



Frequently Asked Questions

General Process

Q: What is the first step to start the Virtual Wheeling process?

A: The first step is to download the application form or contact Eskom via customer service, Client Office, or the online portal. The Eskom team will guide you through the process and provide a checklist of the required documents.

Required Documentation

Q: What documents do I need to prepare for my application?

A: The following documents are required for the application.

- If a managing agent is handling the account, the business account must be in the client's name. A Power of Attorney and an authorisation letter will be needed to proceed.
- Submit your company's registration documents from the Companies and Intellectual Property Commission.
- Include a detailed list of all off-takers involved in the wheeling process.
- Provide a list of smart meter numbers and their GPS coordinates for all meters beyond the Eskom meter. Ensure this information is in the required format specified by Eskom.
- Off-takers must include an authorisation letter to Eskom to access their data.
- Provide a forecast of your TOU data for the upcoming year to help Eskom manage their cash flow.
- If you are a trader, you must supply the relevant trading license.

The following documents are required for contracting

- If you are a generator, submit a PPA between your business and the Independent Power Producer (IPP).
- A valid registration or license from NERSA is required for the IPP.

Q: What if I don't have a Power Purchase Agreement (PPA) yet?

A: A letter of intent between the off-taker and IPP(s) must be provided at the application stage.

- A signed Power Purchase Agreement (PPA) with a registered IPP is required at the contracting stage with Eskom for the Virtual Wheeling Product

Application Processing

Q: How long does it take for Eskom to process my application?

A: The application process typically takes 2 – 3 months, depending on the completeness of your documentation and the complexity of your energy needs.

Q: What happens after I submit my application and documents?

A: Eskom will log your application and provide a reference number within 5 business days. An Eskom representative will contact you when processing the application. Internal teams will then verify your documents and reach out if additional information is needed.

Q: How do I know if my application has been accepted?

A: Eskom will notify you with updates. Once the documents are verified, Eskom will prepare your Virtual Wheeling Agreement. You can also check your application status online.

Costs and Responsibilities

Q: Is there any cost associated with submitting the application?

A: There is an application fee payable when submitting the Virtual Wheeling application for processing.

Support and Finalization

Q: Who can I contact if I have questions during the application process?

A: You can contact Eskom's customer service team, Client Office – clinet-services@eskom.co.za or your assigned Eskom representative.

Q: How do I finalize the Virtual Wheeling Agreement?

A: After review, Eskom will prepare the Virtual Wheeling Agreement. You will need to review, sign, and return it to formalize your participation.

Wheeled Energy Refund (WER)

Q: How is the Wheeled Energy Refund (WER) calculated?

A: The WER is calculated monthly using the formula: Energy Refund = Monthly Sum Σ (Lower of Active Consumed Energy or Wheeled Energy for each TOU period) \times Generation Wheeling Tariff for that TOU period.

$$\begin{array}{c} \text{Energy Refund} \\ = \\ \text{Monthly Sum } \Sigma \\ \text{(Lower of Active Consumed Energy or Wheeled Energy for each TOU period)} \\ \times \\ \text{Generation Wheeling Tariff for that TOU period.} \end{array}$$

In simple terms, the Energy Refund each month is calculated by looking at two numbers:

- The amount of energy you used, and
- The amount of energy the IPP supplied.

For each billing period (Peak, Standard, and Off-Peak), Eskom uses the *lower* of these two values and then multiplies it by the specific rate for that time period.

In essence, the amount you can claim for the refund must align with the energy that was actually supplied (or "wheeled") by the generator (IPP) to your off-taker.

Q: What is meant by the lower of Active Consumed Energy or Wheeled Energy?

A: For each month, the allocated wheeled energy and the end-users consumed energy for each TOU period need to match; this is to prevent refunds for wheeled energy not linked to consumed energy. In the case of a mismatch, the lowest value between wheeled and consumed energy will be used to calculate the refund.

Q How long does it take to process the Wheeled Energy Refund?

A: Settlement calculations and refunds are processed within 45 days after the end of each billing period.

Data Collection and Processing

Q: How does Eskom collect my energy data for Virtual Wheeling?

A: It's the responsibility of the claimant to submit the energy data for each metered point in the *Claim Form* as part of the monthly claim process.

Q: What is TOU (Time-of-Use)?

A: TOU refers to periods during the day when electricity consumption is measured (Peak, Standard, and Off-Peak). Eskom uses TOU data to ensure accurate tracking of energy usage and refunds.

Meter Audits and Compliance

Q: How often does Eskom audit the meters, and why?

A: Eskom can audit any meters on request. Before any audit, Eskom provides the buyer with a 2-week advance notice. Eskom will also provide a list of meters to be audited at least 2 weeks in advance.

Data Collection and Processing

Q: What should I do if my meter is not compliant during an audit?

A: If your meter is found non-compliant, Eskom will notify you and provide guidance on resolving the issue. Any refunds linked to that meter will be paused until compliance is restored.

Q: Can I request changes to my off-take points or meters?

A: Yes, you can request changes, but you must inform Eskom promptly to ensure accurate data tracking.

Discrepancies and Issue Resolution

Q: What happens if there's a discrepancy in my energy data or refund?

A: If there is a discrepancy between claims and metered data, Eskom will refund the lower amount. It is the claimant's duty to initiate the dispute resolution process. You can raise a dispute, and Eskom will work with you to resolve any issues.

Billing and Payment

Q: Will I continue to pay my regular electricity bill to Eskom or my municipality?

A: Yes, you will continue paying your regular bill. The Virtual Wheeling process doesn't affect your existing billing arrangement.

Q: Will my regular electricity bill be affected by the WER?

A: No, the WER is processed separately and does not impact your regular electricity bill.

Monitoring and Reporting

Q: How can I monitor my Wheeled Energy Refund (WER)?

A: You can track your WER on your virtual account Eskom will issue monthly after the claims process has been completed.

Issue Resolution and Refund Accuracy

Q: What happens if there's an error in my WER calculation?

A: If you identify any discrepancies, contact Eskom's customer service team. They will investigate and resolve the issue in the next billing cycle.

Generation Wheeling Tariff

Q: What is the Generation Wheeling Tariff?

A: The Generation Wheeling Tariff is the rate used to calculate your WER based on the energy wheeled from your IPP during Peak, Standard, and Off-Peak periods.