



Electricity
TARIFFS

2014/2015



Tariff Increases - Effective: 01 July 2014

(ALL PRICES EXCLUDE VAT)

Description	Tariff	Increase	Amount
Residential Customers	Scale 3, 4, 8, 9	6.8% Energy Charge	115.32(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 5.8% increase.	5.8% Energy Charge	82.58(c/kWh)
Business and General	Scale 10, 11	7.7% Energy Charge	144.60(c/kWh)
	Scale 1	7.7% Energy Charge Service Charge	130.23(c/kWh) 170.41(R/month)
Commercial TOU	This tariff has been restructured to better reflect the unbundled costs associated with the tariff category (Pg 10).		
Residential TOU	RTOU	6.80%	
Industrial TOU	Note: Customers increase will vary depending on their individual load profiles.	7.98% (within 0.75%)	

Note: RTOU - The implementation of this tariff is dependent on the successful implementation of the smart metering technology

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)	9.8%
Low Voltage 3 Part	LV3-Part	9.8%
Business and General	Scale 5/6/7	9.8%

A full breakdown of the tariffs is available at http://www.durban.gov.za/City_Services/electricity/Tariffs/Pages/Tariffs.aspx

Schedule of Connection Fees and Charges

The schedule of connection fees and charges are reviewed annually and will be increasing as of 01 July 2014. **All customers are urged to track the status of their applications as only those applications costed and paid for prior, to 01 July 2014 will qualify for the existing fees and charges.**

A full breakdown of the tariffs is available at http://www.durban.gov.za/City_Services/electricity/Tariffs/Pages/Tariffs.aspx

FOREWORD

The close of the 2013/2014 financial year will remain in my thoughts for years to come, as during this time we were forced to deal with rotational load shedding in order to stabilise the electricity grid. Load shedding not only brings about inconvenience to customers; it also contributes negatively to the economy and places severe pressure on utilities as they now operate in an abnormal network condition. Despite the difficulties and shortages of power, the Unit was able to continue with its service delivery obligations to the citizens of Durban.

Electricity prices are following the price path as determined by the National Energy Regulator of South Africa (NERSA) via the Multi Year Price Determination 3 (MYPD3) process. This determination process allowed for an electricity price increase to Municipalities of 8.06% in the 2014/2015 financial year. After due consideration of inflation and internal costs, the average increase that the Municipality levied onto customers was 7.39%. Residential customers enjoyed an increase of 0.59% below the average and indigent customers received an increase of 5.8%, in line with inflation. Business and Industrial customers will experience a tariff hike just short of 8%. The Municipality has cut its electricity budget to the bare minimum to ensure that tariff increases remain low and manageable. Despite the efforts of keeping the budget to a bare minimum, certain cost increases were unavoidable.

The repairs and maintenance budget grew to R 800 Million for the new year. This money will be spent specifically on catching up on crucial maintenance and long outstanding repairs. The Unit is pushing hard to keep the network in pristine condition, and carrying out necessary upgrades so that the first-class quality of supply that we enjoy is maintained.

Adding to the already stretched budget is the issues of electricity and infrastructure theft. The mitigation efforts are in full force. As the Unit clears up a theft infested area, the next one develops. Electricity theft continues as the need for electricity grows, especially amongst the informal communities within eThekweni. As a result, the Unit has focussed its efforts on electrifying informal communities, thus providing them with a basic level of service. Numerous projects have been completed over the past year, and we envisage bringing joy to a further 15 000 dwellings this year as we continue with our electrification efforts.

We currently have the majority of our national power plants operating at their peaks; however this is insufficient to cater for the demands of the country. Rotational load shedding is occasionally required to bring about stability of the electrical grid. Load shedding will remain with us for the next year or two, as we wait eagerly for the new power plants to come online. In the interim, we must embrace energy efficiency and voluntary load curtailments where possible. These initiatives will help us through these times of power scarcity.

As we welcome the new financial year, my team and I are ready to deal with the many challenges that lie ahead. We will use our passion, skills, determination and drive to ensure that we keep the lights burning in our warm and beautiful city.

Masisebenzisane ukuze sihlale sinogesi !!

Use ONLY what you need.
It's Your City. It Starts With You.



Sandile Maphumulo
Head: Electricity

ELECTRICITY TARIFFS AND SUPPLY CHARGES

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

1. IMPORTANT ELECTRICITY CONTACT NUMBERS

Contact Centre (All Regions)	080 1313 111
SMS Number (Meter Reading/Enquiries)	083 700 0819
<i>To SMS your Meter Reading:</i> you may use any cellular network (Std SMS rate) SMS your reading 5 days prior to your account date (refer sample account -pg 8) SMS your account number, meter number and your meter reading	
Streetlight Faults	080 1313 111
Cable Theft	031 311 9611
E-mail: custocare@elec.durban.gov.za	

2. CUSTOMER SERVICE CENTRES

ETHEKWINI MUNICIPALITY SWITCHBOARD 031 311 1111

CENTRAL REGION

Durban: Central Customer Services 031 311 9086
The Rotunda, 1 Jelf Taylor Crescent

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

NORTHERN REGION

Durban: HQ Building 031 311 9068
1 Jelf Taylor Crescent

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 9285/6/7

ACCOUNT QUERIES (BULK) 031 311 1203

QUALITY OF SUPPLY 031 311 9464

<http://www.durban.gov.za>

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LARGE POWER USER TARIFFS

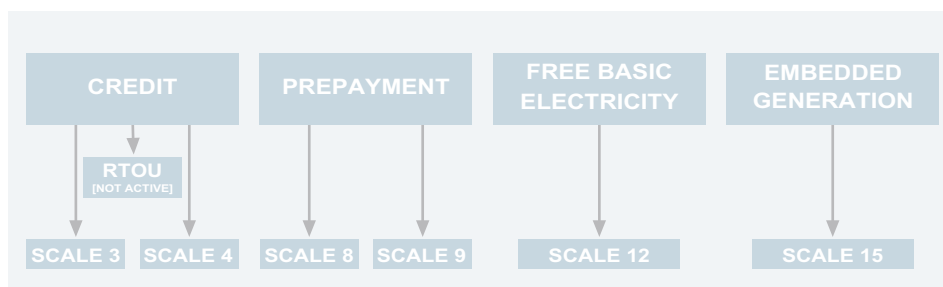
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RESIDENTIAL TARIFFS

INTRODUCTION

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

RESIDENTIAL TARIFFS



GENERAL

Residential tariffs, shall apply to electricity supplied to:

- residential premises (as defined by eThekweni municipality electricity supply bylaws);
- 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.

STATISTICAL DATA

ELECTRICITY PRICE INCREASES (%)

Tariff - Year	2014/2015	2013/2014	2012/2013	2011/2012
Scale 3&4	6,80	4,95	9,80	18,50
Scale 8&9	6,80	4,95	9,80	18,50
Scale 12	5,80	3,50	5,41	9,50
RTOU	6,80	4,95	9,80	18,50

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)	115,32
VAT	16,14
Total	131,46

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)	115,32
VAT	16,14
Total	131,46

General: Estimated charges are raised in months where no meter readings are taken and these are reversed when actual consumption is charged for. The deposit amount can be enquired from customer services as it is periodically reviewed and increased deposits may be charged where required.

RESIDENTIAL PREPAYMENT TARIFFS

SMALL POWER WITH ELECTRICITY DISPENSER SCALE 8

Typical Customers

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

Service Charge

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

Energy Charge

Energy Charge (c/kWh)	115,32
VAT	16,14
Total	131,46

SMALL POWER WITH ELECTRICITY DISPENSER SCALE 9

Typical Customers

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

Service Charge

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

Energy Charge

Energy Charge (c/kWh)	115,32
VAT	16,14
Total	131,46

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

FREE BASIC ELECTRICITY (FBE) PREPAYMENT ONLY

SINGLE PHASE - SCALE 12

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

Note: This tariff is only available to indigent customers who consume 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)	82,58
VAT	11,56
Total	94,14

65 kWh
FREE PER MONTH

General: This tariff is currently 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)
	169,01	84,43	62,54	91,03

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

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

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

RESIDENTIAL EMBEDDED GENERATION - SCALE 15 (SUBJECT TO REGULATORY APPROVAL)

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

Typical Customers Residential customers with embedded generation up to maximum of:

Single phase: 4.6 kVA

Three Phase: 13.8 kVA

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

Energy that the customer consumes from the grid	ENERGY IMPORTED			
	Description of charge		c/kWh	VAT incl
	Energy Rate	IMPORT	115,32	131,46

Energy that the customer generates onto the grid	ENERGY EXPORTED			
	Description of charge		c/kWh	VAT incl
	Energy Rate	EXPORT	74,96	00,00

Note: Energy exported is limited to the amount of energy imported; excess exported energy will be forfeited.

The service charge is only applicable where the nett consumption is less than 300 kWh per month. ie. import minus 65% of export is less than 300 kWh per month	SERVICE CHARGE		
	All Seasons	R/month	VAT incl
		100,00	114,00

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

Service Charge The service charge is a fixed charge and is charged on a monthly basis per point of supply. Only applicable if the nett consumption (i.e. import - 65% of export) is less than 300 kWh per month

General Imported energy will be off-set against exported energy at a ratio of 1:0.65 - i.e. Exported kWh is equivalent to 0.65 Imported kWh. Exported energy will only be off-set to a maximum of the imported energy. Any excess exported energy will be forfeited.

Metering Customers must read their meters and upload the readings on a monthly basis. Where readings are not available, the import energy will be estimated based on previous history, however the export energy will be deemed as zero.

Typical Costs Of Using Appliances

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

Item	Electrical Rating In Watts	Hours Used Per Day	Days Used Per Month	kWh Used Per Month	Monthly Cost At 131.46 Cents/kWh Incl VAT
Air Conditioner	1 500	12	20	360	R473,27
Cellphone Charger	28	5	7	0,98	R1,29
Clothes Iron	1 500	4	6	36	R47,33
Computer	480	2	15	14,4	R18,93
Dishwasher	2 500	2	25	125	R164,33
Freezer (Chest)	250	6,5	30	48,75	R64,09
Geyser	2 000	5	30	300	R394,39
Heater: 2 Bar	1 000	5	15	75	R98,60
Hotplate: 2 Plate	1 500	3	30	135	R177,48
Kettle	2 000	0,5	30	30	R39,44
Lighting: Single 100 W	100	5	30	15	R19,72
Microwave Oven	1 000	1	20	20	R26,29
M-Net Decoder / DVD Player	25	6	30	4,5	R5,92
Oven: Bake Element	1 500	0,5	20	15	R19,72
Oven: Grill Element	1 500	0,5	15	11,25	R14,79
Oven: Warmer Drawer	400	0,8	25	8	R10,52
Pool Pump	750	8	30	180	R236,64
Refrigerator (With Freezer)	400	6,5	30	78	R102,54
Stove: Back Large Plate	1 500	1,5	30	67,5	R88,74
Stove: Back Small Plate	1 000	1	25	25	R32,87
Stove: Front Large Plate	1 500	2	30	90	R118,32
Stove: Front Small Plate	1 000	1	15	15	R19,72
TOTAL STOVE				197,5	R259,64
Television: 51cm Colour	80	6	30	14,4	R18,93
Toaster	800	0,5	15	6	R7,89
Vacuum Cleaner	1 400	3	4	16,8	R22,09
Washing Machine	2 300	4	6	55,2	R72,57

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

$$\frac{1\,500}{1\,000} \text{ kW} \times 2 \text{ hrs} \times 30 \text{ days} \times \frac{131,46}{100}$$

$$1,5 \times 2 \times 30 \times 1,3146$$

R118,32

ELECTRICITY ACCOUNT SAMPLE

THE METRO BILL

FROM METRO REVENUE

PO Box 828, Durban 4000
 Tel: (031) 311 1111 (Switchboard)
 Tel: (031) 324 5000 (Account queries only)
 Fax: (031) 324 5111
 E-mail: revline@durban.gov.za

Mr XXXXXX
 PO BOX 16
 DURBAN
 4000

TAX INVOICE
 VAT REGISTRATION NO 455 010 1457
 N.B. SEE NOTES OVERLEAF

PAYMENT OPTIONS AND IMPORTANT
 NOTES ARE DETAILED OVERLEAF

ACCOUNT NUMBER REKENING NOMMER	DATE OF ACCOUNT REKENING DATUM
743 165000533	2014-07-11

PAYMENT MADE AFTER THIS DATE WILL BE
 REFLECTED ON YOUR NEXT ACCOUNT

GUARANTEE	DEPOSIT
0.00	1822.00

REFERENCES	ACCOUNT DETAILS	AMOUNT
98-05-00	BALANCE BROUGHT FORWARD PAYMENT - THANK YOU ELECTRICITY ACCOUNT-FOR METER READIN QUERIES, PHONE 3001407 SERVICE ADDRESS: XXXXXX	199.27 199.27 CR
E9670981	SCALE 04 - RESIDENTIAL METER NBR. 00B19643 - ROUTINE FROM 05 FEB 2014 TO 05 MAY 2014 BASIC 3073 5442 2369* KWH LESS ESTIMATED CHARGES FROM 10 FEB 2012 TO 10 APRIL 2014 BASIC METER NBR. 00B193266 - ESTIMATED CONSUMPTION FROM 05 MAY 2014 TO 11 MAY 2014 BASIC 167KWH VAT RAISED ON ITEMS* IMPORTANT NOTICE Please ensure that dogs are locked away when our meter reader calls at your premises.	2 731.93 575.75 CR 192.58 328.83
TOTAL AMOUNT PAYABLE BY		2 677.59

Use this number whenever you have a query.

Account date.

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

This amount shows total usage.

The electricity used between these two dates costs this.

You have already been billed these estimated amounts for those months when the meter was not read (estimated consumption).

We estimated you would have used this amount between the date your meter was read and the date of your bill.

This is the amount due.

Name & Address (for correspondence)

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

The meter number for this connection is shown here.

The reading is for this period.

The start reading.

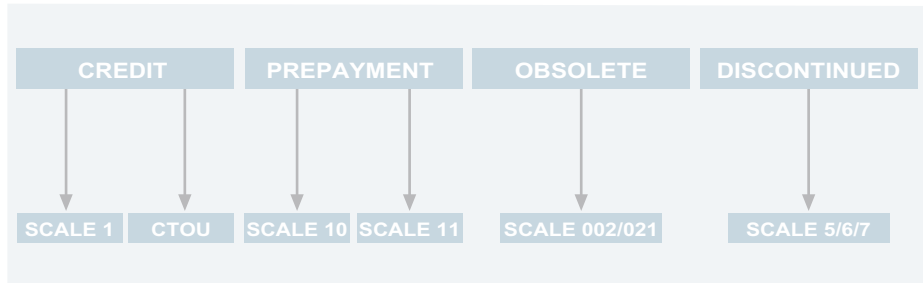
And the end reading was this...

BUSINESS TARIFFS

INTRODUCTION

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

BUSINESS & GENERAL TARIFFS



GENERAL

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

- 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 advise 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
	Peak	Standard	Off-peak	
For customers with Notified Max Demand less than 100 kVA only				
	229,57	114,86	55,95	
	Energy Rates (c/kWh)		Low Season	SEPTEMBER - MAY
	Peak	Standard	Off-peak	
	113,26	91,11	53,00	

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>
49,00	243,10	Only applicable if demand is equal to or greater than 110kVA 25

- Energy Charge** The energy charge is time dependent and seasonally differentiated.
- Service Charge** The service charge is a fixed charge and is charged on a monthly basis per point of supply.
- Network Demand Charge** The network demand charge is based on the highest kVA consumed for the month.
- Minimum Demand Charge** A minimum demand charge of 50 kVA will apply on a monthly basis.
- Network Surcharge** The network surcharge is levied on the sum of all costs with the exception of the service charge. **This charge is only applicable if the network demand is equal to or greater than 110kVA**

Note:

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

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

Time Interval	High Season (c/kWh)	Low Season (c/kWh)
Peak	229,57	113,26
Standard	114,86	91,11
Off-peak	55,95	53,00

Note: The time periods for the high/low season and peak, standard, off-peak are in accordance with page 15.

BUSINESS & GENERAL CREDIT TARIFFS - SCALE 1

Typical Customers Small to medium Commercial and Industrial.

Service Charge This service charge is a fixed charge and is charged per account cycle per point of supply.

Service Charge

Service Charge (R)	170,41
VAT	23,86
Total	194,27

Energy Charge

Energy Charge (c/kWh)	130,23
VAT	18,23
Total	148,46

Concession No service charge is applicable for religious buildings.

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

General Estimated charges are raised in months where no meter readings are taken and these are reversed when actual consumption is charged for. A deposit is required on registration. The deposit amount can be enquired from customer services as it is periodically reviewed and increased deposits may be charged where required.

BUSINESS & GENERAL PREPAYMENT TARIFFS

B & G PREPAYMENT - SCALE 10

Typical Customers

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

Service Charge

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

Energy Charge

Energy Charge (c/kWh)	144,60
VAT	20,24
Total	164,84

B & G PREPAYMENT - SCALE 11

Typical Customers

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

Service Charge

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

Energy Charge

Energy Charge (c/kWh)	144,60
VAT	20,24
Total	164,84

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 superseded by the Commercial Time of Use (CTOU). Please refer to page 10.

(Prices exclude VAT)

Description	Tariff	Tariff Component	Amount
Scale 2 Commercial and Industrial Customers who use a significant portion of their electricity during the night and on weekends.	Scale 2 Meter type 002 Basic: All time periods Surcharge: 07h00 - 20h00 (weekdays only)	Energy Charge (Basic) Energy Charge (Surcharge) Service Charge	55,65 (c/kWh) 132,31 (c/kWh) 174,05 (R)
	Scale 2 Meter type 021 Peak: 07h00 - 20h00 (weekdays only) Off Peak: 20h00 - 07h00 (weekdays) Off Peak rate applies all weekend	Energy Charge (Peak) Energy Charge (Off-Peak) Service Charge	187,96 (c/kWh) 55,65 (c/kWh) 174,05 (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 required. This is periodically reviewed and increased deposits may be charged where required.

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.

Service Charge

Service Charge (R)	174,05
VAT	24,37
Total	198,42

Energy Charge

Energy Charge (c/kWh)	135,53
VAT	18,97
Total	154,50

Monthly Minimum Charge - Scale 6 & 7 Only

A monthly minimum charge of R67,32 + VAT = R76,75 per kW of installed capacity but not less than R 215,59 + VAT = R 245,77

Note: Scale 5,6,7

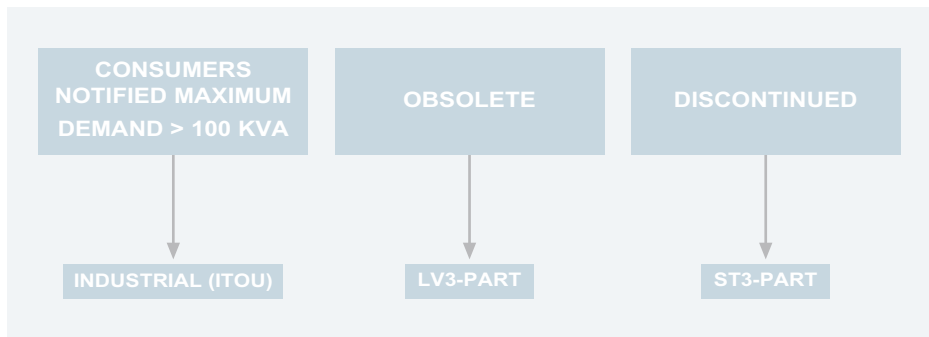
The tariff has been deemed as no longer cost reflective and is now discontinued. Customers on this tariff are urged to combine their supply via a single main circuit breaker and migrate to alternate tariffs. Further details and information are available from the Customer Service Centres.

LARGE POWER USER TARIFFS

INTRODUCTION

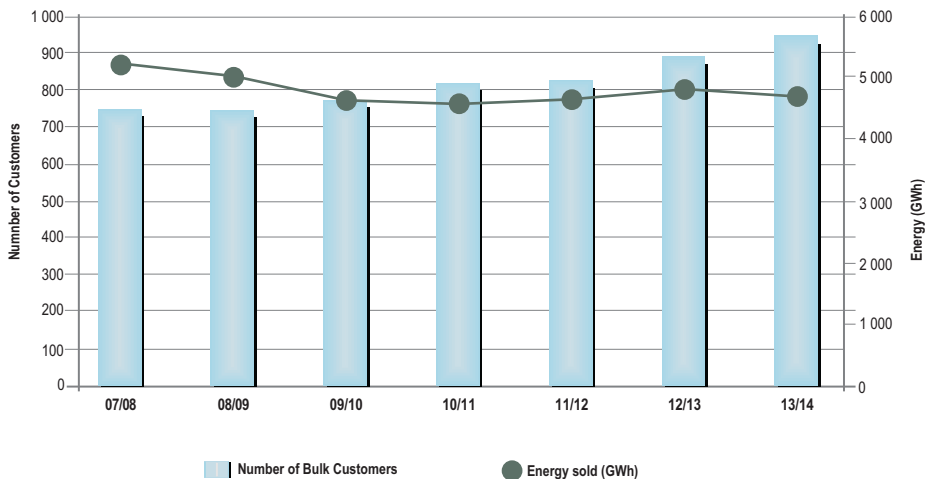
The large power user agreements are entered into for a minimum period of one year. They are intended for customers who consume electricity on a continuous basis throughout the year. The bulk tariffs are designed to have different rates for the same energy component during different time periods and seasons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

LARGE POWER USER TARIFFS



STATISTICAL DATA

LARGE POWER USER TARIFFS



DEFINITIONS

DEFINITIONS FOR UNDERSTANDING BULK TARIFFS

Network Demand Charge (NDC)	Is a charge that is variable on a monthly basis and is charged on the actual demand measured.
Network Access Charge (NAC)	Is a tariff component that is fixed on an annual basis and is charged as a R/kVA on the greater of the notified maximum demand or the actual demand. The network access charge should be the highest kVA that the customer expects the municipality to be in a position to supply.
Restricted Demand	The highest half-hourly demand in kVA taken by the customer between 16h00 and 20h00, Monday to Friday.
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 half-hourly demand notified in writing by the customer for the purpose of claiming a discount and accepted as the minimum value to be used for calculating the maximum demand charge. The notified minimum demand remains in force for one year and may be reduced by giving one month's notice, the revised notified minimum demand shall remain in force for a further period of one year.
Service Charge	Is a fixed charge payable per account to recover service related costs.

PUBLIC HOLIDAYS

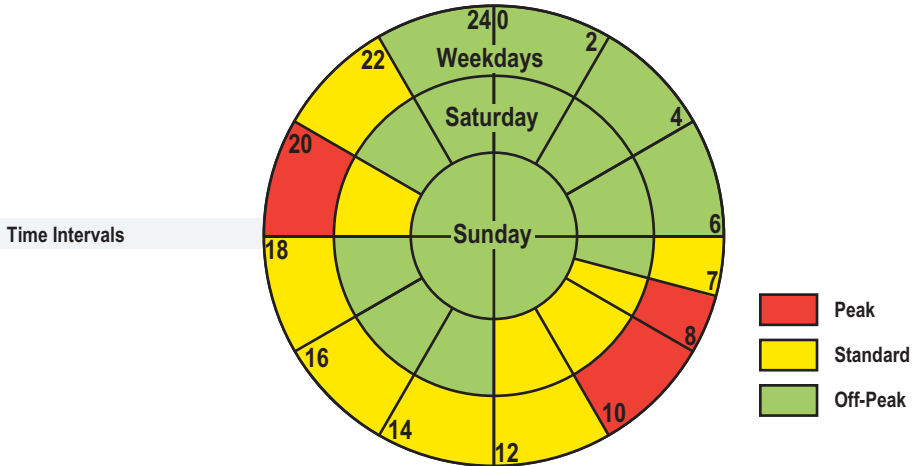
(ONLY APPLICABLE TO TIME OF USE TARIFFS)

Date	Public Holiday	Actual Day of the week	TOU treated as
9 August 2014	National Women's Day	Saturday	Saturday
24 September 2014	Heritage Day	Wednesday	Saturday
16 December 2014	Day of Reconciliation	Tuesday	Saturday
25 December 2014	Christmas Day	Thursday	Sunday
26 December 2014	Day of Goodwill	Friday	Sunday
01 January 2015	New Year's Day	Thursday	Sunday
21 March 2015	Human Rights Day	Saturday	Saturday
3 April 2015	Good Friday	Friday	Sunday
6 April 2015	Family Day	Monday	Sunday
27 April 2015	Freedom Day	Monday	Saturday
01 May 2015	Workers Day	Friday	Saturday
16 June 2015	Youth Day	Tuesday	Saturday

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 Period** The period from 1 June to 31 August inclusive.
- Low Demand Period** 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 graph 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 graph below.



HIGH DEMAND (1 JUNE - 31 AUG) / LOW DEMAND (1 SEP - 31 MAY)			
TIME PERIODS	MON - FRI	SAT	SUN
22h00 - 06h00	OFF-PEAK	OFF-PEAK	OFF-PEAK
06h00 - 07h00	STANDARD	OFF-PEAK	OFF-PEAK
07h00 - 10h00	PEAK	STANDARD	OFF-PEAK
10h00 - 12h00	STANDARD	STANDARD	OFF-PEAK
12h00 - 18h00	STANDARD	OFF-PEAK	OFF-PEAK
18h00 - 20h00	PEAK	STANDARD	OFF-PEAK
20h00 - 22h00	STANDARD	OFF-PEAK	OFF-PEAK

INDUSTRIAL TIME OF USE (ITOU)

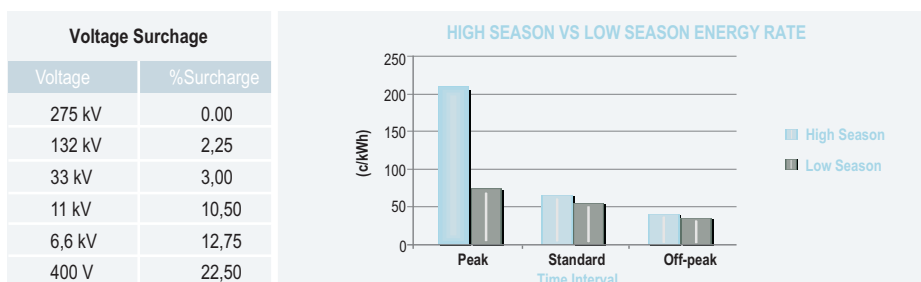
This tariff is designed for customers with a Notified Maximum Demand greater than 100 kVA. Customers opting for this tariff will benefit if they can shift their energy loads away from peak periods and towards Standard/Off-Peak periods.

(Prices exclude VAT)

Industrial Time Of Use (ITOU)	Energy Rates (c/kWh)		
	High Season	Low Season	Off-peak
For customers with Notified Max Demand greater than 100 kVA only	JUNE - AUGUST		
	Peak	Standard	Off-peak
	211,15	68,44	39,61
	SEPTEMBER - MAY		
	Peak	Standard	Off-peak
	72,80	51,94	35,62

Network Demand Charge (R/kVA)	Network Access Charge (R/kVA)	Service Charge (R)
<i>Based on Actual Demand</i>	<i>Based on highest demand recorded</i>	<i>Rand per Month</i>
70,50	22,25	2 659,05

Note: Notified Maximum Demand Rules has been implemented as of 1 July 2014. Please refer to page 18 for further details.



- Energy Charge** The energy charge is time dependent and seasonally differentiated in accordance with the time intervals as illustrated on page 15.
- 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.
- Network Demand Charge** The network demand charge is based on the actual demand (kVA).
- Network Access Charge** The network access charge is based on the highest demand drawn from the network. Customers are encouraged to correctly state their notified maximum demand values to avoid unnecessary charges.
- 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.

OBSOLETE - LOW VOLTAGE 3-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)	947,27
VAT	132,62
Total	1 079,89

Energy Charge

Energy Charge (c/kWh)	55,51
VAT	7,77
Total	63,28

Maximum Demand Charge (MDC)

MDC (R/kVA)	259,68
VAT	36,36
Total	296,04

Restricted Demand Discount (RDD)

RDD (R/kVA)	56,02
VAT	7,84
Total	63,86

General

Minimum Charges

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

DISCONTINUED TARIFFS

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

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

ADVISORY SERVICES

TARIFFS ANALYSIS

The suite of electricity tariffs at 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 to avoid unnecessary electricity charges.

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 9283/5/6/7**

ENERGY EFFICIENCY ADVISORY SERVICE

EThekweni Electricity works closely with Eskom Energy Advisory services to provide advice on energy efficiency measures with the intention of helping customers to attain high levels of energy efficiencies within their factories.

For more information on this service, please contact the Electricity Pricing & Marketing Branch on: **031 311 9283/5/6/7**

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: **031 311 9464** 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 month is required. If the customer can motivate a downgrade sooner, such as for the reasons provided in Clause 3.2.2, permission for a shorter notice period with a minimum of 3 months will not be unreasonably withheld.
- Note:** Only one reduction will be allowed per 12 month cycle.
- 3.2.2. A reduction in NMD to a value that is below the previous 12 months highest recorded demand in all time periods will not be allowed, unless motivated by any of the following:
- (a) Change in operations (not seasonal variations)
 - (b) Closure of plant
 - (c) Installation of load management equipment
 - (d) Implementation of Demand Side Management (DSM) initiatives
- 3.2.3. EThekwini Municipality's approval of a reduced NMD is subject to Clause 3.2.2 above and acceptance by the customer of any revised conditions or charges.
- 3.2.4. The reduced NMD will be applied from the start of the next read cycle following the expiry of the notice period or any lesser notice period as agreed to.
- 3.2.5. If, in the 12 months following any reduction of the NMD under Clause 3.2.1, the reduced NMD is exceeded, the ENP will apply. In addition, the maximum demand level recorded will become chargeable as per the NAC. This will apply from the time of the reduction and the customer will be re-billed accordingly.
- 3.2.6. In an instance where there is a reduction in the NMD, A charge may be required to recover costs due to underutilised assets and infrastructure. Further charges may apply where assets must be removed.
- 3.2.7. Temporary reductions in NMD will not be allowed.

4 EXCEEDENCE OF NMD

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

- 4.1.2. Any exceedance of the NMD shall constitute a breach of 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 because 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 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 today. 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 = R70,50/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 70,50	Demand charge = R70,50/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 70,50						
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Demand Charge (per month)</td> <td style="text-align: right;">R50 337,00</td> </tr> </table>	Demand Charge (per month)	R50 337,00	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Demand Charge</td> <td style="text-align: right;">R35 602,50</td> </tr> <tr> <td>Saving (per month)</td> <td style="text-align: right;">R14 734,50</td> </tr> </table>	Demand Charge	R35 602,50	Saving (per month)	R14 734,50
Demand Charge (per month)	R50 337,00						
Demand Charge	R35 602,50						
Saving (per month)	R14 734,50						

Note: Reducing your maximum demand will also result in lower Network Access Charges.

ELECTRICITY ACCOUNT PAYMENT METHODS

The following methods of payment are available:

1. Direct Debits - The simplest and safest method.
2. By Cheque - Cheques can be posted.
3. In Person - At any authorised eThekweni account vendor

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 Post Offices. 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.



CONNECTION FEES & CHARGES

SCHEDULE OF CONNECTION FEES AND CHARGES

1. CONNECTION FEE

	BASIC TARIFF	14% 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 supplied via 10 mm ² airdac, and 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	R263,16	R36,84	R300,00
1.1.2	R131,58	R18,42	R150,00
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:			
A R100 deposit will be payable on registration of the meter.			
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 (10 mm ² airdac); 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)		
No charge applicable - if all subsidy conditions are complied with			

SECTION B

1.2.1 BASIC COMPONENT: *(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	R6 938,60	R971,40	R7 910,00

			BASIC TARIFF	14% VAT	TOTAL TARIFF
1.2.1.2	For three phase 400 V connections *1(b)(i)(B)iv				
(a)	Up	to 80 A	R12 587,72	R1 762,28	R14 350,00
(b)	81 A	to 100 A	R20 403,51	R2 856,49	R23 260,00
(c)	101 A	to 120 A	R44 105,26	R6 174,74	R50 280,00
(d)	121 A	to 150 A	R49 254,39	R6 895,61	R56 150,00
(e)	151 A	to 200 A	R111 964,91	R15 675,09	R127 640,00
(f)	201 A	to 250 A	R129 140,35	R18 079,65	R147 220,00
(g)	251 A	to 300 A	R166 666,67	R23 333,33	R190 000,00
(h)	301 A	to 400 A	R231 035,09	R32 344,91	R263 380,00
(i)	401 A	to 500 A	R276 298,25	R38 681,75	R314 980,00
(j)	501 A	to 800 A	R305 981,58	R42 837,42	R348 819,00
(k)	801 A	to 1 200 A	R323 789,47	R45 330,53	R369 120,00
(l)	1 201 A	to 1 600 A	R388 607,89	R54 405,11	R443 013,00
(m)	1 601 A	to 2 400 A	R648 153,51	R90 741,49	R738 895,00
(n)	2 401 A	to 3 000 A	R818 035,96	R114 525,04	R932 561,00

1.2.1.3 FOR 11 000 V CONNECTIONS, WITH REQUESTED CAPACITY UP TO 6 000 kVA

(a)	A cost per connection of:	R161 815,79	R22 654,21	R184 470,00
	Plus			
(b)	A cost per kVA of requested capacity of:	R134,21	R18,79	R153,00
1.2.1.4	For 11 000 V and 33 000 V connections where the requested capacity exceeds 6 000 kVA and 18 000 kVA respectively:			
	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: 132 000 V switch-panels at the 275 kV/132 kV substation; 132 000 V switchgear installed at the customer's premises, and any other costs as deemed appropriate by the Engineer, is charged			
NOTE 3	Where requested by the Engineer, customers are required to provide brick substations to the Engineer's specification. Mini-substations up to requested capacity of 500 kVA may be supplied at the Engineer's discretion in residential areas only.			
	The customer must ensure that all substations are 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:

	BASIC TARIFF	14% VAT	TOTAL TARIFF
(a) Rebate for a brick substation:	R32 289,47	R4 520,53	R36 810,00
(b) Rebate for a distributor substation:	R64 578,07	R9 040,93	R73 619,00
1.2.1.7 For Connections within a Township where a Developer has paid for the Supply Mains:			
(a) A charge per single phase 230 V connection:	R1 605,26	R224,74	R1 830,00
(b) A charge per three phase 80 A 400 V connection:	R3 754,39	R525,61	R4 280,00

1.2.2 METERING COMPONENT: *(b)(ii) / 1(b)(ii)

1.2.2.1 For each split single phase electricity dispenser (connected via pilot wire) up to 60 A.	R1 131,58	R158,42	R1 290,00
(a) For replacement of Customer User Interface (CUI)	R456,14	R63,86	R520,00
1.2.2.2 For each split single phase electricity dispenser (wireless) up to 60 A:	R1 412,28	R197,72	R1 610,00
(a) For replacement of Customer User Interface - Wireless	R526,32	R73,68	R600,00
1.2.2.3 For a small power distribution unit (supply only):	R429,82	R60,18	R490,00
1.2.2.4 For each single phase meter up to 80 A:	R728,07	R101,93	R830,00
1.2.2.5 For each three phase electronic meter up to 120 A:	R3 000,00	R420,00	R3 420,00
1.2.2.6 For each set of energy and demand meters suitable per feed: (bulk tariffs)	R8 894,74	R1 245,26	R10 140,00
1.2.2.7 For each three phase (5 A) electronic meter (Suitable for Scale 1 tariff - greater than 120 A):	R3 473,68	R486,32	R3 960,00
1.2.2.8 For Low Voltage current transformer up to 1500 A (Each):	R379,83	R53,17	R433,00
1.2.2.9 For Low Voltage current transformer greater than 1500 A but not exceeding 2000 A (Each)	R445,61	R62,39	R508,00
1.2.2.10 For Low Voltage current transformer greater than 2000 A but not exceeding 3000 A (Each)	R652,63	R91,37	R744,00
1.2.2.11 For reprogramming of existing electronic meter (due to tariff change).	R587,72	R82,28	R670,00
NOTE 4 Where communication is not via the airdac communication pilot wire for pre-payment metering systems, the customer shall provide and install the necessary communication pilot wires.			
NOTE 5 Current Transformers are required for supplies greater than 120 A			

	BASIC TARIFF	14% VAT	TOTAL TARIFF
NOTE 6 Where a meter is recovered, a rebate as determined by the Engineer is to be applied to the replacement meter. The rebate, however, shall not exceed the cost of the replacement meter.			
NOTE 7 A change in tariff may require a change in meter			
NOTE 8 The type of meter installed shall be at the discretion of the Engineer			

1.2.3 SERVICE MAINS COMPONENT: *(b)(iii)

Any dedicated cables feeding into a customer's premises.

- | | | | |
|---|--|--|--|
| 1.2.3.1 For new 230 V connections up to 80 A:
A charge for any dedicated cables or lines from meter point to point on the lateral boundary closest to the pole or consumer distribution unit, charged according to rates in item 2 of this schedule. | | | |
| 1.2.3.2 For all connections other than 230 V connections, any dedicated cables or lines, charged according to rates in item 2 of this schedule. | | | |

1.2.4 SUPPLY MAINS COMPONENT

For any mains extension, charged according to rates in item 2 of this schedule unless a R/kVA*km is specified:

- | | | | |
|--|--|--|--|
| 1.2.4.1 For all 230 V or 400 V connections up to 150 A (100 kVA):
A proportionate share of the cost of LV supply main extensions, excluding crossovers, in excess of 20 metres per customer if fed by cable, or 1 span per customer if fed by overhead line.

A proportionate share of the cost of MV supply mains extensions in excess of 200 metres per substation for a requested capacity of up to 150 A, according to the ratio of requested capacity to the total capacity that the Engineer envisages supplying from that extension. | | | |
| 1.2.4.2 For all 400 V connections above 150 A:
LV supply mains extensions, excluding crossovers, costed 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. | | | |

1.2.4.3 For 11 000 V connections, with requested capacity up to 6 000 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:

BASIC TARIFF	14% VAT	TOTAL TARIFF
R85,09	R11,91	R97,00

1.2.4.4 For 11 000 V and 33 000 V connections where requested capacity exceeds 6 000 kVA and 18 000 kVA respectively:

(a) A guaranteed contribution towards the proportionate cost of any 132 000 V 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 11 000 V or 33 000 V supply mains from the source 132 kV/11 kV or 132 kV/33 kV substation, and the requested capacity.

NOTE 9 For 33 kV network is being phased out and supply at 33 kV is no longer available to new consumers connecting to the grid. Connections will only be considered in exceptional circumstances at the discretion of the Engineer

1.2.4.5 For 132 000 V connections:

A charge equal to the product of a R/kVA*km rate as determined by the Engineer using actual costs; the length of 132 000 V supply mains from the source 275 kV/132 kV substation or 132 kV switchyard, and the requested capacity.

NOTE 10 Where the Engineer has agreed to a second connection, and where the premises have not been allocated as an informal settlement, a full connection fee (all four components) will be charged for.

NOTE 11 Where a connection can be supplied from an existing meter-room that has adequate capacity, 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 scales:

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

CROSS SECTIONAL AREA OF CONDUCTORS mm ²	NUMBER OF CORES	CONDUCTOR	RATE PER METRE				
			CABLE	TRENCHING	BASIC RATE	14% VAT	TOTAL RATE
10	2	Copper	R37,98	R49,51	R87,49	R12,25	R99,74
16	2	Copper	R52,15	R49,51	R101,66	R14,23	R115,89
25	2	Copper	R80,50	R49,51	R130,01	R18,20	R148,21
16	4	Copper	R87,91	R49,51	R137,42	R19,24	R156,66
35	4	Aluminium	R74,77	R49,51	R124,28	R17,40	R141,68
50	4	Aluminium	R88,85	R49,51	R138,36	R19,37	R157,73
95	4	Aluminium	R148,65	R49,51	R198,16	R27,74	R225,90
95	3	Aluminium	R132,90	R49,51	R182,41	R25,54	R207,95
150	3	Aluminium	R193,70	R49,51	R243,21	R34,05	R277,26
150	4	Aluminium	R222,05	R49,51	R271,56	R38,02	R309,58
185	1	Copper	R205,15	N/A	R205,15	R28,72	R233,87
240	3	Aluminium	R297,45	R49,51	R346,96	R48,57	R395,53
240	4	Copper	R1 019,85	R49,51	R1 069,36	R149,71	R1 219,07
240	4	Aluminium	R326,82	R49,51	R376,33	R52,69	R429,02

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

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

CROSS SECTIONAL AREA OF CONDUCTORS mm ²	NUMBER OF CORES	CONDUCTOR	RATE PER METRE		
			BASIC RATE	14% VAT	TOTAL RATE
95	3	Aluminium	R270,41	R37,86	R308,27
95	3	Aluminium (XLPE)	R212,50	R29,75	R242,25
150	3	Aluminium	R270,20	R37,83	R308,03
150	3	Aluminium (XLPE)	R250,25	R35,04	R285,29
240	3	Aluminium	R438,05	R61,33	R499,38
240	3	Aluminium (XLPE)	R411,80	R57,65	R469,45
300	3	Aluminium (XLPE)	R501,30	R70,18	R571,48
300	3	Copper	R1 067,25	R149,42	R1 216,67

(c) Pilot / Telephone cables per meter: R92,11 R12,89 R105,00

(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

Overhead lines shall be charged in accordance with the following scale:

(a) Per pole and metre of overhead line:

VOLTAGE LEVEL	TYPE/SIZE OF CONDUCTOR	RATE PER POLE/ METRE OF OVERHEAD CONDUCTOR		
		BASIC RATE	14% VAT	TOTAL RATE
Low Voltage (LV)	10mm CC /m	R39,26	R5,50	R44,76
	16mm CC /m	R52,87	R7,40	R60,27
	7m Pole (LV CC)	R866,25	R121,28	R987,53
Low Voltage (LV)	25mm ABC /m	R21,65	R3,03	R24,68
	50mm ABC /m	R48,84	R6,84	R55,68
	95mm ABC /m	R72,98	R10,22	R83,20
	9m Pole (LV ABC)	R1 155,00	R161,70	R1 316,70
Medium Voltage (MV)	95mm ABC /m	R240,35	R33,65	R274,00
	10m Pole (MV ABC)	R1 652,00	R231,28	R1 883,28
Medium Voltage (MV)	AAAC Oak /m	R32,80	R4,59	R37,39
	AAAC Pine /m	R24,40	R3,42	R27,82
	10m Pole (MV AAAC)	R1 694,00	R237,16	R1 931,16

(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	14% VAT	TOTAL TARIFF
3.	TESTING OF METERS: *10			
3.1	kWh meters per test:			
	(a) Single phase:	R219,30	R30,70	R250,00
	(b) Poly phase:	R307,02	R42,98	R350,00
	(c) Energy plus demand (bulk) meters per test.	R1 315,79	R184,21	R1 500,00
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:	R166,67	R23,33	R190,00

	BASIC TARIFF	14% 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:	R492,82	R68,99	R561,81
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:	R119,30	R16,70	R136,00
(ii) Where disconnection as a result of unauthorised reconnection of item 4.2.1 (i) above; per disconnection:	R256,14	R35,86	R292,00
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:	R219,30	R30,70	R250,00
(ii) Where disconnected as a result of unauthorised reconnection of item 4.2.2 (i) above; per disconnection:	R403,51	R56,49	R460,00
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	R789,47	R110,53	R900,00
(ii) business or commercial connection, where the minimum charge shall be the greater of R3 300,00 or an amount equivalent to 20% of the average monthly electricity consumption.	R2 894,74	R405,26	R3 300,00
NOTE 13 This charge excludes the cost of the meter. If the Engineer requires that the meter be replaced then the additional meter cost, as listed in item 1.2.2 will be charged and there will be no rebate for the tampered or vandalised meter.			

4.3 REINSTATEMENT OF SERVICES

Where the service has been removed either as a result of illegal bypassing of the meter or as a result of tampering, per disconnection:

	BASIC TARIFF	14% VAT	TOTAL TARIFF
(a) For a single phase connection - Credit Meter	R1 928,95	R270,05	R2 199,00
(b) For a single phase connection - Prepayment	R2 329,82	R326,18	R2 656,00
(c) For a single phase connection - Prepayment Wireless	R2 410,53	R337,47	R2 748,00
(d) For a three phase connection - Electronic Meter (120A)	R4 200,00	R588,00	R4 788,00
4.3.1 Where the service has been removed either as a result of illegal bypassing of the meter in a meter room or as a result of tampering in a meter room, per disconnection:			
(a) For a single phase connection - Credit Meter	R1 728,95	R242,05	R1 971,00
(b) For a single phase connection - Prepayment	R2 129,82	R298,18	R2 428,00
(c) For a single phase connection - Prepayment Wireless	R2 410,53	R337,47	R2 748,00
(d) For a three phase connection - Electronic Meter (120A)	R4 000,00	R560,00	R4 560,00
NOTE 14 Actual cost of re-instatement of services shall apply for all other situations.			
(e) In addition to the above, business or commercial connections, shall pay the greater of R3 300,00 or an amount equivalent to 20% of the average monthly electricity consumption	R2 894,74	R405,26	R3 300,00
NOTE 15 In addition to the appropriate amounts contained in items 4.2 and 4.3 reconnection shall only occur once any arrear consumption charges, estimated charges for unmetered consumption and/or additional deposits owed by the consumer have been paid.			

5 TEMPORARY SUPPLIES

For periods not exceeding 14 days where supply can be provided from existing supply mains (for fetes, religious gatherings, elections, etc.): *13

5.1 For single phase supplies up to 80 A (at point of supply)	R824,56	R115,44	R940,00
(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:	R128,95	R18,05	R147,00
(c) Installation consumption per 60 A per day:	R192,98	R27,02	R220,00
(d) Installation consumption per 80 A per day:	R257,89	R36,11	R294,00
5.2 For 3 phase supplies (at point of supply)	R1 070,18	R149,82	R1 220,00
(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:	R10,53	R1,47	R12,00

6 PROVISION OF LOAD PROFILE RECORDING DATA: *14		BASIC TARIFF	14% VAT	TOTAL TARIFF
6.1	Where the period of recording is not in excess of 7 days:	R3 508,77	R491,23	R4 000,00
6.2	For each subsequent week or portion thereof:	R70,18	R9,82	R80,00
6.3	Where a suitable profile meter is installed	R446,49	R62,51	R509,00

7 QUALITY OF SUPPLY RECORDING				
7.1	Single and three phase (Regulation, Interruptions, Dips and Unbalances)	R3 508,77	R491,23	R4 000,00
7.2	Single and three phase (Regulation, Interruptions, Dips, Unbalances and Harmonics)	R4 385,96	R614,04	R5 000,00

8 TRANSFER BETWEEN RESIDENTIAL CONNECTION TYPES: *16				
8.1	Transfer from Credit metering to Prepaid:			
	(a) Credit metering to prepaid	R1 015,79	R142,21	R1 158,00
	(b) Credit metering to prepaid - Meter Type Wireless	R1 296,49	R181,51	R1 478,00
8.2	Transfer from Prepaid metering to Credit:			
	(a) Prepaid to Credit metering	R609,65	R85,35	R695,00
	(b) Prepaid to Credit metering - Meter Type Wireless	R461,40	R64,60	R526,00
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 40 A subsidised connections to non-subsidised connections will be subject to an additional charge of:	R6 675,44	R934,56	R7 610,00
	(b) Transfers from existing 20 A subsidised connections to non-subsidised connections will be subject to an additional charge of:	R6 938,60	R971,40	R7 910,00

9 RELOCATION OF METER				
9.1	Relocation of a prepaid meter (excludes small power distribution unit)	R982,46	R137,54	R1 120,00
9.2	Relocation of a single phase meter of an underground supply to a position on the boundary determined by the Engineer: *17(b)	R1 170,18	R163,82	R1 334,00

	BASIC TARIFF	14% VAT	TOTAL TARIFF
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	R1 865,79	R261,21	R2 127,00
9.4 Relocation of a meter within or to a meter room:			
(a) Basic Charge	R303,51	R42,49	R346,00
(b) Additional charge per meter relocated	R139,47	R19,53	R159,00

NOTE 17 Where the meter position is moved to a position other than to that determined by the Engineer, the cost of the additional cable required shall be charged for according to rates in item 2 of this schedule

10. REVISIT FEE			
Where accommodation or installation is not ready for the installation of council equipment:	R666,67	R93,33	R760,00

11. DAMAGE TO ELECTRICAL INFRASTRUCTURE

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

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

The image features a 2x2 grid background. The top-left quadrant is light blue, the top-right is light grey, the bottom-left is dark grey, and the bottom-right is a medium blue. The text 'FAQ' is centered in the white space between the top and bottom rows.

FAQ

FREQUENTLY ASKED QUESTIONS

HOW TO APPLY FOR NEW ELECTRICAL CONNECTIONS

1

Visit one of our Customer Service Centres and fill in an application for a new electrical supply:

- Credit application - white form
- Prepayment application - blue form

Other than the original application form, only colour copies in duplicate will be accepted.

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

2

Your completed application will be captured, referenced and electronically sent to the Planning Department for technical analysis and costing.

Once completed, a pro-forma invoice detailing the costs, installation specifications and a meter card will be posted to you.

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

3

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

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

4

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

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

5

Prior to any consumption of electricity on site, the customer must register the connection to an account. The customer will also be liable for the payment of a deposit to successfully register the connection. An account can be opened at any Electricity Customer Service Centre. Payment of deposits for prepaid applications and prepaid account registration must be done in conjunction with payment of connection charges. Your application for electricity has been completed. Should you experience any outages or faults, please contact **080 1313 111**.

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

MANDATORY DOCUMENTATION

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

TIME FRAMES FOR CONNECTIONS

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

REPORTING FAULTS

HOW TO REPORT AN ELECTRICITY OUTAGE OR FAULT

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

Telephone : 080 1313 111 (Toll Free - Landline only)
SMS : 083 700 0819
Email : custocare@elec.durban.gov.za

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

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

HOW TO REPORT THEFT OF ELECTRICITY AND INFRASTRUCTURE

The theft of electricity and infrastructure is on the rise and an appeal is made to the public to be vigilant and report suspicious activities to the cable theft reaction unit on 031 311 9611. Cable theft can also be reported via the contact centre on 080 1313 111 (Toll Free - Landline only).

HOW TO REQUEST FOR STREETLIGHTING

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

The following details are required:

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

To submit a request and check on the progress, the following information will be required from consumers when requesting lighting improvements:

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

HOW TO REPORT A STREET LIGHT FAULT

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

Relevant information should include the following:

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

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

HOW TO REPORT UNSAFE ELECTRICAL CONDITIONS

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

HOW TO VERIFY MUNICIPAL STAFF AND OFFICIAL WORK CARRIED OUT ON THE NETWORK

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

ACCOUNTS AND METERING

HOW IS ELECTRICITY MEASURED

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

HOW TO CALCULATE THE COST OF OPERATING AN APPLIANCE - (SINGLE PHASE)

In order to calculate the cost to operate an electrical device, the following is required:

Appliance wattage rating - Hours of operation - Tariff rate per kWh

Example: The cost to operate a 20 Watt light bulb for 12 hours a day for 30 days is calculated as follows:

APPLIANCE WATTAGE RATING / 1000 x 12 HOURS x 30 DAYS x TARIFF RATE + VAT = TOTAL PER MONTH

$20 / 1000 \times 12 \times 30 \times 115.32 / 100 + 14\% \text{ (VAT)} = R9.47 \text{ per month}$

Please refer to page 7 for typical household appliance ratings and average monthly costs of operation.

HOW IS MY ACCOUNT CALCULATED (Not applicable to industrial & time of use tariffs)

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

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

Total electricity account for period = $544 \times 115.32 / 100 + 14\% \text{ (VAT)} = R 715.17$

Please refer to page 8 for a sample electricity account and further explanations

HOW DOES THE THREE MONTH METER READING AVERAGE WORK

(Not applicable to industrial & time of use tariffs)

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

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

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

Your estimated account from 6th March to 6th April will be based on a daily average of 25 kWh per day
 $25 \text{ (kWh per day)} \times 32 \text{ (days in billing cycle)} \times 115.32 / 100 + 14\% \text{ (VAT)} = R \text{ 1 051.72}$

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

CAN I TELEPHONICALLY LOAD MY METER READINGS ON A MONTHLY BASIS

Yes. This can be done via our contact centre. Make sure that you have your account number and correct meter reading available before you call. You are encouraged to load your reading 5 days prior to your account date (refer top right hand corner of sample account - pg 8). You can also visit one of our customer service centres with your meter reading for capturing or email custocare@elec.durban.gov.za

CAN I SMS MY METER READING ON A MONTHLY BASIS

Yes. SMS your account number (e.g. 831 2555 0391), meter number (e.g. 587356S) and your meter reading as shown on your meter display (e.g. 76948 kWh). You are encouraged to sms your reading 5 days prior to your account date (refer top right hand corner of sample account - pg 8). **Note:** Standard SMS rates apply

WHAT DO I DO IF I DO NOT RECEIVE MY ELECTRICITY ACCOUNT

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

WHERE CAN I PAY MY ELECTRICITY ACCOUNT

Payment for municipal services can be made at the following pay points:

1. Payment at our customer service centres (cash and bank cheques only)
2. Authorised Easy pay Outlets:
 - (a) Cash / Bank Cheque
 - (b) Direct Debit
 - (c) Credit & Debit Card
 - (d) Electronic Transfer (EFT)

Please refer to the reverse side of your electricity account for further details

WHAT CAN I DO IF I SUSPECT MY METER IS FAULTY

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

HOW DO I TERMINATE MY ACCOUNT

Please visit one of our customer service centres to terminate your account. Please inform us at least 14 days prior to the effective termination date as we need to arrange for the final meter reading and finalisation of your account.

CAN I CHANGE TO A PREPAID METER

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

LOAD SHEDDING

WHAT IS LOAD SHEDDING

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

IS LOAD SHEDDING A LAST RESORT TO REDUCE DEMAND AND MAINTAIN NETWORK STABILITY

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

For example:

Demand Market Participation Customers - These are customers that have agreed to reduce their demand by a predetermined amount in exchange for remuneration.

Interruptible Load Customers - These are customers that have agreed to have their loads interrupted under system constraints. In return for this arrangement, these customers are rebated via their tariff.

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

HOW WILL I KNOW IF THERE IS LOAD SHEDDING

Unfortunately the decision to load shed is based on the current status of the electrical grid, therefore advanced notification to load shed is not always possible. The Municipality will however make every effort to ensure that its customers are aware when a request to load shed is received from the system operator. Up to date information will be provided via the radio and newspapers. The website will also be updated and will contain the latest relevant load shedding schedules. Visit www.durban.gov.za or contact 080 1313 111 for further information.

WHAT CAN I DO TO AVOID LOAD SHEDDING

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

Saving electricity has become a key element in managing South Africa's power supply requirements, not only for now but also going into the future.

Here are a few simple tips to help save electricity:

- Use small appliances, they consume less electricity
 - Reduce your geyser thermostats to 55°C
 - Sun-dry washing instead of tumble drying
 - Change to energy saving lamps (CFL's)
 - Switch off appliances at the plug when not in use
 - Do not open fridges and oven doors unnecessarily when in operation
 - Insulate hot water pipes close to the source to prevent heat loss to the surrounding environment
-

ELECTRICITY TARIFFS

WHEN DO ELECTRICITY TARIFFS INCREASE

Municipal electricity tariffs increase once a year on 01 July.

WHO REGULATES THE ELECTRICITY PRICES AND TARIFF STRUCTURES

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

DO ELECTRICITY PRICES VARY IN SUMMER AND WINTER FOR RESIDENTIAL CUSTOMERS

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

IF THERE IS NO INCREASE IN PRICES FOR WINTER, WHY DOES MY ELECTRICITY ACCOUNT INCREASE IN WINTER

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

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

IS IT CHEAPER TO BUY ELECTRICITY ON A (RESIDENTIAL) PRE-PAYMENT OR CREDIT TARIFF

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

ARE THE ELECTRICITY TARIFFS THE SAME FOR ALL CUSTOMERS IN ETHEKWINI

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

HOW DOES THE FREE BASIC ELECTRICITY TARIFF WORK (Pre-Payment ONLY)

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

DO I QUALIFY FOR FREE BASIC ELECTRICITY

Free basic electricity is aimed at the indigent population of Durban. If you are indigent and use <150 kWh per month, you are eligible. If you already have a prepayment meter and if you do qualify, then thanks to our online vending systems, you are automatically a beneficiary of Free Basic Electricity (FBE). The second 20 digit number on your purchased token is the free issue. You will need to collect this in the month that it is valid for. The first 65 units of your consumption is free and the remainder purchased up to 150 units is sold at a reduced rate.

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

NOTIFIED MAXIMUM DEMAND RULES (NMD)

HOW DOES NOTIFIED MAXIMUM DEMAND RULES WORK

When you exceed your notified capacity (kVA) reserved for you by the Municipality, you will be charged based on the kVA percentage exceeded. This will increase your monthly Network Access Charge (NAC) by the Exceeded Network Percentage (ENP). The ENP is calculated as the percentage difference between Maximum Demand and Notified Maximum Demand (NMD). The NMD rules does not affect the energy component.

DOES NMD RULES APPLY TO ME?

The NMD rules will apply to all Industrial Time of Use (ITOU) tariff structures as of 1st July 2014 .

HOW CAN I AVOID BREACHING THE NMD RULES PENALTIES

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

HOW TO APPLY FOR AN INCREASE IN NMD

1

Customers need to fill in the "APPLICATION FOR CHANGES TO EXISTING SUPPLY" (Pink Form) and submit the document to customer services.

2

The Planning Department will analyse and determine if there is available capacity. A quotation will be created if additional charges apply.

3

Upon payment of charges (if any) and acceptance of terms & conditions of the increased supply; the application will be finalised.

4

Customers need to provide a meter card to customer services prior to commencement of the job and provide a copy of the COC on completion.

5

The Notified Maximum Demand will then be adjusted after approval for the next financial month.



BYLAWS

ETHEKWINI MUNICIPALITY ELECTRICITY SUPPLY BYLAWS

DEFINITIONS

In these Bylaws, unless the content otherwise requires:

“**appliance**” means an appliance as defined in the code of practice;

“**area of supply**” means the area within which the Council is authorised by law to supply electricity;

“**Act**” means the Machinery and Occupational Safety Act, Act No. 6 of 1983 and the Regulations made thereunder;

“**Basic component**” means the component of the total connection fee that is charged to recover, where deemed appropriate, the proportionately shared costs of transformation, switchgear, protection, and allocated portions of cable or overhead lines;

“**boundary metering**” means a meter erected in a position that is easily accessible for meter reading purposes without entry into the fenced or walled area of the property, and which is no more than 3m from the road frontage boundary of the property;

“**Category of connection**” means the groups into which connections are allocated. Groups of connections are separated according to the level of voltage at which supply is provided, type of supply and metering, the number of phases, whether supplied from a mini substation or a brick substation, and the requested capacity of the supply;

“**code of practice**” means Code of Practice 0142 - 1981: The Wiring of Premises, as published in the Government Gazette by General Notice 463 of 9 July 1982;

“**Connection fee**” means the charge to an applicant for a connection, which is determined by the Engineer and consists of a Basic component, a Service Mains component, a Metering component and a Supply Mains component;

“**consumer**” means the owner or occupier of any premises within the area of supply which are supplied with electricity by the Council, or any person who has entered into a contract with the Council for the supply of electricity or any person who is lawfully obtaining a supply of electricity from the Council;

“**Council**” means the Durban Transitional Metropolitan Council;

“**credit dispensing unit**” means a unit which dispenses credit for electrical energy in the form of cards and/or tokens for transfer of credit to an electricity dispenser;

“**credit meter**” means a device which records the electricity consumed on a continuous basis, is read at regular intervals and an account is rendered on the monthly basis in accordance with clause 17 of the Electricity Supply Bylaws;

“**Engineer**” shall mean the Executive Director of the Durban Electricity Service Unit, or his duly authorised representative;

“**electrical contractor**” means an electrical contractor as defined in the Act;

“**electrical installation**” means an electrical installation as defined in the Electrical Installation Regulations;

“**Electrical Installation Regulations**” means the Electrical Installation Regulations of 1992 promulgated under section 35 of the Machinery and Occupational Safety Act of 1983 (Act No. 6 of 1983);

“**electricity dispenser**” means a device which measures electrical energy consumed and deducts such energy from the quantity credited by means of cards and/or tokens issued by a credit dispensing unit and isolates the supply to the consumer in the event of the expiry of such credit;

“**formally wired**” means wiring which has been installed by a contractor or a developer, and which is in accordance with SABS 0142;

"high voltage" or **"HV"** means 33 000V or 132 000V;

"informal housing" means any dwelling in any area set apart, reserved, made available, released or acquired for communal or tribal occupation under Black Common Law of Custom or any dwelling in a "designated area" designated in accordance with the Less Formal Township Establishment Act (Act No. 113 of 1991);

"kVA*km" means the product of the requested capacity of an applicant, and the length of the cable or line from or portion thereof by which the connection is supplied;

"low voltage" or **"LV"** means 400V or 230V;

"medium voltage" or **"MV"** means 11 000V;

"meter" shall be the generic term for a credit meter or an electricity dispenser;

"Metering component" means the component of the total connection fee that is charged to recover the cost of the equipment required to measure the consumption of electricity;

"MVA" means 1 000kVA;

"poly-phase supply" means a supply which necessitates a poly-phase cable, in accordance with the Service Unit's standard practices;

"Rand per kVA*km" or **"R/kVA*km"** means the rate of charge in rands per kVA of capacity per km of supply at a particular voltage level, applied to new connections of 1 000kVA and above;

"residential premises" means a dwelling house or building constructed or adapted to be used solely as a residence by one family together with such outbuildings as are ordinarily used therewith;

"service main" means cables or wires and other apparatus for the supply of electricity by the Council laid or erected between the supply main and:

- (i) in the case of an underground service main, the meter or main fuse or other protective device on the consumer's premises: or
- (ii) in the case of an overhead service main, the point at which such cable or wire is connected to the consumer's premises;

"Service Mains Component" means the component of the total connection fee that is charged to recover the cost of the service mains, which is at that portion the cable or overhead lines used specifically by, and dedicated to an individual supply;

"Single-phase supply" means a supply which is via a single-phase cable, in accordance with the Service Unit's standard practices;

"site area" means the area according to survey data, contained within the boundaries of the sub-division, sub divisions, or plot of land on which the premises are situated, or, where the boundaries of the site have not been defined by survey, the area contained within the recognised boundaries or limits of the site as determined by the Engineer;

"small power distribution unit" means a compact unit consisting of a number of socket outlets and a light fitting all protected by circuit breakers;

"small power residential premises" means a dwelling unit or building constructed or adapted to be used mainly as residence by a family unit, together with such outbuildings as are ordinarily used therewith, where supply is single-phase and is metered by an electricity dispenser;

"small power users" means such power users as referred to in Item 7 and Item 8 of the Second Schedule, where the supply is single-phase and is metered by an electricity dispenser;

"substation" means a building housing the Council's electrical equipment, including all integral parts of such building, such as doors and windows and ancillary building work, as well as ventilating, lifting and other equipment installed in conjunction therewith;

“**Supply Main**” means the cable or overhead lines forming that part of the Council’s electrical distribution system to which more than one premises are connected and to which the service mains to individual supplies are connected;

“**Supply Mains component**” means the component of the total connection fee that is charged to recover the cost of the supply mains, which is used, or which the Engineer anticipates to use to supply more than one premises.

NON-DISCRIMINATION

1. (1) Subject to the provision of subsection (2) hereof, no provision of these Bylaws shall be applied so as to discriminate between persons on the grounds of race, religion or gender nor shall it be construed so as to have effect of authorising such discriminations.
 - (2) Notwithstanding the provisions of subsection (1) hereof, discrimination on the grounds of gender may expressly be authorised in terms of any provisions of these Bylaws which prescribes the wearing of appropriate apparel in a public place or imposes a restriction upon the entry of person or persons into public ablution, toilet and change-room facilities or prescribe different standards for such facilities.
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NEW ELECTRICAL INSTALLATIONS

2. (1) No person shall install or permit to be installed a new electrical installation in any premises within the area of supply and connect any such installation to the Council’s supply main, except under the authority of the written permission of the Engineer, which authority the Engineer may grant, subject to such conditions as he may determine, or refuse;
- (2) Application for such authority shall be made to the Engineer on an application form obtainable from the Engineer. Such form shall be signed by the owner of the premises or his duly authorised representative and shall be accompanied by:
 - (a) plans and specifications of the electrical installation which it is proposed to install;
 - (b) in the case of premises outside the City, a plan of the locality in which the premises are situated;
 - (c) a copy of the building plan certified as having been approved by competent authority in respect of each building to be supplied with electricity by means of the installation;
 - (d) in the case of premises, whether inside or outside the city, a site plan, drawn to scale, indicating the position of the building on site, the proposed location of the meter, and its distances from all boundaries according to the Engineer’s requirements.
- (3) Application for various types of connection shall be accepted in areas where that type of connection has been authorised by the Engineer;
- (4) Where any application in terms of section 3(1)(b) hereof is made in respect of premises which have been formally wired, the appropriate connection fee referred to in section 3(1)(c) hereof shall, unless otherwise determined by the Engineer, be the fee as prescribed under Item 1(b) of the First Schedule to these Bylaws.

APPLICATION FOR CONNECTION & NOTICE OF INTENTION TO COMMENCE WORK

3. (1) Before any work authorised by the Engineer in terms of Section 2 is commenced:
 - (a) the electrical contractor shall give notice of his intention to commence such work in accordance with the Electrical Installation Regulations;
 - (b) application shall be made to the Engineer for authority to connect the installation authorised to the supply main; and
 - (c) the applicant shall pay a charge based upon the fees prescribed in the First Schedule that are in force at the time that payment is made. The charge for connections to small power users equipped with an electricity dispenser and who require to purchase electricity on the Scale 9 or Scale 11 tariffs of the Second Schedule, are prescribed in Item 1(a) of the First Schedule. The charges for other connections shall consist of:
 - (i) the appropriate Basic component as prescribed in Item(b)(i) of the First Schedule;
 - (ii) the appropriate Metering component as prescribed in Item(b)(ii) of the First Schedule;
 - (iii) the Service Mains component for extensions as required by the Engineer, and as prescribed in Item (b)(iii) and Item 2 of the First Schedule; with the following provisos:
 - I. Where connections are supplied via overhead cable, the charge will exclude the costs of the first pole costs which is included as part of the Basic component of Section 3(1)(c)(i);
 - II. Where additional overhead lines or cable used for road crossings are included as part of the Basic component of Section 3(1)(c)(i);
 - III. Where additional poles are required in order to obtain the statutory clearance over telephone or telegraph wires, such poles or poles shall be deemed to be included as part of the Basic component of Section 3(1)(c)(i);
 - (iv) The Supply Mains component for extensions as required by the Engineers and as prescribed in Item 1(b)(iii) and Item 2 of the First Schedule; provided that where additional poles are required in order to obtain the statutory clearance over telephone or telegraph wires, such pole or poles shall be deemed to be included as part of the Basic component of Section 3(1)(c)(i);
 - (v) Where an application is made for an increase in supply capacity, the applicant shall be required to pay fees and charges referred to in Section 3(1)(c) hereof as if this were a new application, provided that where the requested capacity does not exceed 6 000 kVA and the existing supply is uprated:
 - I. The Basic component will be the difference in the charges between the existing and requested capacity.
 - II. The Metering component shall only be charged if the meter is required to be changed.
 - III. The Service Mains component shall only be charged if the service cable is required to be changed.
 - IV. The Supply Mains component shall only be charged if the supply mains cable is required to be changed.
- (2) Where the variation between the length of cable used in connecting the premises or sub-station to the supply main and the length of cable paid for in terms of sub-paragraph (iii) or (iv) of paragraph (c) of sub-section (1) exceeds 10 per centum or 10 metres in length (whichever is the greater) the consumer's account shall be adjusted to reflect the cost of the length of cable actually used.
- (3) In giving the notice referred to in sub-section (1)(a) the electrical contractor shall allow sufficient time between the giving of such notice and the date when the supply is required, to enable the Council to effect any extension of the supply main as may be necessary as well as the provision of the service main and to obtain such statutory consents as may be required, and for the purpose of determining the adequacy of the period of notice the electrical contractor shall consult the Engineer:

provided that the Council shall in no way be liable for any loss, damage or other consequence to the applicant the electrical contractor or any other person resulting from any delay in the extension of the supply main or the provision of the service main however caused.

NOTICE OF INTENTION TO ALTER OR ADD TO EXISTING ELECTRICAL INSTALLATION

4. Before making any alteration or addition to any electrical installation installed within the area of the supply that requires an increase in electricity supply capacity, or an alteration to the service, the electrical contractor shall give notice to the Engineer of his intentions in accordance with the Electrical Installation Regulations.
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NOTICE OF COMPLETION & INSPECTION OF WORKS

5.
 - (1) Upon the completion of any work authorised in terms of section 2 or in respect of which notice has been given in terms of section 4, the electrical contractor carrying out such installation, alteration or addition shall give notice of such completion to the Engineer, by submitting the completed original "Certificate of compliance by an accredited person" form, as specified in the Electrical Installation Regulation.
 - (2) The Engineer may, upon receipt of the notice referred to in sub-section (1), inspect and test the work in the presence of the electrical contractor concerned or his authorised representative.
 - (3) The Engineer may, if in his opinion the inspection or test cannot otherwise be satisfactorily carried out, require the electrical contractor, upon proper notice, to open up any joint or wires, trap doors or floor boards or to remove any fittings or castings.
 - (4) Subject to the provisions of section 5(1) and section 13(1) the Engineer shall connect or authorise the connection of the installation to the supply main.
 - (5) Deleted.
 - (6) An inspection and test made by the Engineer in terms of this section shall in no way relieve the electrical contractor concerned of any responsibility or liability for defects in the electrical installation, or operate as a guarantee that the work on such installation has been carried out efficiently.
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INSPECTION OF INSTALLATION

6. The Engineer shall at the request of a residential user or lessor and upon payment of the fee prescribed in Item 3 of the First Schedule - hereto carry out an inspection of the residential user or lessor's electrical installation.
7.
 - (1) The service main shall be installed by the Engineer after due compliance by the owner with the provisions of these bylaws and the code of practice. The position, type and size of the service main shall be determined by the Engineer, provided that he may, upon application by the owner, approve an alternative position, type or size of service main if such alternative is technically acceptable.
 - (2) Deleted.
 - (3) Deleted.
 - (a) The Engineer may in his discretion, subject to the acquisition by the Council of necessary servitudes or wayleaves, convert any service main or portion thereof to supply main.

- (4) Where, in the opinion of the Engineer, it is necessary in order to give a supply of electricity to a consumer or consumers to extend the supply main, such extension shall be paid in accordance with Section 3(1)(c).
- (5) Where in the opinion of the Engineer, the extension of the supply main involves the adoption of an extraordinary method of construction, the consumer shall, before such extensions made, pay to the Engineer in place of the fees prescribed in Item 2 of the First Schedule, the estimated cost of the extension. Where the actual cost of the extension is greater or less than the amount paid, the difference shall be paid by or refunded to the consumer. The proviso to sub-section (4) of this section shall, mutatis mutandis apply when additional consumers are connected to any such extension.
- (6) (a) For the purpose of supplying electricity to premises only one service main shall be permitted; provided that the Engineer may at the request of a consumer authorise the installation of one or more additional service mains where portions of any premises are separately let or occupied or where this is, in his opinion, necessary for technical reasons.

(b) Where the portions of any premises which are separately let or occupied are supplied with electricity through a single meter, the owner of such premises may, with the prior consent of the Engineer, install meters for the purpose of measuring the quantity of current consumed by each tenant or occupier of the several portions of the premises and may charge for such current at a rate not exceeding the prescribed tariff rate. Where meters are installed by the owner, he shall be responsible for the payment of all electricity supplied to the tenants or occupiers of the several portions of the premises.

(c) Where, for the convenience and the advantage of a group of consumers on a single site or premises the Engineer agrees to meter each individual consumer at a point or points from the service main connection point, each consumer's meter shall nevertheless be deemed to be at the service main connection point for the purpose of definition of responsibility of maintenance of supply.
- (7) The Council shall have the right to connect and maintain at its own expense, current limiting or peak load control devices to any portion of a consumer's electrical installation for the purpose of ensuring that the normal service and supply mains are adequate for the maintenance of an efficient supply or for controlling current consumed in relation to peak demands on the Council's electricity supply system, and the Council shall not be liable for any loss, damage or inconvenience arising from any restriction in or interruption of the supply of current resulting from the operation of any such device.
8. (1) (a) Any meter which is to be installed shall be located in a position approved by the Engineer. Except in the case of an installation comprising a small power distribution unit together with an electricity dispenser, the equipment shall be affixed to a panel of an approved type provided by the consumer. In the case of any new electrical installation, such approval shall be obtained before the installation is commenced.

(b) In the case of an installation comprising a small power distribution unit and electricity dispenser, the consumer shall provide and install conduit and conduit inspection boxes to the detail of the Engineer. The Engineer shall supply and install the electricity dispenser. The small power distribution unit shall be installed to the satisfaction of the Engineer.
- (2) Where more than one meter is required by a consumer to measure the quality of electricity supplied through a single service main, the additional meter shall be installed by the Engineer upon payment of the fee prescribed in Item 1(b)(ii) of the First Schedule.
- (3) Where a number of meters are to be installed at one point within the premises, the consumer shall, when so required by the Engineer, provide a meter-room to accommodate such meters. The position and dimensions of such room shall be determined by the Engineer after consultation with the owner or his duly authorised representative.

- (4) All current and potential metering transformers installed in any premises shall be of a type approved by the Engineer and shall either be accommodated on a panel of an approved type, supplied by the consumer or incorporated in the consumer's incoming switchgear. The metering transformers shall be supplied by the Council unless, in the opinion of the Engineer they will not be capable of re-use by the Council on the termination of the supply.
 - (5) Where a consumer elects to transfer to another tariff or to a bulk agreement, applications for transfer shall only be accepted in areas, where that type of transfer has been authorised by the Engineer and will only be performed by the Engineer upon payment of the fee prescribed in Item 15 or Item 16 of the First Schedule.
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ACCOMMODATION & EQUIPMENT TO BE PROVIDED BY CONSUMER

9.
 - (1) Where the total load of any electrical installation in any building is 20kVA or more, the owner of such building shall, where the Engineer so requires, provide accommodation to the satisfaction of the Engineer for such equipment as may be necessary for the supply. Such accommodation shall:
 - (a) comply with the requirements of the Engineer in regards to access, floor space, ceiling height, ventilation, cable ducts, drainage, lighting and doors;
 - (b) be of fire-proof construction;
 - (c) be so located as to give convenient access to the interior thereof at all times.
 - (2) The access to any sub-station erected on the premises of a consumer shall be kept clear at all times to permit the removal or replacement of equipment without undue difficulty even under emergency conditions. The owner shall bear the cost of any damage to property, other than Council property, caused by such operations unless such damage is due to the wilful misconduct or negligent acts of the Council or its officers or servants.
 - (3) Where a transformer sub-station is erected on the premises of a consumer, the Council shall have the right to use such sub-station for the purpose of supplying other consumers; provided that where a substation is used or the Engineer envisages that it will be used, the consumer on whose premises the substation is situated, shall be entitled to a reduced connection fee as indicated in the Note in Item 1(b)(i)(B)IV of the First Schedule hereto.
 - (4) All conduits, cables, switches, plugs, fuses and other fittings, forming part of the electrical installation, including the switchgear or isolators require to control the supply at the point of connection of the electrical installation to the service main, shall be provided by the consumer.
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CHANGES FROM OVERHEAD TO UNDERGROUND MAINS

10. Where a consumer requires the Engineer to install an underground service main in place of an existing overhead service main, the cost of all cable calculated in accordance with Item 2 of the First Schedule shall be paid by the customer, subject, however, to an adjustment as provided for in sub-section (2) of Section 3.

REMOVAL OR RE-LOCATION OF METERS & SERVICE MAINS

11. (1) Where, because of structural alterations to premises it becomes necessary:
 - (a) to remove the service main and meter, such removal shall be effected by the Engineer free of charge. Upon re-connection of the premises, the consumer shall be required to pay the fees and charges referred to in paragraph (c) of sub-station (1) of section 3 hereof;
 - (b) to re-locate, adjust or alter the service main or supply main, the full cost of such re-location, adjustment or alteration shall be borne by the consumer.
 - (2) Where the position of the meter is changed by the Engineer at the request of a consumer, the full cost of the work involved shall be borne by the consumer; provided that where the meter to an underground supply is to be relocated to a point on the boundary where the cables enters the premises, the charge shall be the fee prescribed in Item 17(b) on the First Schedule.

Where the meter to an underground supply is relocated, the service cable between the new and old meter positions shall be abandoned and the ownership thereof shall be transferred to the consumer.
 - (3) Where, due to reconstruction of supply mains or for the correction of any unsafe or unsatisfactory condition for which the consumer is not, in the opinion of the Engineer, responsible it becomes necessary to alter an existing service main or meter position, such alteration and any consequent alteration to the consumer's electrical installation shall be carried out at the expense of the Council.
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INTERFERENCE WITH OVERHEAD SUPPLY OF SERVICE MAINS

12. (1) No person shall permit any tree, shrub or other plant growing on property owned or occupied by him, to interfere with any overhead supply or service main.
 - (2) Where any tree, shrub or other plant growing on any land interferes with any overhead supply or service main or in the opinion of the Engineer is likely to cause such interference, the Engineer may either cut down or trim such tree, shrub or other plant or he may serve a notice on the owner or occupier of such land change upon him to cut down or trim such tree, shrub or other plants within the time specified in any such notice. Upon failure to comply with such notice, the Engineer may himself take steps to remove the cause of the interference and recover any costs incurred from the person upon whom the notice was served from the owner or occupier of such land.
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SUPPLY OF ELECTRICITY OTHER THAN TO SMALL POWER USERS

13. (1) Every applicant for a supply of electrical current from the Council shall deposit with the Council such sum as the Council deems sufficient to cover the estimated cost of two months' supply, provided that:
 - (a) the Council may permit an application to deposit such sum as it deems sufficient to cover the estimated cost of one month's supply where the applicant elects to pay by the direct debit method;
 - (b) the Council may require an applicant to deposit such sum as it deems sufficient to cover the estimated cost of three months' supply in such circumstances as the Council deems appropriate.
- (2) Should the amount deposited in terms of sub-section (1) subsequently prove to be insufficient, the consumer shall, within 7 days of being called upon to do so by the Council, deposit such further sum as may be necessary to increase the deposit to an amount sufficient to cover the actual or provisionally assessed cost of two months' supply or, if the Council deems it appropriate, of three months' supply.

The Council may, if it considers the amount deposited to be excessive, authorise the refund of a portion thereof.

- (3) The Council may accept a written guarantee in lieu of any deposit required in terms of sub-section (1) or (2) hereof.
- (4) Where an applicant for the supply of electric current or an existing consumer of electric current is a corporate person (other than a public legal body or a public listed company), such applicant or consumer shall, in addition to any security provided in compliance with the foregoing provisions of this section, lodge with the Council when required by him to do so, a guarantee for an amount specified by and in terms approved by the Council and given by such natural person or persons as the Council may approve in their personal capacities; provided that the Council may at any time require any such consumer to furnish a further guarantee for such additional amount as the Council may determine.
- (5) Failing compliance with any request for a deposit or increased deposit or for a guarantee as provided in this section, the supply of electricity may be withheld until such deposit has been made or the guarantee furnished or if the supply has already been connected, it may forthwith be disconnected and thereafter the supply shall not be reconnected until the deposit has been paid or the guarantee furnished.
- (6) The deposit lodged with the Council in terms of this section may be applied to the payment or part payment of any amount due to the Council by the consumer either for electricity supplied or for services rendered in connection with such supply.
- (7) On 30 June in each year the Council shall cause the deposit account of every consumer who made a deposit under this section prior to the 31 December in the year immediately proceeding to be credited with simple interest at such rate, not exceeding 3% per annum, as the Council may from time to time determine; provided that no such interest shall be credited where the deposit has been held by the Council for less than six months. The interest so credited shall be paid to the consumer at the time the amount deposited by him in terms of this section is refunded; provided that the Council may in the case of deposits of R50 and over and where the consumer so requests, credit the interest to the consumers' account for current consumed or provisionally estimated to have been consumed.

SUPPLY OF ELECTRICITY TO RESIDENTIAL CONSUMERS EQUIPPED WITH AN ELECTRICITY DISPENSER AS REFERRED TO IN ITEM 7,8,9, & 10 OF THE SECOND SCHEDULE

- 13A.
- (1) The supply of electricity under these scales is only available in areas designated by the Engineer from time to time where a token operated electricity dispensing system has been put into effect.
 - (2) Application for the supply of electricity under these scales shall be made to the Engineer and shall be accompanied by the fees prescribed in Item 1 of the first schedule.
 - (3) On payment of the fee referred to in (2) above, the Engineer shall provide and install all equipment required for delivering electricity to the consumer's premises. If a small power distribution unit is supplied it will become and remain the property of the consumer. All other equipment, including the line or cable and electricity dispenser will be maintained by the Electricity Department and shall remain its property.
 - (4) The Engineer shall be entitled to change a credit meter for an electricity dispensing unit where he considers that for technical or other reasons it is in the best interest of the service, in which case the electricity service shall bear the cost of the changeover.
 - (5) The Engineer shall be entitled to remove its equipment on termination of the supply to the consumer.

- (6) The energy consumption shall be paid for in advance by the purchase of tokens or the equivalent from the City Treasurer or his authorised representative. Such tokens shall only be issued to consumers giving their consumption address and supplying an identification number.
 - (7) The consumer shall afford Electricity Department officials free access to the premises at all reasonable times for the purpose of inspecting and/or maintaining the electricity dispenser.
 - (8) Every consumer of electrical current under this section shall be required to deposit with the Council such sum as the Council deems sufficient to cover or partially cover all the costs of replacing an energy dispenser. Such deposits will be refundable to the consumer who made the deposit after notification by the dispenser. Such deposits will be refundable to the consumer who made the deposit after notification by the consumer that he intends to cease taking supply; provided that his connection and metering is still operating correctly.
 - (9) On 30 June each year the Council shall cause the deposit of every consumer who made the deposit under this section prior to 31 December in the year immediately proceeding to be credited with simple interest at such rate, not exceeding 3% per annum, as the Council may from time to time determine, provided that no such interest shall be credited where the deposit has been held by the Council for less than six months. The interest so credited shall be paid to the consumer at the time the amount deposited by him in terms of this section is refunded.
 - (10) Only one instance of charging a connection fee according to Item 1(a) of the First Schedule, shall be permitted at any one premises.
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PROVISION OF ELECTRICAL CONSUMPTION DATA

14.
 - (1) Load Profile recording data may be obtained from the Council on payment of the fee prescribed in Item 14 of the First Schedule.
 - (2) Metering pulse may be provided where a bulk or Time-of-Use meter is installed on payment of the monthly fee as prescribed in Item 12 of the First Schedule.
-

TEMPORARY SUPPLY OF ELECTRICITY

15.
 - (1) Subject to the provisions of sub-section (2) hereof where application is made for a temporary supply of electricity, the Engineer shall furnish the applicant with the estimated cost of connection and disconnection. The applicant shall pay such estimated amount before the supply is given and shall pay for the electricity consumed at the prescribed tariff rate. Where the variation between the actual cost of connection and disconnection and the estimated cost exceeds 10 per centum, the applicant's account shall be adjusted to reflect the actual cost.
 - (2) Temporary single-phase supplies for the periods not exceeding 14 days for fetes, religious gatherings, election lighting and similar purposes may be provided to premises situated immediately adjacent to suitable existing supply or service mains upon payment of the charge prescribed in Item 13 of the First Schedule.

DUTIES OF CONSUMER

16. (1) Every consumer shall maintain the electrical installation, sub-stations and all appliances on the premises owned or occupied by him in good order and repair and shall be responsible for the safe-keeping of all meters, service fuses, service mains, and other electrical apparatus and fittings belonging to the Council which are placed and installed on his premises. The consumer shall be responsible for any loss of or damage to any apparatus and fittings to the Council which directly or indirectly results from a failure on his part to exercise all reasonable care in safeguarding the same, or is caused by any wilful or negligent act or omission of the consumer or of his employee or agent or any person who is upon the said premises with the consent, tacit or otherwise, of the consumer, or given on his behalf, and the consumer shall pay to the Council on demand the cost of making good or of repairing any such loss or damage as ascertained and certified by the Engineer.
 - (2) Where a consumer discovers any fault or defect in any electrical installation, he shall immediately cut off the supply at the main switch and arrange for the rectification of the fault or defect.
 - (3) Where, in the opinion of the Engineer, the electrical installation in any premises is not in accordance with the bylaws or the code of practice or where in his opinion there is any defect in such installation or sub-station or in any appliance used in or on such premises which is likely to cause injury to life or damage to property, he may, by notice, call upon the consumer to bring the installation sub-station or appliance into conformity with the bylaws or wiring regulations or to remove the defect within the period specified in the notice. Upon the failure of the consumer to comply with such notice within the period specified, the Engineer shall have the right to disconnect the supply of electricity to such premises.
 - (4) If a consumer fails to perform the duties imposed on him by sub-section (1) or if he fails to comply with the terms of a notice given to him in terms of sub-section (3) within the period specified in such notice, the Engineer may, at the cost of the consumer, himself cause any work to be carried out which he considers necessary to bring the electrical installation, sub-station and appliances on the premises concerned into good order and repair and remedy any defect therein or to bring the electrical installation into conformity with the bylaws or the code of practice, as the case may be. (P.N. 502/85)
 - (5) A user or lessor is required in terms of the Electrical Installation Regulations to be in possession of a valid certificate of compliance for each installation used or leased by him.
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ACCOUNTS

17. (1) All electricity consumed shall be paid for at the appropriate tariff rate prescribed in the Second Schedule.
- (2) Accounts shall, as far as practicable, be rendered monthly and shall be paid within 21 days from the date of the account. Where a consumer fails to pay the account within such period, the Engineer or the City Treasurer may cut off the supply. A consumer whose supply of electricity has been disconnected in terms of this section shall not be entitled to be reconnected to the Council's supply main until the amount of the account and the prescribed reconnection fees have been paid in full.
- (3) Meters will, as far as practicable, be read at intervals not exceeding six months and electricity consumed between meter readings shall be deemed to have been consumed evenly between such meter reading dates. No deduction of or addition to the prescribed monthly fixed or minimum charges will be made unless the date of reading is at least five days before or after a full period of one month or a multiple thereof from the previous reading. Where a meter is read less than or more than one month or a multiple thereof after the commencement of an account or where an account is terminated less than or more than a month thereof after the preceding reading of the meter, the monthly fixed or minimum charge will be proportioned accordingly. For the purpose of assessing fixed or minimum charges 'one month' shall be reckoned as 30 days.

- (4) (i) In those months in which any meter is not read the City Treasurer shall render an account for a provisional sum for electricity, such provisional sum to be assessed by him with due regard, wherever possible, to the average monthly value of fixed or minimum charges and of electricity consumed upon the premises served by the meter and to any tariff changes that may have occurred, provided that where there has been no previous consumption the City Treasurer may determine the amount of the said provisional sum by reference to such consumption on other similar premises as he considers would constitute a reasonable guide.
- (ii) In those months in which any meter is read the City Treasurer shall render an account for the total quantity of electricity consumed since the previous reading, together with the appropriate fixed or minimum charges and shall deduct therefrom the total amount of provisional sums (if any) which may have been charged in terms of paragraph (i) since such previous meter reading.
- (iii) The provisions of sub-section (2) shall apply to accounts rendered in terms of this sub-section.
- (5) Where any meter is found to have ceased to register and to have registered inaccurately to an extent of more than 2 and a half % the quantity of electricity to be paid for by the consumer from the date of reading of the meter prior to its failure to register or becoming faulty up to the time of its repair or replacement shall, unless the consumer is able to establish to the satisfaction of the Engineer that a lesser or greater quantity of electricity was in fact consumed, be estimated by the City Treasurer on the basis of:
- (a) the average monthly consumption of electricity upon the premises served by the meter during a period of up to twelve months prior to the last registration, or the date on which it ceased to register accurately or, if this is not possible;
- (b) the quantity of electricity consumed upon such premises during the corresponding month or months of the previous year or, if this also is not possible;
- (c) the average monthly consumption upon the premises served by the meter over a period of up to twelve months after its repair, where consumption is measured using a credit meter; or on the average consumption of similar consumers within the same area, where supply is via an electricity dispenser.
- (6) The record by any meter installed on any premises by the Council shall be conclusive proof of the quantity of electricity consumed provided that where such meter is tested as hereinafter provided and found to be more than 2 and a half % inaccurate, the City Treasurer shall correct the consumer's account to conform to the result of the test and shall refund to the consumer any amount paid by him in excess of the amount due. No such adjustment shall, however, be made in respect of any period prior to the last metered period for which an account is rendered to the consumer unless the consumer is able to establish to the satisfaction of the Engineer that the meter was inaccurate during such prior period.
- (7) The Engineer may and shall at the request of any consumer and upon the payment of the fee prescribed in Item 10 of the First Schedule, test the accuracy of any meter installed by the Council. Where any such test is carried out at the request of the consumer, the fee paid by him shall be refunded if the meter is found to be more than 2 and a half % inaccurate.
- (8) Deleted.
- (9) Where portions of any premises which are separately let or occupied are separately metered, and the owner of the premises accepts responsibility for the payment of all or some of the accounts of the tenants or occupiers, he shall not be permitted to summate the current consumed by such tenants or occupiers in order to obtain any benefits under the tariffs.
- (10) Cheques drawn on any branch bank situated within the area of supply need not include bank exchange.

INTERRUPTION OF SUPPLY

18. (1) The Council shall not be liable for any loss or damage, direct or consequential, due to or arising from any interruption, diminution or discontinuance of the supply of electricity or any temporary increase or surge therein, occasioned by a strike, blackout, war, Act of God, legislative action or embargo or any other cause beyond the Council's control or by any fault occurring in the machinery, supply or service mains or other apparatus of the Council or by the rectification of any such fault. The consumer is deemed to hold the Council indemnified against any action, claim, expense or demand arising from or in connection with any of the matters aforesaid.
 - (2) The Engineer may without notice, interrupt the supply of electricity to any premises for the purpose of carrying out emergency repairs to supply or service mains.
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TERMINATION OF SUPPLY

19. (1) A consumer may terminate the supply of electricity by giving the City Treasurer at least 14 days' notice of his intention to cease taking a supply.
- (2) Any consumer who vacates the premises supplied without giving notice as required by sub-section (1) hereof, shall be liable to pay for all electricity consumed on the premises up to the premises up to date that the new occupant of the premises accepts responsibility for the electricity supplied thereto.
- (3) Upon the termination of the supply, the Engineer shall be entitled to disconnect the supply to the premises unless an application for the continuance of the supply to such premises has been made to the City Treasurer in terms of section 13 of these Bylaws.
- (4) A consumer who has given notice in terms of sub-section (1) hereof may claim a refund of the amount deposited by him, or so much thereof remains after the deduction of any amount owing by him for electricity supplies or service redeemed together with interest on the amount deposited, calculated up to the date on which the refund is claimed unless such interest has already been credited to the account as in section 13.(7) provided. The City Treasurer shall make payment of the amount due within 30 days from the date of the receipt of any such claim.
- (5) Where no claim for a refund of the amount deposited is made -
 - (a) within 30 days of the date of the termination of such supply, no interest shall accrue after the expiration of such period;
 - (b) within five years from the date of termination of supply, the deposit shall be forfeited to the Council: provided that if a claim is made after the expiry of five years from the date of termination of supply, the City Treasurer may in his absolute discretion refund such amount.
- (6) Should electricity not be consumed for a continuous period of 6 months by:
 - (i) consumers on the small power users' tariff;
 - (ii) consumers whose supply has been disconnected for non-payment of account and who have not applied for reconnection during the specified period.

The Engineer shall be entitled to remove all of the Department's apparatus and equipment installed on the consumers' premises.

PROHIBITED ACTS

20. No Person shall -

- (a) Tamper or interfere with any meter, supply or service main, main fuse or other electrical apparatus belonging to the Council;
 - (b) erect any pole, mast or wire or other similar structure in close proximity to any overhead supply or service main or in such position or in such manner as is likely to cause danger from electrical current to himself or any other persons or damage to the electrical installation;
 - (c) tap or attempt to tap or cause or permit to be tapped, any supply main or service main in any manner by which an unmetered needed supply of electricity or supply other than or in excess of that contracted for might be obtained, abstracted or diverted;
 - (d) except as provided in sub-section (6) of section 7 of these Bylaws sell or supply electricity supplied to him by the Council to any other person or knowingly permit any such sale or supply to be made;
 - (e) without the written permission of the Engineer directly or indirectly connect any electrical installation to a supply or service main;
 - (f) operate any motor or other machinery in such a manner as to cause undue or unnecessary disturbance to the electrical pressure on the supply main conveying such electrical current to his premises, or disregard any directions given to him by the Engineer in regard to the proper operation of such motor machinery;
 - (g) use any electrical current supplied by the Council in any unauthorised manner or in contravention of the Bylaws or commit any act which is likely to interfere unduly with the efficiency of the supply. In the event of any such interference, the Engineer may, if his directions in regard thereto are not carried out, disconnect the supply of electricity.
 - (h) connect any defective appliance to an electrical installation.
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DISCONNECTION AND RECONNECTION

21. (1) Where an electrical installation has been disconnected by the Engineer either at the request of the consumer or in consequence of a breach of any of these Bylaws, or of a failure to comply with a notice served by the Engineer, the supply shall not be reconnected or used until the reconnection fee prescribed in Item 11 of the First Schedule has been paid in full and the breach giving rise to the disconnection has been remedied; provided that no reconnection fee shall be payable when the supply of electricity is temporarily disconnected in order to enable the owner to repair the roof of his premises.
- (2) No person other than the Engineer or person specially authorised thereto by the Engineer in writing shall reconnect or attempt to reconnect or permit the reconnection of any electrical installation which has been disconnected by the Engineer to the supply or service main.
- (3) In the event of a contravention of the preceding provisions of this section, it shall be presumed (unless the contrary is proved) that the reconnection or attempted reconnection was done or permitted as the case may be by the consumer.
- (4) Where a new consumer takes over premises already connected to the Council's supply main no connection fee shall be payable unless for any reason the adjustment or replacement of the service main is necessary in which event the cost of adjustment or replacement shall be borne by such new consumer.

NOTICES, ORDERS & OTHER DOCUMENTS

22. (1) Every notice, order or other document provided for in these Bylaws and requiring authentication by the Council shall be sufficiently authenticated if signed by the Engineer.
- (2) Any notice, order or other document which is required by these Bylaws to be served upon or given to an occupier of premises shall be deemed to have been properly served upon or given to him if it is addressed to him personally or is addressed to the occupier as such of the premises.
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BYLAWS ADDITIONAL TO OTHER POWERS

23. These Bylaws shall be deemed to be in addition to and not in substitution for any power, right or privilege conferred upon the Council or the Engineer by any other law and shall not derogate in any way from any penalty or liability to which any person may be subject under any other law.
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SPECIAL CONTRACTS

24. Where the provisions of these bylaws conflict with the terms and conditions of an agreement for the supply of electricity concluded by the Council under the authority conferred by paragraph (d), (e) and (f) of Section 180 of the Local Government Ordinance, 1942 (Ordinance No. 21 of 1942), or any amendment thereof, the terms and conditions of such agreement shall prevail.
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REGISTRATION OF ELECTRICAL CONTRACTS

25. Deleted.
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OFFENCES & PENALTIES

26. (1) Any persons who -
- (a) Contravenes any provision of these Bylaws; or
 - (b) contravenes any conditions imposed upon the granting of any application, consent, approval, concession, relaxation, permit or authority in terms of these Bylaws; or
 - (c) fails to comply with the terms of any notices served upon him in terms of these Bylaws; Shall be guilty of an offence and liable, upon conviction, to the maximum penalty prescribed for the offence by section 266 (7)(a) of the local Authorities ordinance, No. 25 of 1974.
- (2) Failure to comply with the terms of any condition or notice referred to in sub-section (1) (b) or (c) above shall constitute a continuing offence and a person failing to comply with the terms of such condition or notice shall be guilty of a separate offence for each day during which fails to comply with such terms.

REPEAL

27. The Electricity Supply Bylaws published under Provisional Notice No. 184 of 1931, as amended, the Service Connection Charges, etc. as published under Provisional Notice No. 197 of 1936, as amended, the Electricity Supply Tariffs as published under Municipal Notice No. 25 of 1961, the Electricity Supply Bylaws of the erstwhile Tongaat Town Board published under the Provisional Notice No. 502, as amended and the Bylaws relating to the registration of electricity compliance as published under Provincial Notice No. 66 of 1955 are hereby repealed.



NORTHERN

CENTRAL

SOUTHERN

BESTERS CUSTOMER SERVICE CENTRE

PINETOWN CUSTOMER SERVICE CENTRE

DURBAN CUSTOMER SERVICE CENTRE

ISIPINGO CUSTOMER SERVICE CENTRE

INDIAN OCEAN

Suburbs and areas labeled include: DUDLEY PRINGLE, ZIMPODWENI, MAMBUNDWINI, INANDA, WATERLOO, TONGAAT, UMDLOTI BEACH, PHOENIX, KWAMASHU, UMHLANGA ROCKS, CATO RIDGE DRUMMOND, KWANYUSWA, EMBO, CLAREMONT, WESTVILLE, SPRINGFIELD, CATO MANOR, SHONGWENI, GILLITTS, BRUMONT, ZWELIBOMVU AREA, QUEENSBURGH UMLAZI, BLUFF, UMBUMBULU, UMBOGINTWINI, ADAMS MISSION, ILLOVO, UMGABABA, and MAGABENI.

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