge **per** meter relocated	R174,78	R26,22	R201,00
NOTE 17	Where the meter position is moved to a position other than to that determined by the Engineer, the cost of the additional cable required shall be charged for according to rates in item 2 of this schedule			

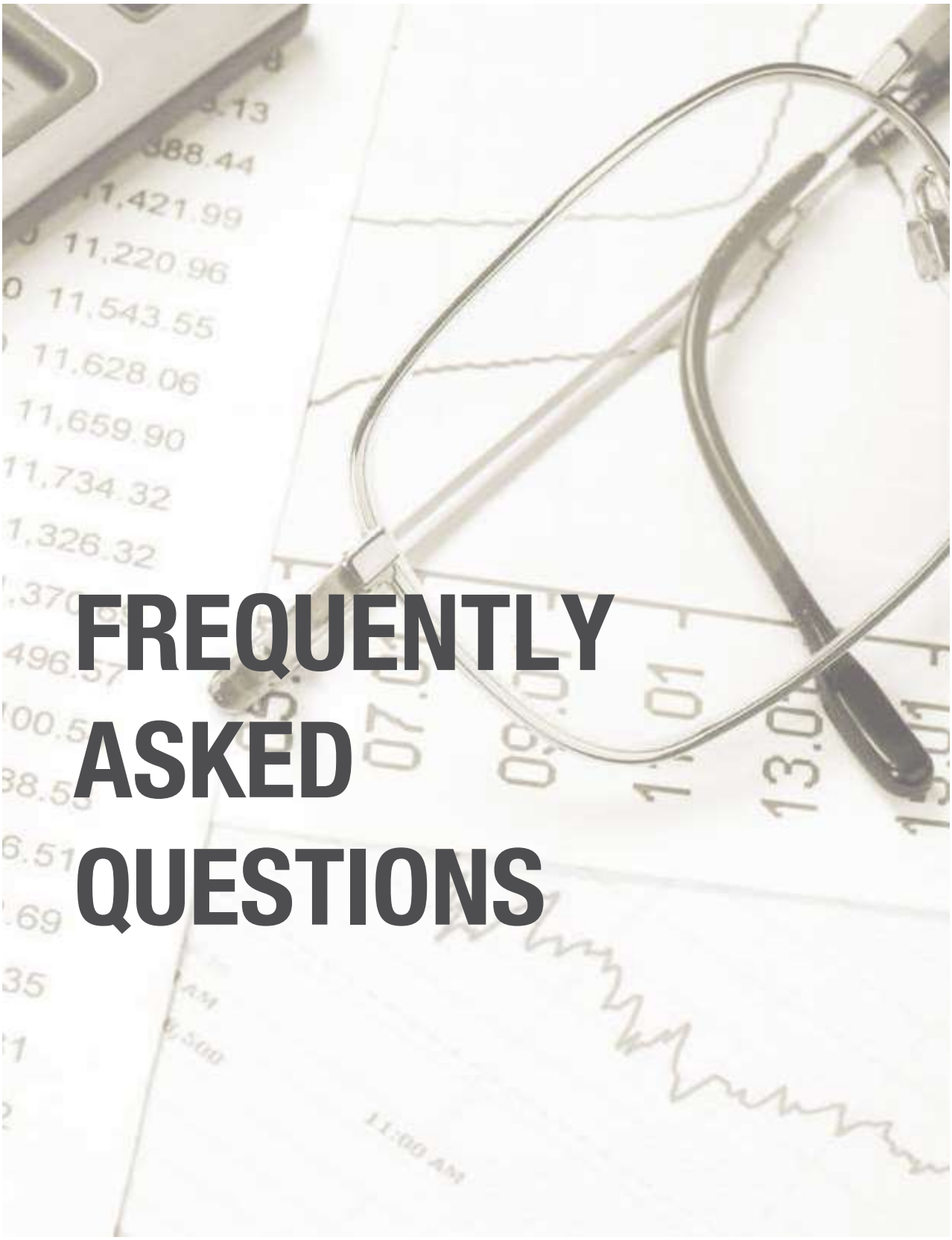
10. REVISIT FEE

	Where accommodation or installation is not ready for the installation of council equipment (chargeable per visit):	R834,78	R125,22	R960,00

11. DAMAGE TO ELECTRICAL INFRASTRUCTURE

Any person who damages electricity infrastructure, especially where such damage is a result of failure to comply with known procedures or where such damage is a result of failure to take reasonable precautions (such as obtaining cable records or digging proving trenches prior to excavating) may be liable for three (3) times the total repair cost.

***Indicates the numbering as referenced to the First Schedule in the eThekwini Municipality Electricity Supply Bylaws. The First Schedule is now replaced by this document, Schedule of Connection Fees and Charges.**



FREQUENTLY ASKED QUESTIONS

NEW SUPPLY/ CONNECTION

How do I apply for a new electrical connection?

1 Visit one of our Customer Service Centres and fill in the '***application for electrical connection'*** form.

NOTE: You may need to consult with your electrician for the required technical details, i.e Supply Size, Circuit Breaker Size etc....

2 Your completed application will be captured, referenced and electronically sent to the Planning Department for technical analysis and costing. Once completed, a pro-forma invoice detailing the costs, installation specifications and a meter card will be posted to you.

NOTE: Refer to eThekwini Electricity's schedule of connection fees and charges for estimated connection costs.

3 Once payment has been received in accordance with your invoice, your application will be confirmed. You are also required to submit your completed meter card for your connection request to be processed.

NOTE: Your electrician will need to carry out the electrical connections from your distribution board to the meter point and provide the necessary certification for the work done. The depot will only commence work on-site once a completed meter card is received.

4 Once your cable and meter has been installed by the depot, the customer must hand in a signed certificate of compliance indicating the application number within 48hrs to eThekwini electricity.

NOTE: A copy of the certificate of compliance will be accepted provided that it is certified with the contractors original signature. The customer should also retain a copy for his/her own record.

5 Prior to any consumption of electricity on site, the customer must register the connection to an account. The customer will also be liable for the payment of a deposit to successfully register the connection. An account can be opened at any Electricity Customer Service Centre. Payment of deposits for prepaid applications and prepaid account registration must be done in conjunction with the relevant payment of connection charges. Your application for electricity has been completed. Should you experience any outages or faults, please contact **080 311 11 11**

NOTE: CUSTOMERS MUST ENSURE THAT ONLY WHEN AN ACCOUNT IS OPENED I.E. REGISTRATION COMPLETED AND DEPOSIT PAID CAN THE SUPPLY REMAIN ON OR BE SWITCHED ON.

MANDATORY DOCUMENTATION

1. ID Document of applicant / Owner
2. Proof of ownership / lease agreement
3. Authority from landlord (if applicable)
4. Approved building plan showing preferred meter location
5. Registered contractor details

TIME FRAMES FOR CONNECTIONS

The timeframes for connections will vary depending on the availability of power / infrastructure in the area and workload. The customer service consultant will be in a position to advise you on the average connection time once the planning department has completed the technical analysis for your application.

NOTE: FOR LAND OWNED BY TRIBAL AUTHORITIES, ONLY LETTERS FROM THE OFFICIAL TRIBAL AUTHORITY WILL BE ACCEPTED.

I am based far away from eThekwini, can anyone else make an application on my behalf?

Yes, provided permission is granted in writing to the person making the application. Copies of ID documents for both parties are required.

I bought a new property and need to register the electricity account in my name, what do I do?

Please visit your nearest Customer Services/Sizakala Centres with the following documents:

- ID Document
- Transfer Documents / Letter from Attorney confirming transfer has been lodged in owner's name.

Note: A deposit is required upon registration. The deposit amount is dependant on the connection size and usage pattern of the supply.

How to request for streetlighting

All requests for additional lighting, street lighting pole relocations, dim lights and upgrade of street lighting should be reported to the Chief Technologist, Lighting Division Planning.

The following details are required:

Name, contact details, address, street light pole number and description of request.

- The request must be formalised, eg. E-mail, fax or hand-written letter. No sms's or telephonic communication will be accepted.
- The senior clerk may be contacted on (031) 311 9529 or chief technologist on (031) 311 9538 for any further information
- E-mails must be addressed to smithc@elec.durban.gov.za or Custocare@elec.durban.gov.za or faxed to (031) 311 9010
- Hand written letters must be addressed to The Chief Technologist, EThekwini Electricity, Lighting Division Planning, 1 Jelf Taylor Crescent, Durban, 4000.

Can I apply online for my electricity connection?

No. An online application system is currently being designed and will be rolled out shortly. The online system will also allow for real time tracking of your application as well as estimated times for completion.

METERING

How is electricity measured

Every customer has an electricity meter that measures the amount of electricity consumed. Electricity consumed is measured in kilowatts and you are charged for the kilowatts used per hour. The higher the kilowatt rating of a particular electrical device, the more electricity it consumes.

How often is my meter read?

Residential meters are read every three month and Businesses are read every month.

What date is my meter read?

Your meter is normally read within five days before your account date. (Refer to sample account on pg 10)

How does the three month meter reading average work?

(Not applicable to industrial & time of use tariffs)

Your meter is read once every 3 months. In the month when your meter is read, a daily average is created for your account.

Example:	Start reading on 5th January	=	5 000 kWh
	End Reading on 5th March	=	6 500 kWh
	Usage for period	=	1 500 kWh
	Daily Average	=	25 kWh per day

This daily average is then used to calculate your account until the next meter read. This charge will reflect as "estimated" on your account.

Your estimated account from 6th March to 6th April will be based on a daily average of 25 kWh per day 25 (kWh per day) x 32 (days in billing cycle) x 151,61 / 100 + 15% (VAT) = R 1394,81

When the next meter read is completed, a true daily average is calculated based on your actual usage. If your estimated daily average was higher or lower, your account will be adjusted and you will be rebilled on the new calculated daily average (based on your actual reading)

What will happen to me if I were found to have tampered with my electricity meter?

All meters are inspected at regular intervals to determine whether tampering has taken place. If customers are found to have tampered with or bypassed their meters the supply will be terminated and in certain circumstances the cable removed. The customer will then have to pay a reconnection fee, an increased deposit and any estimated amount calculated for consumption not paid for. Further the billing system is able to trend your consumption pattern. Any undue increase or decrease will be flagged for investigation.

Note: Tampering with and bypassing of electricity meters is illegal and will not be tolerated. Severe action will be taken against offenders.

Can I sms / e-mail my meter reading on a monthly basis?

Yes. SMS your account number (e.g. 831 2555 0391), meter number (e.g. 587356S) and your meter reading as shown on your meter display (e.g. 76948 kWh). You are encouraged to sms your reading 5 days prior to your account date (refer top left hand corner of sample account - pg 10). **Note:** Standard SMS rates apply.

You may also e-mail as per above to: custocare@elec.durban.gov.za

What can I do if I suspect my meter is faulty?

If you suspect that your meter reading is not in accordance with your consumption as a result of a meter fault, you may request for a meter test to be carried out. This process is subject to a meter test fee. Please contact one of our customer service centres for further advice and information.

Can I change to a prepaid meter?

Yes. You would need to ensure that a prepayment token vendor is suitably located near you to prevent inconvenience when you do run out of electricity. EThekwini electricity is continually expanding the number of vendors within its area of supply. Please refer to eThekwini electricity's schedule of connection fees and charges for estimated costs involved with the change over.

Can I convert my prepaid meter into a credit meter?

Converting from prepaid to credit is possible provided that the relevant criteria is met. You would need to apply for this changeover via the Customer Service centres. Be sure to carry your ID and proof of ownership.

Note: A deposit amount will be required in order for you to open up a credit electricity account

My meter is on the wall of my house. I would like to relocate the meter to a point on my boundary. What must I do?

The first step is to employ the services of a registered electrician. The electrician will be responsible for assessing your requirements and making an application on your behalf to the Municipality for a meter relocation.

The application must include a proposed meter position at the boundary point.

Once received, the Municipality will assess the application and confirm the meter location or advise otherwise;

Once finalised, a proforma invoice will be sent to you detailing the costs involved;

Once the costs have been paid, the electrician must carry out the electrical work within your boundary and provide a meter card to the Electricity Department confirming that the site is ready for the meter relocation;

Once the meter card is received, the depot will arrange for the meter relocation. Upon completion, the electrical contractor must test the new connection and issue an electrical certificate of compliance to the Municipality.

Can I have more than 1 meter / connection points for my property?

Electricity connections are allocated per approved section of your property. Your approved plans will confirm the number of sections and in turn the number of connections/meters allowed.

I would like to install a private meter (s) on my property to monitor electricity usage?

Meters installed beyond the main municipal meter are allowed, however these installations must be carried out by a suitably qualified electrician without interfering with the main meter. You must receive an electrical certificate of compliance for all work carried out.

What happens when I am not at home and my meter needs to be read?

If the meter reader is unable to access your property to conduct a meter read, he will leave a note and a postage paid meter card for you to populate with your meter reading. You may also contact the meter reader and make arrangements for the meter to be read at a suitable time. Regrettably if no response is received, a disconnection order may be issued and your supply may be terminated. We encourage customers to work with our staff in reading meters as this ensures that you receive an accurate account for the electricity that you consume.

ACCOUNTS

How is my account calculated? (Not applicable to industrial & time of use tariffs)

Your account is billed on a periodic cycle. You will have a start reading and an end reading. The difference between the two is your electricity usage for that period. Your usage is then multiplied by the tariff rate to arrive at a rand value.

Example	Start reading - 1st	=	1 456 kWh
	End Reading - 30th	=	2 000 kWh
	Usage for 30 days	=	544 kWh

Total electricity account for period = 544 x 151,61 / 100 + 15% (VAT) = R 948,47

Please refer to page 10 for a sample electricity account and further explanations

How to calculate the cost of operating an appliance - (single phase)?

In order to calculate the cost to operate an electrical device, the following is required:
Appliance wattage rating - Hours of operation - Tariff rate per kWh

Example: The cost to operate a 20 Watt light bulb for 12 hours a day for 30 days is calculated as follows:
APPLIANCE WATTAGE RATING / 1000 x 12 HOURS x 30 DAYS x TARIFF RATE + VAT = TOTAL PM
(20 / 1000 x 12 x 30 x 151,61 / 100 + 15% (VAT) = R12,55 per month).

Please refer to page 9 for typical household appliance ratings and average monthly costs of operation.

What should I do if I do not receive my electricity account?

In the unlikely event that you do not receive your electricity account, please call 031 324 5000. You could also visit one of our customer service centres to query the outstanding amount for payment and request a copy of the current invoice if required.

Why do I have to pay a deposit?

A deposit is held to ensure that any payment shortfalls on your account can be recovered. Typically a holding deposit should be adequate to cater for a payment shortfall of 2 months. Where your consumption increases, your deposit amount may be increased. The deposit criteria is managed in line with the credit control policy of the city.

How do I terminate my account?

Account terminations can be done at any one of our customer service centres or the process can be triggered by emailing: revlineterms@durban.gov.za

You would need to submit the following documents:

Termination request by Tenants	Termination request by Owner
ID Copy	ID Copy
Details of the property owner	Details of the property owner
Signed letter confirming termination	Signed letter confirming transfer from attorney
Contact details	Contact details

How do I change my postal address?

Changes to postal details can be actioned at any one of our Customer Service centres or the process can be triggered by emailing: revlinepostaladdress@durban.gov.za State within the email the following:

- Account details
- Current postal address
- Proposed new postal address

How can I query my account?

Account queries are handled by our Revenue department. They can be contacted via the following methods:

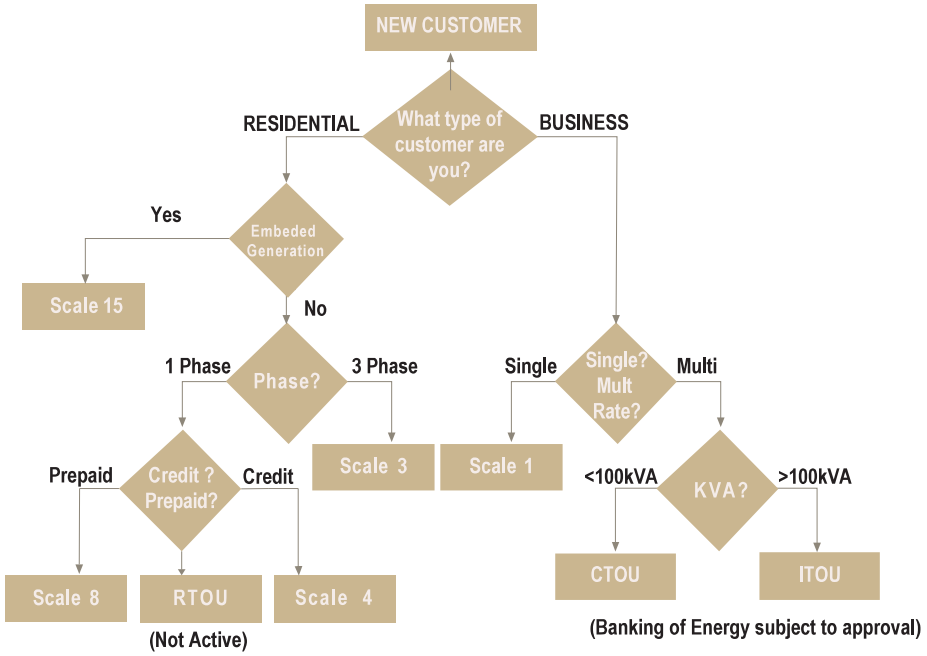
Telephone: 031 254 5000
Email: revline@durban.gov.za

How often am I billed?

You will be billed for electricity on a monthly basis. Your meter is read on a quarterly basis and this reading is used to create an estimate monthly consumption profile. As further readings are taken, estimates are reserved and you are billed for your actual consumption.

ELECTRICITY TARIFFS

How do I select an appropriate tariff?



When do electricity tariffs increase?

Municipal electricity tariffs increase on 01 July each year.

Who regulates the electricity prices and tariff structures?

The tariff rates and the tariff structures are regulated by the National Energy Regulator of South Africa (NERSA) prior to municipal implementation. Tariff rates and structures are designed in line with NERSA's guidelines.

Do electricity prices vary in summer and winter for residential customers?

No. Residential customer tariffs are not seasonally differentiated at this stage. Residential customers pay a flat rate energy charge per kWh irrespective of when the energy is consumed.

If there is no increase in prices for winter, why does my electricity account increase in winter?

The tariff rate is constant however your consumption is probably increased during winter. Increased consumption amongst others reasons could be as a result of the following:

- Increased use of electric heaters for warming up your home
- Longer water heating times (more electricity usage) as a result of a colder water intake into the geyser

Is it cheaper to buy electricity on a (residential) pre-payment or credit tariff?

The electricity tariff rate for residential credit and prepayment tariffs are exactly the same.

Are the electricity tariffs the same for all customers in eThekwini?

There are different tariffs available for different customer categories (i.e. Residential, Business, Industrial) however all customers have access to the same suite of tariffs and rates. The tariff rates are not geographically dependant within eThekwini.

FREE BASIC ELECTRICITY

Do I qualify for free basic electricity?

Free basic electricity is aimed at the indigent population of Durban. If your are indigent and use <150 kWh per month, you are eligible. If you already have a prepayment meter and if you do qualify, then thanks to our online vending systems, you are automatically a beneficiary of Free Basic Electricity (FBE). The second 20 digit number on your purchased token is the free allocation of units. You will need to collect this in the month that it is valid for.

Note: There is no carry over of monthly FBE tokens.

How does the free basic electricity tariff work ?(Pre-Payment ONLY)

The free basic electricity tariff was designed to assist the indigent customer category. An indigent customer that consumes less than 150kWh per month (calculated on previous history) will be eligible for 65 kWh of free electricity per month. The free energy tokens cannot be accumulated and must be collected on a monthly basis. Please note that tokens are specific to the meter.

Why is it that some months my token has two sets of numbers and some not?

The two sets of numbers on your token means that you consumed an average of 150 kWh or less and therefore you qualify for FBE. The first set of 20 digit numbers is the purchased token, whilst the second set is your FBE allocation of 65 kWh. The absence of a second set of 20 digit numbers indicates that you have either collected your FBE for that month or that you have exceeded an average of 150 kWh over the previous months and that you are no longer eligible. Once your average consumption drops below 150 kWh, you will automatically re-qualify for FBE allocation.

Can I collect my FREE electricity token in a month where I am not buying electricity?

Yes, provided that your average historical consumption is less than 150kWh. You would need to produce your prepayment card at your nearest vendor to collect your free issue.

I have tampered with my meter, will I still be eligible for FBE?

Customers found to be tampering will be immediately disqualified from receiving FBE. A full connection fee and estimated charges will be raised to their account and handed over to Debt Collection for the recovery of all outstanding amounts. Customers could also face criminal prosecution for theft.

REPORT FAULTS

How to report an electricity outage or fault?

The electricity Unit has established a contact centre that is available 24 hours a day, 7 days a week to capture and process your queries. Electricity outages and faults can be lodged with the contact centre.

Telephone : 080 3111 111 (Toll Free)
SMS : 30909
Email : custocare@elec.durban.gov.za

Be sure to obtain a reference number from the operator when logging a fault. This can be used to track the status of your query.

Note: Restoration times vary considerably and are dependent on the nature of the electrical fault incurred. In instances where alternate circuits are available, your electricity supply will be restored within a short period of time. Where alternate circuits are not available, your restoration time will be dependant on the fault repair time.

How to report a street light fault

Street Lighting faults are captured by our contact centre. Please ensure that you provide the operator with as much information as possible; ensuring that the faulted street light / circuit can be easily located.

Relevant information should include the following:

1. Street name / closest address to pole
2. Pole number if available
3. Description of fault

Note: Be sure to obtain a reference number from the operator when logging a fault. This can be used to track the status of your query and all related remedial activities.

How to report unsafe electrical conditions

The municipality abides by stringent health and safety standards. In the event that you spot an unsafe condition or an electrical hazard, please notify us immediately via our contact centre. Our trained operators will arrange for the necessary emergency personnel to be dispatched so that corrective action can be implemented.

How to verify municipal staff and official work carried out on the network?

A call to our contact centre will offer you the opportunity to verify municipal staff and contractors. The contact centre is updated daily with the relevant work sites and can easily confirm the work being carried out as well as the employees tasked to do it. If you are suspicious of activities being carried out or the personnel on-site, please don't hesitate to contact us. Should we not be able to verify a team or their related work, we will dispatch security for further investigation.

What do I do if I get a code 30 error on my prepayment meter?

A code 30 error cannot be reset by yourself. Please report this error to the contact centre and our fault teams will respond and rectify the error code.

How to report theft of electricty and infrastructure?

The Municipality requests that the public be vigilant and report suspicious activities to the contact centre on 080 3111 111 (Toll Free).

The Criminal Matters Amendment Act is now in force, creating far harsher sentencing and bail conditions for people who damage/steal infrastructure for services.

There are minimum sentences for first-time copper thieves of three years, and a maximum 30 years for those involved in instigating or causing damage to infrastructure.

LOAD SHEDDING

What is load shedding?

Load shedding is a controlled manner of reducing load when the demand for electricity is reaching the maximum supply capacity. Should the demand not be reduced, the national electrical grid will become unstable and is at severe risk of a total collapse. Load shedding schedules are drawn up to ensure a controlled, fair and transparent manner of reducing load. The load shedding schedule can be found at www.durban.gov.za.

Is load shedding a last resort to reduce demand and maintain network stability?

Yes. Simply explained, the supply and demand of electricity has to be in constant balance. When the demand approaches the supply and threatens to exceed it, the national system operator calls for all power stations to operate at full capacity and implements demand side load reduction measures.

For example:

Supplemental Demand Response	-	Eskom will ask qualifying participants to reduce loads to assist in lowering the total electricity demand on the national grid. In return participants will receive financial compensation for the energy not consumed during this period.
Load Curtailment	-	Eskom and municipalities will request qualifying large power users to reduce loads.

Should the load reduction measures prove unsuccessful, then the system operator would have no choice but to initiate load shedding to stabilise the electrical grid.

How will I know if there is load shedding?

Unfortunately the decision to load shed is based on the current status of the national electrical grid, therefore advanced notification to load shed is not always possible. The Municipality will, however, make every effort to ensure that its customers are aware when a request to load shed is received from the system operator. Up to date information will be provided via the radio and newspapers. The website will also be updated and will contain the latest load shedding schedules. Visit www.durban.gov.za or contact 080 3111 111 for further information.

What can I do to avoid load shedding?

Every effort to reduce your electricity consumption and conserve electricity will reduce the risk of load shedding. The collective efforts of all citizens can significantly help relieve the stressed electrical grid and prevent the possibility of load shedding. Remember: EVERY WATT COUNTS!!!

NOTIFIED MAXIMUM DEMAND RULES (NMD)

How does the notified maximum demand rules work?

When you exceed your notified capacity (kVA) as reserved for you by the Municipality, you will be charged based on the exceedance. This will increase your monthly Network Access Charge (NAC) by the Exceeded Network Percentage (ENP). The ENP is calculated as the percentage difference between Maximum Demand and Notified Maximum Demand (NMD).

Does NMD rules apply to me?

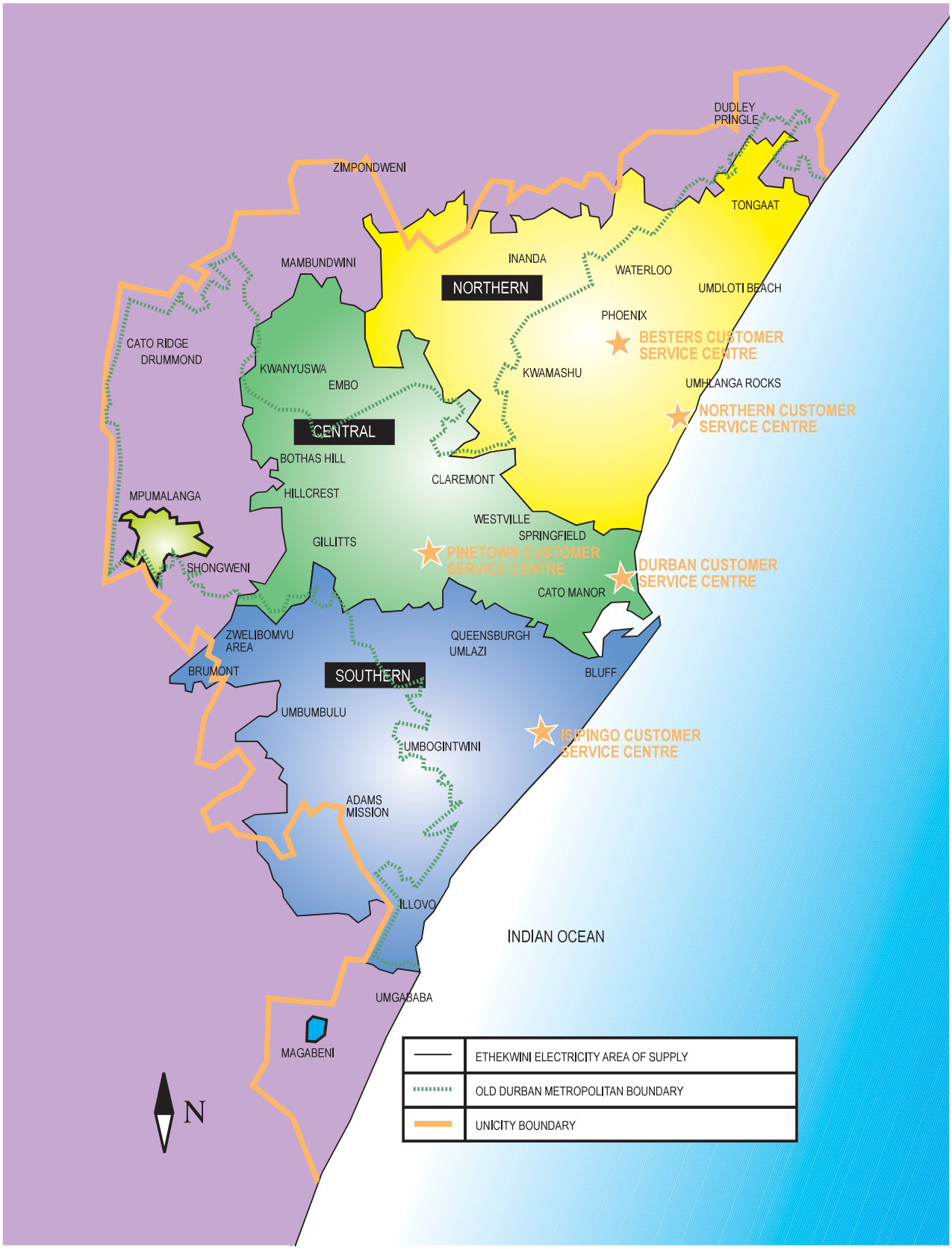
The NMD rules will apply to all customers consuming electricity on the Industrial Time of Use (ITOU) tariff structure as of 1st July 2014.

How can I avoid breaching the NMD rules penalties?

By ensuring that you do not exceed your contracted NMD and by requesting an increase prior to increasing your NMD. This can be achieved by applying for an increase of your NMD at your local customer service centre.

How to apply for an increase in NMD

1. Customers need to fill in the '***application for electrical connection form***' and submit the document to customer services.
2. The Planning Department will analyse and determine if there is available capacity. A quotation will be created if additional charges apply.
3. Upon payment of charges (if any) and acceptance of the terms & conditions of the increased supply; the application will be finalised.
4. Customers need to provide a meter card, confirming that the necessary work on their side has been completed. Once received, the depot will action the job. Customers then need to lodge a valid COC for the increased supply.
5. The Notified Maximum Demand will then be adjusted after approval at the start of the next financial month.


DUDLEY PRINGLE
ZIMPONDWENI
TONGAAT
MAMBUNDWINI
INANDA
NORTHERN
WATERLOO
UMDLOTI BEACH
PHOENIX
BESTERS CUSTOMER SERVICE CENTRE
CATO RIDGE
DRUMMOND
KWANYUSWA
EMBO
KWAMASHU
UMHLANGA ROCKS
NORTHERN CUSTOMER SERVICE CENTRE
CENTRAL
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MPUMALANGA
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WESTVILLE
SPRINGFIELD
GILLITTS
PINETOWN CUSTOMER SERVICE CENTRE
DURBAN CUSTOMER SERVICE CENTRE
SHONGWENI
CATO MANOR
ZWELIBOMVU AREA
QUEENSBURGH
UMLAZI
BRUMONT
SOUTHERN
BLUFF
UMBUMBULU
ISIPINGO CUSTOMER SERVICE CENTRE
UMBOGINTWINI
ADAMS MISSION
ILLOVO
INDIAN OCEAN
UMGABABA
MAGABENI
N
ETHEKWINI ELECTRICITY AREA OF SUPPLY
OLD DURBAN METROPOLITAN BOUNDARY
UNICITY BOUNDARY

ETHEKWINI MUNICIPALITY

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