



Buy prepaid vouchers from legal vendors

Often we find customers buying prepaid electricity from illegal vendors, without knowing that they are illegal.

Here are some tips to help you:

A legal vendor will have a vendor identification sticker or sign on their premises and only sell the correct amount of electricity for the amount paid.

Buying illegal electricity vouchers is a crime.

Those found using illegal prepaid electricity vouchers can be disconnected or pay fines.

Why make criminals rich?

Rather buy legally so that Eskom and the municipalities can use that money to keep your



electricity network working and do upgrades when necessary.

Here is a list of legal online vendors:

- A2Pay
- CiGiCell including Prepaid24
- Powertime
- EasyPay myPrepaid)

What can customers do?

to help prevent overloading and power cuts...



Report illegal connections, vandalism, equipment theft and illegal vendors to the SAPS, Municipality or Eskom on 0800 11 2722



Pay for the electricity you use and purchase electricity tokens from **legal vendors** only.



Do not bypass electricity meters and connect to the network illegally, to ensure your safety



Use **electricity sparingly**, especially during peak hours

To protect your appliances during an outage ...



Switch off appliances during power outages, as appliances may be damaged when power is turned back on

Buy prepaid tokens wisely

If you are battling to afford your electricity bill, then the first thing to do is to buy your prepaid wisely.

The more prepaid electricity you buy at a time, the more expensive it becomes per unit. So if, for example, you buy R1 000 worth of electricity, it will cost more per unit of electricity. It is cheaper to buy just enough for the month and then maybe buy a little later in the month if needed. Let us explain this below:

Below are the Eskom rates (municipalities may have different rates)

- If you buy up to 350kWh of electricity a month, you will pay the rate of block 1 – R1.28 per unit. If you buy more than 350kWh you will pay a higher rate as indicated in block 2 – R1.45 per unit.
- If your first purchase in the month is more than 350kWh, then the 350kWh is charged at the rate of block 1 and the additional units is charged at the rate of block 2.

Homelight 20A	Energy charge [c/kWh]	
	VAT excl	VAT incl
Block 1 [> 0 - 350 kWh]	121.67	139.92
Block 2 [> 350 kWh]	137.86	158.54

You can buy more than once in the same month but the units will then be charged at the rate of block 2 only. The tariff resets on the first of every month, so on the first of the month you can buy up to 350kWh again at the rate of block 1.

The tariff works exactly like Homelight 60A, the only difference is the number of units in block 1 goes up to 600kWh and the units in block 2 is anything more than 600kWh. To keep your electricity costs under control, you should use electricity efficiently to avoid moving into the higher consumption block and subsequently the higher rate.



Safety is always our first priority!

Impact of COVID-19

Our customer service dispatching rules have changed to reduce the **risk of exposure**. Technicians will unfortunately not be dispatched after 4pm, and on weekends for single customer calls. We will however attend to network problems.

Customer safety

We remind our customers that **illegal connections are unsafe** and don't have the necessary electrical protections. Adults and children are being electrocuted by these dangerous connections.

Security of employees

While attending to network faults and illegal connections, **employees** have been **intimidated**, held hostage and in some cases injured. We urge you to please **co-operate with us** as we provide your community with customer services, and to please avoid participating in acts of intimidation and violence.