

## **1. TERMS OF AGREEMENT FOR RESIDENTIAL DEMAND RESPONSE**

### **1.1 General Terms and Conditions**

- 1.1.1 The CUSTOMER is supplied by ESKOM directly under an existing Electricity Supply Agreement for residential energy consumption.
- 1.1.2 The CUSTOMER agrees to this supplemental agreement for **Residential Demand Response (“RDR”)**
- 1.1.3 The CUSTOMER agrees to be load limited through the smart meter as part of the RDR event during constrained peak periods.
- 1.1.4 The CUSTOMER has a fully working smart meter as confirmed by ESKOM.
- 1.1.5 The CUSTOMER has a reliable mobile phone and has access to Short Message Service (SMS), Multimedia Messaging Service (MMS) and WhatsApp Platform to sign-up.
- 1.1.6 The CUSTOMER is able to switch off appliances as indicated by ESKOM to comply with the target limit of up to 2300 watt (10 amp), if the smart meter capacity rating is greater than 20 amp.
- 1.1.7 The CUSTOMER is able to switch off appliances as indicated by ESKOM to comply with the target limit of up to 1100 watt (5 amp) if the smart meter capacity rating is 20 amp.
- 1.1.8 If CUSTOMER fails to comply with the target, the smart meter will warn the CUSTOMER and if the target limit has not been reached the supply to the CUSTOMER will be switched off for 30 minutes.
- 1.1.9 The CUSTOMER shall be load limited for a total of 2 hours per event, up to 2 events per day and not more than 10 events per month.
- 1.1.10 During a RDR event the CUSTOMER will be able to use limited appliances (Refer to the load limiting marketing information for a list of appliances)
- 1.1.11 The CUSTOMER may be load limited during system morning and/or evening peak periods (summer and winter).
- 1.1.12 Load shedding protection/exemption is not implied by this RDR product, unless the customer is supplied from a feeder or a network that can be isolated or load limited.

### **1.2 Process for Residential Demand Response Load Limiting**

- 1.2.1 On a day where the power system is constrained, ESKOM will notify the CUSTOMER that the CUSTOMER's load will be limited at a specific time during evening and/or morning peak hours (during low demand season/summer months from 19h00 to 21h00 and/or from 07h00 to 09h00; and during high demand season/winter months from 18h00 to 20h00 and/or from 06h00 to 08h00). The CUSTOMER will receive notification via an advance SMS alert 60 minutes before each RDR event.
- 1.2.2 The CUSTOMER will be requested to prepare for the event by reducing electricity consumption and switch off high-consumption appliances before and during the RDR event i.e. geyser, stove, washing machine, electric underfloor heating, electric space heater, and pool pump.
- 1.2.3 ESKOM will then load limit the CUSTOMER for a period of 2 hours from the RDR event activation (“**Event Start Time**”).
- 1.2.4 After the 2-hour period ESKOM will restore electricity to full capacity and the CUSTOMER will be notified, dependent on the limitations as per clause 3.1.11.

**1.3 Incentive to the CUSTOMER**

- 1.3.1 ESKOM shall credit the CUSTOMER for RDR participation at a fixed R 90,00 (Ninety Rand only) per month, irrespective of the number of RDR events during a month.
- 1.3.1.1 For a prepaid CUSTOMER, the credit shall be via a credit token.
- 1.3.1.2 For a postpaid CUSTOMER, the credit will be reflected on the monthly bill.
- 1.3.2 There will be no credit to the CUSTOMER for a month during which no load limiting event occurred or was required.

**1.4 Duration of Agreement**

- 1.4.1 This supplemental agreement shall come into effect from the date of signature and shall endure for a period of six (6) months.

**1.5 Termination of Agreement**

- 1.5.1 Either party can terminate this supplemental agreement upon 30 days' notice to the other party.
- 1.5.2 This supplemental agreement will terminate immediately when the existing Electricity Supply Agreement is terminated.