



Schedule of Standard Fees 2021/22

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www.eskom.co.za/tariffs

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Compiled by



Onicah Rantwane
Senior Advisor
(Electricity Pricing)

Functional responsibility



Shirley Salvoldi
Corporate Specialist
(Electricity Pricing)

Authorised by



Mutenda Tshipala
Acting Senior Manager
(Electricity Pricing)

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1. Introduction

All customers (generators and loads) are required to make a contribution towards Eskom for the provision of new or additional capacity or for direct services rendered to a customer such as, the provision of service mains, the installation of equipment in the customer's substation, for the taking of any special meter readings, for reconnection of the supply after disconnection (i) either at the request of the customer or (ii) caused by the customer in failure to carry out its obligations, and for special/additional work done for the customer by Eskom. These charges are referred to as "standard charges" and are raised in addition to the standard tariff prices.

This document lists all the standard charges applicable to both loads and generator customers. The charges in this document are approved from time to time by the Distribution Pricing committee or as per the delegation of Authority in the standard charges policy document (document number 240-134678175). The charges shall be raised in accordance with the principles, rules, and methodology in the Connection Charges for Customers connected to Eskom's Distribution Network Procedure (document number 240-96748696). Therefore, this document must be read in conjunction with the Connection Charges for Customers connected to Eskom's Distribution Network Procedure and all relevant pricing policies and procedures.

The waiving of standard charges for a customer can only be approved by the Distribution Pricing committee as indicated in the standard charges policy.

2. National SPU* account deposits applicable from 1 April 2021

Adjustment made for the 1 April 2021 price increase. The deposit is based on monthly average consumption for 2020/21 using 2021/22 tariff rates approved by NERSA.

Only make use of these national SPU deposits supported in your Operating Unit. If you are not sure, contact your OU Pricing Manager to give clarity.

- The values are the **MINIMUM** deposit that has to be provided for new supplies/transfers and have been calculated inclusive of VAT. Please note that Eskom is not required to issue any tax invoices to customers on receipt of a customer deposit.
- These deposits apply to conventionally metered supplies.
- When updating deposits historical usage on the premise/point of delivery (POD), must be used instead of the national deposits.
- Interest on customer deposits is **3.3%** p.a. from 1 March 2021. This interest is added to the deposit to maintain its value in real terms and is based on the past year's headline Consumer Price Index.

Landrate tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Landrate Dx	R 7 090	R 4 727
Landrate 1	R 21 500	R 14 333
Landrate 2	R 30 290	R 20 193
Landrate 3	R 59 660	R 39 773
Landrate 4	R 10 190	R 6 793

Businessrate tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Businessrate 1	R 17 530	R 11 687
Businessrate 2	R 25 650	R 17 100
Businessrate 3	R 47 230	R 31 487
Businessrate 4	R 10 260	R 6 840

* Eskom's tariffs are divided into Large and Small user categories. The small power user (SPU) tariffs are Homelight, Homepower, Landrate and Businessrate. The large power user (LPU) tariffs are Nightsave, Megaflex, Miniflex and Ruraflex.

Residential tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Homelight (80 Amps)	R 3 420	R 2 280
Homepower 1	R 5 120	R 3 413
Homepower 2	R 15 570	R 10 380
Homepower 3	R 35 310	R 23 540
Homepower 4	R 4 060	R 2 707

Public Lighting tariff	Minimum deposit
Calculation for new and existing supplies	As per Capcon

Note that for single-phase conventional supplies the circuit breaker size is 80A.

*The criteria for 2 month deposits is listed below and must be in accordance with the revenue security policy:-

- An existing Billed Customer has Acceptable Payment Record and a signed debit order payment mechanism.
- A new Billed Customer and has signed a debit order payment mechanism.
- Eskom will still review the value of the deposit on an annual basis.

3. Raising of the cost estimate fee and budget quotation fee for major works and recoverable works projects for Distribution and Transmission connected customers

This section covers the raising of the cost estimate fee (CEF) and budget quotation fee for major works and recoverable works projects for Distribution and Transmission connected customers.

For major works projects Eskom will provide an indicative cost estimate to the customer and if the customer wishes to proceed further the customer can request a budget quote.

A fee is payable to cover the Eskom costs to produce the cost estimate letter (CEL) and the budget quotation.

A CEL is initial indicative cost information produced from a less detailed study and is not binding on either party in any way. The purpose of the CEL is to provide the customer within a relatively short-space of time, an indication of costs without having to do a more detailed study and follow the Eskom investment approval process. The cost of compiling a CEL is an actual cost to Eskom and to ensure that Eskom resources are not wastefully employed this fee is raised to cover this cost. This is to ensure that the existing customer base would not be contributing to the costs being caused by potential customers. Where a customer requests a budget quote, the costs associated with providing the cost estimate and the budget quote must be included in the total project cost used to produce the budget quote. The CEL fee and the budget quotation fee already paid are then to be subtracted to get to the "outstanding" connection charge still payable. The CEF and BQ can never rebate the costs beyond zero after the capital allowance has been applied.

The fee is structured to recover the cost to Eskom of producing a CEL and is structured according to the following project sizes, as the greater the project size, the more resources will be required. The following supply size categories are used.

- 0 – 1MVA/MW (Minor process)
- 0 – 1MVA/MW (Major process)
- >1-10MVA/MW (Major process)
- > 10 MVA/MW – 50 MVA/MW (Large)
- > 50 MVA/MW (Very large)

3.1 Cost estimate fees to be charged for 2021/22

The cost estimate fee is based on the Eskom employee labour rates and estimated hours to prepare a cost estimate of a certain NMD or MEC. Customers are to be advised of the fees payable upfront as required in terms of the Consumer Protection Act.

The following categories of NMD/MEC and fees are applicable for the provision of a cost estimate letter:

CUSTOMER SUPPLY SIZE CATERGORY	APPLICABLE COST ESTIMATE FEE
0 – 1MVA (Minor process loads only)	No cost estimate fee ¹
0 –1MVA/MW (Major process)	R 16 765.22 + VAT = R19 280
>1 –10MVA/MW (Major process)	R26 052.17 + VAT = R29 960
> 10 MVA/MW – 50 MVA/MW (Large)	R 66 991.30 + VAT = R77 040
> 50 MVA/MW (Very large)	R 100 521.74 + VAT = R115 600
Recoverable works (Minimum charge if a CEL is required)	R 16 765.22 + VAT = R19 280
Supply (NMD) downgrades (if a CEL is required)	R 16 765.22 + VAT = R19 280
Short Major Process(where no CEL is issued) ²	R 16 765.22 + VAT = R19 280

¹For minor process, no cost estimate fee is required. However, should a customer abuse the quotation process by continually requesting quotes and not accepting, Eskom shall within its rights raise a fee of R3 860,00 incl VAT for producing these additional quotes. This is applicable to loads only, for generators refer to section 3.3.1.

²Should a project follow the short major project route in ACNAC (where only the BQ is issued and no CEL is issued) then the minimum CEF of R19 280 incl VAT will be payable. This minimum fee is charged to recover the cost of producing a budget quotation. Sometimes it is not known upfront whether the project will follow the full major or the major short process. In this case the standard CEF will be payable based on the NMD of the application as if it's full major process and if the project follows the major short process, then the difference of the CEF paid and the CEF for the major short will be deducted to get the outstanding connection charge still payable. E.g CEF paid is R77 040 then project follows major short, the difference of R77 040 – R19 280 = R57 760 will be deducted from the estimated connection charge or refunded if estimated connection charge is R0.

These cost estimate fees will be updated annually or as required.

3.2 Implementation issues regarding the CEF

3.2.1 Application for supply or connection to the Eskom system – new customers

The customer application form contains information explaining the required payment of a cost estimate fee before Eskom will initiate any work to produce a CEL.

3.2.2 NMD upgrades – existing customers

The CEF is payable for all NMD upgrade applications that follow the major process. This includes situations where there is no actual work to be undertaken and the upgrade only requires a billing system change or incurs only the additional shared network charges with no actual project costs being applicable. The reason for this is that the application still needs to be assessed to determine whether there is work to be undertaken or not. Therefore to ensure non-discrimination between customers, all customers will pay the CEF as listed. The CEF payable by the customer is based on the incremental capacity required and not the NMD.

3.2.3 NMD Downgrades – existing customers

A CEL may be required for supply downgrades that follow the major process. However, for supply downgrade, the amount of work required is not directly linked to the supply size. Therefore a minimum fee on the list of CEF will be charged for NMD downgrade applications to cover the costs associated with producing the CEL. All customers will pay the minimum fee listed.

3.2.4 Installation of premium equipment

Where premium equipment is requested by the customer and it cannot be directly linked to capacity, then the CEF to be charged must accurately reflect the actual cost to be incurred by Eskom to produce the CEL. This however, may not be less than the minimum charge as stipulated above.

3.2.5 Change in scope of work requested by the customer

A new CEL needs to be issued in cases where a customer requests a significant change in scope of work for a project or where the validity period for the payment of the CEF has lapsed. A CEF will be payable for the new CEL that is to be issued. Please note that a change in scope is considered significant when the Engineering personnel, responsible for preparing the revised CEL, are required to undertake additional work that they deem necessary. This results in a new CEF being payable.

3.2.6 Forfeit of cost estimate fee (CEF)

In the event that the customer does not proceed to request a budget quote, the CEF will be forfeited as work has been done to produce the CEL. If at budget quote stage, the budget quote is not accepted or is cancelled the customer will be liable for all Eskom costs incurred less any monies already paid (such as the CEF and the budget quote fee).

3.2.7 Fee payable when more than one connection point to Eskom's system is required

A CEF is payable for each point of supply/connection.

3.2.8 Fee payable when more than one engineering study is requested at one connection point

Where more than one supply/connection option is requested in one CEL only one fee is paid. If the customer requests another CEL after the initial CEL an additional fee will be payable.

This includes applications by customers that undertake to generate and consume at the same point of supply (or metering point). It must, however, be noted that should the application for the facility and the supply not be done simultaneously, subsequent applications by the customer will be subject to a new cost estimate fee, where applicable.

3.2.9 Fee payable when projects cross major/minor works boundaries

Should a project in the ≤ 1 MVA category follow the major project route in ACNAC (eg. Township developments) then the 0 – 1 MVA/MW (Major process) category of the CEF will be payable. If a project follows the minor project route in ACNAC then no CEF will be applicable.

3.2.10 Quotation fee validity period

A new CEF will be payable where the quotation fee validity period has expired. A new CEL will then also be required.

3.2.11 Billing issues

Applications from customers for CEL's will be registered in the Eskom billing system in order to raise a tax invoice payable for the CEF.

3.2.12 Recoverable works

Recoverable work not necessarily linked to an increase or decreases in supply capacity, may require a CEL to be produced. Therefore, a CEF is required to be paid to produce a CEL like with any other quote. The appropriate fee to be charged will be the greater of the

minimum fee as listed above irrespective of the scope of work to be performed or another CEF from the above listed fees which more closely represent the actual cost to be incurred in producing a CEL and should not be linked to minor or major works.

3.2.13 Contractual issues

The pro-forma documents for cost estimate letters and budget quotations for Distribution and Transmission connections have been updated in order to provide suitable wording specifying the requirement for the raising and administration of the cost estimate fee. These can be found on the Electricity Supply Contracts Hyperwave site.

3.3 Budget quote fee

The budget quotation fee for projects in the major process is determined by Engineering. This fee is provided in the cost estimate letter and is payable at the time of applying for a budget quote. The budget quote fee is dependent on the project scope and is not a set amount except in cases of generator quotations on the minor process. A standard quotation fee is chargeable for all generator applications that follow the minor process. For further information regarding the budget quotation fee, refer to the Connection charges for customers connected to Eskom's Distribution network Procedure.

3.3.1 Standard quotation fee for LV connected generator customers

The assessment of LV generator customer applications is not the same as the load customer applications. The customer advisor doing the assessment for a generator application need to apply the rules specific to the Planning Criteria as stipulated in NRS097 -2 -3. In order to apply these rules, Network planning resources are consulted for a technical evaluation as well as site assessment in some cases.

The cost of producing a generator quotation is an actual cost to Eskom and to ensure only the processing of applicants who are ready to connect their generation into the Eskom grid, a standard quotation fee will be charged for the provision of the LV connected generator quotation.

The quotation fee will be payable upfront and will form part of the connection charge. This fee is non-refundable if the quote is not accepted by the customer. Customers are to be advised of the fees payable upfront as required in terms of the Consumer Protection Act.

SUPPLY SIZE CATERGORY	APPLICABLE STANDARD QUOTATION FEE
0 – 350kW (LV connected Generators)	R1 861.15 + VAT = R2 140.32
> 350kW – 1MW (LV connected Generators)	R3 356.52 + VAT = R3 860

3.4 Definitions used in the pro-forma quotation documents relevant to the cost estimate fee

'Budget quote' means the budget quotation, with its appendices, issued by Eskom to the customer.

'Cost estimate fee' (CEF) means the fee received by Eskom for the issue of the cost estimate letter.

'Cost estimate letter' (CEL) means the letter, with its appendices, issued by Eskom to the customer for costs relating to the construction of works to connect a load or generator to the Eskom Distribution System or perform recoverable work.

'Quotation fee' means the fee received by Eskom for the issue of the budget quote.

'Major works' means underground cable network > R1.5m or overhead line network > R1m or supplies > 1 MVA irrespective of project value.

'Minor works' means supplies ≤ 1 MVA and underground cable network ≤ R1.5m or overhead line network ≤ R1m.

'Recoverable work' means work performed not for the purpose of establishing a new connection or enhancement – e.g. the shifting of a line. The cost of this work is always recovered up front from a customer or where a third party is liable for the cost of such work i.e. it is never pooled into the tariff rates. This could typically arise where Eskom acts as a contractor. These costs should not be confused with "recoverable costs".

4. Standard charges explanatory notes

- Standard charges are a set of charges used throughout Eskom with the aim of recovering from customers the costs of standard operational work done.
- Eskom charges customers a standard fee to ensure that some contribution or commitment is made by the customer for the work done, and also that the appropriate use of Eskom's services is made.
- Where possible, standard charges paid to Eskom should be allocated to the relevant cost centre responsible for the majority of the work done. Charges may be apportioned on an 80/20 basis between engineering services and customer services.
- The standard charges are broken up into four main areas, namely:
 - Connection fees/connection charges for new points of delivery
 - Conversion fees for existing points of delivery
 - Service fees

4. Remedial action charges

- Take note where double asterisks ** are displayed, it means that the fee given is the minimum amount payable. The greater of the fee listed OR additional charges, (based on actual or NAP costs) should be raised. The additional amount must be paid as an upfront connection charge payment. Where no double asterisks ** are shown, only the fee listed is payable.

4.1. Connection fees/connection charges (as per current policy and procedure)

4.1.1. Connection fees/connection charges for new points of delivery

- A connection fee/connection charge is always payable for a new point of delivery, i.e. a new supply with new equipment or where any replacement equipment of whatever nature has to be installed in order to re-energise a dormant supply.
Note: A connection fee/connection charge is not applicable where an existing supply is transferred to a new customer's name (Section 4.3.1) except where any replacement equipment has to be installed in order to re-energise a dormant supply (Section 4.3.9). New connection charges may also have to be calculated.
- The standard connection fee (where applicable) is always the minimum amount payable even if the cost to connect is less than the connection fee. The cost of the meter is deemed to be recovered by the connection fee and capital allowance.
- Additional charges based on allocated costs may be raised as per Eskom's Connection Charges for Distribution connected customers procedure and the Transmission Connection Charges Guideline. Refer also to **Error! Reference source not found.**, **Error! Reference source not found.** and
- Connection fees (minimum connection charges)/ Reconnection **fees**. The general guideline is as follows:
 - **Homelight (Core business) and Homepower single-phase**
The standard connection fee plus service connection costs per metre. Note that for Homelight (Electrification) only the connection fee will be payable.
 - **Homepower three-phase,**
The standard connection fee or actual costs (i.e. new MV or line / transformation costs) whichever is the higher.
 - **Landlight 20A**
The standard connection fee plus the national average price for line exceeding 150m of single phase MV line, plus LV service connection distances exceeding 35m for underground cable or 70m for overhead conductor. If the transformer is shared by less than 4 people, then there is also a portion of the transformer costs payable.
 - **Landlight 60A**
The standard connection fee plus the national average price for line exceeding 300m single phase line
 - **Landrate, Ruraflex and Nightsave (Rural)**
The standard connection fee plus the national average price for minor works projects and actual costs for major works projects for line exceeding 300m three phase line
 - **Nightsave (Urban), Megaflex, Miniflex and Businessrate**
Allocated costs less the capital allowance (capital allowance applies only to Distribution costs).
 - **Public Lighting**
Allocated costs.
 - **Generators**
All allocated costs

4.1.2. Connection fees for additional points of delivery on one stand

The decision to allow additional points of delivery will be the prerogative of the operating unit management based on justifiable technical and economic grounds and subject to policy and procedure. Ideally additional points should not be provided where:

- Eskom is requested to reticulate the customers' property where it is technically possible to supply these additional connections via one POD i.e. this should be the responsibility of the stand/property owner
- The supply is for non-permanent dwellings or individual rooms in one building.
- Where the stand/property owner (with no-subdivision or sectional title) wants Eskom to "manage" the electricity supply to rental properties, holiday cottages, domestic and worker quarters
- No proof of ownership of the stand or permission from the owner can be provided by the party wanting the additional point of supply.
- Note: The second point in supply fee is applicable in Developer, electrification and Eskom supply areas, and this may be in addition to the connection fee. Refer further to Section 0.

☐ **Homelight/Homepower (Standard)**

Freehold

Mainly due to electrification, more than one point of delivery has been allowed on residential properties. More than one point of delivery on a residential property must, however, not be seen as the ideal situation. The better alternative is provide one bulk POD and the customer must then reticulate his property further. Customers requiring an additional point of delivery and where approved may be required to pay a higher than standard connection fee, as per the Standard Charges. The additional point of supply will be at the boundary of the property. The property/stand owner must approve the additional point to his stand in writing and also provide proof of ownership of the stand. The location of the meter / kiosk is critical, and must always be on the stand boundary, for auditing purposes and corrective action if required.

Sectional title

A sectional title development/complex is one property and typically supplied by Eskom through a bulk supply at the boundary of the property. The reticulation, internal wiring, maintenance, metering and tariffs charged to all homeowners/units within the complex is usually managed by the body corporate. It is Eskom's preferred option that the supply to a sectional title development/complex is provided as a bulk point of supply. If individual supplies within the complex are requested, the OU can consider this on technical and economic grounds. If approved these may only be provided at a common metering point (or points) at (on) the boundary including split metering. Eskom will, however, not be responsible for any aspect of the internal wiring within complexes. In such a case the request to supply the individual units must come from the body corporate in writing. Either all units within the complex will be supplied from a common (or multiple common) metering points on the stand boundary or a bulk supply on the boundary will be provided to the complete complex. Supplying some units individually and the remainder through a bulk point will not be allowed.

☐ **Businessrate/Nightsave (Urban)/Miniflex/Megaflex**

When it is technically possible to provide for the customer's needs via one POD, additional points of supply can be refused, or treated as a premium supply.

☐ **Landrate/Landlight/Ruraflex/Nightsave (Rural)**

When the requested 2nd point is within the line allowance distance, no additional points should be given, i.e. the supply should be provided for from the existing point of delivery. Eskom reserves the right to allow additional points or not based on technical and/or economic grounds viable. If Eskom allows

a second point of supply within the capital allowance distance, this will be treated as a premium supply and no capital allowance is given. Any point of supply installed outside of the line allowance distance is treated as a new supply with a capital allowance being given.

4.2. Conversion fees

Conversion fees are payable when a customer requires a change in the technical characteristics of the supply and/or the tariff. The tariff conversion fees are payable per point of delivery.

4.2.1. Tariff change fee

- This fee is now included in the change in supply fee and is payable when a customer converts from one tariff to another and contributes to the cost of work required to amend CC&B information and the supply agreements.
- The tariff conversion should always comply with the definitions set out in the Schedule of Standard prices of a particular tariff. This means, for example, that a customer living in a rural area on a farm may, as a general rule, not convert from Landrate to Homelight, unless allowed in terms of the Connection Charges for Distribution connected customers procedure.
- The tariff change fee is payable per point of delivery in all cases except for changes to Homelight 20A where no actual work is undertaken.
- A conversion from Landrate to Landlight within the 60 months liability period will be allowed subject to the outstanding liability being payable. Where a Landrate supply with a MCC converts to Landlight, the NPV of the outstanding MCC is payable as an upfront amount in addition to the change in supply fee listed.
- Where a Homepower supply with a MCC converts to Homelight, the Net Present Value (NPV) of the outstanding MCC is payable as an upfront amount in addition to the change in supply fee listed.
- There is no charge where a Homelight tariff is converted from a higher to a lower supply size (i.e. downgrade in supply size)
- It will not be allowed for customers to convert from one tariff to another more than once in a 12-month period unless circumstances warrant the conversion. The 12 months is not the liability period but a restriction on the amount of tariff conversions allowed within a year to prevent tariff-hopping to avoid seasonal charges, and therefore there may be a liability period applicable. If the tariff conversion coincides with an upgrade or a downgrade a new liability period as applicable may apply.
- If there are circumstances that warrant an allowable change of tariff within 12-months, such as a supply upgrade or genuine situations that are beyond a customer's control (e.g. force majeure, downscaling of operations, etc.) the contract conditions for converting to another tariff may be waived. The Operating Unit Pricing Managers are to approve any tariff conversions that are requested prior to the expiry of the contract period.

4.2.2. Change in supply size/NMD

Subject where applicable to the NMD rules

The original connection charge might have to be adjusted to account for new dedicated work, network upgrades and/or sharing and the capital allowance adjustment. SNC will not be charged for an upgrade of supply where the customer previously paid actual costs or SNC for the same NMD and later downgraded, provided that the customer was not rebated the SNC during the downgrade to a lower NMD, subject to the capacity being available..

The fee payable for a downgrade of supply size where the meter panel is changed from a programmable configuration to a conventional configuration is listed separately under section 4.2.5 plus any dismantling of equipment and labour costs payable.

It is sometimes requested by customers who take supply from more than one POD, that load be shifted from one POD on the network to another POD on the network. The reason is normally that one POD is exceeding its NMD and the other POD rarely reaches its NMD.

- Where there is no increase in total NMD it is generally accepted that there is no need for further upstream network contributions to be paid whether or not the same feeder is used to supply the load.
- A contribution towards upstream networks could be payable where there is a change in supply voltage.
 - Where the shift is to a point at a lower voltage, SNC will be payable on the kVA load being shifted at the difference in the SNC value between the voltage levels.
 - Where the shift is to a point where there is a higher voltage, no refund of SNC will be made.
- Where there is an increase in the total NMD, SNC will be payable on the additional NMD per POD and voltage level.
- Where there is a reduction of total NMD, no refund will be made but also no raising of additional SNC will be made.
- Actual costs are payable for any new dedicated work required.
- Where no capacity exists to accommodate the shift in load, the required load will be treated as new capacity.
- The PODs between which load is being shifted do not have to be on the same account number but must supply the same customer.
- The change in supply fee includes the conversion fee payable which contribute to the cost of work required to amend CC&B information and supply agreements.

4.2.3. Change of phase

Change of phase fees are payable when a customer requests a change of phase for the supply. Where the change of phase can be considered as part of a network upgrade, the customer need only pay a share of the costs (network upgrade). No line allowance will be granted. The amount payable is the actual costs for the change in phase plus NAP costs for the change in meter where applicable.

4.2.4. Shift in point of delivery (meter) /line

Where a customer requests a shift in point of delivery from one property to another property, the original point must first be cancelled, and a new point applied for.

Where a customer requests a shift in point of delivery from one position to another on the same property, the following should be applied:

a) Overhead lines / meter in urban areas

For residential tariffs, the fee listed is payable.

- The fee charged is for the relocation of the service cable and /or the meter from one point to another within the same property e.g. moving from a shack to an RDP house. The fee charged includes 70m of LV service cable therefore the customer does not pay twice for the shift of meter and the service cable. Where the length of service cable exceeds 70 meters, an additional R34.18/m is payable for the extra service cable length above 70m.

Note: The fee charged for 20 A supplies is not reflective of actual costs incurred. The actual costs would be substantially higher thereby encouraging customers to simply abandon existing delivery points and applying for new points at the location required. Where a customer abandons the existing point and applies for a new point on the same location the connection fee for a 2nd point of delivery should be charged.

- For other applicable urban tariffs, the higher of actual costs or standard fee are payable
- For shift of LV shared and MV lines, actual costs are payable.

b) Underground cables/ meter in urban areas or overhead lines/meter in rural areas

- Where there are underground cables in urban areas or overhead lines in rural areas, and a request is received to move the supply, actual costs are payable as an upfront payment only.
- Only customers who have signed way leave agreements entitling them to one free line shift for bona fide farming purposes will not be charged for the first line shift. A free line move can be transferred from an owner to its successor (new owner) by way of cession. Until such cession takes place, the right is not transferred, i.e. the transfer is not necessarily automatic. Should a business be sold as a "Going Concern" and the land / property is used for purposes of that business, the free line move is ceded.

4.2.5. Change in meter type / meter

- For all NMD upgrades, no meter change fee is payable for all tariffs except Homelight, Homepower, and Businessrate single phase. This is only applicable to costs associated with replacing the metering kiosk and /or the meter, and not the cost of replacing the CT/VT units.
- For NMD downgrades and/or if the change in meter type coincides with a tariff change (except if it coincides with an upgrade), then both the change in meter type fee plus the tariff change fee are payable.
- The fees listed are nominal values meant to recover the capital, labour and transport component of replacing the meter. Regional discretion, as per delegated authority, may be used when it is desired to change meter types at no cost to the customer.
- Where an OU decides to convert customers to smart/prepayment meters as part of Eskom's conversion programme, no meter change fee is payable.
- Where a customer's meter has been changed to split metering technology/smart meter at no charge to the customer and at a later stage the customer decides to change the meter mode to/from either prepaid or conventional, the customer is liable for payment of the call out fee plus actual costs if applicable.
- Where standard NAP cost is used for metering replacement, dismantling cost of the meter is included and is not to be charged additional to the NAP. Where actual cost is used, the dismantling costs will be provided as part of actual cost.
- No charges are allocated when refurbishment or replacement of metering equipment occurs as part of an Eskom requirement.
- Actual costs / NAP costs are payable for physical re-programming of existing meters for downgrades and tariff conversions not associated with an upgrade.
- Meter change fee shall also apply in cases where a customer installs generation equipment connected to Eskom's network and bi-directional meters must be installed.

4.3. Service fees

Service fees are payable for general services that Eskom provides to customers. Where applicable, an after-hours fee is payable where a customer requests a visit outside of Eskom's normal working hours.

4.3.1. Transfer fees

- A transfer fee is an administrative charge levied on a new customer when a signed standard contract on an existing supply is transferred to the new customer's name. This is not applicable to developer projects where the developer transfers the supply to the occupant of the property.
- The following charge will be applicable for transfers of supply.
 - If no inspection of the supply is required, the transfer fee is payable.
 - If inspection of the supply is required, a standard charge will be applied (refer point 4.3.9).
- Any existing monthly connection charges are transferable to the new customer where the supply is transferred and no equipment has to be replaced/installed.
- New connection charges will be calculated where the supply is transferred and equipment has to be replaced /installed. The connection charge for the additional equipment must be paid upfront and any existing monthly connection charges are transferable.
- The customer will be required to pay any costs where existing installed equipment is changed to suit the customer's requirements associated with the change (i.e. meter type changes).
- Where the activity for supply transfer coincides with a change in the supply size / tariff, both the transfer fee and the conversion fees are payable.

Exceptions to charging the standard transfer fee:

- In the event of death, no charge should be levied for the transfer of a supply contract into the name of the heir to the deceased.
- If the supply contract is a non-standard contract, the connection fee is applicable.
- In a rural area, where a customer provides Eskom with the opening meter reading, the meter reading fee should be waived.

4.3.2. Call-out fee

Call-out fees differ between urban and rural customers, as well as between normal working hours and after hours and are payable by a customer for the following services:

- Where Eskom is called out to attend to a supply interruption and the fault is found to be on the customer's side of the installation and not on Eskom's network. For customers on residential tariffs, the general practice is that Eskom does not charge this fee, but the fee may be charged at Eskom's discretion where the customer starts abusing the call out service.
- Where Eskom is called out to temporarily disconnect a supply. The fee is payable for the disconnection call-out and then again for the call-out to reconnect the supply.
- Where a cut-off notice is hand delivered to a customer prior to disconnection. This is not an approved practice.
- The call-out fee should always be added to the customer's bill amount.

4.3.3. Special meter reading fee

Where a customer requests Eskom to do a special meter reading outside of Eskom's normal meter reading date for the POD for whatever reason, the special meter reading fee is payable.

4.3.4. Meter test fee

- Payable when a meter test is requested by a customer.
- These costs are for tests on-site.
- If a customer wants a meter to be tested at an accredited laboratory, then actual costs are payable.

- If a fault is found with the meter, then the fee charged is refunded to the customer.

4.3.5. Lost prepayment card fee / customer interface unit (CIU) / smart meter keypad

Payable for replacement of a prepayment card or CIU or smart meter keypad unit in the event of loss or damage. The discretion lies with the Eskom OU whether to apply or waive this fee.

4.3.6. Quality of supply data fee

Payable where a customer requests a non-standard, customised query that includes correlation of data and events. This fee is not applicable to residential loads

4.3.7. Provision of meter data fee

Payable where a customer requests meter data and Eskom incurs costs to obtain and provide such data.

4.3.8. Consolidation of PODs/accounts fee

Payable where a customer's various accounts and PODs are consolidated into one account. The fee is payable per premise (point of delivery) being consolidated. Please take note that some customers might benefit when consolidating their accounts or PODs into one account (LPU customers will only pay one Service Charge), but they will still pay an Administration Charge based on the Utilised Capacity of each premise/POD linked to an account. Furthermore, the sum of the UC (Utilised Capacity) of all premises linked to the account will be used to determine the Service Charge capacity class.

It is to be noted that in future the service charge might be payable per POD and not per account and therefore there might not be a cost saving in consolidating multiple PODs into one account.

- The examples in the table below illustrate when it is advantageous/ disadvantageous to consolidate PODs into one account.

Example 1: A Nightsave Rural customer with 6 Premises of 100 kVA each			
Service Charge	Consolidated	Unconsolidated	
	600 kVA	100 kVA x 6	
	R 205.82 (>500 kVA and ≤ 1 MVA)	R19.62 x 6 = R117.72 (≤ 100 kVA)	
In this case it is not advantageous to consolidate premises			
Example 2: A Nightsave Rural customer with 6 Premises of 1 x 100 kVA, 3 x 200 kVA, and 2 x 600 kVA			
Service Charge	Consolidated	Unconsolidated	
	1900 kVA	1 x 100 kVA	1 x R 19.62 (≤ 100 kVA)
	R 205.82 (> 1 MVA)	3 x 200 kVA	3 x R 66.90 (>100 kVA & ≤ 500 kVA)
		2 x 600 kVA	2 x R205.82 (>500 kVA and ≤ 1 MVA)
	R 205.82	Total = R631.96	
In this case it is advantageous to consolidate premises			

- Where net-metering / offset is allowed, the consolidation of accounts/ PODs will only be allowed for the PODs on the same feeder.

Rules for linking premises/ PODs into one account. In order to qualify for consolidation, the premises must:

1. belong to one legal entity
2. be in the same OU
3. be read within 10 days of each other
4. not have a mixture of LPU* and SPU* (may be a mixture of urban and rural)
5. not be a mixture of Top or Operating unit customers
6. not have some premises bills settled via ACB and others not
7. be on contiguous sites for Key Customers.

SPU*: Maximum allowed capacity of 100kVA. Rules 1, 2, 4, 5 and 6 are applicable (Rule 3 does not apply because CC&B will estimate where a reading is omitted).

LPU*: Rules 1, 2, 3, 4, 5 and 6 are applicable

Key Customers: All rules are applicable.

4.3.9. Reconnection of terminated supplies

- Where a supply is terminated within the liability period of the contract, the customer will be required to pay all the fixed monthly charges for the remainder of the notice period.
- All other provisions of the "Connection Charges for Customers connected to Eskom's Distribution Network" policy and procedure will apply.

4.3.9.1. Reconnection of terminated supplies for new customers

- Payable when a supply has been terminated and a reconnection is requested from a new customer who has taken over this supply and wants the supply re-instated.
- An inspection of the premise (previously referred to as POD) would usually be required in this case in order to ascertain whether or not any equipment needs to be replaced.
- This fee will only apply in cases where no equipment needs to be replaced.
- Where any replacement equipment of whatever nature has to be installed in order to re-energise the dormant supply, the fee payable will be the greater of 10% of the standard connection fee OR actual costs of the equipment to be replaced up to a maximum of the connection fee.
- Where a new customer requires a terminated point to be re-energised but requires a change in supply capacity the new application may be treated as a request for a new supply (line allowance already given for original rural supply) with a full connection fee payable.

* Eskom's tariffs are divided into Large and Small user categories. The small power user (SPU) tariffs are Homelight, Homepower, Landrate and Businessrate. The large power user (LPU) tariffs are Nightsave, Megaflex, Miniflex and Ruraflex.

- Alternatively, the application may be treated as a take-over of the existing supply with a subsequent increase/decrease in capacity with a conversion fee being payable for the change in supply capacity.
- Where a shift of the existing point is requested by the new customer, actual costs of the move of the POD/meter are payable.

4.3.9.2. Reconnection of terminated supplies for original customers

- Payable when a supply has been terminated and a reconnection is requested by the same customer, or any person who is deemed to be acting on behalf of this customer, requests re-energising of the premise, the higher of reconnection Fee (based on 50% of the standard connection fee) or actual cost of replacing any equipment will be payable irrespective of whether or not the re-instatement date is within the original liability period or outside of this period.
- This fee is also applicable to customers who terminated their supply due to self-generation and wants to reconnect their supply.
- The reconnection fee is payable when the customer request a reconnection of supply. If the supply requested is higher or lower than the original supply size, this will be treated as a new application. If a customer wants to apply for grid connection of their generation facility, the grid connection process should be followed.
- The intention is to discourage seasonal usage customers from repeatedly terminating their supplies and then requesting reconnection simply to evade the fixed monthly charges such as network charges.
- The customer will be required to sign a new liability period.
- A new/updated deposit will be payable and a new supply agreement will have to be entered into.
- The new monthly connection charges must be calculated based on the Present Value of the total initial connection charge still outstanding at the time of reconnection together with interest calculated on the MCC amount not paid during the period between the termination and reconnection of the supply.
- Any change in the NMD will result in a new quote.

4.3.10. Demand charge exemption administration fee for customer-induced events

- A demand charge exemption request arising from a customer induced event is a request over and above Eskom's standard service offerings.
- Processing of these requests results in additional administration costs that would not have been incurred.
- In order to facilitate the customer request, the following additional administration functions are undertaken:
 - Additional time is taken to process the customer bill (by recalculating the bill value).
 - The billing system (and metering data) is reset to ensure that the system does not raise the excess network charges in the following 12 month period.
- No differentiation between local/non-local authority, rural/urban tariffs (the same administration costs are incurred for processing a demand charge exemption request).
- No fee shall apply for customers $\leq 100\text{kVA}$.
- Fees shall apply to the following two categories: $>100\text{ kVA} \ \& \ \leq 1\text{ MVA}$ and $> 1\text{ MVA}$ (incl. key customers).

4.3.11. Bill reprints

- Customers that request bill reprints will now be liable to pay Eskom a charge for the reprint of the bill. (refer to service fees for the applicable charge).

4.3.12. Non-sufficient funds (NSF) fee

- The charge is raised to recover Eskom's administration cost and actual bank fees charged by the bank in cases where debit orders payments made are returned from the bank as unpaid.

4.3.13. Bank Charges recovery fee

The fee is raised when customer payments are made to the bank or through any of Eskom's service providers using credit card, debit card, cash, or any other payment method. Eskom will recover electricity payment bank fees for:

- Payments / Amounts $> \text{R } 3\,500$ - Actual bank fees incurred (Payments by credit card, debit card and cash)
- Any other payment method where bank fees are in excess of R 17.50 per transaction

4.4. Remedial action charges

- Remedial action charges are charged to recover Eskom's losses and costs associated with the following actions:
 - a supply has been disconnected due to non-payment and subsequently reconnected;
 - theft of electricity has occurred;
 - a supply is connected or re-connected illegally;
 - the removal of a service connection (meter and/or cable) due to repeated offences;
 - an illegal connection has been made (non-contractual consumer of electricity), and
- The fee listed excludes revenue losses.
- These revenue losses should always be calculated and charged over and above the fee listed.
- Remedial action charges are determined and approved by the Manage Revenue Cycle value chain.
- Refer also to Section 9 for the conditions and the list of fees payable.

Where a person that does not have an Eskom supply contract but has illegally taken supply from Eskom, the illegal connection will be removed and the offending party will be required to apply for a legal connection.

4.4.1. Reconnection fee for non-payment and illegally supplying other customers

- The reconnection fee is payable by the customer that caused action to be taken and not by any bona-fide new customer that takes over the supply.
- An after-hours fee is payable where a customer requests a visit to reconnect the supply outside of Eskom's normal working hours.
- A reconnection fee is to be charged where a conventionally metered supply has been cut-off due to non-payment. This fee is payable only once for both the disconnection and the reconnection of the supply, and is payable by the user that has been cut-off. The amount is set at 2 times the call-out fee. Where Eskom reconnects the customer remotely without having to physically go to the customer's premise, 50% of the fee will be payable.
- If the customer was disconnected as a result of breach of contract, i.e. illegally supplying electricity to other customers, the reconnection fee will be payable plus the cost of damages plus any tariff charges due to Eskom.
- A new user (tenant/owner), will not be required to pay this fee (proof of new ownership may in some instances be required) when the supply is taken over.

- The fee in rural areas is higher than in urban areas, due to the longer distances that have to be travelled by Eskom staff to disconnect and to reconnect the supply.
- The fees listed and procedures shall be enforced.
- New terms and conditions are to be applied to the reconnected supply (contracts, deposits, interest rate, etc).

4.4.2. Reconnection fee for Supply reconnected illegally, meter by-passed or sabotaged in the event of tampering

A reconnection fee for tampering is payable where a meter or installation has been found tampered with. The customer will be required to pay the reconnection fee plus the cost of damages plus any tariff charges due to Eskom as a result of the tampering and will be required to sign a new supply agreement and new deposit in order to be reconnected.

4.4.2.1. Repeat of illegal connection or when service cable is removed by Eskom and is reconnected by the customer

Where an illegal supply is disconnected by Eskom, and the supply is reconnected illegally, the fees listed and procedures shall be enforced. Refer to Section 9.3 on page 20 where a new connection charge is to be raised. No capital allowance will, however, be applied.

4.4.3. Damage to Eskom equipment (payable when negligence by customer is proven)

Where Eskom equipment is damaged by a customer, the fee listed is payable where Eskom is able to prove that the customer damaged the Eskom equipment. The fee payable is the actual cost of the equipment to be replaced plus the call out fee which includes transport costs.

5. Eskom's standard charges: Rural

Legend (Applicable to Rural, Urban and Residential Standard Charges)

Figures given in *italics* refer to the VAT exclusive rate.

****** The fees listed are the minimum cash amounts payable. The greater of the fee listed **OR** additional charges, based on actual costs, should be raised. (Refer to the explanatory notes for guidance.)

Where no ** are displayed, only the fee listed is payable.

a. NPV (MCC) refers to the net present value of the Monthly Connection Charge (MCC) which is payable in cash.

b. The fee may be charged at Eskom's discretion where it is believed that the customer is abusing the service.

c. The fee listed must be paid **plus estimated consumption loss with possible prosecution.**

d. The fee listed must be paid **plus estimated consumption loss, actual costs for work done by Eskom with recommended prosecution.**

Note: Values provided by Capcon must be aligned to the principles contained in the Distribution Connection Charges manual.

	Tariff	Landrate	Ruraflex / Nightsave (Rural) / Ruraflex Gen	Landlight 60A	Landlight 20A
1	Connection fees				
1,1	New points of delivery	See connection fee list			
1,2	2nd (new) point of delivery on one property	Full connection fee as per 1.1 subject to policy			
2	Conversion fees for existing oremise/points of delivery (POD)				
2,1	Tariff changes				
a	From Landrate to	2.2, 2.3, 2.4 & 2.5 if appl. + outstanding liability if within the first 60 months			2.2, 2.3, 2.4, 2.5 if appl. + Landlight 20A connection fee if within the liability period
b	From Landlight 20A to Landrate	2.2, 2.3, 2.4 & 2.5 if appl.			
c	From Landrate 4 to Landlight 60A			2.2, 2.5 if appl + outstanding liability if within the first 60 months	
d	From Landlight 60A to Landrate	& 2.2, 2.3, 2.4 & 2.5 if appl.			
e	Landlight 20A to/ from Landlight 60A			2.2, 2.5 if applicable	2,2
f	From Ruraflex / Nightsave Rural to	& 2.2, 2.3, 2.4 & 2.5 if appl.			
g	From Homelight to (In terms of the Schools and Clinics policy)	As per 1.1, 2.3 & 2.5 if appl.			
h	From Landrate / Ruraflex / Nightsave Rural to Genflex Rural	No charge where no work is required / Actual costs where equipment is installed.			
2,2	Change in supply				
a	Downgrade of NMD OR tariff conversion with no change in NMD	R1078,26 R1240 & subject to policy			
b	Upgrade of NMD where existing CT/VT installed OR Customer initially paid connection fee for higher supply size	R1078,26 R1240 & allocated costs (Capcon) and subject to policy			
c	Upgrade of NMD with OR without tariff conversion	50% of connection fee of new supply size	50% of connection fee of new supply size & allocated costs (Capcon)		
2,3	Change of phase				
		Actual costs			
2,4	Shift in point of delivery/line				
a	Shift in line and / or meter	R2900,00 3335 ** or Actual costs			
2,5	Change in meter type / meter / meter programming				
a	Conventional to prepayment	Allocated costs or if part of an Eskom conversion programme, no charge		R2600,00	R 2 990 # or if part of an Eskom conversion programme, no charge
b	Replacement of meters or meter kiosk due to tariff conversion with no change in NMD / downgrade in supply/ embedded generation	NAP costs for meter change if applicable		As per 2.5 a	
c	Re-programming of meters due to tariff conversion with no change in NMD / downgrade in supply / embedded generation	NAP costs for programming of meters.			

6. Eskom's standard charges: Urban

	Tariff	Businessrate	Miniflex / Megaflex / Nightsave (Urban) / Megaflex Gen
1	Connection Fees		
1,1	New points of delivery	See connection fee list	→
1,2	2nd (new) point of delivery on one property	R953,04 R1096 & full connection fee as per 1.1	→
2	Conversion Fees for Existing Premise/Points of Delivery (POD)		
2,1	Tariff changes		
a	From Homepower (Standard) (non-residential, i.e. schools, clinics, etc) to	2.2, 2.3, 2.4, 2.5 if applic.	→
b	From Homepower (Bulk, i.e. Sectional Title complexes) to	2.2, 2.3, 2.4, 2.5 if applic.	→
c	From Homelight to	2.2, 2.3, 2.4, 2.5 if applic.	→
d	From Businessrate / Miniflex / Megaflex / Nightsave (Urban)	2.2, 2.3, 2.4, 2.5 if applic.	→
e	From Landrate / Nightsave (Rural) / Ruraflex to	Not allowed unless area re-classified - no charge (except for schools and clinics) & 2.2, 2.3, 2.4, 2.5 if appl.	
f	From Businessrate / Miniflex / Megaflex / Nightsave (Urban) to Genflex (Urban)	No charge where no work is required / Actual costs where equipment is installed.	
g	From Public Lighting to	2.2 (no metering charge as per policy)	
2,2	Change in supply		
a	Downgrade of NMD OR tariff conversion with no change in NMD	R1078,26 R1240 & allocated costs (Capcon or generator excel model)	→
b	Upgrade of NMD where existing CT/VT installed OR customer initially paid connection fee for higher supply size	R1078,26 R1240 & allocated costs (Capcon or generator excel model)	→
c	Upgrade of NMD with OR without tariff conversion	R1078,26 R1240 & allocated costs (Capcon or generator excel model)	→
2,3	Change of phase	Actual costs	→
2,4	Shift in Point of Delivery/Line		
a	Shift in line and /or meter	R2177,39 R2504 ** or Actual costs	→
2,5	Change in meter type / meter / meter programming		
a	Conventional to / from prepayment (Single-phase)	R2600,00 or if part of an Eskom conversion programme, no charge	
b	Conventional to / from prepayment (Three-phase)	Allocated costs or if part of an Eskom conversion programme, no charge	
c	Replacement / programming of meters or meter kiosk due to tariff conversion with no change in NMD / downgrade in supply / embedded generation	Actual costs	→

7. Eskom's standard charges: Residential

	Tariff	Homelight (2.5 A/10 A) (No longer for new supplies)	Homelight (20 A)	Homelight (60 A) Prepaid / (80 A) Conventional	Homepower Standard/Bulk or Homeflex
1	Connection fees				
1,1	New points of delivery				
a	Single-phase		No charge	See connection fee list	See connection fee list
b	Three-phase				See connection fee list
1,2	2nd (new) point of delivery on one property				
a	Single-phase		R953,04 R1096	R953,04 R1096 + Full connection fee as per 1.1	
b	Three-phase				R953,04 R1096 + Full connection fee as per 1.1
2	Conversion fees for existing premise/points of delivery (POD)				
2,1	Tariff changes				
		if appl.			
a	From Homelight (20 A) to			As per 1.1 (a)	As per 1.1, 2.2 & 2.3 if appl.
b	From Homelight (60 A / 80 A) to		As per 1.1	As per 2.2 & 2.5 where appl.	As per 2.2, 2.3, 2.4, 2.5 if appl.
c	From Homepower (Standard) to		As per 1.1	2.2, 2.3, 2.4 (c) & 2.5 if appl. + NPV (MCC) if appl	
d	From Homepower (Standard) to Homeflex				No charge
e	From Homeflex to Homepower (Standard)				2.2, 2.3, 2.4, 2.5 if appl.
f	From Businessrate to			2.2, 2.3, 2.4 (c) & 2.5 if appl. + NPV (MCC)	2.2, 2.3, 2.4, 2.5 if appl.
g	From Businessrate to Homepower (Bulk)				2.2, 2.3, 2.4, 2.5 (c) if appl.
h	From Miniflex/Nightsave (Urban) to				2.2, 2.3, 2.4, 2.5 if appl.
i	From Landrate (single-phase) to - (area re-classified)			Not allowed unless area re-classified Urban - then no charge & 2.2, 2.3, 2.4 (c) 2.5 if appl.	
j	From Landrate (three-phase) to - (area re-classified)			Not allowed unless area re-classified Urban - then no charge & 2.2, 2.3, 2.4 (c) 2.5 if appl.	
k	From Landrate (single-phase) to - (schools and clinics)			2.2, 2.3, 2.4 (c) 2.5 if appl.	
l	From Landrate (three-phase) to - (schools and clinics)			2.2, 2.3, 2.4 (c) 2.5 if appl.	
2,2	Change in supply				
a	Downgrade of NMD, or change of C/B, or tariff conversion with no change in NMD		As per 2.1	R1078,26 R1240	
b	Upgrade of NMD		No charge (From 2.5/10 A)	As per 2.1 (a) (From 20 A)	R1078,26 R1240 & allocated costs + 2.3, 2.4, 2.5 if not included in the allocated costs
2,3	Change of phase				
a	Single-phase to Three-phase				Actual costs
b	Three-phase to Single-phase			Actual costs	
2,4	Shift in point of delivery/line				
a	Overhead		R385,22 R443 **	R2177,39 R2504 **	
b	Underground		Actual costs		
2,5	Change in meter type / meter				
a	Conventional to prepayment / smart meters / programmable meters			No charge (part of an Eskom conversion programme)	
b	Prepayment to Conventional metering			R443,48 R510	Call out fee + actual costs if applicable
c	Programmable/smart meters to conventional metering installations			R443,48 R510	Call out fee + actual costs if applicable
d	Replacement / programming of meters or meter kiosk due to tariff conversion with no change in NMD / downgrade in supply / upgrade of supply / embedded generation				Actual costs (For SSEG - use standard metering costs)

8. Eskom's standard charges: Rural, Urban and Residential service and remedial action fees

3	Service Fees	Rural			Urban			Residential		
3,1	Transfer fee (This fee contributes to the cost of work required to amend billing information and the supply agreement.)	R1078,26	R1240							
3,2	Call-out fee									
a	Working Hours	R819,13	R942		R443,48	R510		R443,48	R510	
b	After Hours	R1059,13	R1218		R587,83	R676		R587,83	R676	
3,3	Special / meter reading fee									
a	Working Hours	R819,13	R942		R443,48	R510		R443,48	R510	
b	After Hours	R1059,13	R1218		R587,83	R676		R587,83	R676	
3,4	Meter test fee									
a	Prepayment/conventional meter: Single/Dual-phase	R819,13	R942		R443,48	R510		R443,48	R510	
b	Prepayment/conventional meter: Three-phase	R1059,13	R1218		R712,17	R819		R712,17	R819	
c	Programmable Meter	R819,13	R942	**	R819,13	R942	**	R819,13	R942	
d	Metering Installation = (Meter Test + Dismantling / Installation)	R1059,13	R1218	**	R1059,13	R1218	**	R1059,13	R1218	
3,5	Lost prepayment card / CIU / Smart meter fee									
a	Lost or damaged Prepayment card (N/A to new customers)	R28,70	R33	b	R28,70	R33	b	R28,70	R33	
b	Lost or damaged CIU / Smart meter keypad unit. (N/A to new customers)	R462,61	R532		R462,61	R532		R462,61	R532	
3,6	Quality of supply data fee: Non-standard customised query	R7253,04	R8341		R7253,04	R8341				
3,7	Provision of meter data fee (Only charged where costs are incurred obtaining the data)	R7253,04	R8341		R7253,04	R8341				
3,8	Consolidation of premise/POD Fee (Charged per POD)									
a	Refer to rules for linking premises into one account.	R163,48	R188		R163,48	R188		R163,48	R188	
3,9	Reconnection of a terminated supply fee									
a	Refer to explanatory notes for new customer.	R1078,26	R1240	or the greater of 10% of the connection fee OR actual costs where equipment needs to be replaced up to maximum of the connection fee						
b	Refer to explanatory notes for original customer.	The higher of 50% of standard connection fee or actual project costs where equipment needs to be replaced								
3,10	Demand charge exemption administration fee for large power customer-induced events									
a	≤ 100 kVA	No charge			No charge					
b	> 100 kVA & ≤ 1 MVA	R1078,26	R1240	R1078,26			R1240			
c	> 1 MVA (including key customers)	R2138,26	R2459	R2138,26			R2459			
3,11	Bill reprints									
a	E-mailed copy of bill (for 3 months)	No charge			No charge			No charge		
b	E-mailed copy of bill (more than 3 months)- no charge for Key customers	R19,13	R22	p/month	R19,13	R22	p/month	R19,13	R22	
c	All postal reprint requests will incur a cost: (fee is based on the number of months requested and postal / courier costs).	R58,26	R67	** SPU	R58,26	R67	** SPU	R58,26	R67	
		R58,26	R67	** LPU	R58,26	R67	** LPU			
3,12	Non-sufficient funds (NSF) fee									
a	NSF fee for unpaid debit order	R47,83	R55		R47,83	R55		R47,83	R55	
3,13	Bank charges recovery fee									
a	Payments made by credit card, debit card and cash above R3 500	Actual bank fees incurredby Eskom								
b	Any other payment method	Actual bank fees exceeding R17.50 per transaction								
4	Remedial Action Charges									
	Reconnection fee for non-payment with conventional metering and illegally supplying other customers									
4,1										
a	Working Hours	R1638,26	R1884		R886,96	R1020		R886,96	R1020	
b	After Hours	R2118,26	R2436		R1175,65	R1352		R1175,65	R1352	
c	Remote Reconnection	R819,13	R942		R443,48	R510		R443,48	R510	
4,2	Reconnection fee for supply reconnected illegally, by-passed or the meter sabotaged in the event of tampering (Charged per POD)									
a	By an Eskom prepayment / conventionally metered customer	Refer to section 13 - Reconnection fees in the event of tampering.								
b	By a non-contractual consumer	Compulsory prosecution								
4,3	Repeat of illegal connection or service cable is removed by Eskom and reconnected by customer									
a	By an Eskom prepayment / conventionally metered customer	Refer to section 13 - Reconnection fees in the event of tampering.								
4,4	Damage to Eskom equipment (Payable when negligence by customer is proven)	As per 3.2 + actual cost of equipment.								

9. Reconnection fee in the event of tampering

Fees payable per POD in the event of tampering.

9.1. 1st Tamper

		VAT Exclusive	VAT Inclusive	
Category	Size	Fee	Fee	Description
LPU	> 1 MVA	R 87 719.30	R 100 877.20	1 st Tamper Fee LPU >1MVA
LPU	> 100 kVA - 1 MVA	R 52 631.58	R 60 526.30	1 st Tamper Fee LPU > 100 kVA - 1 MVA
LPU	≥ 25 kVA - 100 kVA	R 26 315.79	R 30 263.20	1 st Tamper Fee LPU > 25 kVA - 100 kVA
SPU	> 50 kVA - 100 kVA	R 26 315.79	R 30 263.20	1 st Tamper Fee SPU > 50 kVA - 100 kVA
SPU	≥ 25 kVA - 50 kVA	R 13 157.89	R 15 131.60	1 st Tamper Fee SPU > 25 kVA - 50 kVA
SPU	16 kVA	R 5 263.16	R 6 052.60	1 st Tamper Fee SPU > 16 kVA
Pre-paid	≤ 80 Amps	R 5 263.16	R 6 052.60	1 st Tamper Fee Prepaid

- Lost revenue to be recovered over and above these values and any equipment repair / replacement costs to be recovered.
- A new supply agreement and a new deposit is payable before reconnection.
- Notification to customer after first tamper that further tamper could lead to removal of installation without notice.

9.2. 2nd Tamper

		VAT Exclusive	VAT Inclusive	
Category	Size	Fee	Fee	Description
LPU	> 1 MVA	R 175 438.60	R 201 754.40	2 nd Tamper Fee LPU >1MVA
LPU	> 100 kVA - 1 MVA	R 105 263.16	R 121 052.60	2 nd Tamper Fee LPU > 100 kVA - 1 MVA
LPU	≥ 25 kVA - 100 kVA	R 52 631.58	R 60 526.30	2 nd Tamper Fee LPU > 25 kVA - 100 kVA
SPU	> 50 kVA - 100 kVA	R 52 631.58	R 60 526.30	2 nd Tamper Fee SPU > 50 kVA - 100 kVA
SPU	≥ 25 kVA - 50 kVA	R 26 315.79	R 30 263.20	2 nd Tamper Fee SPU > 25 kVA - 50 kVA
SPU	16 kVA	R 10 526.32	R 12 105.30	2 nd Tamper Fee SPU > 16 kVA
Pre-paid	≤ 80 Amps	R 10 526.32	R 12 105.30	2 nd Tamper Fee Prepaid

- Lost revenue to be recovered over and above these values and any equipment repair / replacement costs to be recovered.
- A new supply agreement and a new deposit is payable before reconnection.
- Notification to customer that further tamper could lead to removal of installation without notice, requiring a new application to be submitted before reconnection.

9.3. 3rd Tamper

Installation will be removed and criminal charges must also be laid.

If the supply is still required, in addition to the reconnection fee tamper fee, a new connection charge based on actual cost for any damages or replacement, supply agreement and deposit must be paid. No SNC or capital allowance is applicable.

Plus

- Lost revenue to be recovered over and above these values and any equipment repair / replacement costs to be recovered.

10. Connection fees (minimum connection charges)/ Reconnection fees

- A connection fee/connection charge is payable for a new point of delivery. For Public Lighting and Urban connections ≥ 25 kVA the full allocated connection costs are paid upfront as a connection charge.
- The standard connection fee (where applicable) is always the minimum amount payable. Where the cost of supply is less than the standard connection fee, the standard fee is still payable.
- Where the supply is conventionally metered and Eskom supplies the meter box, the cost of the meter box is deemed to be included in the connection fee payable.
- Additional charges based on allocated costs may be raised as per the Connection charges for customers connected to Eskom's Distribution Network Procedure.
- NERSA has approved the Homelight 20 A tariff as the base residential tariff with no connection fee effective from 1 December 2007.

The connection fees applicable from 1 April 2021 are as follows:

10.1. Table 3 (a) – Urban connection fees / charges (Megaflex, Miniflex, Nightsave Urban, Businessrate)

≥ 25 kVA	The greater of full allocated connection costs paid up front, OR ; R53 625.00+ VAT = R61 668.75
Developer connected / Self-build supplies:	<ul style="list-style-type: none"> i) No charge to end-use customer for developer projects that are fully funded by the developer including metering etc. ii) If Eskom is required to do some of the work (e.g. Eskom installs the mini-sub, LV reticulation and metering and the developer installs the rest) a connection charge must be calculated based on the actual costs including monopoly works, plus SNC and if applicable the capital allowance depending on the tariff. iii) Metering costs for LPU supplies are ignored.

10.2 Table 3 (b) – Rural connection fees / charges (SPU & LPU connection fees differ to cater for the metering costs applicable to the supply installations)

Size/tariff	SPU		LPU	
	Excl. VAT	Incl. VAT	Excl. VAT	Incl. VAT
Landlight 20A	R 6 565,22	R 7 550,00		
Landlight 60A	R 20 100,0	R 23 115,00		
Landrate Dx (5 kVA single-phase)	R 29 100,0	R 33 465,00		
16 kVA single-phase	R 29 100,0	R 33 465,00	R 30 500,00	R 35 075,00
25 kVA three-phase	R 28 600,0	R 32 890,00	R 31 100,00	R 35 765,00
32 kVA dual-phase	R 31 000,0	R 35 650,00	R 33 500,00	R 38 525,00
50 kVA three-phase	R 29 900,0	R 34 385,00	R 32 500,00	R 37 375,00
64 kVA dual-phase	R 32 100,0	R 36 915,00	R 34 600,00	R 39 790,00
100 kVA three-phase	R 34 600,0	R 39 790,00	R 37 700,00	R 43 355,00
100 kVA dual-phase	R 39 900,0	R 45 885,00	R 44 000,00	R 50 600,00
200 kVA three-phase	N/A	N/A	R 43 100,00	R 49 565,00
315 kVA three-phase	N/A	N/A	R 51 600,00	R 59 340,00
500 kVA three-phase	N/A	N/A	R 60 800,00	R 69 920,00
1 000 kVA 11kV	N/A	N/A	R 104 900,00	R 120 635,00
1 000 kVA 22kV	N/A	N/A	R 109 700,00	R 126 155,00

> 1 000 kVA 11kV / 22kV

15% of the actual transformer cost and line capital allowance

NOTE: The connection fee for supplies where CT/VT units are installed will be calculated by Capcon as 15% of the installed cost of the CT/VT unit and the line capital allowance.

10.3 Table 3 (c) – Public Lighting connection fees / charges

Per streetlight connection	Actual cost
Per high - mast connection	Actual cost

10.4 Table 3 (d) single phase connection fees ELECTRIFICATION areas (Homelight and Businessrate Single phase)

The DMRE (Department of Mineral Resources and Energy) subsidises 20A supplies and therefore there is no connection fee charged to a customer for a 20A supply. However, if a customer request to upgrade their supply from a 20A to a 60A, a standard connection fee listed below is charged to the customer. The connection fee for a 60A is calculated as the total shared network costs for the 60A plus the average cost of metering replacement / reprogramming. The standard connection fee for all 60A electrification customers is shown below.

below.					
a)	New Supply - DOE has funded all costs for the internal and external electrical infrastructure including service connection/boundary joint and meter and paid actual cost for upstream networks	Connection Fee	20A	R 0	R 0
			60A O/H	R 6 565,22	R 7 550,00
				Includes 70m O/H (airdac or ABC) or 35m UG	
b)	Infills –Where DOE has funded all costs for the internal and external electrical infrastructure but ESKOM installs service connection/boundary joint and meter	Connection Fee	20A	R 0	R 0
			60A O/H	R 6 565,22	R 7 550,00
				Includes 70m O/H (airdac or ABC) or 35m UG	
c)	Additional point on same property - Where DOE has funded all costs for the internal and external electrical infrastructure but ESKOM installs service connection/boundary joint and meter	Connection Fee	20A	R 0	R 0
			60A O/H	R 6 565,22	R 7 550,00
		Includes 70m O/H (airdac or ABC) or 35m UG			
				Std Charge for 2nd point	20A / 60A
d)	Upgrade 20Amp to 60Amp (Includes Meter change / Re-programming)	Conversion Fee	60A O/H	R 6 565,22	R 7 550,00
			Includes 70m O/H (airdac or ABC) or 35m UG		

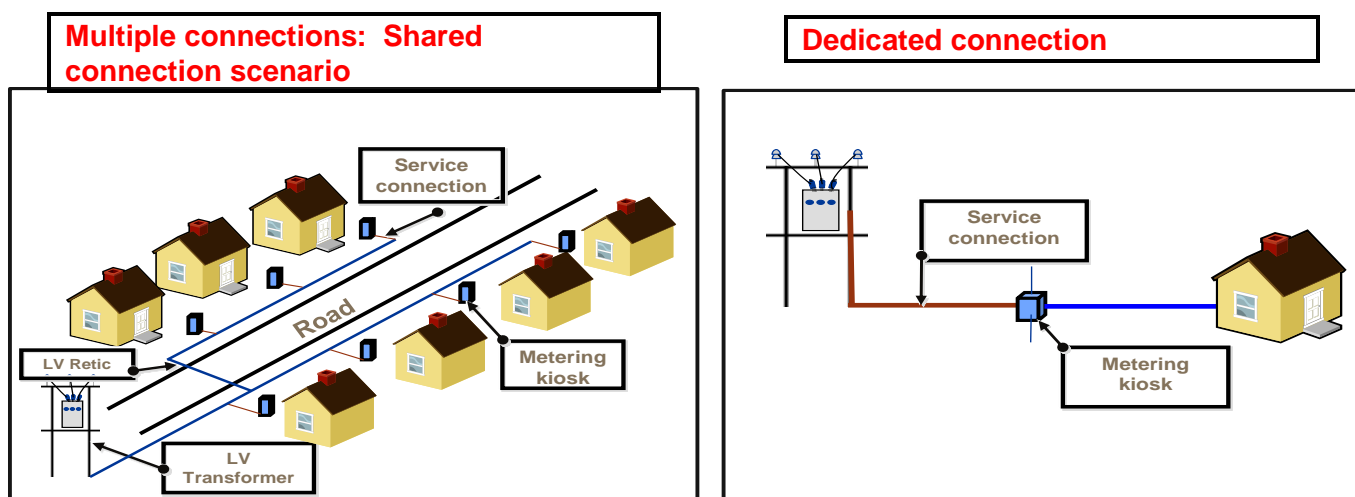
- Where the service cable length exceed 70m for overhead and 35m for underground, additional cost of R34.18/m for overhead conductor and R216.60/m (VAT exclusive) for underground cable are payable.
- No connection fee payable for 20A supplies irrespective of the service cable length.
- The connection fee for 20A supply is R0 irrespective of the area and the scope. The qualification criteria for a 20A supply is determined and approved by the Electrification department as guided by the department of mineral resources and energy (DMRE).
- All 60A supplies within Electrification pay the standard connection fee as per table 3(d), plus additional service cable cost as indicated. This is based on the fact that Eskom has received a subsidy for the connection based on the 20A supply since this is part of electrification. The standard connection fee is then meant to cover the cost of the "upgrade" from 20A to 60A.
- For Businessrate 3 phase in electrification areas, use actual costs.

10.5 Explanation of connection scenarios where LV reticulation network may be required to be installed to provide supply.

From 01 April 2020, the standard connection fees for single phase will no longer be listed because the connection fee will be based on SNC plus metering costs plus service cable cost of R34.18 per metre for overhead and R216.60 per metre for underground where service connection is installed. This is also applicable where new MV/LV work or LV transformer is shared (now or future). The connection fee will be calculated as per section 10.6 and 10.7.

Where there is dedicated MV/LV work or LV transformer the actual costs (and not SNC) are payable.

An illustration of a shared connection and dedicated scenario are shown below.



Multiple connections is where an LV reticulation network is supplying multiple customers and only the service cable is dedicated.

A dedicated connection is where **NO** LV reticulation exists. A dedicated service cable is fed off a dedicated or shared transformer.

NOTES:

1. The LV network installed for the multiple connections scenario may be underground or overhead.
2. The ADMD is used to calculate the connection fee for Businessrate single-phase supplies.
3. The above-described connection scenarios are also applicable to all three-phase supplies.

Calculation of connection fees for 60 A / 80A supplies			
Scenarion 1: Dedicated connection (No LV Retic)			
SNC*		R	6 905,00
Metering		R	6 938,00
	Meter + kiosk	R	1 972,00
	Cable (meter + kiosk)	R	685,00
	Other (meter + kiosk)	R	391,00
	Labour	R	2 424,00
	Transport	R	1 466,00
Sub Total		R	13 843,00
Plus Service cable	@ R34,18/m for O/H and R216,60 for UG		R/m
Total for scenario 1		R	R
Connection fees for the multiple connections scenarios			
Scenario 2: Multiple connections - U/G LV Retic.			
Total (excl) VAT scenario 1		R	13 843,00
Plus LV SNC U/G cable	R377 x 2.5 ADMD	R	942,50
Sub Total for scenario 2		R	14 785,50
Plus Service cable	@ R34,18/m for O/H and R216,60 for UG		R/m
Total for Scenario 2		R	R
Scenario 3: Multiple connections - O/H LV Retic.			
Total (excl) VAT scenario 1		R	13 843,00
Plus LV SNC O/H cable	R300 x 2.5 ADMD	R	750,00
Sub Total for scenario 3		R	14 593,00
Plus Service cable	@ R34,18/m for O/H and R216,60 for UG		R/m
Total for Scenario 3		R	R

*The SNC will be calculated in CAPCON and will depend on whether the network is overhead or underground.

Note: The figures on the above table are not fixed connection fees but indicative fees for cost estimation purposes. The exact amount of the connection fee will be calculated in CAPCON and will depend on the network configuration, the length of the service cable as well as whether it is a dedicated or shared connection scenario.

10.6 Table 3(e) – Single phase, Dual/ 3-phase connection fees DEVELOPER connected supplies

SUPPLY SIZE		16 kVA 1Ø	25 kVA 3Ø	32 kVA 2Ø	50 kVA 3Ø	64 kVA 2Ø	100 kVA 3Ø	100 kVA 2Ø
New Supply - DEVELOPER has funded all costs for the internal and external electrical infrastructure including service connection/boundary joint and meter and paid SNC for connections	No charge	R 0	R 0	R 0	R 0	R 0	R 0	R 0
New Supply - DEVELOPER has funded all costs for the internal and external electrical infrastructure including service connection/boundary joint and paid SNC for connections but Eskom installs the meter	NAP charge for meter & kiosk	R 6 938,00	R 9 446,00	R 9 433,00	R 10 637,00	R 17 175,00	R 18 204,00	R 20 392,00
	Less kiosk (where installed by developer)	-R 4 335,00	-R 6 023,00	-R 6 022,00	-R 7 214,00	-R 10 737,00	-R 11 638	-R 13 196,00
New Supply - DEVELOPER has funded all costs for the internal and external electrical infrastructure, paid SNC but ESKOM installs service connection/boundary joint and meter	NAP charge for meter & kiosk	R 6 938,00	R 9 446,00	R 9 433,00	R 10 637,00	R 17 175,00	R 18 204,00	R 20 392,00
	Less kiosk (where installed by developer)	-4 335,00	-R 6 023,00	-R 6 022,00	-R 7 214,00	-R 10 737,00	-R 11 638,00	-R 13 196,00
	Plus Service cable cost per metre	Underground R216,60 Overhead R34,18	Actual	Actual	Actual	Actual	Actual	Actual
		16mm 2-core / 10mm airdac *	16mm 4-core *	16mm 4-core *	25mm 4-core *	25mm 4-core *	70mm 4-core *	70mm 4-core *

10.7 Table 3 (f) – Single phase, Dual/ 3 phase connection fees ESKOM connected supplies

SUPPLY SIZE		16 kVA	25 kVA 3Ø	32 kVA 2Ø	50 kVA 3Ø	64 kVA 2Ø	100 kVA 3Ø	100 kVA 2Ø
New Supply - Where ESKOM funds the HV, MV, LV infrastructure (SNC) and installs the service connection/boundary joint and meter	NAP charge for meter & kiosk	R 6 938,00	R 9 446,00	R 9 433,00	R 10 637,00	R 17 175,00	R 18 204,00	R 20 392,00
	Less kiosk (where installed by customer on subdivided property)	-R 4 335,00	-R 6 023,00	-R 6 022,00	-R 7 214,00	-R 10 737,00	-R 11 638,00	-R 13 196,00
	Plus	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual
	Plus Service cable cost per metre	Underground	R216,60	Actual	Actual	Actual	Actual	Actual
		Overhead:	R34,18					
		16mm 2-core / 10mm airdac *	16mm 4-core *					
	Std Charge for 2 nd point	R 953,04	R 953,04	R 953,04	R 953,04	R 953,04	R 953,04	R 953,04

* Where non-standard cable size is required – actual costs should be charged. Actual costs to be used for underground service cable for 3 phase.

Note: The values listed on the table 3(e) and 3(f) exclude VAT.

11 Standard connection fees for LV connected SSEG

Criteria for standard charges.

- The customer must have an existing load supply before an application for a generator connection can be considered. If not, the normal quotation process will take place.
- Applications must meet the simple connection criteria stipulated in NRS097-2 -3, i.e. LV connected up to 350kVA. Applications that do not meet these criteria will follow the normal quotation and connection process.
- The customer must be on a time-of-use TOU tariff. If not, the normal quotation process will take place to convert to a TOU tariff and the applicable meter change costs will be payable through the conversion to a TOU tariff.
- Customers that are not exporting must also be on a TOU or convert to TOU tariff and the applicable meter change/re-programming cost will be payable.
- A conventional bi-directional metering is required to enable measurement of bi-directional flow of energy, regardless of whether the customer will be exporting energy onto the grid or not (unless concessions are otherwise granted).
- Residential customers with SSEG installed will be converted to the TOU Homeflex tariff upon approval of the tariff by NERSA.
- The minimum supply size for Ruraflex and Miniflex tariff has been reduced to 16kVA to cater for single phase SSEG connections to be on TOU tariff.

11.1 Table 4 – Standard connection fees for LV connected SSEG after load supply is on or converted to TOU

Proposed Standard Fees for LV connected SSEG					
		Categories	Standard Quotation Fee	Standard connection fee	Metering costs
Urban or Rural	Exporting	A1 & A2 (0 to 100kVA)	R 1 861,15	R 5 022,00	No meter re-programming charges *
		A3 LV connected (>100 to 350kVA)		R 10 266,00	
	Non-exporting	A1 & A2 (0 to 100kVA)		R 5 022,00	Meter re-programming charged based on meter size
		A3 LV connected (>100 to 350kVA)		R 10 266,00	
Residential	Exporting and non-exporting	A1 & A2 (0 to 100kVA)	R 1 861,15	R 5 022,00	Standard Meter change or re-programming charged based on meter

Metering charging conditions

- Customer must already be on a TOU tariff for the standard charges to be applied. Therefore only the re-programming of metering may be required to configure the metering for a bi-directional flow of energy with the integration of the SSEG
- Customers that already have 4 quadrant TOU metering with the capability of bi-directional flow will only be charged for metering re-programming costs when non-exporting however when exporting, no metering re-programming cost or meter change cost (if it is required that the TOU meter be changed) will be charged.
- *For urban and Rural tariffs - Customers who have conventional metering installed with no capability of bi-directional flow will be charged for the cost of a 4 quadrant meter even when exporting unless upgrading of supply.
- For residential tariff – customers will be charged for meter re-programming whether exporting or not because there is no additional administration charges payable under the residential TOU tariff.
- Customers currently on 4 quadrant smart metering on prepaid mode will need to convert to conventional billing as the vending system is not able to vend TOU and export of energy.
- If the customer paid to convert to (non-smart) prepaid meter, no meter replacement cost to be charged to the customer.
- However, if the prepaid metering was not paid for (i.e. provided at no cost as part of the Eskom prepaid conversion programme), then the customer will be charged metering replacement cost.

No tariff conversion fee is payable if a customer changes from a non-TOU tariff (e.g. Landrate) to a TOU tariff (e.g. Ruraflex) if the conversion is done for the purpose of integrating an SSEG, provided that the application is only for the tariff conversion and no change in NMD. Any change in NMD will follow the normal quotation process with applicable NMD conversion fees payable.

Appendix A: Understanding the electricity bill

What is a watt?

Electricity is measured in units of power called watts. A watt is such a small amount of power that the more commonly used measurement is the kilowatt, which represents 1 000 watts.

The higher the wattage or kilowatt rating of a particular appliance, the more electricity it consumes. The table below shows some typical appliances and their approximate wattages. Please check the particular appliance that is being used to determine the correct wattage for the appliance.

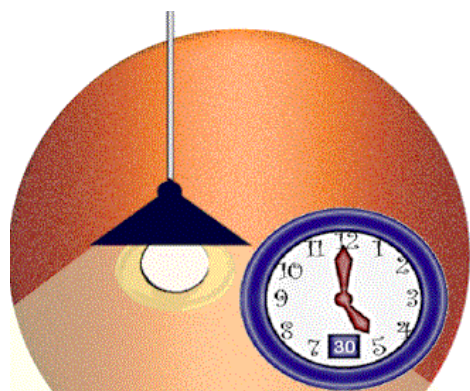
Appliance	Wattage	Appliance	Wattage	Appliance	Wattage
Video recorder	35	Refrigerator (no freezer)	250	Heater : 2 bars	1 300
Television (70 cm colour)	100	Pool pump	750	Two plate hotplate	2 000
Food mixer	150	Iron	1 000	Lawn-mower	2 000
Hi-Fi 30 watt speakers	180	Toaster (pop up)	1 100	Kettle	2 400
Home computer	180	Microwave oven	1 300	Geyser	3 000

What is a kilowatt-hour?

The amount of electricity used over a period of time is measured in kilowatt-hours (kWh). Kilowatt-hours are determined by multiplying the number of kilowatts required by the number of hours of use.

Example:

- If you use a 60 watt light bulb 5 hours a day for 30 days, you have used 60 watts of power for 150 hours.
- 60 watts x 150 hours = 9 000 watt-hours of electrical energy.
- Divide the 9 000 watt-hours by 1 000 to get to 9 kilowatt-hours (kWh).



How much does it cost to use an appliance?

Once you have calculated the amount of kilowatt-hours you are using for a particular appliance per month, you must calculate what this means in Rand terms.

For Eskom's small customer tariffs, the electricity is sold in cents per kilowatt-hour (c/kWh). This is called the energy charge. The energy charge differs, depending which tariff you are on.

Multiply the amount of kWh consumed by the energy rate (c/kWh) applicable to your tariff, in order to calculate the cost of running the appliance, and divide by 100 to get to the Rand value.

- The Inclining Block Tariff applicable to Block 1 for Homepower has an energy charge of 192.59/kWh (including VAT).
- In the above example, 9 kWh of energy was consumed.
- 9 kWh x 192.59c/kWh = R17.33
- **It will cost the Homepower (Standard) customer R17.33 (energy component on bill) to use a 60 watt light bulb 5 hours a day for 30 days.**