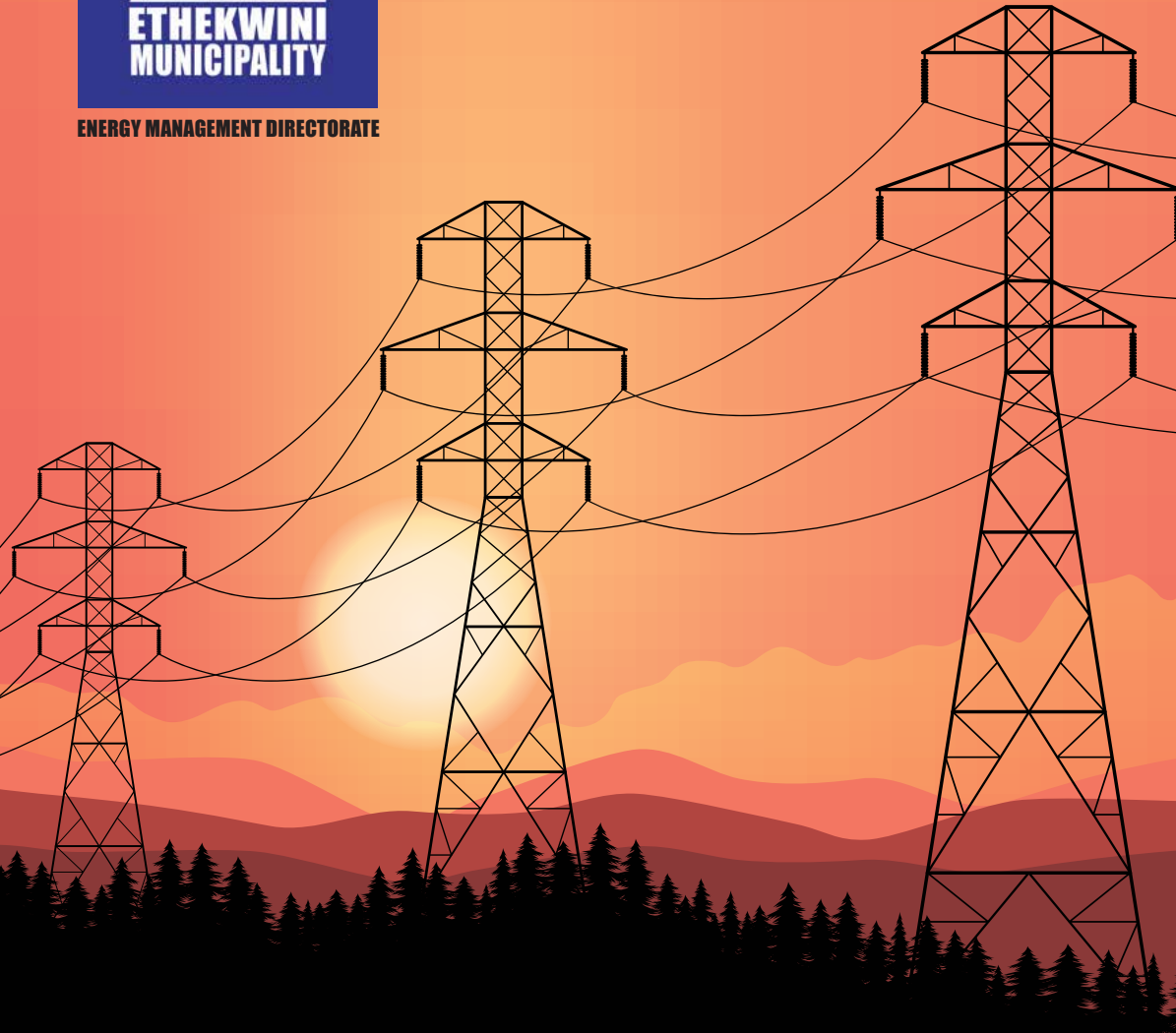




ENERGY MANAGEMENT DIRECTORATE



TARIFF BOOKLET 25/26

TARIFF INCREASES - EFFECTIVE: 01 JULY 2025

(ALL PRICES EXCLUDE VAT)

Description	Tariff	Increase (%)	Amount
Residential Customers	Scale 3, 4, 8, 9, 13	12.72% Energy Charge	327,95 (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 12.72% increase.	12.72% Energy Charge	213,11 (c/kWh)
Business and General	Scale 10, 11	12.72% Energy Charge	411,16 (c/kWh)
	Scale 1	12.72% Energy Charge Service Charge	370,32 (c/kWh) 484.55 (R/month)
Commercial TOU	Minimum Demand Charge of 50 kVA applies	12.72%	
*Residential TOU	RTOU (Not Active)	12.72%	
Industrial TOU	Note: Customers increase will vary depending on their individual load profiles.	12.72% (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)	12.72%
Business and General	Scale 5/6/7	12.72%
Low Voltage 3 Part	LV3 - Part	12.72%

Schedule of Connection Fees and Charges

The schedule of connection fees and charges are reviewed annually and will be increasing as of 01 July 2025. **All customers are urged to track the status of their applications as only those applications costed and paid for, prior to 01 July 2025, will qualify for the existing fees and charges.**

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

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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

Streetlight Faults 080 311 1111

E-mail: electricityfaults@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

FOREWORD

The electricity prices imposed by the national electricity generator, Eskom, continue to rise annually. This cost is passed on to municipalities who then must reflect these costs to our customers. The national electricity price increase for the 2025/2026 financial year, granted to ESKOM by the National Energy Regulator of South Africa (NERSA), was approved to be 11,32% for local authorities. Considering this increase and various other operational cost escalations, the Municipality was able to balance the budget with an average increase of 12,72%.

The projected revenue from electricity sales totals approximately R23 billion for the preceding financial year. Most of this revenue is directed to Eskom for the bulk purchase of electricity and the remainder will be utilized to repair and strengthen our network, improve service delivery to our customers and fund technological innovations to enhance the quality of electricity supply.

As electricity prices rise, there is considerable regulatory pressure to move towards cost-reflective tariff structures. This entails designing tariffs and levying charges to the end customer, as they are incurred by the Municipality. Historically tariff structures were bundled, and whilst this was simple to administer, it did not promote the principles of reflectivity.

Additionally, NERSA has granted Eskom the opportunity to rationalise its local authority tariff offerings. As such eThekweni Municipality will be moved from the Megaflex tariff to the Municflex tariff. This change is coupled with the following amendments in the Time of Use (TOU) periods, effective 01 July 2025:

- The evening peak hours have increased from 2 hours to 3 hours;
- The morning peak hours have been reduced from 3 hours to 2 hours; and
- A new 2-hour standard period has been introduced on Sunday evening.

As non-cost-reflective tariffs are being phased out of our tariff bouquet, Customers who are presently on the obsolete LV3-Part tariff are urged to migrate to alternate tariff structures. This is due to the impending discontinuation of the tariff, effective 01 July 2026.

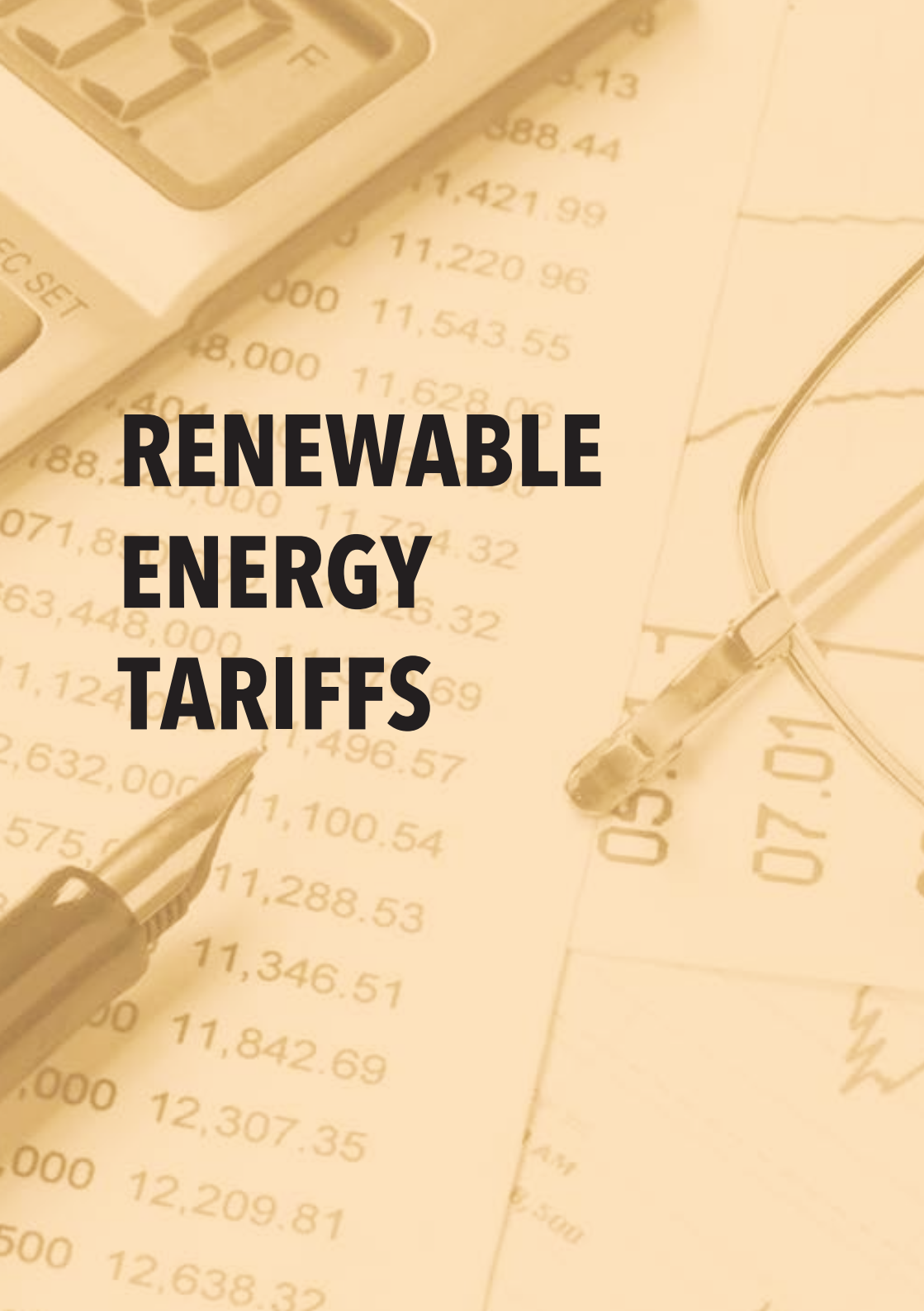
Customers who have opted to invest in renewable energy solutions, are urged to register their system installations with the Municipality. This will ensure that the Municipality is able to process and keep accurate records of legal installations and ensure correct tariffs are implemented. Customers are reminded that unregistered installations are deemed illegal and may be treated as a violation of the Municipal Bylaws. To this effect, the Municipality reserves the right to remedy such instances prescribed in the Municipal Bylaws.

The Unit continues to intensify its efforts to addressing the “Energy Trilemma”, with reference to the affordability, security and sustainability of energy management. In this regard, we endeavour to improve our customer-centric products and services. To this end, the Directorate is in close collaboration with the Energy Office in a bid to combat climate change and reduce our reliance on Eskom. This entails procuring energy from alternative sources thereby introducing much-needed energy diversity.

Yours faithfully,



P. SHANGE
INTERIM DIRECTOR: ENERGY MANAGEMENT DIRECTORATE



RENEWABLE ENERGY TARIFFS

000	11,421.99
000	11,220.96
000	11,543.55
8,000	11,628.06
000	11,724.32
000	11,820.58
000	11,916.84
000	12,013.10
000	12,109.36
000	12,205.62
000	12,301.88
000	12,398.14
000	12,494.40
000	12,590.66
000	12,686.92
000	12,783.18
000	12,879.44
000	12,975.70
000	13,071.96
000	13,168.22
000	13,264.48
000	13,360.74
000	13,457.00
000	13,553.26
000	13,649.52
000	13,745.78
000	13,842.04
000	13,938.30
000	14,034.56
000	14,130.82
000	14,227.08
000	14,323.34
000	14,419.60
000	14,515.86
000	14,612.12
000	14,708.38
000	14,804.64
000	14,900.90
000	15,000.00

- **EThekweni Municipality is launching a Pilot Program to enable the interconnection of small-scale embedded generation (SSEG) resources to the local electricity network.**

By creating a standard interconnection process and tariff structure for SSEG customers, the Municipality is aiming to: (1) facilitate the safe and orderly interconnection of SSEG systems; (2) provide investment certainty and fair compensation to prospective SSEG customers; and (3) promote local economic development and job growth through the creation of a local SSEG industry. The Municipality fully supports SSEG and would like to encourage such installations within the applicable regulations and international best practices.

- **The Municipality will facilitate an application process to interconnect SSEG systems.**

We have designed an application process to collect and evaluate relevant information pertaining to the connection of SSEG systems to the grid. All SSEG systems must gain approval from the Municipality in advance of installation, and adhere to relevant technical guidelines to ensure systems are safely wired and connected. Separate SSEG tariffs have been developed for residential, business and industrial SSEG customers. Tariffs are not yet active and currently undergoing the approval process.

- **The Municipality has a tariff structure that provides financial credits to the customer in such instances where electricity from SSEG systems is exported onto the grid.**

The proposed tariff structures are detailed for each class of customers in the subsequent pages of this booklet (Pg 10,17,23). SSEG tariff components may be subject to annual adjustments, as reviewed and approved by the EThekweni Municipal Council and the National Energy Regulator of South Africa (NERSA).

- **The Pilot Program will allow up to 200 MW of cumulative SSEG capacity to be installed on the electricity grid on a first-come, first-served basis.**

An evaluation of the Pilot Program will commence after 100 MW of SSEG deployment is achieved. This evaluation will inform the extension and/or formalization of the programme. The Municipality intends to make relevant determinations in advance of the 200 MW program-wide cap being achieved. Customers who participate in the Pilot Program will be allowed to remain under their applicable SSEG tariff subject to approval/ changes as dictated by EThekweni Municipal Council and NERSA.

- **SSEG customers will be allowed to self-consume the electricity they produce on-site.**

This self consumption activity can reduce customer energy charges by avoiding purchases from the Municipality.

- **SSEG customers will be offered a 'Feed-in Energy Rate' for any electricity they export into the grid.**

The Feed-in Energy Rate was designed following two main principles. First, the Municipality seeks to purchase energy from SSEG customers at the same rate that it purchases energy from Eskom, its primary energy supplier. Second, the Municipality aims to keep tariffs simple for customers – as a result, SSEG customers within a particular rate class will be subject to a very similar tariff structure as before they installed an SSEG system.

- **The Municipality aims to preserve SSEG customers' contribution to operating the electricity network.**

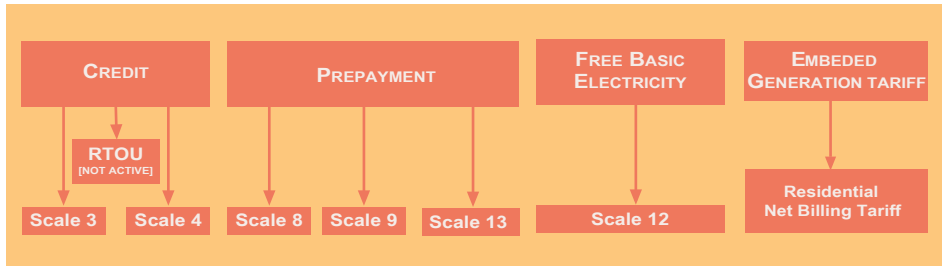
The cost of delivering electricity to customers has two primary components: (1) the electricity itself, which is generated by power plants owned or contracted by Eskom, and (2) the cost of building and maintaining the electricity network, which delivers this electricity to customers. Building and maintaining our electricity network is a cost shared by all customers in the Municipality, and tariffs are designed to help recover these costs. However, when customers choose to build SSEG systems, they may ultimately pay less to help maintain the electricity network, despite remaining reliant on it when their demand for electricity exceeds the production of their SSEG system. While the Municipality is seeking to enable SSEG deployment, it must also ensure that electricity network costs are recovered. In that spirit, a 'Network Access Charge' has been introduced – which grows with the size of the installed SSEG system – to ensure that SSEG customers' contribute to the operation of the electricity network that is available to them.

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 &13) 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:

- residential premises (as defined by eThekweni municipality electricity supply bylaws) which are individually metered;
- flats or maisonettes used solely for residential purposes or any premises used as such which are individually metered;
- non-profit making residential establishments operated by welfare organisations as defined by the National Welfare Act, 1978;
- general lighting in blocks of flats and other residential buildings where no form of business activity is conducted;
- 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.

Tariff - Year	ELECTRICITY PRICE INCREASES (%)			
	2025/2026	2024/2025	2023/2024	2022/2023
Scale 3&4	12,72	12,72	15,10	7,47
Scale 8&9	12,72	12,72	15,10	7,47
Scale 12	12,72	12,72	15,10	7,47
RTOU	12,72	12,72	15,10	7,47

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)	327,95
VAT	49,19
Total	377,14

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)	327,95
VAT	49,19
TOTAL	377,14

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 8/9

Typical Customers... 1 Phase

Medium to large sized residential premises.
Supply size 60A (Scale 8), 40A (Scale 9).

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)	327,95
VAT	49,19
Total	377,14

SMALL POWER WITH ELECTRICITY DISPENSER SCALE 13

Typical Customers... 3 Phase

Large sized residential premises.
Supply size is: 80 A/100A.

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)	327,95
VAT	49,19
Total	377,14

Prepayment customers pay for electricity in advance by using tokens or encoded numbers purchased from eThekweni Electricity Customer Service Centres or Agents. In the event of a meter being purposely damaged or bypassed, a deposit amount of R400 is required.

FREE BASIC ELECTRICITY (FBE)

PREPAYMENT ONLY

SINGLE PHASE - SCALE 12

Typical Customers Low consumption indigent residential customers.

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)	213,11
VAT	99,36
Total	245,08

**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)
	480,57	240,09	177,83	258,81

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 NET BILLING TARIFF

The Residential Net Billing Tariff is being proposed as a means of remunerating customers for energy generated (exported) onto the grid. The principle of remuneration will be passed via a credit transaction on the customer's account. The rate of remuneration per kWh will be as per the feed in rate.

The residential consumption energy rate is a bundled rate and includes fixed grid / reticulation costs in addition to the energy cost. A reduction in energy usage creates an undue shortfall in grid contribution. To counter act this, a Network Access Charge (NAC) will become payable, based on the inverter size.

Energy Charge (Scale 3 & 4)

Energy Charge (c/kWh)	327,95
VAT	49,19
Total	377,14

Energy consumed from the grid will be charged for in line with the relevant Scale 3 or 4 tariff structure.

Feed In Energy Rate (c/kWh)	
Description of Charge	VAT excl
Energy Rates	147,46

Feed in Energy Rate: The feed in energy will be remunerated via a credit on the customer's account.
(Feed in energy Rate x Number of kWh's generated onto grid = Financial Credit)

Network Access Charge (R/kVA) <i>(Based on Inverter Size)</i> <i>All seasons - Per Month</i>	
(VAT excl)	70,07

Network Access Charge (NAC): The NAC will be charged based on the size of the inverter (kVA)
(Inverter size (kVA) x Network Access Charge Rate (R/kVA) = Financial Debit)

TYPICAL COSTS OF USING APPLIANCES

The following table shows the typical costs of operating appliances on the residential tariffs (Scale 3,4,8,9 & 13).

ITEM	Electrical Rating In Watts	Hours Used Per Day	Days Used Per Month	kWh Used Per Month	Monthly Cost At 257,89 Cents/kWh Incl VAT
Air Conditioner	1 500	12	20	360,00	R1 180,62
Cellphone Charger	28	5	7	0,98	R 3.70
Clothes Iron	1 500	4	6	36,00	R135.77
Computer	480	2	15	14,40	R54.31
Dishwasher	2 500	2	25	125,00	R471.43
Freezer (Chest)	250	6,5	30	48,75	R183.86
Geyser	2 000	5	30	300,00	R1131.42
Heater: 2 Bar	1 000	5	15	75,00	R282.86
Hotplate: 2 Plate	1 500	3	30	135,00	R509.14
Kettle	2 000	0,5	30	30,00	R113.14
Lighting: Single 100 W	100	5	30	15,00	R56.57
Microwave Oven	1 000	1	20	20,00	R75.43
M-Net Decoder / DVD Player	25	6	30	4,50	R16.97
Oven: Bake Element	1 500	0,5	20	15,00	R56.57
Oven: Grill Element	1 500	0,5	15	11,25	R42.43
Oven: Warmer Drawer	400	0,8	25	8,00	R30.17
Pool Pump	750	8	30	180,00	R678.85
Refrigerator (With Freezer)	400	6,5	30	78,00	R294.17
Stove: Back Large Plate	1 500	1,5	30	67,50	R254.57
Stove: Back Small Plate	1 000	1	25	25,00	R94.29
Stove: Front Large Plate	1 500	2	30	90,00	R339.43
Stove: Front Small Plate	1 000	1	15	15,00	R56.57
TOTAL STOVE					R744.85
Television: 51cm Colour	80	6	30	14,40	R54.31
Toaster	800	0,5	15	6,00	R22.63
Vacuum Cleaner	1 400	3	4	16,80	R63.36
Washing Machine	2 300	4	6	55,20	R208.18

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

$$\frac{1\,500}{1\,000} \text{ kW} \times 2\text{hrs} \times 30 \text{ days} \times \frac{377,14}{100}$$

$$1,5 \times 2 \times 30 \times 3,7714$$

R339.43

ELECTRICITY ACCOUNT SAMPLE

Tax Invoice

Tax Invoice No. : xxxxxxxxxxxx

**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



Mr XXXXXXXX
PO BOX 16
DURBAN
4000

Name & Address
(for correspondence)

Use this number whenever you have a query.



Your Bill Details

Date	Account Number	VAT Number	Guarantee (R)	Deposit (R)
2025/08/21	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 invoices)	600,15
	VAT	90,02
	Total current month's charges	690,17
	Total	625,28

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 2025/09/12

Dear customer, VAT rate increases to 15% effective 1 April 2025. This is subsequent to the announcement made by National Treasury.

Business And Residential Electricity

Reference - xxxxxxxx , 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.

Meter No.	Register	Previous Meter Reading	Currents Meter Reading	Reading	Usage
		Date	Date	Constant	
xxxxxxx	Energy	2025/07/18 24556.00000	2025/08/15 24739.00000	1.00	183.00 kWh
Service from 2025/07/18 to 2025/08/15 28 days Daily Average: 4.82 kWh/day					
Description	Units	Rate (R)	Amount (R)		
Energy charge	183.00000 kWh	3,2795 kWh	600,15*		

This amount shows total usage.

The electricity used between these two dates costs this.

VAT Raised Items marked with ASTERISK (*) **90,02**

Page 2 of 2

The reading is for this period.

The start reading.

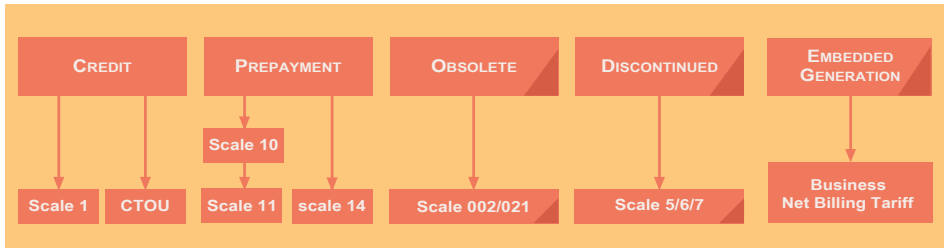
The end reading.

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 & 14).

BUSINESS & GENERAL TARIFFS



GENERAL

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

- business premises including shops, factories, hostels, boarding houses, restaurants, office buildings, religious buildings and general supplies;
- residential buildings in which individual units are not separately metered;
- 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;
- motive power, heating and other industrial purposes, including temporary supplies;
- 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 eThekweni 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.

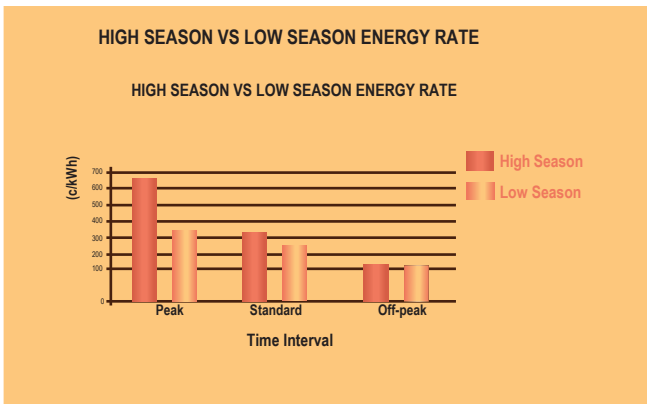
(Prices exclude VAT)

Commercial Time Of Use (CTOU)	Energy Rates (c/kWh)		High Season	JUNE - AUGUST
	For customers with Notified Max Demand less than or equal to 100 kVA only.	Peak	Standard	Off-peak
642.15		321.30	156.52	
Energy Rates (c/kWh)		Low Season	SEPTEMBER - MAY	
Peak		Standard	Off-peak	
	316.82	254.87	148.26	

Network Demand Charge (R/kVA)	Service Charge (R)	Network Surcharge (%)
<i>All Seasons-Min Charge of 50 kVA</i>	<i>All Seasons</i>	<i>All Seasons</i>
137.04	680.02	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 or equal to 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.



Note: The time periods for the high/low season and peak, standard, off-peak are in accordance with page 20.

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)	484,55
VAT	72,68
Total	557,23

Energy Charge

Energy Charge (c/kWh)	370,32
VAT	55,55
Total	425,87

Concession No service charge is applicable for religious buildings.

Voltage Rebate A 2% rebate is applied to the energy charge for supply voltages exceeding 1000 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 10/11

Typical Customers

Small commercial customers who use electricity mainly during the day or intermittently. Supply size is 40A (Scale 11), or 60A (Scale 10)

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)	411.16
VAT	61.67
Total	472.83

B & G PREPAYMENT - SCALE 14

Typical Customers

Small to medium Business Customers.
Pre payment - 3 phase up to 100A where approved.

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)	411.16
VAT	61.67
Total	472.83

Prepayment customers pay for electricity in advance by using tokens or encoded numbers purchased from eThekweni 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 14.

Voltage Rebate A 2% rebate is applied to the energy charge for supply voltages exceeding 1000 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	Energy Charge (Basic)	160.15 (c/kWh)
	Basic: All time periods	Energy Charge (Supplementary)	381.12(c/kWh)
	Supplementary: 07h00 - 20h00 (weekdays only)	Service Charge	500.87 (R)
	Scale 2 Meter type 021	Energy Charge (Peak)	541.27 (c/kWh)
	Peak: 07h00 - 20h00 (weekdays only)	Energy Charge (Off-Peak)	160.15 (c/kWh)
	Off-Peak: 20h00 - 07h00 (weekdays) Off-Peak rate applies all weekend	Service Charge	500.87 (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 1000 V.

Service Charge

Service Charge (R)	477.14
VAT	71.57
Total	548.71

Energy Charge

Energy Charge (c/kWh)	381.16
VAT	57.17
Total	438.33

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.

BUSINESS NET BILLING TARIFF

The business Net Billing Tariff is a means of remunerating customers for energy generated (exported) onto the grid. The principle of remuneration will be passed via a credit transaction on the customer's account. The rate of remuneration per kWh will be as per the feed in rate.

The business consumption energy rate is a bundled rate and includes fixed grid / reticulation costs in addition to the energy cost. A reduction in energy usage creates an undue shortfall in grid contribution. To counter act this, a Network Access Charge (NAC) will become payable, based on the inverter size.

Service Charge

Service Charge (R)	484,55
VAT	72.68
Total	557,23

Energy Charge

Energy Charge (c/kWh)	370,32
VAT	55,55
Total	425,87

Energy consumed from the grid will be charged for in line with the relevant Scale 1 tariff structure.

Feed In Energy Rate (c/kWh)	
Description of Charge	VAT excl
Energy Rates	112.62

Energy Charge: The feed in energy will be remunerated via a credit on the customer's account.
 (Feed in Energy Rate x Number of kWh's generated onto grid = Financial Credit)

Network Access Charge (R/kVA)

(Based on Inverter Size)

All seasons - Per Month

VAT excl	145.32
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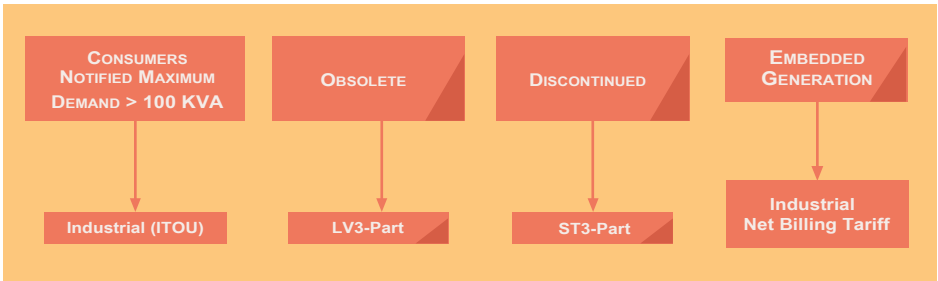
Network Access Charge (NAC): The NAC will be charged based on the size of the inverter (kVA)
 (Inverter size (kVA) x Network Access Charge Rate (R/kVA) = Financial Debit)

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



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 (NAC)** 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
18 April 2025	Good Friday	Friday	Sunday
21 April 2025	Family Day	Monday	Sunday
27 April 2025	Freedom Day	Sunday	Sunday
28 April 2025	Public Holiday	Monday	Saturday
01 May 2025	Workers Day	Thursday	Saturday
16 June 2025	Youth Day	Monday	Saturday
09 August 2025	National Women's Day	Saturday	Saturday
24 September 2025	Heritage Day	Wednesday	Saturday
16 December 2025	Day of Reconciliation	Tuesday	Saturday
25 December 2025	Christmas Day	Thursday	Sunday
26 December 2025	Day of Goodwil	Friday	Sunday
01 January 2026	New Year's Day	Thursday	Sunday
21 March 2026	Human Right's Day	Saturday	Saturday
03 April 2026	Good Friday	Friday	Sunday
06 April 2026	Family Day	Monday	Sunday
27 April 2026	Freedom Day	Monday	Sunday
01 May 2026	Worker's Day	Friday	Saturday
16 June 2026	Youth Day	Tuesday	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

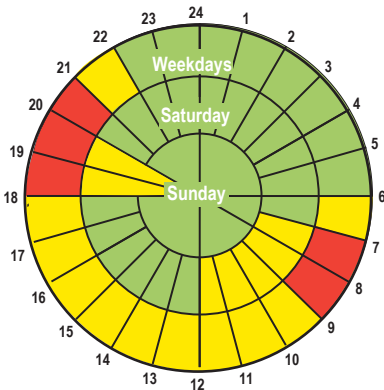
The different times during the day, as shown in the graphs below, during which varying energy charges apply.

Maximum Demand

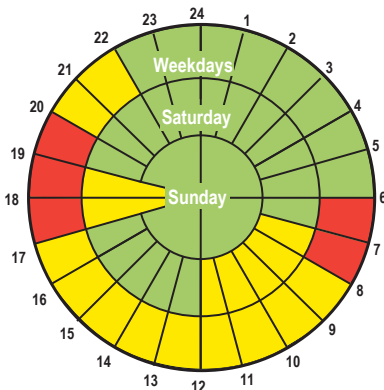
The highest half-hourly demand in **kVA** taken by the customer during Peak and Standard periods in the month.

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 - 09h00	PEAK	STANDARD	OFF-PEAK
09h00 - 12h00	STANDARD	STANDARD	OFF-PEAK
12h00 - 18h00	STANDARD	OFF-PEAK	OFF-PEAK
18h00 - 20h00	PEAK	STANDARD	STANDARD
20h00 - 21h00	PEAK	OFF-PEAK	OFF-PEAK
21h00 - 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 - 08h00	PEAK	STANDARD	OFF-PEAK
08h00 - 12h00	STANDARD	STANDARD	OFF-PEAK
12h00 - 17h00	STANDARD	OFF-PEAK	OFF-PEAK
17h00 - 19h00	PEAK	STANDARD	STANDARD
19h00 - 20h00	PEAK	OFF-PEAK	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)

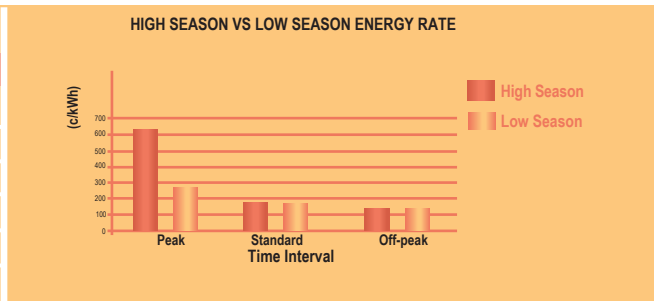
Industrial Time Of Use (ITOU) For customers with Notified Max Demand greater than 100 kVA only	Energy Rates (c/kWh)		High Season	JUNE - AUGUST
	Peak	Standard	Off-peak	
	616,88	172.88	123.54	
	Energy Rates (c/kWh)		Low Season	SEPTEMBER - MAY
	Peak	Standard	Off-peak	
	270.56	163.02	123.54	

Network Demand Charge (R/kVA) <i>Based on Actual Demand</i>
154.35

Network Access Charge (R/kVA) <i>Based on highest demand recorded</i>
53.00

Service Charge (R) <i>Rand per Month</i>
7186.53

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 20.
- 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 24 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)	2 496.15
VAT	374.42
Total	2 870.57

Energy Charge

Energy Charge (c/kWh)	146.30
VAT	21.95
Total	168.25

Maximum Demand Charge (MDC)

MDC (R/kVA)	644.22
VAT	96.63
Total	740.85

Restricted Demand Discount (RDD)

RDD (R/kVA)	161.19
VAT	24.18
Total	185.37

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)

INDUSTRIAL NET BILLING TARIFF

The Industrial Net Billing Tariff is being proposed as a means of remunerating customers for energy generated exported onto the grid. The principle of remuneration will be passed via a credit transaction on the customer's account. The rate of remuneration per kWh will be as per the feed in rate.

The Industrial Time of Use (ITOU) rate is an unbundled rate, however it does include voltage varying fixed grid / reticulation costs dependant on energy usage. A reduction in energy useage creates an undue shortfall in grid contribution. To counter act this, an Ancillary Network Access Charge (ANAC) will become payable, based on the inverter size and voltage level of operation.

Energy consumed from the grid will be charged for in line with the relevant ITOU tariff structure (Pg 21).

(Prices exclude VAT)

Industrial Time Of Use (ITOU)	Feed In Energy Rates (c/kWh)	High Season	JUNE - AUGUST
	Peak	Standard	Off-peak
	592.00	148.00	98.66
FEED IN ENERGY	Feed In Energy Rates (c/kWh)	Low Season	SEPTEMBER - MAY
	Peak	Standard	Off-peak
	245.68	138.14	98.66

Energy Charge: The feed in energy will be remunerated via a credit on customer's account.
 (Feed in energy Rate x Number of kWh's generated onto grid = Financial Credit)

Ancillary Network Access Charge

Feed In Voltage Level	R/kVA - per Month (Based on Inver size)
132 kV	4,88
33 kV	6,37
11 kV	22,50
6,6 kV	27,95
400 V	47,80

Ancillary Network Access Charge (ANAC): The ANAC will be charged based on the size of the inverter (kVA)
 (Inverter size (kVA) x ANAC Rate (R/kVA) = Financial Debit and Feed in Voltage level.

ADVISORY SERVICES

TARIFFS ANALYSIS

The suite of electricity tariffs at eThekweni 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

EThekweni 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

EThekweni 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 eThekweni 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 eThekweni Municipality to have the NMD increased prior to exceedance. However, it is important to note that, eThekweni 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 eThekweni 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 eThekweni 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 months 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 eThekweni Municipality's supply contract. EThekweni 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 eThekweni Municipality.
- 4.1.3. If the customer does not conclude a new contract, eThekweni 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 as induction motors, fluorescent lights, etc. In order to compensate for these inductive loads, capacitive 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 eThekweni Electricity.

An example (based on ITOU Tariff rates):

BEFORE POWER FACTOR	AFTER POWER FACTOR
Demand charge = R154.35/kVA Assume Max Demand = 500 kW Power factor = 0,7 $\text{Cos } \phi = \frac{\text{kW}}{\text{kVA}}$ $\text{kVA} = 500/0,7 = 714$ Maximum Demand = 714 x 154.35	Demand charge = R154.35/kVA Assume Max Demand = 500 kW Power factor = 0,99 $\text{Cos } \phi = \frac{\text{kW}}{\text{kVA}}$ $\text{kVA} = 500/0,99 = 505$ Maximum Demand = 505 x 154.35
Demand Charge (per month) R110 205,90	Demand Charge R77 946,75 Saving (per month) R32 259,15

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 eThekweni pay point.

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.

1.	CONNECTION FEE	BASIC TARIFF	15 % VAT	TOTAL TARIFF
	A Connection Fee , subject to Section 2(3) of the Electricity Supply Bylaws:			
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	R445.22	R66.78	R512.00
1.1.2	Without a small power distribution unit	R225.22	R33.78	R259.00
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: <i>*Registration of the meter is required.</i>		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: *1(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	R16 429.57	R2 464.43	R18 894.00
1.2.1.2	For three phase 400 V connections *1(b)(i)(B)iv			
	(a) Up to 80 A	R31 683.48	R4 752.52	R36 436.00
	(b) 81 A to 100 A	R58 969.57	R8 845.43	R67 815.00
	(c) 101 A to 120 A	R121 818.26	R18 272.74	R140 091.00
	(d) 121 A to 150 A	R150 510.43	R22 576.57	R173 087.00
	(e) 151 A to 200 A	R259 729.57	R38 959.43	R298 689.00
	(f) 201 A to 250 A	R324 073.04	R48 610.96	R372 684.00
	(g) 251 A to 300 A	R387 183.48	R58 077.52	R445 261.00
	(h) 301 A to 400 A	R521 770.43	R78 265.57	R600 036.00
	(i) 401 A to 500 A	R646 983.48	R97 047.52	R744 031.00
	(j) 501 A to 800 A	R935 779.13	R140 366.87	R1 076 146.00

	BASIC TARIFF	15 % VAT	TOTAL TARIFF
(k) 801 A to 1 200 A	R950 035.65	R142 505.35	R1 092 541.00
(l) 1 201 A to 1 600 A	R1 185 040.87	R177 756.13	R1 362 797.00
(m) 1 601 A to 2 400 A	R1 647 466.09	R247 119.91	R1 894 586.00
(n) 2 401 A to 3 000 A	R2 307 987.83	R346 198.17	R2 654 186.00

1.2.1.3 For 11 000 V connections, with requested capacity up to 8 000 kVA:
(8 000 kVA available at Engineers discretion)

(a) A cost per connection of:	R556 713.91	R83 507.09	R640 221.00
Plus			
(b) A cost per kVA of requested capacity of:	R345.22	R51.78	R397.00

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) Brick substations shall be required in all Commercial and Industrial areas. Only in exceptional circumstances shall the engineer approve otherwise.

(d) The customer shall ensure that all substations shall be positioned with direct public road access. Only in exceptional circumstances shall the engineer approve otherwise.

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:	R66 845.22	R10 026.78	R76 872.00
(b) Rebate for a distributor substation:	R133 671.30	R20 050.70	R153 722.00

		BASIC TARIFF	15 % VAT	TOTAL TARIFF
1.2.1.7	Substation Trench Covers (per sq. meter)	R2 076.52	R311.48	R2,388.00
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:	R4 015.65	R602.35	R4 618.00
	(b) A charge per three phase 80 A 400 V connection:	R7 955.65	R1 193.35	R 9 149.00
1.2.2	AMetering Component as follows: *(b)(ii) / 1(b)(ii)			
1.2.2.1	For each single electronic meter up to 80A:	R4 566.09	R684.91	R5 251.00
	(a) For replacement of Customer User Interface (CUI)	R1 375.65	R206.35	R1 582.00
1.2.2.2	For a small power distribution unit (Supply Only):	R1 095.65	R164.35	R1 260.00
1.2.2.3	For each three phase electronic meter up to 100 A:	R8 594.78	R1 289.22	R9 884.00
	(a) For replacement of Customer User Interface - Wireless	R1 375.65	R206.35	R1 582.00
1.2.2.4	For each set of energy and demand meters suitable per feed: (bulk tariffs)	R21 975.65	R3 296.35	R25 272.00
1.2.2.5	For each three phase (5 A) electronic meter (suitable for Scale 1 tariff - greater than 100 A) Excluding communication modem:	R7 244.35	R1 086.65	R8 331.00
1.2.2.6	For each three phase (5A) electronic meter (suitable for CTOU tariff)	R12 400.00	R1 860.00	R14 260.00
1.2.2.7	For Low Voltage current transformer not exceeding 1500 A (each) :	R789.57	R118.43	R908.00
1.2.2.8	For Low Voltage current transformer greater than 1500 A but not exceeding 2000 A (Each)	R856.52	R128.48	R985.00
1.2.2.9	For Low Voltage current transformer greater than 2000 A but not exceeding 3000 A (Each)	R1 303.48	R195.52	R1 499.00
1.2.2.10	For reprogramming of existing electronic meter for tariff change	R1 364.35	R204.65	R1,569.00
1.2.2.11	For each three phase electronic meter (multi-rate) up to 160A: (Excluding communication modem)	R14 976.52	R2 246.48	R17 223.00
1.2.2.12	For each split three phase electricity dispenser (wireless) up to 100A.	R7 123.48	R1 068.52	R8 192.00

NOTE 4 Current Transformers are required for supplies greater than 100A with the exception of 1.2.2.11

NOTE 5 Where a meter is recovered for reuse, 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 6 A change in tariff may require a change in meter.

NOTE 7 The type of meter installed shall be at the discretion of the Engineer.

1.2.3	<p>A Service Mains Component as follows: *(b)(iii) Any dedicated cables feeding into a customer's premises.</p>		
1.2.3.1	<p>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.</p>		
1.2.3.2	<p>For all connections other than 230 V connections, any dedicated cables or lines, charged according to rates in item 2 of this schedule.</p>		
1.2.4	<p>Supply Mains Component, for any mains extension, charged according to rates in item 2 of this schedule unless a R/kVA*km is specified:</p>		
1.2.4.1	<p>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.</p>		
1.2.4.2	<p>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.</p>		
1.2.4.3	<p>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:</p>	R179.13	R26.87
		R206.00	

1.2.4.4 For connections where requested capacity exceeds 8 000 kVA:

- (a) A guaranteed contribution towards the proportionate cost of any 132kV supply mains extension, such guaranteed contribution to be reduced to zero in ten equal amounts for each year in which the capacity is utilised above the minimum agreed level. The contribution is to be recovered from the consumer if, in the Engineer's opinion, the requested capacity is utilised below the agreed level.
- (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 8 The 33kV 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 9 Where the Engineer has agreed to a second connection for technical reasons, and where the premises have not been allocated as an informal settlement, a full connection fee (all four components) will be charged for.

NOTE 10 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	R124.96	R96.78	R221.74	R255.00
16	2	Copper	R162.35	R96.78	R259.13	R298.00
25	2	Copper	R214.53	R96.78	R311.30	R358.00
16	4	Copper	R253.66	R96.78	R350.43	R403.00
35	4	Aluminium	R209.31	R96.78	R306.09	R352.00
50	4	Aluminium	R275.40	R96.78	R372.17	R428.00
95	4	Aluminium	R431.92	R96.78	R528.70	R608.00
95	3	Aluminium	R362.35	R96.78	R459.13	R528.00
150	3	Aluminium	R488.44	R96.78	R585.22	R673.00
150	4	Aluminium	R606.70	R96.78	R703.48	R809.00
240	1	Aluminium	N/A	N/A	R145.22	R167.00
240	3	Aluminium	R827.57	R96.78	R924.35	R1 063.00
240	4	Copper	R2 871.05	R96.78	R2 967.83	R3 413.00z
240	4	Aluminium	R817.14	R96.78	R913.91	R1 051.00

NOTE 11 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 (XLPE)	R613.91	R92.09	R706.00
150	3	Aluminium (XLPE)	R784.35	R117.65	R902.00
240	3	Aluminium (XLPE)	R1,038.26	R155.74	R1 194.00
300	3	Aluminium (XLPE)	R1 720.87	R258.13	R1 979.00
Trenching / per meter			R155.65	R23.35	R179.00

(c) Pilot / Telephone cables per metre: R133.91 R20.09 R154.00

(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 rate:

(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	R96.52	R14.48	R111.00
	16mm CC /m	R145.22	R21.78	R167.00
	7m Pole (LV CC)	* R226.09	R33.91	260.00
Low Voltage (LV)	25mm ABC /m	R53.04	R7.96	R61.00
	50mm ABC /m	R135.65	R20.35	R156.00
	95mm ABC /m	R206.09	R30.91	R237.00
	9m Pole (LV ABC)	R3 923.48	R588.52	R4,512.00
Medium Voltage (MV)	95mm ABC /m	R489.57	R73.43	R563.00
	10m Pole (MV ABC)	R5 658.26	R848.74	R6 507.00
Medium Voltage (MV)	AAAC Oak /m	R77.39	R11.61	R89.00
	AAAC Pine /m	R65.22	R9.78	R75.00
	10m Pole (MV AAAC)	R5 967.83	R895.17	R6 863.00

NOTE 12 Where applicable, respective costs will be levied for the customer account at prevailing rates, subject to the discretion of the Engineer.

(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.

	BASIC TARIFF	15% VAT	TOTAL TARIFF
3. TESTING OF METERS: *10			
3.1 kWh meters per test:			
(a) Single phase:	R374.78	R56.22	R431.00
(b) Poly phase:	R519.13	R77.87	R597.00
(c) Energy plus demand (bulk) meters per test.	R2 217.39	R332.61	R2 550.00
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:	R453.91	R68.09	R522.00

		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:	R1 104.35	R165.65	R1 270.00
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:	R287.83	R43.17	R331.00
	(ii) Where disconnected as a result of unauthorised reconnection of item 4.2.1 (i) above; per disconnection:	R581.74	R87.26	R669.00
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:	R480.00	R72.00	R552.00
	(ii) Where disconnected as a result of unauthorised reconnection of item 4.2.2 (i) above; per disconnection:	R843.48	R126.52	R970.00
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	R1 504.35	R225.65	R1 730.00
	(ii) business or commercial connection, where the minimum charge shall be the greater of R4 446,00 or an amount equivalent to 20% of the average monthly electricity consumption.	R3 866.09	R579.91	R4 446.00
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			
4.3.1	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 - up to 80A	R5 240.87	R 786.13	R6 027.00
	(b) For a three phase connection - up to 100/120A	R8 402.61	R1 260.39	R9 663.00
4.3.2	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 - up to 80A	R4 914.78	R 737.22	R5 652.00
	(b) For a three phase connection - up to 100/120A	R8 612.17	R1 291.83	R9 904.00
NOTE 14	Actual costs of re-instatement of services shall apply for all other situations.			
	(c) In addition to the above, business or commercial connections, shall pay the greater of R4 446,00 or an amount equivalent to 20% of the average monthly electricity consumption	R3 866.09	R579.91	R4 446.00
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 unmetere d 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)	R2 264.35	R339.65	R2 604.00
	(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:	R340.00	R51.00	R391.00
	(c) Installation consumption per 60 A per day:	R507.83	R76.17	R584.00
	(d) Installation consumption per 80 A per day:	R668.70	R100.30	R769.00
5.2	For 3 phase supplies (at point of supply)	R2 654.78	R398.22	R3 053.00
	(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:	R34.78	R5.22	R40.00

6	PROVISION OF LOAD PROFILE RECORDING DATA: *14	BASIC TARIFF	15% VAT	TOTAL TARIFF
6.1	Where the period of recording is not in excess of seven days:	R4 963.48	R744.52	R5 708.00
6.2	For each subsequent week or portion thereof:	R126.09	R18.91	R145.00
6.3	Where a suitable profile meter is installed:	R905.22	R135.78	R1 041.00
7	QUALITY OF SUPPLY RECORDING			
7.1	Single and three phase (Regulation, Interruptions, Dips and Unbalances)	R4 929.57	R739.43	R5,669.00
7.2	Single and three phase (Regulation, Interruptions, Dips, Unbalances and Harmonics)	R6 205.22	R930.78	R7,136.00
8	TRANSFER BETWEEN RESIDENTIAL CONNECTION TYPES: *16			
8.1	Transfer from Credit metering to Prepaid:			
	(a) Credit metering to prepaid	R5 438.26	R815.74	R6 254.00
	(b) Credit (Three Phase) to Prepayment (Three Phase)	R9 440.87	R1 416.13	R10 857.00
8.2	Transfer from Prepaid metering to Credit:			
	(a) Prepaid to Credit metering:	R5 438.26	R815.74	R6 254.00
	(b) Prepayment (Three Phase) to Credit (Three Phase)	R9 440.87	R1 416.13	R10,857.00
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:	R15 646.96	R2 347.04	R17 994.00
	(b) Transfers from existing 20 A subsidised connections to non-subsidised 40 A connections will be subject to an additional charge of:	R3 708.70	R556.30	R4 265.00
	(c) Transfers from existing 40 A subsidised connections to non-subsidised 60 A connections will be subject to an additional charge of:	R14 400.00	R2 160.00	R16 560.00
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:	R2 522.61	R378.39	R2 901.00
9.2	Relocation of a single phase meter of an underground supply to a position on the boundary determined by the Engineer: *17(b)	R2 713.04	R406.96	R3 120.00
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	R4 193.04	R628.96	R4 822.00
9.4	Relocation of a meter within or to a meter room:			
	(a) Basic Charge	R884.35	R132.65	R1 017.00
	(b) Additional charge per meter relocated	R345.22	R51.78	R397.00

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

NOTE 18 Developer contributions to electrical infrastructure, A developer who requires the extension of electricity infrastructure for access to additional capacity, is liable for contributions to the associated capital infrastructure costs at prevailing rates, subject to the discretion of the Engineer. The once-off development charge shall be based on the increased impact of the new development or changed use that may arise on the existing infrastructure. This charge is calculated over and above any other obligations that a developer may incur in terms of applicable legislation.

10. REVISIT FEE

Where accommodation or installation is not ready for the installation of council equipment (chargeable per visit):

	R1,472.17	R220.83	R1,693.00
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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 eThekweni Municipality Electricity Supply Bylaws. The First Schedule is now replaced by this document, Schedule of Connection Fees and Charges.**



FREQUENTLY ASKED QUESTIONS

NEW CONNECTIONS AND CHANGES TO EXISTING SUPPLY

1. How can I apply for a new electricity connection?

Applications can be submitted in person at any eThekweni Electricity Customer Service Centres, and these are located at:

Electricity Headquarters

1 Jelf Taylor Crescent (Rotunda), Durban
(Opposite Durban Bus Station/Cricket Grounds/Standard Bank)
Tel: 031 311 9092/9473

Bester Customer Services Centre

20 Ntuzuma Access Road KwaMashu/Bester (Corner of Ntuzuma Rd)
Tel: 031 311 6923/6944

Isipingo Customer Services Centre

3 Police Station Road, Isipingo (Upstairs, 1st Floor)
Tel: 031 311 5623/5887

Pinetown Customer Services Centre

60 Kings Road, Pinetown
Tel: 031 311 6296/6299

Umhlanga Customer Services Centre

15 Twilight Drive, Umhlanga
1st Floor Manhattan House
(Located opposite Gateway Shopping Centre – Parkade A close to Virgin Active)
Tel: 031 311 9509/9113

Note: You may need to consult with your registered Electrician for the required technical details, i.e. supply type, size, circuit breaker, etc. Application forms are available at any one of our Customer Services Centres where enquiries about the requirements for applications can also be made. The application form is also available on our Electricity Online Portal, however, submission has to be made at any one of our Customer Services Centres as vetting is done in real time over the counter and forms stamped when received. For informal settlements, the consumer may contact their Councillor or Ward Committee Member responsible for Electricity, where they can find out about applying for electricity for their dwelling.

2. What documents do you require to accompany the application?

Do you need certified copies? Can I send scanned copies by e-mail?

- i. Proof of identity (e.g., South African ID or passport or organisation registration document together with trustees/directors/members ID copies).
- ii. Proof of property ownership (e.g., title deed or rates account or letter (permission to occupy) from any housing/human settlements department (local/provincial/national department), councillor, traditional/tribal authority. Note: Only letters from the official tribal/traditional authorities will be accepted.
- iii. Consent letter from the property owner if the applicant is a tenant/representative.
- iv. Completed application forms as provided by the eThekweni Energy Management Directorate.
- v. Approved building plan (if applicable)
- vi. Registered contractor details (if applicable)
- vii. In the case of a deceased estate, the nominated person listed on the Letter of Executorship/ Authority from the Master of the High Court can make the application with the other related documents described above. Emailed applications forms are not acceptable at the moment, an online submission platform is still in test phase.

3. Can I make an online application for my electricity connection?

This option is not yet available. The municipality is currently working on this.

4. How do I complete an application form for an electricity connection (what must I fill and what does the electrical contractor fill)?

Application forms call for particulars including name and contact information and the address in question, however, you may need to consult with your registered Electrician for the required technical details, i.e. supply type, size, circuit breaker, etc.

5. I am based far away from eThekweni Municipality. Can anyone else make an application on my behalf?

Yes, kindly refer number 2 iii. on the previous page.

6. What methods of payment are accepted for the connection fee and deposit?

Cash, debit card, EFT.

7. If EFT payment is accepted, what is your account details and what reference should I use?

For electricity connections, detailed payment instructions can be found on the Proforma invoice.

For deposits, cash payments are required at Municipal Sizakala/ Customer Service Centres when the account is opened. Payments on accounts are to be paid to Treasury/ Revenue Billing, which payment information can be found on your bill.

8. How can I track my new electricity connection application?

We have several options available:

i. Electricity WhatsApp Chatbot: 076 791 2449

After greeting the Chatbot, select option 4 'Follow up on electricity application' then follow the prompts.

ii. Electricity Online Portal

iii. Contact Centre: 0803 111 111

iv. Or visiting your nearest walk-in Electricity Customer Service Centre (Refer to question 1 above)

SMS update notifications are also sent out at each stage of the electricity connection application process. [Please have your application number available, which is assigned to your application when engaging with the above options.]

9. After I make payment, how long does it take to be connected?

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

10. I own a property and intend to rent out a portion of it to tenants:

10.1 How do I apply for separate electricity meters?

Only one electricity meter per rate number is permitted. If you want to use separate meters for your tenants, you can purchase and install your own prepaid or credit meters and enter into agreements on how the monthly electricity cost will be determined.

10.2 Can each tenant apply for their own electricity connection?

Unfortunately, not.

10.3 How do I measure and charge tenants for the electricity they consume?

One can utilise the services of a registered electrical contractor who provides a private electricity metering service.

10.4 How can I transfer the responsibility of paying the electricity bill to the tenants?

The owner is responsible for all bills and debt on a property.

10.5 If the tenants tamper with the meter, what happens to the electricity connection?

The electricity gets disconnected once tampering is identified, however, the owner remains responsible and liable for the meter and any tampering.

11. I want to build an apartment block or block of flats to rent or sell these apartments/flats.

11.1 How do I apply for a temporary building supply and how much does it cost?

A temporary builder's supply (TBS) is applied for by the nominated registered electrical contractor, with the related paperwork (please refer to question 2 above)

11.2 How should I apply for an electricity connection for each unit in the block?

Kindly refer to questions 1 and 2 on the previous pages.

11.3 My meter is on the wall of my dwelling. I need it to be moved to the boundary for security reasons. How should I go about it?

The application process described in questions 1 and 2 above are applicable, with a sketch of the current and proposed meter position.

11.4 My meter is on the wall of my dwelling. I do not wish for persons to enter my property, or I have vicious dogs. How do I provide the meter readings to you?

The Municipality has a variety of options to submit meter readings, including, submission on the WhatsApp Chatbot and the eThekweni Municipality Mobile App.

12. How do 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 your nearest Customer Service Centre. Be sure to carry your ID and proof of ownership. Note: A deposit amount will be required for you to open a credit electricity account.

13. How do I convert my credit meter into a prepaid meter?

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

ELECTRICITY ACCOUNTS

1. How do I terminate my existing electricity connection? When will the deposit monies be refunded and how?

Account terminations can be done at any one of our Customer Service Centres. The process can be triggered by emailing: revlineterms@durban.gov.za. You will need to submit the following documents:

- i. Termination request by owner
- ii. ID Copy
- iii. Details of the property owner
- iv. Signed letter confirming transfer from attorney
- v. Your contact details

If a customer has another account with the eThekweni Municipality, the refund will be transferred to their existing or new account.

2. How do I terminate my electricity connection for my existing property in eThekweni Municipality and apply for a new connection for my property within eThekweni Municipality?

For termination, please see number 1 under 'Electricity Accounts'. For registration, please visit your nearest Customer Service/Sizakala Centre with the following documents:

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

Note: A deposit is required upon registration.

The deposit amount is dependent on the connection size and usage pattern of the supply.

3. The current owner passed away, and my family needs to transfer the existing account to the estate and then to the beneficiary or new owner. What process do I need to follow?

You will need a Letter of Authority or Executorship from the Master of the High Court. These documents are then taken to Revenue Management (Treasury) or their nearest Sizakala Centre for the appropriate action. The locations of Revenue Management and Sizakala Centres are available on the eThekweni Municipality Website.

4. I intend buying a property in eThekweni Municipality that has/had an electricity connection. How can I check if the current owner has any electricity debts? If there are debts, what should I do?

Unfortunately, one cannot obtain any information on another individual's account. It is advised that the purchaser obtain a Rates Clearance Certificate to confirm that there are no debts on the property when concluding the purchase.

5. I intend on renting an existing property. How do I transfer the account to my name?

Accounts can only be registered on the owner's name.

6. Can I check my consumption patterns, bills, contact details, etc. online?

Yes, you can access your bill through the eThekweni Municipality Mobile App (available on the Apple Appstore and Google Play,) where you can also check your consumption and update your details if necessary.

7. What are estimated charges?

Estimated charges are billed when the electricity meter is not read. A meter is read once in a three-month cycle. For the two months that it is not read, an "estimated" charge is billed, based on your previous consumption history.

8. Why is the account for a month in which my meter was read often, so different to my estimated accounts?

Actual consumption differs for a variety of reasons, such as number of persons at home, how many days/weekends in a month, the season, the usage and consumption patterns. This may therefore affect the estimated versus the actual consumption.

9. Why do businesses pay a service charge?

A service charge in eThekweni Municipality is a shared cost to cover the maintenance of the electrical infrastructure.

ELECTRICITY CONSUMPTION/ USAGE

1. If my electricity bill appears too high, how do I verify my consumption against what I'm being charged?

You need to read the nameplate power rating of each of your appliances in kW and multiply by the hours used and the applicable tariff rate to determine your consumption per month. The table on page 11 gives estimated power rating and charges per month based on hourly usage.

2. How do I request a check on the calibration of my meter if I suspect it is overreading?

A meter test can be applied for at any Customer Service Centre. The current fee is _____. After payment, the meter is tested at our advanced Metering Test Lab facility. If the meter is found to be faulty, the meter test fee is refunded, and an investigation process unfolds so that the account may be adjusted accordingly. If the meter is found to not be faulty, the meter test fee is forfeited. However, in both these instances, the meter is still changed.

3. How do I report an electricity fault?

Faults can be reported via the City's multiple fault-reporting platforms, including the WhatsApp chatbot at 076 791 2449, the City's updated Mobile App, the Electricity Online Portal or by calling the Contact Centre on 0803 11 11 11.

4. How can I check if someone is tapping power from my service cable or line, and what is the process for reporting illegal connections?

To determine if there is unauthorised tapping of power, a customer can switch off the supply from their home's distribution board and observe the electricity meter for any activity, that is, the if the rotating disc on the credit meter still spins or if the green LED flashes on the electronic or prepaid meter. If there is no activity on the meter, it suggests that no one is illegally connected to your supply. However, if an illegal connection identified, the customer must report it through the City's multiple fault-reporting platforms, including the WhatsApp chatbot at 076 791 2449, the eThekweni Mobile App, or the Electricity Online Portal.

5. 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 can trend your consumption pattern. Any undue increase or decrease will be flagged for investigation.

6. What options are available to me to settle debts incurred without having a disconnection?

A customer can sign a Credit Authority Agreement at Revenue Management or their nearest Sizakala Centre.

7. What do I do after my electricity has been disconnected?

You will need to make payment or sign the arrangement to settle the debt owed to the municipality electricity can be reconnected.

8. How can I qualify for Free Basic Electricity?

If you use less than 150 kWh per month, you are eligible. If you already have a prepaid 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. Alternatively, you can apply for Indigent Support at any of the Sizakala Centres or Municipal Offices, where a range of municipal services is offered at indignant rates or free of charge.

9. I wish to connect solar panels or wind turbine or a petrol generator to my home.

What should I do?

To ensure compliance with legal and regulatory requirements. All generation systems that are connected and work in parallel with the grid need to be registered to ensure the safety of people, animals and electrical equipment. In addition, only NRS 097-2-1 certified and approved inverters are allowed to be connected to the grid, and the registration process makes it easy for the municipality to verify this. An authorised small-scale embedded generation (SSEG) minimises associated electrocution risks with injuries and loss of life.

10. I am a business customer. How do I select the correct tariff for my business?

The customer can acquire the services of a consultant who will undertake a study on their meter to confirm the best tariff for their business. This will help determine which tariff the customer's business needs to use.

11. I am experiencing a poor quality of supply (low or high voltage, high flicker, etc.).

What can I do?

Customers are encouraged to switch off their main supply, to prevent any unnecessary damages to electrical appliances. Thereafter, please contact: 080 311 11 11/ 076 791 2449 (WhatsApp Chatbot) to log a fault. Network voltage dips are recorded and may be viewed at our Electricity Online Portal.

12. Some of my appliances at home were damaged during a recent outage.

Can I make a claim and if yes, what process should I follow?

The Municipality's Self Insurance Policy allows residents to claim for damages to property, under the Public Liability Cover, only if the incident was because of negligence by the eThekweni Municipality.

However, for outages caused by incidents which are beyond the control of the Municipality, such as floods, washing away poles, trees falling on overhead lines, vehicles knocking into poles, lighting striking overhead lines, theft of infrastructure, etc., the Municipality is not liable for the loss incurred and will not honour such claims. Residents are expected to take out personal insurance for household contents and buildings insurance to address such losses.

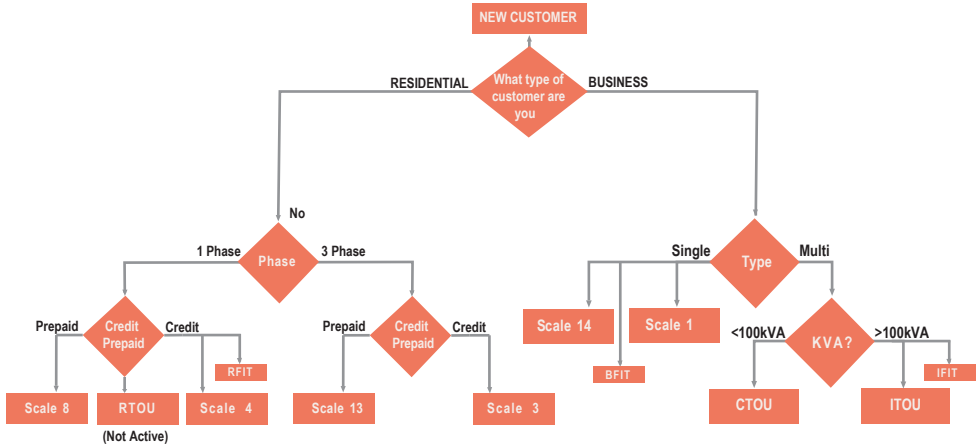
For incidents that are genuinely caused by acts of negligence on the part of the Municipality, residents can lodge a claim by following this process:

Download the public liability claim form from www.durban.gov.za, then complete the form and attach the following supporting documents:

- Copy of identity document
- Three quotations
- Proof of damages
- Sworn affidavit: asset ownership and that the claimant won't be claiming from personal insurance
- Email the completed form and all documents to claims@durban.gov.za

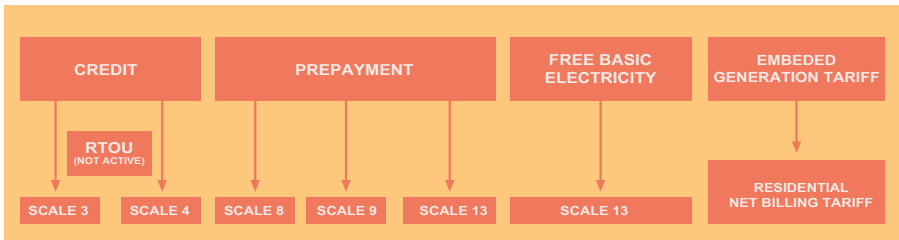
TARIFFS

1. How do I select an appropriate tariff?



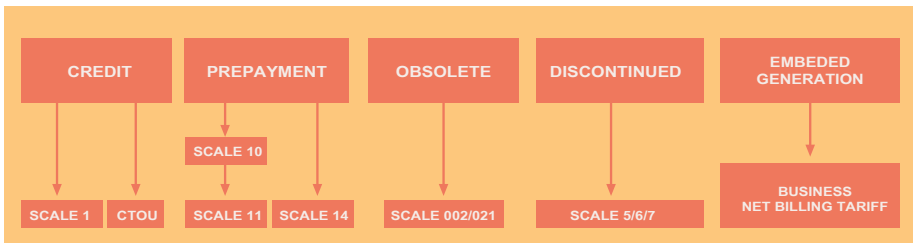
2. As a residential customer, what tariff options do I have?

Residential tariffs operate at either 230volts (single phase) or 400volts (three phase). Customers have the option of either purchasing electricity via a credit-based tariff (i.e. scales 3 and 4) or alternatively a prepaid-based tariff (scales 8, 9 and 13). Indigent residential customers who consume below 150kWh per month qualify for the free basic electricity tariff. This tariff allows the customer to claim 65kWh of free electricity each monthly.



3. As a business, what tariff options do I have?

Business 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 and CTOU) or alternatively a prepaid-based tariff (Scales 10, 11 and 14).



4. Why are business tariffs more expensive than the residential tariffs?

eThekwini uses a Cost of Supply methodology for its electricity pricing. This takes all electricity costs for this sector into consideration, including cross-subsidies between tariffs.

ELECTRICITY SAVING

1. How can I reduce my electricity bill?

High energy consumption appliances, such as geysers, stoves, ovens, irons, and air conditioners are the biggest consumers of electricity in a home, so their usage needs to be carefully managed to reduce energy costs. Customers can also use these energy saving tips:

Use geysers smartly

- Install your geyser closest to the points in your home where you use hot water.
- Insulate a geyser with a geyser blanket.
- Insulate the first 1,5 metres of water pipes leading to and from the geyser.
- Do not let hot water run unnecessarily. Always use basin plug in your bathrooms and kitchen.
- Use cold water in your bathrooms for quick tasks like washing your hands or brushing your teeth.
- Use cold water in the kitchen to rinse fruit and vegetables.
- If you have a single lever tap, ensure the lever is positioned to the far end of the cold side, before opening.

Use stoves and ovens smartly

- Keep your oven door closed until food is done cooking.
- Match pots with stove plate sizes.
- Avoid using your stove for small tasks – like boiling water for tea and coffee. Use an electric kettle instead, filled only with the amount of hot or boiled water needed.
- Place frozen food in the fridge to defrost – avoid defrosting food in the microwave.
- Use your microwave to cook small to medium amounts of food.
- Use a pressure cooker or slow-cooker for food that cooks for a long time – such as stews and casseroles.

Use irons smartly

- Irons should be 2600w and used for half an hour each day.

Use fridges and freezers smartly

- Set your fridge at 3°C. Make sure the seals of your fridge and freezer doors are intact.
- Don't open fridge and freezer doors unnecessarily.
- Place your fridge and freezer somewhere cool – away from sun-facing walls and windows, and as far as possible from the stove.
- Defrost your chest freezer twice a year and your upright freezer three times a year.
- Don't overfill your fridge or freezer – only use 90% of its capacity.

Use air-conditioners smartly

- Maintain it at a comfortable 23°C in summer – once on, all windows and doors should be kept closed. Otherwise, if you don't have an air conditioner:
- Fire retardant ceiling insulation to make your home up to 10°C cooler in summer.
- Insulate your home.
- Install shade awnings on the outside of windows facing the sun – it reduces heat from entering your home.
- Open windows and doors to allow cool breezes to circulate freely.

Use dishwashers smartly

- Wait for a full load of crockery and cutlery before you wash.
- Soak or prewash is only recommended in cases of burnt or dried-out food.
- Remove bones and large pieces of food from crockery, pots and pans by scraping it off – not rinse it off.
- Understand how your dishwasher works and make sure it is the eco function.

Use washing machines and tumble dryers smartly

- Wait for a full load of washing before you wash.
- Ensure that you set your washing machine to match the load of washing – there is no need to set the machine to its highest and longest setting if you are washing a small load.
- Only wash clothes that are dirty. Heavier items such as jeans can be worn a few times before throwing them in the wash.

- Cold settings are fine. Don't use the hot water setting if clothes are not heavily soiled.
- Understand how your washing machine works and make sure it is set to the eco-function.
- Keep your tumble dryer off during sunny days and use the washing line instead.

Use space heaters smartly

• A fan heater with a thermostat is the best choice to quickly heat an average room of 9m². It spreads heat evenly and the thermostat switches it off when the room is cosy.

Energy saving tips for lighting

• Replace incandescent lamps with energy saving CFLs (compact fluorescent lamps) and LEDs (light emitting diodes) to the same with your conventional downlights. Note: Use warm white (2700k to 3000k) lamps and not cool white or day light (harsh blue and clinical light) lamps to foster an ambience of warmth and creating the mood to sleep, cosiness and a pleasant calmer and more relaxed atmosphere.

Energy saving tips for swimming pools

- Keep to a four to six-hour filtering cycle every 24 hours in winter.
- Keep to two six-hour filtering cycles every 24 hours in summer.
- Make regular pool maintenance a priority – it will contribute to optimising your pool pumps electricity use.
- Clean your pool filter – do so at regular intervals throughout the year; a clean filter is key to better water flow.
- Brush the floor and walls to remove debris that the filter misses.
- Clean areas with the least circulation at least once a week.
- Keep your pool covered when you use it infrequently in winter – pool covers prevent leaves, dirt and debris from falling into the pool.

2. My friends tell me it is cheaper to use gas for my cooking. Is this true?

With gas versus an electric stove, gas provides instant heat than a hotplate having to heat up, there is greater temperature control compared to an electric stove. With gas, the heat can be turned off immediately. There is even heat distribution across the cooking surface. This ensures that your food is cooked uniformly, reducing the chances of undercooking or overcooking certain spots. Therefore, gas cooking is far more economical than conventional cooking.

3. Does turning my geyser on and off or fitting a timer save electricity?

A customer is encouraged to install a geyser timer as opposed to manually switching their geyser on and off – which can damage the circuit breaker.

4. How do I calculate how much energy an appliance uses?

Kindly refer number 1 under the Electricity Consumption/ Usage section above.

LOAD SHEDDING

1. What is load shedding?

Load-shedding is the last resort in several steps taken to prevent a total grid collapse and a national blackout. Hence, it is a power generation/supply capacity defect which cannot meet the power demand of the loads connected to the network.

2. Why am I affected when I know of other areas which have not experienced load shedding?

There are some critical loads that the city needs to keep on. If you fall within that block you benefit from not being shut off. Everybody needs to share in load shedding to prevent grid collapse. There is national legislation governing the load shedding to ensure that it is done fairly, however, we do not support this. Our goal is to keep the economy (business, industrial and commercial customers) going, at the expense of residential areas.

3. How do I know which Block I am in?

Above you will find the load shedding schedule and our suburb list where you will find your relevant block. Should you wish to print or view your individual block schedule, use the interactive map, fill in the address field and your individual block schedule will come up. There may be some discrepancies and you are advised to adopt the block which is generally load shed.

4. Why has my block changed?

The electricity control room monitors the grid 24/7 and as faults occur, the affected substation gets isolated from the grid and customers are fed from alternative substations which may be in another block. This is done to minimise the duration of outages to our customers. You will eventually be returned to your original block once the fault has been repaired. However, this may take days or even weeks.

5. What does Stage 1, Stage 2 and Stage 3 mean?

Eskom has developed a hierarchy of emergency conditions each requiring a specific load reduction stipulated below. Depending on the severity of the supply constraint, Eskom will declare a stage 1, 2, 3 up to 8 Emergency to prevent a national blackout.

Stage 1 - National shortage of 1 000 MW

Stage 2 - National shortage of 2 000 MW

Stage 3 - National shortage of 3 000 MW

Stage 4 - National shortage of 4 000 MW

Stage 5 - National shortage of 5 000 MW

Stage 6 - National shortage of 6 000 MW

Stage 7 - National shortage of 7 000 MW

Stage 8 - National Shortage of 8 000 MW

Please note that largely industrial areas from block 17 to 20 will be shed from stage 7 upwards.

6. Why is there almost no load shedding late at night?

Load shedding must take place immediately when the load is predicted to exceed generation capacity. The load normally exceeds generation capacity during the day when businesses are using electricity and in the early morning and evening when most households are using electricity. Late at night and on weekends when there is low load, there is a less likelihood of the load exceeding generation capacity and hence a less likelihood of load shedding being required.

Load shedding becomes necessary at night and on weekends to conserve fuel used in costly diesel generators and the water in pumped storage schemes for high demand weekday periods.

7. Why does the schedule provide for 2 hours for each block?

The principle of 2-hour blocks is to minimise the inconvenience to our residential and commercial customers. Geysers and fridges normally retain their temperature over the two- hour period. Batteries used in alarm systems, driveway gate motors and other similar systems do not over-discharge with loss of useful life.

8. How long can my freezer stay off before the quality of the food deteriorates?

This cannot be answered directly as it depends on the working temperature of the freezer and the effectiveness of the seals. It is, however, strongly advised to limit opening the freezer and fridge compartments during an interruption of supply, as this will have a significant effect.

9. Should I switch off appliances during load shedding?

Ensuring that appliances are switched off during any interruption of supply is advisable, simply because this ensures that they will not turn on when the supply is restored and create an unsafe situation. This also assists the restoration of supply process, as it will avoid high 'waiting loads' with the potential to cause an overload trip of an individual electric circuit. This would require staff to be dispatched to the point of supply and therefore result in an extended interruption.




10. Will eThekweni Municipality compensate me for losses?

Losses incurred by customers due to planned and unplanned outages are not covered by the Municipality's insurance.

11. What are some tips to survive load shedding?

- Ensure your cellphone is always fully charged
- Ensure you have adequate cash on hand as ATMs will not work
- Keep temporary lighting, such as candles and electric torches readily available
- Boil water and keep in hot water flasks for hot drinks when the power is scheduled to be off
- Prepare meals in advance
- Keep refrigerator doors closed, as a load shedding event of up to two hours should not cause food spoilage and a freezer should keep frozen food safe for at least a day.
- Switch off all high load appliances, that is, pool pumps, geyser, etc., to prevent 'waiting load' when supply returns.



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