
# TARIFF BOOK 2022-23

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# CONTACT INFORMATION

| | |
|---|---|
| Main Contact Centre | 041 506 5555 |
| Accounts: Enquiries/Complaints | 041 5065555<br>customercare@mandelametro.gov.za |
| Disconnections/Re-connections | 041 506 7230/33/36 |
| Faults - Meter & Cable | 041 506 5595 |
| New Services: Port Elizabeth | 041 392 4162 |
| New Services: Uitenhage & Despatch | 041 994 1268 |
| Traffic Signals & Street lights | 041 506 5595<br>ElecCallCentre@mandelametro.gov.za |
| Interactive Voice Response (IVR) System | |
| IVR Account Balance Enquiry | 041 506 5533 |
| IVR Account Payment (Pay-by-Phone) | 041 506 5524 |
| IVR Electricity Prepayment Purchase | 041 506 5524 |
| IVR Voluntary Meter Reading | 041 506 5528 |
| IVR Copy of Latest Statement | 041 506 5537 |
| IVR Reporting of Alleged Theft, Fraudulent Activity or Damage to Municipal Property | 041 506 5522 |
| IVR SMS Services | 31151 |

# FOREWORD

The Constitution of the Republic of South Africa (Act No. 108 of 1996) mandates the municipalities to provide services to the residents in a sustainable manner. As such, the Municipal Finance Management Act (Act No. 58 of 2003) outlines that the municipalities are to set tariffs for the provision of services.

The sustainability of the electricity and energy business has faced major challenges. Part of the challenges are energy security and the lack of generation capacity in South Africa which has led to rolling outages throughout the country and steep electricity tariffs from a single supplier, being Eskom. As a result, more customers are deflecting from the NMBM grid seeking alternative energy options, which is continuously resulting in a reduction kWh sold by the Nelson Mandela Bay Municipality (NMBM).

Electricity losses have unfortunately reached unacceptable levels in recent years. This is mainly due to customers who are either not willing or unable to pay for services and thus resorting to electricity theft by means of meter tampering, meter bypass and direct connections. This behaviour is not acceptable and is condemned by the Electricity & Energy Directorate.

The Electricity and Energy Directorate intends to diversify its energy portfolio in an effort to improve stability around energy security within the city. This will be done through facilitation where customers will be given an option to be able to self-generate power through a guided regulation framework. To this end, the NMBM has approved Net-Billing tariffs that will allow customers to generate and export power back into the NMBM grid.

Additionally, Wheeling tariffs have been approved and when introduced, will enable Small Scale Embedded Generators (SSEGs) to use the NMBM grid to export power to their intended customers. The rules for SSEG are published on the NMBM website. While wheeling is limited to a single supplier and single off-take, the Directorate is permitting one to many wheeling for entities who hold a NERSA issued Electricity Trading License.

The Electricity & Energy Directorate's key strategies are to focus on the reduction of electricity losses, the reduction of electricity tariffs by aggregating the energy resources from Independent Power Producers and self-generation.

The aim of the Tariff Book is to ensure that the NMBM provides services to all its residents in a sustainable manner. The Tariff Book provides a detailed description of each tariff category and offers the customer an opportunity to interact with tariffs, to gain further understanding and, where applicable, select the most suitable tariff available within the set criteria.

It should be noted that some tariffs are intended to be phased out over the next two to three years. This Tariff Book provides NMBM customers with an opportunity to familiarise themselves with the upcoming changes in the tariff structures and options.

# DEFINITIONS

| Abbreviation/Term | Explanation/ Definition |
|---|---|
| 1P | 1 part |
| 2P | 2 part |
| 3P | 3 part |
| 4P | 4 part |
| A | Ampere |
| ATTP | Assistance to the Poor – refers to the programme applicable to domestic customers qualifying for Free Basic Electricity |
| BS | British Standards |
| c | cents |
| c/kWh | cents per kilowatt-hour |
| CDU | Consumer Distribution Unit |
| CT | Current transformer. The CT transforms the primary current of the line conductor to a smaller, more easily managed current that is carried to the meter which is directly proportional to the primary current. |
| DIN | Deutsches Institut für Normung e.V. (DIN, in English, the German Institute for Standardization) |
| EHV | Extra High voltage. EHV networks consist of supply at a voltage equal to or greater than 132000 volt (132kV). |
| ELV | Extra low voltage (230 volts) |
| EmGen | Embedded Generation |
| excl. | excluding |
| FBE | Free Basic Electricity – a defined quantity of free electricity deemed necessary to provide basic services as determined and funded by the National Government for the self-targeting poor households as a result of the Government policy to alleviate poverty |
| FY | Financial Year – a period of twelve months for calculating annual budgets, profits and losses. NMBM's financial year starts at the beginning of July each year and ends at the end of June the following year. |
| GIS | Geographic Information System |
| GPRS | General Packet Radio Service. GPRS is a packet-switching technology that enables data transfers through cellular networks. It is used for mobile internet, MMS and other data communications. |
| GWh | gigawatt-hour |
| hr | hour |
| HV | High voltage. HV networks consist of supply at a voltage greater than 33000 volt (33kV) up to 132000 volt (132kV). |
| IBT | Inclining Block Tariffs |
| incl. | Including |
| IPP | Independent Power Producer. A generation facility that is connected to the distribution or transmission grid and requires |

| Abbreviation/Term | Explanation/ Definition |
|---|---|
| | according to schedule 2 of the Electricity Regulation Act a generation license. |
| kV | Kilovolt. Unit of electrical potential equal to 1000 volts |
| kVA | Kilovolt-Ampere (measurement for the apparent power) |
| kWh | Kilowatt hour (measurement of energy consumption) |
| LV | Low voltage. LV networks consist of supply above 400 volt up to 11000volt |
| MV | Medium voltage. MV networks consist of supply above11000 volt (11 kV) up to 33000 volt (33kV). |
| MVA | megavolt-ampere |
| NERSA | National Energy Regulator of South Africa. A legal entity established in terms of the National Energy Regulator Act, 2004 (Act No 40 of 2004) |
| NMBM | Nelson Mandela Bay Municipality, a juristic body, duly established in terms of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) |
| POD | Point of delivery of energy |
| PLC | Power Line Carrier - Communication between the meter and the customer interface unit is by means of PLC technology. |
| PV | Photovoltaic - PV system is composed of one or more solar panels combined with an inverter and other electrical and mechanical hardware that use energy from the sun to generate electricity. |
| R | Rand |
| RF | Radio Frequency |
| SSEG | Small scale embedded generation. A generator connected to the NMBM network which is exempt from licensing as set out in Schedule 2 of the Electricity Regulation Act or which has been granted a generation licence as per that Act. |
| TOU | Time of Use |
| V | volt |
| VAT | Value added tax. VAT is now levied at the standard rate of 15% on the supply of goods and services. |
| VT | Voltage transformer |
| W | watt |
| < | less than |
| > | greater than |
| >= | greater than and equal to |
| <= | smaller than and equal to |

Account/bill means the invoice received by a customer for a single point of delivery (POD) or if consolidated, multiple points of delivery for electricity supplied and/or use of the system

Customer means a purchaser of electricity that does not generate electricity.

High-demand season/Winter means the TOU Period from 1 June to 31 August of each year.

Low-demand season/Summer means the TOU Period from 1 September to 31 May of each year.

Maximum demand means the highest average demand measured in kVA or kW at the POD/point of supply during a 30 minute integrating period in a billing month.

Off-peak period means the TOU periods of relatively low system demand.
Peak period means the TOU periods of relatively high system demand.

Smart meter means an electronic device that records electrical energy consumption and bi-directional flow of electrical energy, amongst other parameters, and communicates the information to the electricity utility for monitoring and billing. Smart meters support the recording of energy in load or billing profiles which are able to be configured with various capture periods. Smart meters typically support four quadrant energy measurement - i.e. measuring both active (kVA) and reactive (kVAr) power for both forward (import) and reverse (export) power flow. Advanced single phase residential smart meters support 4-quadrant measurement.

Tariff means a combination of charging parameters/charges applied to recover measured quantities such as consumption and capacity costs as well as service costs.

Time-of-use (TOU) tariff means a tariff with energy charges that change during different TOU periods and seasons.

TOU periods means time blocks based on the volume of electricity demand during high, mid and low demand periods and may differ per tariff. The TOU periods typically are peak, standard and off-peak periods and differ in high and low demand seasons.

Trader means an entity holding an Electricity Trading License issued by the National Energy Regulator of South Africa (NERSA).

Wheeling means the delivery of energy over the municipal electricity network. It occurs when a non-utility owned generator sells the energy it produces directly to a third-party buyer/customer and not to the host energy utility, in this case NMBM or via a trader.

# INTRODUCTION

Over the last number of years, the electricity landscape has experienced major challenges across the spectrum. Eskom, South Africa's bulk energy supplier, has experienced several challenges including supply shortfalls and financial stress which resulted in significant tariff increases. In addition to the industry challenges, Nelson Mandela Bay Municipality (NMBM) has taken note of the ongoing technology developments and associated opportunities. To this end, the opportunities associated with the potential cost reductions in new energy technologies like photovoltaic (PV), wind and energy storage, receives specific attention.

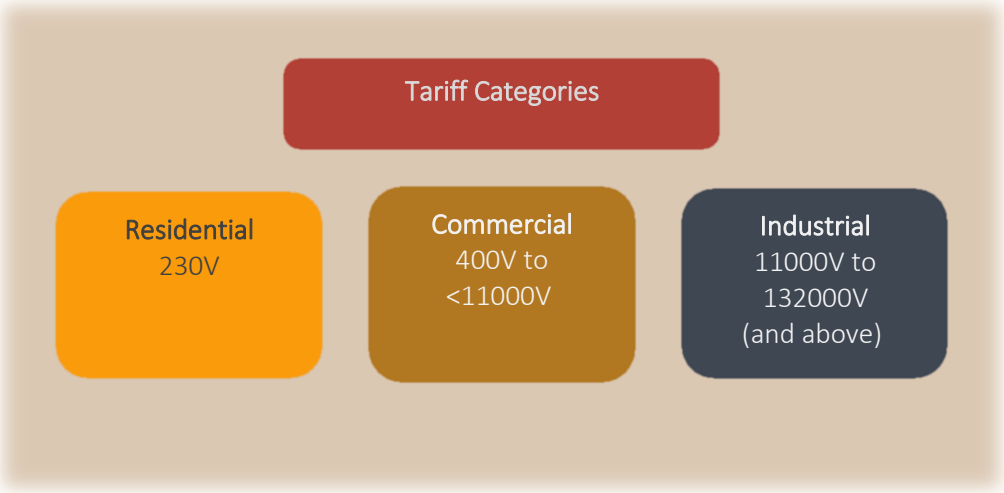
Recent policy and regulatory changes have made it easier for private sector participants to enter the power generation market. This has led to an increase in demand for new services such as net-billing and wheeling.

With the above in mind NMBM has undertaken a full review of its tariffs to ensure that tariffs:

- reflect the cost of supply, and
- enable new services such as net-billing and wheeling in a cost-effective and sustainable manner.

The tariffs/charges reflected in this document were approved by the National Energy Regulator of South Africa (NERSA) on **28 June 2022**. The tariffs are grouped in three main categories based on voltage usage levels.

**Tariff categories**




NMBM decided to simplify its electricity tariffs and to improve future sustainability by streamlining the number of tariffs as well as align the tariff structure closer to the Eskom tariff structure.

# RENEWABLE ENERGY

Businesses that have installed photovoltaic (PV) systems at their premises for own usage, will be able, subject to municipal approval, to feed surplus energy back into the NMBM network at the applicable Net Billing TOU tariff. Credits for the feed-in will be allocated to the customer's bill to off-set energy consumed from the network, until the bill for energy consumed from the network during a specific month is zero. Credits will expire at the end of each month.

## Guideline

The Renewable Energy Guideline 2021 explains how to benefit from renewable tariffs. The Guideline reflects on the registration process and all the steps required. The Renewable Energy Guideline 2021 is available in the Document Library on the NMBM website[1] under Guidelines/Instructions/Manuals. The document can be accessed by following this link: https://nelsonmandelabay.gov.za/DataRepository/Documents/renewable-energy-guideline-2021_3E32J.pdf

## Tariffs

Any customers who wish to purchase Renewable Energy will have to move to be on the TOU tariffs.

### Net Billing Tariffs

A net billing tariff is available to customers who are connected to the network but generate electricity for own consumption and have surplus energy to be sold back to NMBM. The customer will receive a credit on his/her bill for the electricity exported into the NMBM network to the value of the applicable time of use rate in the Net Billing Tariff. A customer will receive a credit until the bill for energy consumed from the network during a specific month is zero. Credits will expire at the end of each month.

The specific requirements for Net Billing are stipulated in the Renewable Energy Guideline 2021. **Annexure C** stipulates the Net Billing Rules.

### Wheeling Tariffs

The wheeling tariff is the charge applicable to the off-taker of the renewable energy for using NMBM's transmission/distribution infrastructure. Wheeling tariffs are linked to voltage levels.

Renewable Energy (RE) providers must negotiate with a third-party/off-taker (who is a customer of NMBM), the volume of electricity (kWh) that will be supplied to the said third-party and that the third-party is willing to procure from the renewable energy provider. NMBM will charge the third-party the applicable wheeling tariff for the kWh's wheeled through the NMBM network.

The specific requirements for Wheeling are stipulated in the Renewable Energy Guideline 2021. **Annexure D** stipulates the rules for wheeling.

[1] https://nelsonmandelabay.gov.za/documentlibrary

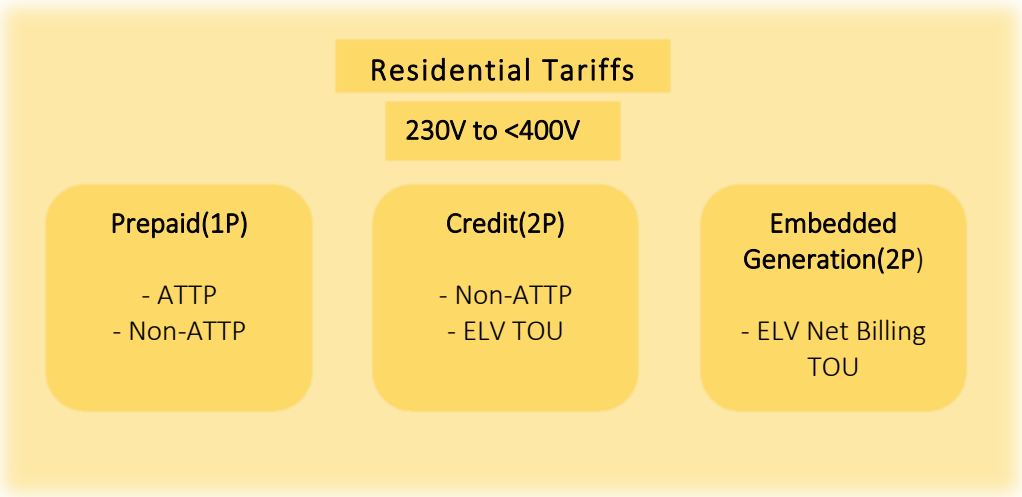
Wheeling is limited to a single supplier and single off-taker relationship. Only companies that are licensed by NERSA to trade in electricity will be allowed to sell to more than one off-taker.

## SSEG Support Charge

A monthly Small Scale Embedded Generation (SSEG) support fee is charged to every customer who is making use of net billing or wheeling. This charge is levied by NMBM irrespective of the use or not of the renewable tariff for that specific month.

# RESIDENTIAL TARIFF CATEGORY

(230 Volts to <400 Volts)




| Tariff Components | Charges | Voltages |
|---|---|---|
| 1 Part (1P) | • Energy Charge (c/kWh) | 230 V |
| 2 Parts (2P) | • Energy Charges (c/kWh)<br>• Basic Charge (R/Month) | 230V |

## General Guidelines

Prepayment metering is applicable to all new customers. In the case of existing credit metering customers, meters will be read on a two-monthly cycle, while the accounts for the months when meters are not read, will be based on estimated kilowatt-hour consumption.

The objective of the Assistance to the Poor (ATTP) Prepaid Tariff is to improve the lives of the poor/indigents through access to basic services. Therefore, included in this tariff is the first 75 kWh per month at a zero rate. See the ATTP Policy Ref. No 5/18/5/P of 2019 for the qualifying criteria - https://www.nelsonmandelabay.gov.za/DataRepository/Documents/attp-policy-v3-adopted-4-december-2018.pdf.

The ATTP and non-ATTP prepaid tariffs are currently inclining block tariffs.

The extra low voltage (ELV) TOU tariff applies to, amongst others, customers previously on the Domestic Time of Use (TOU) tariff. The aim of the ELV TOU tariff is to allow domestic customers, where possible, to change their usage patterns to off peak time periods in order to lower energy bills. This tariff applies to customers that typically use 700 kWh or more per month on a 60 Ampere supply.

In the case of Net Billing, NMBM will credit the customer's account to the value of the electricity that is fed back into its network at the Net Billing TOU rates. A customer will receive a credit until the bill for energy consumed from the network during a specific month is zero. Credits will expire at the end of each month.

The Net Billing Tariff includes a fixed charge ("SSEG Charge") that will be billed monthly for the network maintenance and supply availability to the customer. The fixed charge is excluded from the credit referred to.

Prospective Net Billing customers are referred to **Annexure C** for the qualifying conditions.

# ATTP Prepaid Tariff (FBE Tariff) (Prepayment Tariff T01)

## Tariff Description

This is an energy only inclining block tariff (IBT) consisting of 4 energy consumption blocks. This is a single phase 230 volts 60 Ampere supply.

## Typical Customers

Low consumption indigent residential customers who meet the following criteria:

- The household income of applicants, from all sources, shall not exceed the equivalent of two state pensions.
- The following child grants will be excluded from the household income determination:
  - Foster child grant
  - Care Depending grant
  - Child support grant
  - Ward committee member stipend

The specific conditions are stipulated in the ATTP Policy Ref. No 5/18/5/P of 2019 - https://www.nelsonmandelabay.gov.za/DataRepository/Documents/attp-policy-v3-adopted-4-december-2018.pdf.

## Energy Charge

| Blocks of Energy | c/kWh (excl. VAT) | VAT | Total c/kWh (incl. VAT) |
|---|---|---|---|
| Block 1: (0 to 75 kWh) | 131.95 | 19.79 | **151.74** |
| Block 2: (76 to 300 kWh) | 144.85 | 21.73 | **166.58** |
| Block 3: (301 to 500 kWh) | 240.65 | 36.10 | **276.74** |
| Block 4: (> 500 kWh) | 271.42 | 40.71 | **312.13** |

## Notes

Example of how the tariff is applied when the customer qualifies for free basic electricity (FBE): Assuming a customer buys a 100 kWh, the first 75 kWh is free, but the customer will pay R 1.67 per kWh for the next 25 kWh. Customers can collect their 75 free kWh on the first day of every new calendar month.

# Non-ATTP Prepaid Tariff (Prepayment Tariff T01)

## Tariff Description

This is an inclining block tariff consisting of 3 energy consumption blocks. This is applicable to single phase 230 Volt, 80 Ampere and three phase 400 Volt, 100 Ampere supplies.

## Typical Customers

This supply is for medium sized residential customers.

## Energy Charge

| Blocks of Energy | c/kWh (excl. VAT) | VAT | Total c/kWh (incl. VAT) |
|---|---|---|---|
| Block 1: (0 to 300 kWh) | 203.28 | 30.49 | **233.77** |
| Block 2: (301 to 500 kWh) | 245.31 | 36.80 | **282.11** |
| Block 3: (> 500 kWh) | 276.64 | 41.50 | **318.14** |

# Non-ATTP Credit Tariff (Scale 31 & 36)

## Tariff Description

This is an inclining block tariff consisting of 3 energy consumption blocks. This tariff is applicable to a single phase 230 Volt, 80 Ampere and three phase 400 Volt, 100 Ampere supplies.

## Typical Customers

This supply is for medium to larger sized residential customers

## Charges

| | Charge (Rand) (excl. VAT) | VAT | Total (Rand) (incl. VAT) |
|---|---|---|---|
| **Basic Charge (R/month)** | 52.13 | 7.82 | **59.95** |

| **Energy Charge** | | | |
|---|---|---|---|
| **Blocks of Energy** | c/kWh (excl. VAT) | VAT | Total c/kWh (incl. VAT) |
| Block 1: (0 to 300 kWh) | 203.28 | 30.49 | **233.77** |
| Block 2: (301 to 500 kWh) | 245.31 | 36.80 | **282.11** |
| Block 3: (> 500 kWh) | 276.64 | 41.50 | **318.14** |

## Basic Charge

The charge is a fixed monthly charge for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Notes

Estimated readings are captured in the months that no meter readings were done. As soon as an actual reading is done, the bill gets adjusted for over- or underestimates.

Customers on this tariff can convert to the Extra Low Voltage Time of Use tariff as a prepaid or a credit customer.

# Extra Low Voltage Time of Use Tariff (Scale 31Y & 31TOU)

## Tariff Description

This tariff is a new 3-part time of use (TOU) tariff for the residential or small business customers with a 4-quadrant smart TOU credit or prepaid meter.

## Typical Customers

This tariff is for residential or small business customers (barring ATTP Prepaid customers). This is applicable to single phase 230 Volt, 80 Ampere.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Basic Charge (R/month)** | 171.04 | 25.66 | **196.70** |
| **Energy Charge (c/kWh)** | | | |
| Winter: Peak | 563.93 | 84.59 | **648.52** |
| Standard | 206.04 | 30.91 | **236.95** |
| Off Peak | 134.96 | 20.24 | **155.21** |
| Summer: Peak | 217.97 | 32.70 | **250.66** |
| Standard | 165.74 | 24.86 | **190.60** |
| Off Peak | 123.61 | 18.54 | **142.15** |

## Basic Charge

The charge is a fixed monthly charge for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Energy Charge

The energy component of the tariff consists of six TOU energy charges based on the metered consumption in kWh during the corresponding TOU periods. The TOU period definitions are set out in **Annexure A**.

# Extra Low Voltage Net Billing Tariff (Scale 31X)

## Tariff Description

This is a new 3-part TOU tariff for residential or small business customers with a 4 quadrant smart TOU credit or prepaid meter that qualifies as embedded generation customers. The tariff will be applicable to single phase 230 Volt, 80 Ampere.

## Typical Customers

Residential or small business customers that generate for own consumption energy via embedded generation facilities and approved to earn credits by feeding surplus energy back into NMBM's networks.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Net Billing Charge (c/kWh)** | | | |
| Winter: Peak | 366.56 | 54.98 | **421.54** |
| Standard | 133.93 | 20.09 | **154.01** |
| Off Peak | 87.72 | 13.16 | **100.88** |
| Summer: Peak | 141.68 | 21.25 | **162.93** |
| Standard | 107.73 | 16.16 | **123.89** |
| Off Peak | 80.35 | 12.05 | **92.40** |
| **SSEG Support Charge (R/month)** | 85.52 | 12.83 | **98.35** |

## Net Billing Charge

The TOU energy credits shall apply for energy measured and delivered to NMBM.
There are six TOU energy credit rates based on the metered consumption in kWh during the corresponding TOU periods. The TOU period definitions are set out in **Annexure A**. Excess credits will expire at the end of each month.

## SSEG Support Charge

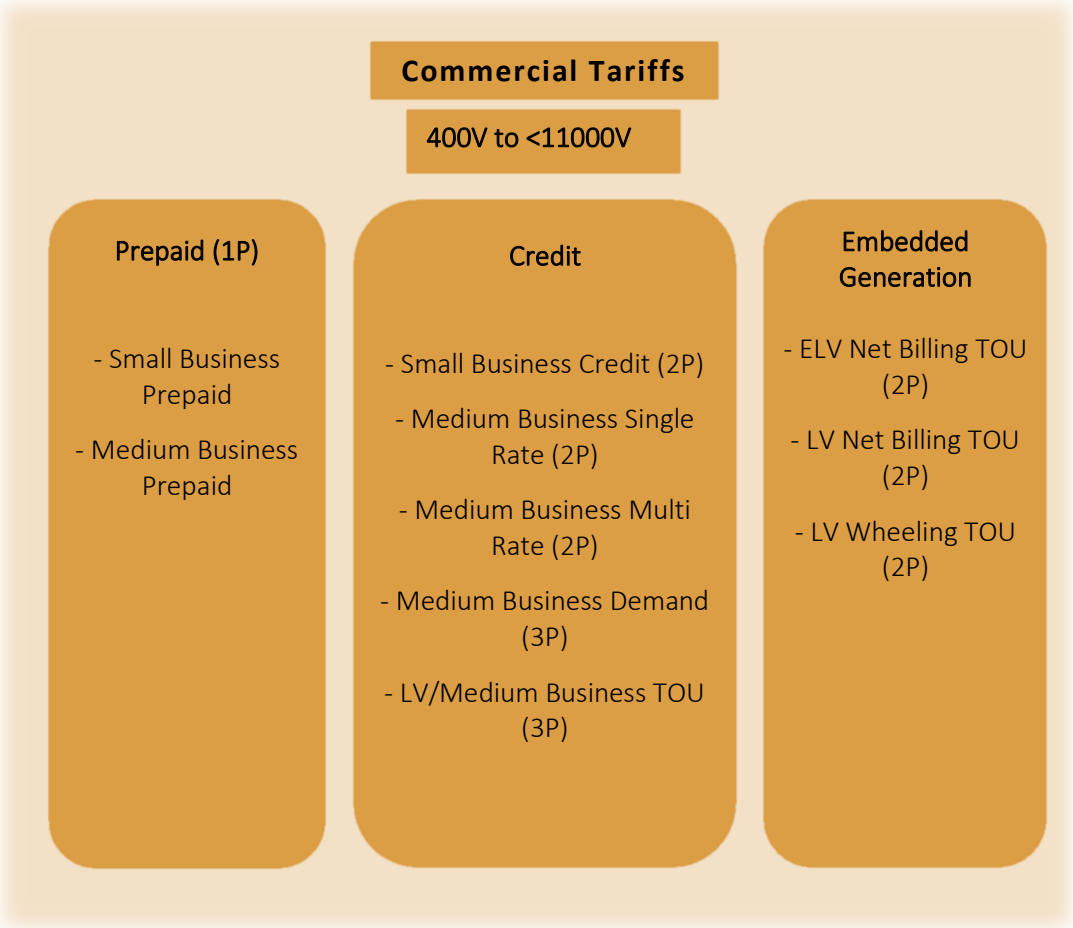
The Small Scale Embedded Generation (SSEG) support charge is an additional fixed monthly charge (Rand per month) for administrative services. The fixed charge is levied each month, irrespective of energy feed-in or not.

## Notes

See **Annexure C** for the Net Billing Rules.

# COMMERCIAL TARIFF CATEGORY

(400 Volts to <11000 Volts)




| Tariff Components | Charges | Voltages |
|---|---|---|
| 1 Part (1P) | • Energy Charge (c/kWh) | 230 V and 400 V |
| 2 Parts (2P) | • Energy Charges (c/kWh)<br>• Basic Charge (R/Month) | 230V and 400 V |
| 3 Parts (3P) | • Energy Charge (c/kWh)<br>• Basic Charge (R/Month<br>• Demand Charge (R/kVA) | 400 V to < 11000 V |

# Small Business Prepaid Tariff (Prepayment Tariff T32 & 37)

## Tariff Description

This tariff is for small businesses on single- and three phase supplies.

## Typical Customers

Small shops that use mainly lights, air conditioner and a few electronic devices supplied of single phase 230 Volt, 80 Ampere or three phase 400 Volt, 100 Ampere supplies.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Energy Charge (c/kWh) | 257.53 | 38.63 | 296.16 |

## Basic Charge

No basic service charge for prepayment.

# Small Business Credit Tariff (Scale 32 & 37)

## Tariff Description

This tariff is for the small businesses on a single-phase supply.

## Typical Customers

Small shops that use mainly lights, air conditioner and a few electronic devices. It is a 230 volts 80 Ampere single phase supply.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Basic Charge (R/Month) | 299.27 | 44.89 | 344.16 |
| Energy Charge (c/kWh) | 257.53 | 38.63 | 296.16 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

# Medium Business Prepaid Tariff (Prepayment Tariff T33 & 38)

## Tariff Description

This tariff is for the larger commercial businesses on a three phase supply.

## Typical Customers

Medium size commercial business that uses mainly lights, air conditioners and machinery. It is a 400-volt 3 phase supply with a rating up to 250 Ampere.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Energy Charge (c/kWh) | 247.76 | 37.16 | 284.92 |

## Basic Charge

No basic service charge is charged for prepayment.

# Medium Business Multi Rate Tariff (Scale 60 & 61)

## Tariff Description

This tariff is for medium businesses on 400 volts supply <= than 200 kVA

## Typical Customers

The supply is for medium businesses on 400 volts, 3 phase supplies up to 300 Ampere (200kVA).

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Basic Charge (R/month) | 1327.32 | 199.10 | 1526.42 |
| Energy Peak (c/kWh) | 269.99 | 40.50 | 310.48 |
| Energy Off-Peak (c/kWh) | 121.12 | 18.17 | 139.29 |

## Energy Charge

Two energy periods are defined namely peak period and off-peak period. Kilowatt-hour consumption will be separately metered during the peak and off-peak periods and different energy charges will be applied to the peak and off-peak kilowatt-hour consumptions. Public Holidays are listed in **Annexure B**.

Winter & summer (January to December)

| Day Type | Period | Morning | | Evening |
|---|---|---|---|---|
| Weekdays | Peak | 07:00 | to | 20:00 |
| | Off-Peak | 00:00 - 07:00 | | 20:00 - 24:00 |
| Saturdays | Off-Peak | 00:00 | to | 24:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |
| Public Holidays | Off-Peak | 00:00 | to | 24:00 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Notes

Customers on this tariff are required to convert to the LV TOU tariff.

# Medium Business Single Rate Tariff (Scale 33 & 38)

## Tariff Description

This tariff is for medium businesses =< than 200 kVA

## Typical Customers

The supply is for medium businesses on 400 volts, 3 phase supplies up to 300 Ampere (200kVA).

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Basic Charge (R/month) | 1188.73 | 178.31 | 1367.03 |
| Energy Summer (c/kWh) | 215.82 | 32.37 | 248.19 |
| Energy Winter (c/kWh) | 298.30 | 44.75 | 343.05 |

## Energy Charge

Two energy periods are defined namely peak period and off-peak period. Kilowatt-hour consumption will be separately metered during the peak and off-peak periods and different energy charges will be applied to the peak and off-peak kilowatt-hour consumptions. Public Holidays are listed in **Annexure B**.

Winter & summer (January to December)

| Day Type | Period | Morning | | Evening |
|---|---|---|---|---|
| Weekdays | Peak | 07:00 | to | 20:00 |
| | Off-Peak | 00:00 - 07:00 | | 20:00 - 24:00 |
| Saturdays | Off-Peak | 00:00 | to | 24:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |
| Public Holidays | Off-Peak | 00:00 | to | 24:00 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

# Medium Business Metered Demand Tariff (Scale 34 & 39)

## Tariff Description

This tariff is for medium business supplies bigger than 300 Ampere (a maximum demand charge of at least 70 kVA applies).

## Typical Customers

This is for medium business on 400 Volt supplies with circuit breakers larger than 300 Ampere (200 kVA).

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Basic Charge (R/Month)** | 1 200.42 | 180.06 | 1380.48 |
| **Energy Charge (c/kWh)** | | | |
| Summer | 159.16 | 23.87 | 183.04 |
| Winter | 240.70 | 36.11 | 276.81 |
| **Demand Charge (R/kVA)** | | | |
| Summer | 175.47 | 26.32 | 201.79 |
| Winter | 175.47 | 26.32 | 201.79 |

## Energy Charge

Two energy periods are defined namely peak period and off-peak period. Kilowatt-hour consumption will be separately metered during the peak and off-peak periods and different energy charges will be applied to the peak and off-peak kilowatt-hour consumptions. Public Holidays are listed in **Annexure B**.

Winter & summer (January to December)

| Day Type | Period | Morning | | Evening |
|---|---|---|---|---|
| Weekdays | Peak | 07:00 | to | 20:00 |
| | Off-Peak | 00:00 - 07:00 | | 20:00 - 24:00 |
| Saturdays | Off-Peak | 00:00 | to | 24:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |
| Public Holidays | Off-Peak | 00:00 | to | 24:00 |

## Demand Charge

The demand charge is based on the highest demand registered during the billing month, for any time periods, measured in kVA.

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

# Low Voltage/Medium Business Time of Use Tariff (Scale 34T, 39T & 32X)

## Tariff Description

This is a 3-part Time of Use (TOU) tariff for low voltage domestic and business customers.

## Typical Customers

A business customer with:

- A connection voltage of 400 volts, greater than 100 Ampere, and
- An approved installed 4-quadrant smart TOU credit meter.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Basic Charge (R/Month)** | 1 200.42 | 180.06 | 1380.48 |
| | | | |
| **Energy Charge (c/kWh)** | | | |
| Winter: Peak | 531.78 | 79.77 | 611.55 |
| Standard | 177.57 | 26.63 | 204.20 |
| Off Peak | 107.21 | 16.08 | 123.30 |
| Summer: Peak | 189.37 | 28.41 | 217.77 |
| Standard | 137.67 | 20.65 | 158.32 |
| Off Peak | 95.98 | 14.40 | 110.38 |
| | | | |
| **Demand Charge (R/kVA)** | 154.80 | 23.22 | 178.02 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Energy Charge

The energy component of the tariff consists of six TOU energy charges based on the metered consumption in kWh during the corresponding TOU periods. Different energy rates are levied during peak, standard and off-peak periods. There are two seasonal periods, Winter (June, July and August) and Summer (September to May) per annum with different charges applicable to each season. The TOU period definitions are also set out in **Annexure A**.

**Low Season, Summer (September to May)**

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 06:00 - 07:00 | 10:00 - 18: 00 | 20:00 - 22:00 |
| | Peak | 07:00 - 10:00 | | 18:00 - 20:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

High Season, Winter (June, July and August)

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 09:00 - | - 17: 00 | 19:00 - 22:00 |
| | Peak | 06:00 - 09:00 | | 17:00 - 19:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

Public Holidays will be treated as a Saturday or a Sunday as specified annually by Eskom for their Megaflex tariff – refer to **Annexure B**. Any "unexpected" holiday will be treated as the day it falls on.

## Demand Charge

The demand charge is based on the highest demand registered during the billing month, for any time periods, measured in kVA.

## Notes

This tariff is applicable to customers currently on the following tariffs:

- Medium Business Multi Rate
- Medium Business Single Rate
- Medium Business Demand

# Low Voltage Net Billing Tariff (Scale 33Y)

## Tariff Description

The charges and credits set out below shall apply **in addition to** the charges set out under the **Low Voltage TOU Tariff**.

## Typical Customers

A domestic complex or business customer with:

- A connection voltage of 400 volts, greater than 100 Ampere,
- An approved installed 4-quadrant smart TOU credit meter,
- An approved Embedded Generator connected on the customer's side of the, meter, and
- Registered as a Net-Billing customer with NMBM.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Net Billing TOU credit rate (c/kWh)** | | | |
| Winter: Peak | 345.66 | 51.85 | 397.51 |
| Standard | 115.42 | 17.31 | 132.73 |
| Off Peak | 69.69 | 10.45 | 80.14 |
| Summer: Peak | 123.09 | 18.46 | 141.55 |
| Standard | 89.49 | 13.42 | 102.91 |
| Off Peak | 62.39 | 9.36 | 71.75 |
| **SSEG Support Charge (R/Month)** | 600.21 | 90.03 | 690.24 |

## Energy Credits

The TOU energy credits shall apply for energy measured and delivered to NMBM.
There are six TOU energy credit rates based on the metered consumption in kWh during the corresponding TOU periods. The TOU period definitions are set out in **Annexure A**. Excess credits will expire at the end of each month.

## SSEG Support Charge

The Small Scale Embedded Generation (SSEG) support charge is an additional fixed monthly charge (Rand per month) for administrative services. The fixed charge is levied each month, irrespective of energy feed-in or not.

## Notes

See **Annexure C** for the Net Billing Rules.

# Low Voltage Wheeling Tariff (Scale 32Y)

## Tariff Description

The charges and credits set out below shall apply **in addition to** the charges set out under the **Low Voltage TOU Tariff**. This tariff is for households who want to participate in green energy, Small Scale Embedded Generator (SSEG) or Licensed Electricity Traders.

## Typical Customers

A domestic complex or business customer with:

- A connection voltage of 400 volts, greater than 100 Ampere,
- An approved installed 4-quadrant smart TOU credit meter,
- A nominated and approved supplier either connected directly to the NMBM or Embedded Generator connected to a registered customer, and
- Registered as a Wheeling customer with NMBM.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Wheeling TOU rate (c/kWh)** | | | |
| Winter: Peak | 90.40 | 13.56 | 103.96 |
| Standard | 35.51 | 5.33 | 40.84 |
| Off Peak | 21.44 | 3.22 | 24.66 |
| Summer: Peak | 32.19 | 4.83 | 37.02 |
| Standard | 27.53 | 4.13 | 31.66 |
| Off Peak | 19.19 | 2.88 | 22.07 |
| **SSEG Support Charge (R/Month)** | 600.21 | 90.03 | 690.24 |

## Wheeling Energy Credits

The TOU wheeling energy charges shall apply for energy delivered to the customer on the NMBM network. The wheeling will be the amount of kWh delivered by the IPP / SSEG / Trader. The TOU period definitions are set out in **Annexure A**. Wheeled energy must be off-set and balanced every half hour. Excess credits generated, but not allocated every half hour, within the applicable half hour will be lost immediately.

## SSEG Support Charge

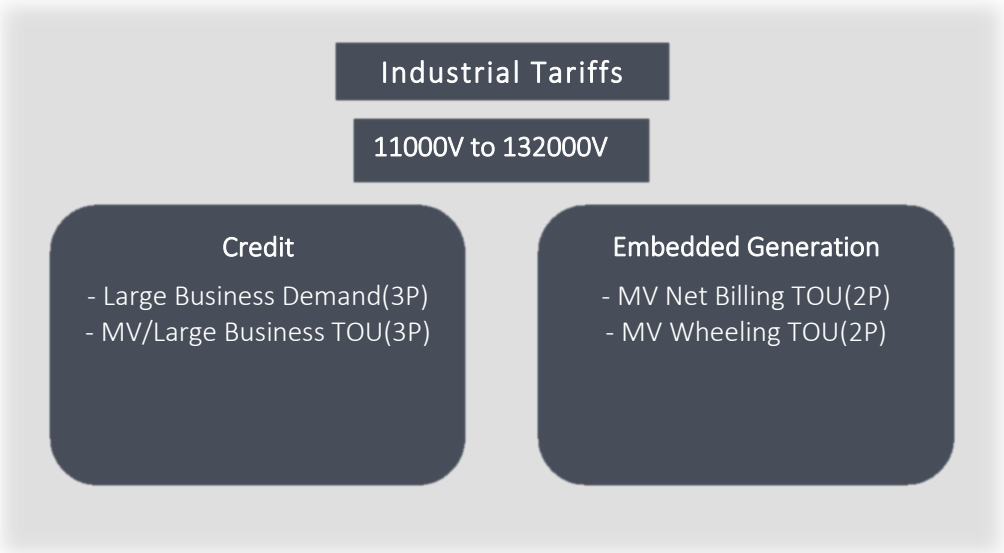
The Small Scale Embedded Generation (SSEG) support charge is an additional fixed monthly charge (Rand per month) for administrative services. The fixed charge is levied each month, irrespective of energy feed-in or not.

## Notes

Rules for Wheeling are set out in **Annexure D.**

# INDUSTRIAL TARRIFS

(11000 Volts to 132000 Volts)




| Tariff Components | Charges | Voltages |
|---|---|---|
| 2 Parts (2P) | • Energy Charges (c/kWh)<br>• Basic Charge (R/Month) | 11000V to 132000V |
| 3 Parts (3P) | • Energy Charge (c/kWh)<br>• Basic Charge (R/Month<br>• Demand Charge (R/kVA) | 11000V to < 132000V |

Large Business Demand and Time of Use (TOU) customers will be treated as Medium Voltage (MV) TOU tariffs depending on the supply size.

The embedded generation Net Billing tariffs are available to qualifying customers that want to feed excess PV generated energy or other renewable energy back into the NMBM grid.

# Large Business Metered Demand Tariff (Scale 35 and 30)

## Tariff Description

This tariff is for large businesses bigger than 70kVA but smaller than 1 MVA.

## Typical Customers

This tariff applies to large businesses only.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Basic Charge (R/Month) | 5 001.63 | 750.24 | 5751.88 |
| Energy Charge (c/kWh) | | | |
| Summer | 146.18 | 21.93 | 168.11 |
| Winter | 223.67 | 33.55 | 257.22 |
| Demand Charge (R/kVA) | | | |
| Summer | 171.76 | 25.76 | 197.52 |
| Winter | 171.76 | 25.76 | 197.52 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Energy Charges

There are two seasonal periods, Winter (June, July and August) and Summer (September to May) per annum with different charges applicable to each season.

## Demand Charge

The demand charge is based on the highest demand registered during the billing month, for any time periods, measured in kVA.

## Notes

Customers on this tariff are able to convert to the MV TOU tariff.

# Medium Voltage/Large Business Time of Use (Scale 40T, 40R & 40X)

## Tariff Description

This is a new 3-part Time of Use (TOU) tariff for large domestic complexes and businesses.

## Typical Customers

A business customer with:

- A connection voltage bigger than 6 600 volts up to 22 000 volts, and
- An approved and installed 4-quadrant smart TOU credit meter.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| Basic Charge (R/Month) | 4 889.77 | 733.47 | 5623.23 |
| Energy Charge (c/kWh) | | | |
| High Season (Winter) | | | |
| Peak | 510.87 | 76.63 | 587.50 |
| Standard | 164.52 | 24.68 | 189.20 |
| Off Peak | 95.73 | 14.36 | 110.09 |
| Low Season (Summer) | | | |
| Peak | 176.02 | 26.40 | 202.43 |
| Standard | 125.49 | 18.82 | 144.32 |
| Off Peak | 84.75 | 12.71 | 97.46 |
| Demand Charge (R/kVA) | 132.93 | 19.94 | 152.87 |

## Basic Charge

The fixed component of the tariff consists of a monthly charge (Rand per month) for administrative services. The fixed charge is levied monthly irrespective of the level of consumption.

## Energy Charge

The energy component of the tariff consists of six Time of Use (TOU) energy charges based on the metered consumption in kWh during the corresponding TOU periods. Different energy rates are levied during peak, standard and off-peak periods. There are two seasonal periods, Winter (June, July and August) and Summer (September to May) per annum with different charges applicable to each season. The TOU period definitions are also set out in **Annexure A**.

Public Holidays will be treated as a Saturday or a Sunday as specified annually by Eskom for their Megaflex tariff – refer to **Annexure B**. Any "unexpected" holiday will be treated as the day it falls on.

Low Season, Summer (September to May)

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 06:00 - 07:00 | 10:00 - 18: 00 | 20:00 - 22:00 |
| | Peak | 07:00 - 10:00 | | 18:00 - 20:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

High Season, Winter (June, July and August)

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 09:00 - | - 17: 00 | 19:00 - 22:00 |
| | Peak | 06:00 - 09:00 | | 17:00 - 19:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

## Demand Charge

The demand charge is based on the highest demand registered during the billing month, for any time periods, measured in kVA.

# Medium Voltage Net Billing Tariff (Scale 40Z)

## Tariff Description

The charges and credits set out below shall apply **in addition to** the charges set out under the **Medium Voltage TOU tariff**.

## Typical Customers

Large business customers with:

- A connection voltage of bigger than 6 600 volts up to 22 000 volts,
- An approved installed 4-quadrant smart TOU credit,
- An approved Embedded Generator connected on the customer's side of the meter, and
- Registered as a Net-Billing customer with NMBM.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Net Billing TOU credit rate (c/kWh)** | | | |
| **High Season (Winter)** | | | |
| Peak | 332.07 | 49.81 | 381.88 |
| Standard | 106.94 | 16.04 | 122.98 |
| Off Peak | 62.22 | 9.33 | 71.55 |
| **Low Season (Summer)** | | | |
| Peak | 114.41 | 17.16 | 131.57 |
| Standard | 81.57 | 12.24 | 93.81 |
| Off Peak | 55.09 | 8.26 | 63.35 |
| **SSEG Support Charge (R/Month)** | 2 444.88 | 366.73 | 2811.62 |

## Energy Credits

The TOU energy credits shall apply for energy measured and delivered to NMBM.
There are six TOU energy credit rates based on the metered consumption in kWh during the corresponding TOU periods. The TOU period definitions are set out in **Annexure A**. Excess credits will expire at the end of each month.

## SSEG Support Charge

The Small Scale Embedded Generation (SSEG) support charge is an additional fixed monthly charge (Rand per month) for administrative services. The fixed charge is levied each month, irrespective of energy feed-in or not.

## Notes

See **Annexure C** for the Net Billing Rules.

# Medium Voltage Wheeling Tariff (Scale 40Y)

## Tariff Description

The charges and credits set out below shall apply **in addition to** the charges set out under the **Medium Voltage TOU Tariff**. This tariff is for households who want to participate in green energy, Small Scale Embedded Generator (SSEG) or Licensed Electricity Traders.

## Typical Customers

A business customer with:

- A connection voltage bigger than 6 600 volts up to 22 000 volts,
- An approved installed 4-quadrant smart TOU credit meter,
- A nominated and approved supplier either connected directly to the NMBM or Embedded Generator connected to a registered customer, and
- Registered as a Wheeling customer with NMBM.

## Charges

| | Charge (excl. VAT) | VAT | Total Charge (incl. VAT) |
|---|---|---|---|
| **Wheeling TOU rate (c/kWh)** | | | |
| **High Season (Winter)** | | | |
| Peak | 86.85 | 13.03 | 99.88 |
| Standard | 32.90 | 4.94 | 37.84 |
| Off Peak | 19.15 | 2.87 | 22.02 |
| **Low Season (Summer)** | | | |
| Peak | 29.92 | 4.49 | 34.41 |
| Standard | 25.10 | 3.77 | 28.87 |
| Off Peak | 16.95 | 2.54 | 19.49 |
| **SSEG Support Charge (R/Month)** | 2 444.88 | 366.73 | 2811.62 |

## Wheeling Energy Credits

The TOU wheeling energy charges shall apply for energy delivered to the customer on the NMBM network. The wheeling will be the amount of kWh delivered by the IPP / SSEG / Trader. The TOU period definitions are set out in **Annexure A**. Wheeled energy must be off-set and balanced every half hour. Excess credits generated, but not allocated every half hour, within the applicable half hour will be lost immediately.

## SSEG Support Charge

The Small Scale Embedded Generation (SSEG) support charge is an additional fixed monthly charge (Rand per month) for administrative services. The fixed charge is levied each month, irrespective of energy feed-in or not.

## Notes

Rules for Wheeling are set out in **Annexure D**.

# MISCELLANEOUS CHARGES

Electricity and energy charges for miscellaneous electrical charges.

| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| **1.1** | | **Low Voltage** | | | |
| | **1.1.1** | ***Replacement of fuses or resetting of circuit breakers or isolating of the supply at customer's request (Internal faults or nobody at home)*** | | | |
| | | Municipal breaker faulty | | | |
| | | Normal Working hours | **836.28** | 125.44 | 961.72 |
| | | Out of Normal hours (Monday to Saturday) | **1 253.94** | 188.09 | 1 442.03 |
| | | Sundays and public holidays | **1 672.55** | 250.88 | 1 923.43 |
| | | Non-refundable surcharge for call-outs between 22:00 and 07:00 (Only if the fault affects a single consumer) | **537.54** | 80.63 | 618.17 |
| | **1.1.2** | ***Disconnection and reconnection of supply at the request of a customer*** | | | |
| | | Normal working hours | **836.28** | 125.44 | 961.72 |
| | | Out of normal hours (Monday to Saturday) | **1 253.94** | 188.09 | 1 442.03 |
| | | Sundays and public holidays | **1 672.55** | 250.88 | 1 923.43 |
| | | Re-roofing | **At Cost** | | |
| | | The contractor must supply a compliance certificate | | | |
| **1.2** | | **Medium / High Voltage** | | | |
| | | Isolating and restoring supply at customer's request | | | |
| | **1.2.1** | ***Labour Charges:*** | | | |
| | | Normal working hours | **2 055.01** | 308.25 | 2 363.26 |
| | | Out of normal hours (Monday to Saturday) | **3 082.50** | 462.38 | 3 544.88 |
| | | Sundays and public holidays | **4 109.06** | 616.36 | 4 725.42 |
| **2** | | **METERING** | | | |
| | | Metering costs are calculated as follows: (Cost of new hardware) plus (installation labour cost) | | | |
| **2.1** | | **New Services:** | | | |
| | | **Domestic Supplies** | | | |
| | **2.1.1** | **Single phase supplies** | | | |
| | | **Prepayment Split Metering (BS or DIN Lay-out)** | | | |
| | | Supply and Install 1 x Split Prepayment Meter, RF or PLC. Without Meter Enclosure | **2 694.90** | 404.24 | 3 099.14 |
| | | **Postpayment Embedded Generation (Net-Metering), 80 Ampere** | | | |
| | | Supply and Install 1 x Single phase four Quadrant programmable meter with modem | **5 288.67** | 793.30 | 6 081.97 |
| | **2.1.2** | **Three phase supplies** | | | |
| | | **Prepayment Split Metering (BS Lay-out). Three phase meter** | | | |
| | | Supply and Install 1 x Three phase Split 100A Prepayment Meter, RF or PLC | **3 632.70** | 544.91 | 4 177.61 |
| | **2.1.3** | **Postpayment Embedded Generation (Net-Metering), 80 Ampere per phase** | | | |
| | | Supply and Install 1 x Three phase four Quadrant programmable meter with modem | **7 671.72** | 1150.76 | 8 822.48 |
| | | **Business Supplies** | | | |
| | **2.1.4** | **Single phase supplies, Direct Connected** | | | |
| | | **Prepayment Metering, BS or DIN-rail lay-out, 80 Ampere** | | | |
| | | Supply and Install 1 x Split Prepayment Meter, RF or PLC. Without Meter Enclosure | **2 694.90** | 404.24 | 3 099.14 |
| | | **Postpayment Metering, BS lay-out, 100 Ampere** | | | |

| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| | | Supply and Install 1 x Single phase programmable credit meter 100A, with modem (Direct Connected) | **5 288.67** | 793.30 | 6 081.97 |
| | | **Embedded Generation (Postpayment) - Net-Metering, BS lay-out, 100 Ampere** | | | |
| | | Supply and Install 1 x Single phase four Quadrant programmable meter with modem | **5 288.67** | 793.30 | 6 081.97 |
| | **2.1.5** | **Three phase supplies, Direct Connected** | | | |
| | | **Prepayment Metering, BS lay-out, 100 Ampere** | | | |
| | | Supply and Install 1 x Split Prepayment Meter, 100 Ampere, RF or PLC communication | **3 632.70** | 544.91 | 4 177.61 |
| | | **Prepayment Metering, metal case 600x600mm, 250 Amp per phase** | | | |
| | | Supply of 1 x Three phase 250A prepayment meter with RF UIU. Installation by customer's own contractor. NMBM will commission & seal. | **19 708.68** | 2956.30 | 22 664.98 |
| | | **Postpayment Metering, BS lay-out, 100 Ampere per phase** | | | |
| | | Supply and Install 1 x Three phase programmable credit meter 100A, with modem | **7 671.72** | 1150.76 | 8 822.48 |
| | | **Postpayment Embedded Generation (Net-Metering), 100 Ampere per phase** | | | |
| | | Supply and Install 1 x Three phase four Quadrant programmable meter with modem | **7 671.72** | 1150.76 | 8 822.48 |
| | | **Postpayment Metering, BS lay-out, 160 Ampere per phase** | | | |
| | | Supply and Install 1 x Three phase programmable credit meter 160A, with modem | **7 760.37** | 1164.05 | 8 924.42 |
| | **2.16** | **Three phase supplies, CurrentTransformer (CT) Connected** | | | |
| | | **Postpayment metering, (400 Volt / 200 to 1200 Ampere)** | | | |
| | | Supply and Install Single Meter CT-Connect Demand Meter Board Including CT's and GPRS Modem | **At Cost** | | |
| | | **Embedded Generation (Postpayment) - Net-Metering, BS lay-out, (400 Volt / 200 to 1200 Ampere)** | | | |
| | | Supply and Install 1 x Three phase four Quadrant programmable CT metering with modem | **At Cost** | | |
| | **2.1.7** | **Three phase supplies, Current and Voltage Transformer (CT/VT) Connected** | | | |
| | | **Postpayment metering, (6.6kV to 66kV / VT and CT Connected)** | | | |
| | | Supply and Install Double Meter CT/VT-Connect Demand Meter Board Including GPRS Modem | **At Cost** | | |
| | | **Postpayment metering, Power Quality and Billing, (132 kV, VT and CT Connected, unlimited)** | | | |
| | | Supply and Install double Metering Panel CT/VT-Connect with 1 x Power Quality and 1 x Billing Meter and Ethernet, Fiber or GPRS Modem | **At Cost** | | |
| | **2.18** | **Cost of replacing damaged / destroyed / stolen Metering** | | | |
| | | Each case to be evaluated and quotation provided. | **At Cost** | | |
| | **2.1.9** | **Miscellaneous Metering Items (Collect from Munelek offices)** | | | |
| | | Standard Base | **n/a** | | |
| | | User Interface Unit (Wired type), Conlog | **n/a** | | |
| | | User Interface Unit (Wired type), Itron - obsolete, or limited availability | **n/a** | | |
| | | User Interface Unit (PLC), Itron - obsolete, or limited availability | **n/a** | | |
| | | User Interface Unit (RF), Conlog, wUIU(09) | **493.90** | 74.09 | 567.99 |
| | | User Interface Unit (PLC), Landis & Gyr, P160 | **573.10** | 85.97 | 659.07 |
| | | Meter Room Padlock | | | |
| | | Meter Room Night Latch | **At Cost** | | |
| | | Meter ID Card | **At Cost** | | |

| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| | | Charge of Missing meters (affidavit required) | | | |
| | | Circuit breaker | | | |
| | **2.1.10** | **Other** | | | |
| | | Supply and Install 1 x 4-Way Meter Enclosure | | | |
| | | Supply and Install 1 x 6-Way Meter Enclosure | | | |
| **2.2** | | **CONVERSION CREDIT TO PREPAID** | | | |
| | **2.2.1** | **Domestic single phase supplies** | | | |
| | | The cost of new metering | **At Cost** | | |
| | **2.2.2** | **Domestic Three phase supplies** | | | |
| | | The cost of new metering plus labour | **At Cost** | | |
| | **2.2.3** | **Business single phase supplies** | | | |
| | | The cost of new metering plus labour | **At Cost** | | |
| | **2.2.4** | **Business Three phase supplies** | | | |
| | | The cost of new metering plus labour | **At Cost** | | |
| **2.3** | **2.3** | **SUPPLY LINE CHANGES** | | | |
| | **2.3.1** | **Change from three phase to single phase metering** | | | |
| | | The cost of new metering plus labour | **At Cost** | | |
| | **2.3.2** | **Change from single phase to three phase metering** | | | |
| | | The cost of new metering plus labour | **At Cost** | | |
| **2.4** | | **TARIFF CHANGES** | | | |
| | **2.4.1** | **The cost of a tariff change is dependent on whether the metering needs to be upgraded** | | | |
| | | Each case to be evaluated and quotation provided. | **At Cost** | | |
| **2.5** | | **PROVISION OF METERING PULSES** | | | |
| | | Each case to be evaluated and quotation provided. | **At Cost** | | |
| **2.7** | | **TESTING OF METERS AT CONSUMERS REQUEST** | | | |
| | | Testing is done at customer premises with meter in situ | | | |
| | **2.7.1** | Single Phase Meter | **887.83** | 133.17 | 1 021.00 |
| | **2.7.2** | Three Phase Meter (Direct Connected) | **1 184.17** | 177.63 | 1 361.80 |
| | | Three Phase Meter (CT Connected) | **1 184.17** | 177.63 | 1 361.80 |
| | | Three Phase Meter (CT/VT Connected) Excludes CT and VT Injection Tests | **2 148.00** | 322.20 | 2 470.20 |
| | | Three Phase Meter (CT/VT Connected) Including CT and VT Injection Tests | ***At Cost*** | | |
| | | | | | |
| **2.8** | | **TESTING OF METERS FOR OTHER MUNICIPALITIES** | | | |
| | | Meter to be delivered to Meter Laboratory. Tested on Test Bench | | | |
| | **2.8.1** | Meter testing and calibration certificate issued | **887.83** | 133.17 | 1 021.00 |
| | **2.8.2** | Test old meter in test lab for accuracy without adjustment | **887.83** | 133.17 | 1 021.00 |
| **2.9** | | **Change of Meters Out of Normal Hours (per hr)** | ***At Cost*** | | |
| **2.10** | | **Repositioning of meters/s at customers request** | | | |
| | | Each case to be evaluated and quotation provided. | ***At Cost*** | | |
| **2.11** | | **Repairs to metering where tampering is not present** | ***At Cost*** | | |
| **2.12** | | **Cost of replacing damaged /destroyed/stolen metering equipment:** | | | |
| | | Each case to be evaluated and quotation provided. | ***At Cost*** | | |
| **3** | | **DISCONNECTION OF SUPPLY FOLLOWING TAMPERING** | | | |
| | | Reconnection to take place only after payment of the following disconnection fees plus making arrangements on all other outstanding costs and charges in terms of the credit control policy. | | | |
| **3.1** | | **Domestic Single Phase Supplies** | | | |
| | | First offence | **3 478.26** | 521.74 | 4 000.00 |
| | | Second offence | **6 956.52** | 1043.48 | 8 000.00 |
| | | Third offence | **10 434.78** | 1565.22 | 12 000.00 |
| **3.2** | | **Domestic Three Phase Supplies** | | | |

| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| | | First offence | **6 956.52** | 1043.48 | 8 000.00 |
| | | Second offence | **10 434.78** | 1565.22 | 12 000.00 |
| | | Third offence | **13 043.48** | 1956.52 | 15 000.00 |
| **3.3** | | **Small Business Category** | | | |
| | | First offence | **10 434.78** | 1565.22 | 12 000.00 |
| | | Second offence | **13 043.48** | 1956.52 | 15 000.00 |
| | | Third offence | **17 391.30** | 2608.70 | 20 000.00 |
| **3.3** | | **Large / Industrial & Medium Business Category** | | | |
| | | First offence | **10 434.78** | 1565.22 | 12 000.00 |
| | | Second offence | **13 043.48** | 1956.52 | 15 000.00 |
| | | Third offence | **17 391.30** | 2608.70 | 20 000.00 |
| | | Costs will include estimated unmetered consumption, the cost of rectification of any damage to equipment belonging to Council plus the costs of any necessary safeguarding of the supply cable and metering installation. In cases involving bypass of the meter, such safeguarding may include re-routing the supply cable and such costs must be paid for in full prior to the supply being restored. Where such re-routing requires any alteration wiring affecting the distribution board, the customer will be required to submit a compliance form for the wiring installation prior to reconnection of the supply. | | | |
| **4** | | **SERVICE CONNECTIONS** | | | |
| | **4.1** | **New or Additional Services** | | | |
| | ***4.1.1*** | ***Connection Fees*** | | | |
| | **4.1.1.1** | **Domestic** | | | |
| | | - Single phase service to primary dwelling unit - | | | |
| | | Electrification areas | **537.54** | 80.63 | 618.17 |
| | | - Single phase service to primary dwelling unit - | | | |
| | | Non-Electrification areas | **2 230.06** | 334.51 | 2 564.57 |
| | | - Three phase domestic Underground joint to mains | | | |
| | | - CDU Connection 3 phase | **At Cost** | | |
| | | | | | |
| | **4.1.1.2** | **Business** | | | |
| | | **Single phase business:** | | | |
| | | - CDU Connection | **At Cost** | | |
| | | - Underground Joint | **At Cost** | | |
| | | **Three phase business:High Voltage** | | | |
| | | HV/MV Transformation R/kVA | **1 191.30** | 178.70 | 1 370.00 |
| | | HV Network | | | |
| | | **Three phase business:Meduim Voltage** | | | |
| | | MV Network R/kVA | **1 768.70** | 265.30 | 2 034.00 |
| | | **Three phase business:Low Voltage** | | | |
| | | MV/LV Transformation R/kVA | | | |
| | | The three phase business electricity connection fees | | | |
| | | 13kVA -53kVA | **1 309.57** | 196.43 | 1506.00 |
| | | 60kVA -100kVA | **1 373.91** | 206.09 | 1580.00 |
| | | 116kVA -133kVA | **1 417.39** | 212.61 | 1630.00 |
| | | 150kVA -266kVA | **1 598.26** | 239.74 | 1838.00 |
| | | 300kVA -800kVA | **1 917.39** | 287.61 | 2205.00 |
| | | | | | |
| | **4.1.2** | **Service Cable on erf** | | | |
| | **4.1.2.1** | **Domestic** | | | |
| | | Single phase supply to dwelling unit: | | | |
| | | - Supplied at pedestal 1 metre inside erf boundary | ***At cost*** | | |
| | | Three phase supplies | ***At cost*** | | |
| | **4.1.2.2** | **Business** | | | |

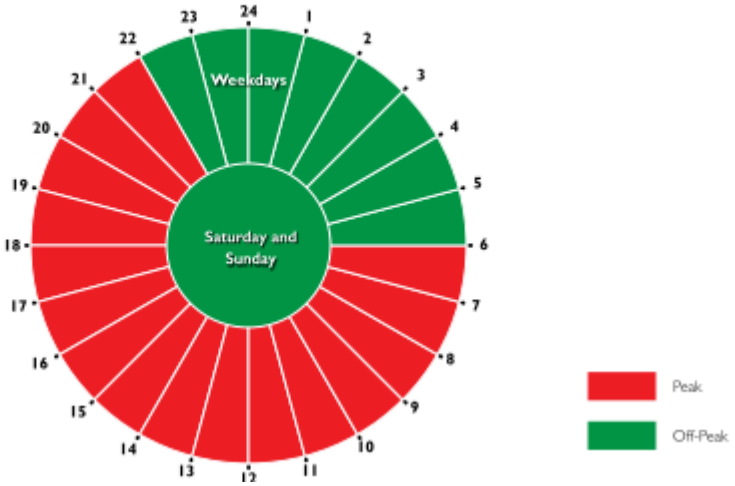
| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| | **4.1.3** | **Service Protective Devices (for installations not** | | | |
| | | **equipped with pre-payment meters).** | | | |
| | | **Domestic single phase** | **No Charge** | | |
| | | **All other installations (domestic and business):** | | | |
| | | Per single phase circuit breaker installed, | | | |
| | | maximum | | | |
| | | 100 amps (Commodity code 00308213) | | | |
| | | 80 amps (Commodity code 00308201) | | | |
| | | - Three phase circuit breakers >100A | | | |
| | | | | | |
| | | - Three phase MV circuit breaker: | | | |
| | | First unit | ***At cost*** | | |
| | | Further units | ***At cost*** | | |
| **4.2** | | **Alterations to Services** | | | |
| | | Change of single or three phase overhead | ***At cost*** | | |
| | | Domestic service to single phase underground | ***At cost*** | | |
| | | Change of three phase overhead domestic | ***At cost*** | | |
| | | Service to three phase underground | ***At cost*** | | |
| | | All other service alterations | ***At cost*** | | |
| **4.3** | | **Abortive Service Installation Call Charges** | | | |
| | | Normal working hours only: | | | |
| | | - Cable Layer | **1 797.18** | 269.58 | 2066.76 |
| | | - Cable Jointer | **1 115.03** | 167.25 | 1282.28 |
| **5** | | **HIRE OF EQUIPMENT** | | | |
| | **5.2** | **Recording Equipment** | | | |
| | **5.2.1** | Single Phase Recorder for Current or Voltage | | | |
| | | (At customer request) | | | |
| | | Single Phase Quality of supply recorder hire per day | ***At cost*** | | |
| | | - Installation | | | |
| | **5.2.2** | **Three Phase recorded for Current Voltage kVa/Power** | | | |
| | | **(At customers request)** | | | |
| | | Three Phase Quality of supply recorder hire per day | ***At cost*** | | |
| | | - Installation | | | |
| **5.3** | | **Test** | | | |
| | | Charge is per hour the equipment is in use (minimum one hour). Labour to be charged at appropriate standard rates. Consumables to be charged at cost plus 20%. | ***At cost*** | | |
| | **5.3.1** | **Cable Fault** | | | |
| | | - Hourly | | | |
| | | - Travel Charge per km | | | |
| | | | | | |
| | 5.3.2 | Primary Injection Test Set | ***At cost*** | | |
| | | | | | |
| | 5.3.3 | Secondary Injection Test Set | ***At cost*** | | |
| | | | | | |
| | 5.3.4 | 40kV HV Test Set | ***At cost*** | | |
| | | | | | |
| | 5.3.5 | Portable Cable Fault Locator | ***At cost*** | | |
| | | | | | |
| | 5.3.6 | Cable Tracer/ID Unit | ***At cost*** | | |
| **6** | | **TRAINING CENTRE** | | | |
| | 6.1 | Specialised Training for Private Students | 575.00 p/p/day | | |
| | | | | | |
| | | **ANY OTHER WORK** | ***At cost*** | | |

| | | | Cost (Rand) | VAT | Total cost (Rand) (incl. VAT) |
|---|---|---|---|---|---|
| | | | | | |
| **7** | | **Administrative Fees** | | | |
| | 7.1 | Photostat copies at Customer Services<br>1.Copies of Customer Billings accounts<br>2.Electricty Usage printout for Tax purposes | **18.26** | 2.74 | 21.00 |
| | 7.2 | Refund requested at Customer's fault or prerogative | 25% of receipted amount | | |
| | 7.3 | Document search | **113.91** | 17.09 | 131.00 |

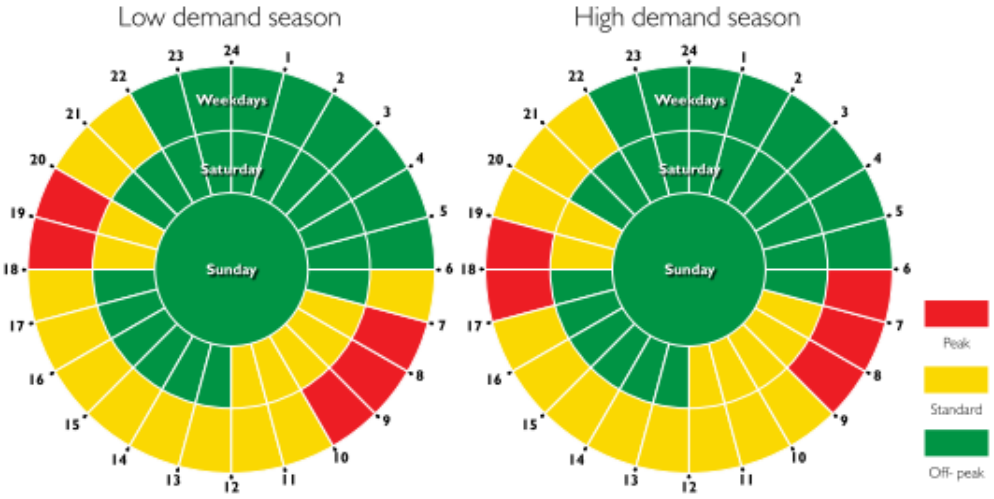
# ANNEXURES

# Annexure A: TOU Period definitions

## Nightsave Urban Large, Nightsave Urban Small and Nightsave Rural




## WEPS, Megaflex, Miniflex, Megaflex Gen, Ruraflex Gen and Ruraflex




There are two seasonal periods, Winter (June, July and August) and Summer (September to May) per annum with different charges applicable to each season.

**Low Season, Summer (September to May)**

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 06:00 - 07:00 | 10:00 - 18: 00 | 20:00 - 22:00 |
| | Peak | 07:00 - 10:00 | | 18:00 - 20:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

High Season, Winter (June, July and August)

| Day Type | Period | Morning | Afternoon | Evening |
|---|---|---|---|---|
| Weekdays | Off-Peak | 00:00 - 06:00 | | 22:00 - 24:00 |
| | Standard | 09:00 - | - 17: 00 | 19:00 - 22:00 |
| | Peak | 06:00 - 09:00 | | 17:00 - 19:00 |
| Saturdays | Off-Peak | 00:00 - 07: 00 | 12:00 - 18:00 | 20:00 - 24:00 |
| | Standard | 07:00 - 12: 00 | | 18:00 - 20:00 |
| Sundays | Off-Peak | 00:00 | to | 24:00 |

Public Holidays will be treated as a Saturday or a Sunday as specified annually by Eskom for their Megaflex tariff – refer to **Annexure B**. Any "unexpected" holiday will be treated as the day it falls on.

# Annexure B: Treatment of public holidays[2]

The table below indicates the treatment of public holidays for the Nightsave (Urban Large & Small), WEPS, Megaflex, Megaflex Gen and Miniflex tariffs for the period 1 April 2021 to until 30 June 2022. The relevant seasonally differentiated energy charges, energy demand charges and network demand charges will be applicable on these days. Any unexpectedly announced public holiday not listed below will be treated as the day of the week on which it falls.

- The following public holidays will always be treated as a Sunday for Miniflex, Megaflex, Megaflex Gen and WEPS tariffs; New Year's Day, Good Friday, Family Day, Christmas Day and Day of Goodwill. All other days will be treated as a Saturday unless it falls on a Sunday in which case it will be treated as a Sunday.
- For Nightsave Urban Large and Small, all public holidays will be treated as a Sunday.
- All public holidays for the Nightsave Rural, Ruraflex and Ruraflex Gen tariffs will be treated as the day of the week on which it falls.

| Date | Day | Actual day of the week | TOU day treated as | |
|---|---|---|---|---|
| | | | Nightsave Urban Large Nightsave Urban Small | Megaflex, Miniflex, WEPS, Megaflex Gen |
| 15 April 2022 | Good Friday | Friday | Sunday | Sunday |
| 18 April 2022 | Family Day | Monday | Sunday | Sunday |
| 27 April 2022 | Freedom Day | Wednesday | Sunday | Saturday |
| 1 May 2022 | Workers Day | Sunday | Sunday | Sunday |
| 2 May 2022 | Public Holiday | Monday | Sunday | Saturday |
| 16 June 2022 | Youth Day | Thursday | Sunday | Saturday |
| 9 August 2022 | National Women's Day | Tuesday | Sunday | Saturday |
| 24 September 2022 | Heritage Day | Saturday | Sunday | Saturday |
| 16 December 2022 | Day of Reconciliation | Friday | Sunday | Saturday |
| 25 December 2022 | Christmas Day | Sunday | Sunday | Sunday |
| 26 December 2022 | Day of Goodwill | Monday | Sunday | Sunday |
| 1 January 2023 | New Year's Day | Sunday | Sunday | Sunday |
| 21 March 2023 | Human Rights Day | Tuesday | Sunday | Saturday |
| 7 April 2023 | Good Friday | Friday | Sunday | Sunday |
| 10 April 2023 | Family Day | Monday | Sunday | Sunday |
| 27 April 2023 | Freedom Day | Thursday | Sunday | Saturday |
| 1 May 2023 | Worker's Day | Monday | Sunday | Saturday |
| 16 June 2023 | Youth Day | Friday | Sunday | Saturday |

[2] Source: Eskom 2022-23 Tariff Book

# Annexure C: Net Billing Rules

1. A customer interested in net-billing must complete a Net Billing Application Form and submit to NMBM. The Net Billing Application Form is available in the Document Library on the NMBM website[3] under Forms. The document can be accessed by following this link: https://nelsonmandelabay.gov.za/DataRepository/Documents/application-form-embedded-generation.pdf
2. On receipt of an application, a NMBM official will evaluate the customer's supply arrangement to ensure it meets the necessary specifications.
3. If the installation is approved, a 4-quadrant smart meter shall be installed and the net billing tariff loaded against the customer's account.
4. The net-billing customer should note that a SSEG Support Charge will be added to the customer's monthly invoice, whether energy is fed back into the NMBM network or not.
5. A customer's total monthly invoice shall not be credited beyond extinction (e.g. it cannot be negative).
6. Currently no credits will be carried forward to the following month.
7. A net-billing customer should note that NMBM provides no guarantees in respect of this service including network availability and security of supply. Furthermore, NMBM will not accept any claims from any party in respect of this services.

[3] https://nelsonmandelabay.gov.za/documentlibrary

# Annexure D: Rules for Wheeling

The wheeling tariff is the charge for using NMBM's transmission assets. Wheeling tariffs are linked to voltage levels.

1. A generator (or a customer with an embedded generator) wishing to wheel power over NMBM's network must apply to NMBM. The Wheeling Application Form is available in the Document Library on the NMBM website[4] under Forms. The document can be accessed by following this link: https://nelsonmandelabay.gov.za/DataRepository/Documents/application-form-embedded-generation.pdf
2. Once the application is received, a NMBM official will evaluate the supply arrangement (including the feed-in point) to ensure that it meets the necessary specifications.
3. If the application is approved, a 4-quadrant smart meter will be installed at the connection point
4. Once the generator's details have been loaded onto the NMBM's system and the generator has received written confirmation that its application has been successful, the generator may then enter into an agreement with qualifying NMBM customers for the supply of energy.
5. A wheeling customer wishing to wheel electricity from an approved generator must notify NMBM to load the wheeling tariff and to adjust the customer's monthly invoice to facilitate wheeling. The wheeling customer should note that it will be charged a monthly SSEG Support charge as well as a wheeling tariff in accordance with NMBM's approved tariffs.
6. A wheeling customer is not allowed to receive more wheeled energy than its consumption. In a bi-lateral agreement where a generator sells directly to a wheeling customer the off-set will be limited to the maximum consumption in a given half hour of the wheeling customer. Energy balancing will thus occur as per the rule on a half hourly basis. Any such excess wheeled energy shall be discarded by NMBM for invoicing purposes.
7. Parties should note that NMBM provides no guarantees in respect of this service including network availability and security of supply. Furthermore, NMBM will not accept any claims from any party in respect of this services.
8. Capacity generated at extra low voltage, as per the NMBM definition, is at this stage excluded from the wheeling regime.
9. Wheeling is limited to a single supplier and single off-taker relationship. Only Electricity Traders, licensed by NERSA to do so and who can demonstrate their ability to manage a many to many half hourly off-set on a live basis, will be permitted to sell wheeled energy to more than one customer.
10. Any generator or Trader who wishes to wheel through the Municipal Distribution Network needs to have the necessary metering systems and technology in place in order to facilitate a live half-hourly off-set and to provide the NMBM with an auditable process. Such off-sets need to be verified by an independent Measuring and Verification Agent on a monthly basis and such Measuring and Verification Agent reports are to be submitted to the NMBM within 30 days from the last billing month. This is to ensure that all wheeling fees are kept track of and energy properly reconciled so as to ensure the NMBM is paid the correct charges due to them and

[4] https://nelsonmandelabay.gov.za/documentlibrary

that credible methodology is applied prior to the approval of the wheeling transaction being granted.