



Schedule of Standard Fees 2025/26

Version 1.1: 01 August 2025

Tariff information is available on the following website:

www.eskom.co.za/tariffs

Functional Title: **Schedule of Standard Fees**

Unique Identifier: **240-143103800**

Alternative Reference Number:

Area of Applicability: **Eskom Holdings SOC Ltd**

Functional Area: **Distribution**

Revision: **1.1**

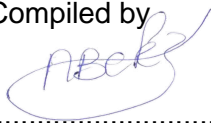
Total Pages: **34**

Effective Date: **01 August 2025**

Next Review Date: **As Required**

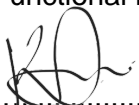
Disclosure Classification: **CONTROLLED DISCLOSURE**

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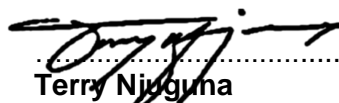
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Date: 30 July 2025

Date: 31 July 2025

Date: 08 Aug 2025

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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.

2. National average price for rural meter changes/re-programming due to tariff conversions or supply downgrades.

Transformer size	Total cost to replace kiosk and meter	Cost to change meter only (no kiosk change)	Physical re-programming only
16 kVA Single	R 17 493	R 9 631	R 2 339
25 kVA Three	R 25 787	R 9 631	R 2 339
32 kVA Dual	R 26 411	R 9 631	R 2 339
50 kVA Three	R 27 148	R 9 631	R 2 339
64 kVA Dual	R 43 373	R 9 631	R 2 339
100 kVA Three	R 47 705	R 9 631	R 2 339
100 kVA Dual	R 50 423	R 9 631	R 2 339
200 kVA Three	R 78 236	R 9 631	R 2 339
315 kVA Three	R 88 386	R 9 631	R 2 339
500 kVA Three	R 119 431	R 9 631	R 2 339
1000 kVA Three	R 267 288	R 10 366	R 2 339

3. National SPU account deposits applicable from 1 April 2025

3.1. National SPU* account deposits applicable from 1 April 2025

Adjustment made for the 1 April 2025 price increase. The deposit is based on monthly average consumption for 2024/25 using 2025/26 tariff rates approved by NERSA.

Only make use of these national SPU deposits supported in your Operating Unit/Cluster. If you are not sure, contact your OU/Cluster 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 4.4% p.a. from 1 March 2025. 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.
- The deposit listed below for Homepower can be applied for new customer applications on Homeflex tariff since there is no existing profile.
- Existing Homelight 60A or Homepower/Municrate, customers converting to Homeflex – the deposit will be calculated in CAPCON and assessed based on the current risk profile.
- Eskom will reserve the right to manage security adequacy on a regular basis or when customer's risk profile changes.

Landrate tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Landrate Dx/Municrate Dx	R 9 120	R 6 080
Landrate/Municrate 1	R 33 980	R 22 653
Landrate/Municrate 2	R 49 330	R 32 887
Landrate/Municrate 3	R 103 000	R 68 667
Landrate/Municrate 4	R 14 440	R 9 627

Businessrate tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Businessrate/Municrate 1	R 22 710	R 15 140
Businessrate/Municrate 2	R 35 570	R 23 713
Businessrate/Municrate 3	R 72 880	R 48 587
Businessrate/Municrate 4	R 9 800	R 6 533

Residential tariff	Minimum deposit (Based on 3 Months bill)	Minimum deposit (Based on 2 Months bill*)
Homelight (80 Amps)	R 5 390	R 3 593
Homepower/Municrate 1	R 8 770	R 5 847
Homepower/Municrate 2	R 22 040	R 14 693
Homepower/Municrate 3	R 47 030	R 31 353
Homepower/Municrate 4	R 7 070	R 4 713

Note: Homeflex with SSEG, the minimum deposit of 2 months is applicable

- Customers on the Homeflex tariff with SSEG qualify for the minimum two-month deposit irrespective of the payment method. (whether paying a debit order or not).
- A customer on the Homeflex tariff without SSEG is required to pay the full Homepower deposit and is eligible for a debit order payment arrangement.
- Note that for single-phase conventional supplies the circuit breaker size is 80A.

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

Public Lighting tariff	Minimum deposit
Calculation for new and existing supplies	As per Capcon ¹

¹ For the latest CAPCON refer to link: [Electricity Pricing - Tool \(eskom.co.za\)](https://www.eskom.co.za/energy-pricing-tool)

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

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

- I. An existing Billed Customer has Acceptable Payment Record and a signed debit order payment mechanism.
- II. A new Billed Customer and has signed a debit order payment mechanism.
- III. Eskom will still review the value of the deposit on an annual basis.
- IV. For SSEG, a 2-month deposit is required because SSEGs have either smart/programmable meters for quicker disconnection in case of default on electricity accounts.
- V. Only unauthorized SSEG customer deposits can be paid off over 12 months. Approval from Cluster Finance Revenue Management is required for extended repayment periods. This policy remains in effect until end of March 2026, as per the Work Instruction document.
- VI. The Security Analysis report can be used as a guide to determine the risk and quantum for existing customers. The Security Analysis is bi-monthly report produced as part of normal business operations by Revenue Management.
- VII. If customer is overdue – debt must first be paid, and risk must be considered on case-by-case basis.

3.2. National LPU* account deposits applicable from 1 April 2025

The minimum Deposit for LPU's is calculated on capcon tool, any deviation from the deposit calculated by capcon tool should be directed to the finance department (Revenue Management department).

LPU tariff (Load customers)	Minimum deposit
Calculation for new and existing supplies	As per Capcon ¹

¹ For the latest CAPCON refer to link: [Electricity Pricing - Tool \(eskom.co.za\)](https://www.eskom.co.za/energy-pricing-tool)

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

4. 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. Nature of Cost Estimate Fee

- A.1 A CEF is payable to cover the Eskom costs to produce the cost estimate letter (CEL).
- A.2 A CEL provides indicative cost information produced from a less detailed study. It is not binding on either party.
- A.3 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.
- A.4 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.
- A.5 This is to ensure that the existing customer base would not be contributing to the costs being caused by potential customers.

B. Where a customer requests a budget quote letter, the following applies:

- B.1 The costs associated with providing the cost estimate letter and the budget quote fee must be included in the total project cost used to produce the budget quote letter.
- B.2 The budget quotation fee already paid will be subtracted to determine the "outstanding" connection charge still payable.
- B.3 The BQ can never rebate the costs beyond zero after the capital allowance has been applied.

The CEF 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.

The following supply size categories are used to structure the fee

Customer supply size category	Process Type
0 – 1MVA/MW	Minor process
0 – 1MVA/MW	Major process
>1 –10MVA/MW	Major process
> 10 MVA/MW – 50 MVA/MW	Major process
> 50 MVA/MW <=100MVA/MW	Major process
>100MVA/MW <= 240 MVA/MW	Major process
>240 MVA/MW<=475 MVA/MW	Major process
>475MVA/MW <=950MVA/MW	Major process
>950MVA/MW <=1425MVA/MW	Major process
> 1425 MVA/MW	Major process
Recoverable works	(Minimum charge if a CEL is required)
Supply (NMD/MEC) downgrades	(if a CEL is required)
Short Major Process	(where no CEL is issued)

4.1. Cost estimate fees to be charged for 2025/26

4.1.1. 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.

4.1.2. 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
1.	0 – 1MVA (Minor process)	No cost estimate fee ¹
2.	0 –1MVA/MW (Major process)	R 19 724.97 + VAT = R22 684
3.	>1 –10MVA/MW (Major process)	R 33 346.41 + VAT = R38 348
4.	> 10 MVA/MW – 50 MVA/MW	R 68 375.36 + VAT = R78 632
5.	> 50 MVA/MW <=100MVA/MW	R 101 852.18 + VAT = R117 130
6.	>100MVA/MW <= 240 MVA/MW	R 166 817.00 + VAT = R191 840
7.	>240 MVA/MW<=475 MVA/MW	R 210 325.17 + VAT = R241 874
8.	>475MVA/MW <=950MVA/MW	R 235 652.77+ VAT = R271 024
9.	>950MVA/MW <=1425MVA/MW	R 250 474.09 + VAT = R 288 045
10.	> 1425 MVA/MW (Refer to 4.2)	$CEF(> 1425MVA/MW) = Y + (0.41 \times Y \times (\frac{Z}{1425} - 1))$
11.	Recoverable works (Minimum charge if a CEL is required)	R 19 724.97 + VAT = R22 684
12.	Supply (NMD/MEC) downgrades (if a CEL is required)	R 19 724.97 + VAT = R22 684
13.	Short Major Process (where no CEL is issued) ²	R 19 724.97 + VAT = R22 684

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 standard quotation fee of R3 860,00 incl. VAT for producing these additional quotes. This is applicable to loads only, for generators refer to section 4.4.2.

²Should a project follows the short major project route (where only the BQ is issued and no CEL is issued, e.g., an NMD upgrade with no work to be done) then the minimum pre-project investigation cost of R22 684 (same as minimum CEF) incl. VAT will be payable. This minimum pre-project investigation cost is charged to recover the cost of producing a budget quotation and then the pre-project investigation fee /CEF amount already paid can be deducted from this to effect a zero result.

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 standard CEF paid and the CEF (pre-project investigation cost) for the major short will be deducted to get the outstanding connection charge still payable. e.g., CEF paid is R78 632 then project follows major short, the difference of R78 632 – R22 684 = R55 948 will be deducted from the estimated connection charge or refunded if estimated connection charge is R0. Current rates to be charged. **NB:** for Major Short process the CEF is the same as Pre-project investigation costs.

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

4.2. Cost Estimate Fee (CEF) Calculation Method for Applications with NMD/MEC > 1425 MVA/MW

- 4.2.1. A new CEF calculation method is introduced for connection applications where the NMD/ MEC exceeds 1425 MVA/MW.
- 4.2.2. This method ensures a fair and proportionate recovery of costs associated with processing high-capacity applications, beyond the current highest approved category.
- 4.2.3. The approach uses a scaling factor applied to the last approved CEF category (>950 MVA/MW to ≤1425 MVA/MW) to determine the appropriate fee for larger applications.
- 4.2.4. This method applies only to the Transmission (Tx)-related portion of the CEF; the Distribution (Dx)-related portion remains unchanged for capacities under 100 MVA
- 4.2.5. The Total CEF for MEC applications exceeding 1425 MVA/MW is calculated using the following formula:

Equation 1:

$$\text{CEF}(> 1425\text{MVA/MW}) = Y + (0.41 \times Y \times (\frac{Z}{1425} - 1))$$

Where

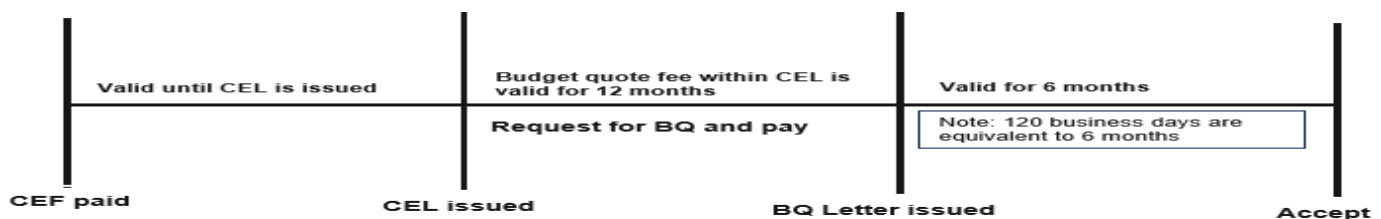
Y is the CEF for the (>950 MVA to ≤1425 MVA) category
Z is the MEC applied for that is above 1425MVA

- 4.2.6. This approach extends the existing CEF structure and allows for continuous estimation beyond the current upper limit.
- 4.2.7. For applications > 1425 MVA/MW, the Dx portion of the fee will remain unaffected, and the Tx-related portion will be scaled accordingly.

4.3. Implementation issues regarding the CEF

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

- a) 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.
- b) The following diagram explains the CEF and CEL validity period.



4.3.2. NMD /MEC upgrades – existing customers

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

4.3.3. NMD /MEC Downgrades – existing customers

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

4.3.4. Installation of premium equipment

- a) 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.
- b) However, may not be less than the minimum charge as stipulated above.

4.3.5. Change in scope of work requested by the customer or the validity period for the quotation fee has lapsed.

- a) 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 for the quotation fee in the CEL has lapsed.
- b) A CEF will be payable for the new CEL that is to be issued.

- c) 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.
- d) This results in a new CEF being payable.

4.3.6. Forfeit of cost estimate fee (CEF)

- a) In the event that the customer does not proceed to request a budget quote or has not provided Eskom with the required information to process a CEL within 12 months after such request, the CEF will be forfeited as work has been done to produce the CEL and a new CEF will be payable.
- b) 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).

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

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

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

- a) Where more than one supply/connection option is requested in one CEL only one fee is paid.
- b) If the customer requests another CEL after the initial CEL an additional fee will be payable.
- c) This includes applications by customers that undertake to generate and consume at the same point of supply (or metering point).
- d) 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.

4.3.9. Fee payable when projects cross major/minor works boundaries

- a) If a project in the < 1 MVA category follows the major project route in ACNAC (e.g., township developments), the 0 – 1 MVA/MW (Major process) category of the CEF will be payable.
- b) If a project follows the minor project route in ACNAC, no CEF will be applicable.

4.3.10. Quotation fee validity period

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

4.3.11. Billing issues

- a) 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.

4.3.12. Recoverable works

- a) Recoverable work not necessarily linked to an increase or decreases in supply capacity, may require a CEL to be produced.
- b) Therefore, a CEF is required to be paid to produce a CEL like with any other quote.
- c) 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.

4.3.13. Contractual issues

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

4.3.14. Cost estimate and quotation fees for Eskom supplies

- a) Cost Estimate fees and quotation fees are payable

4.4. Budget quote fee

- a) The budget quotation fee for projects in the major process is determined by Engineering.
- b) This fee is provided in the cost estimate letter and is payable at the time of applying for a budget quote.
- c) 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.
- d) A standard quotation fee is chargeable for all generator applications that follow the minor process.

4.4.1. Quotation fee cancelled or not accepted

- a) For the major process, if 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 budget quote fee).
- b) For the minor process (for load only), if the customer does not accept the quote or cancels it, the customer will be liable for all Eskom costs incurred, less any monies already paid (such as the standard quotation fee).

4.4.2. Standard quotation fee for generator customers up to 1MW in the minor process

- a) The assessment of LV and MV supplies with SSEG applications is not the same as the load customer applications.
- b) 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.
- c) In order to apply these rules, Network planning resources are consulted for a technical evaluation as well as site assessment in some cases.
- d) 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 quotation letter to LV and MV connected supplies in the minor process. For generator connections following a major process (where a CEL is issued), refer to section 4.1.2
- e) The quotation fee will be payable upfront according to the categories listed below.
- f) This fee is also payable for applications to upgrade or downgrade the MEC per supply size category.
- g) The fee payable by the customer is based on the incremental capacity required and not the MEC.
- h) This fee is non-refundable if the quote is not accepted by the customer.
- i) 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 supplies with SSEG)	R1 861.15 + VAT = R2 140.32
> 350kW – 1MW (LV supplies with SSEG)	R3 356.52 + VAT = R3 860
0 – 1MW (MV supplies with SSEG)	R3 356.52 + VAT = R3 860

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

- a) Budget quote' means the budget quotation, with its appendices, issued by Eskom to the customer.
- b) Cost estimate fee' (CEF) means the fee received by Eskom for the issue of the cost estimate letter.
- c) '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.
- d) 'Quotation fee' means the fee received by Eskom for the issue of the budget quote.
- e) 'Major works' means underground cable network > R1.5m or overhead line network > R1m or supplies > 1 MVA irrespective of project value.
- f) 'Minor works' means supplies ≤ 1 MVA and underground cable network ≤ R1.5m or overhead line network ≤ R1m.
- g) 'Pre-project investigation costs mean the cost charged to cover the investigation work prior to and including the issuing of the cost estimate letter or the budget quotation in case of applications that follow the major short process where the Cost Estimate Letter is not issued to the CUSTOMER. This is a standard charge based on the Cost Estimate Fee amount for the applicable supply size category.
- h) '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".

5. Standard charges explanatory notes

- a) Standard charges are a set of charges used throughout Eskom with the aim of recovering from customers the costs of standard operational work done.
- b) 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.
- c) 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.
- d) The standard charges are broken up into four main areas, namely:
 - d.a) Connection fees/connection charges for new points of delivery
 - d.b) Conversion fees for existing points of delivery
 - d.c) Service fees
 - d.d) Remedial action charges
- e) 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.

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

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

- a) 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 must 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 5.3.1) except where any replacement equipment has to be installed in order to re-energise a dormant supply (Section 5.3.9). New connection charges may also have to be calculated.
- b) 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.

5.1.2. The general guideline is as follows:

- a) **Homelight (Core business) and Homepower/Municrate/Homeflex single-phase**
 - a) The customer will be charged the standard connection fee plus service connection costs per metre if applicable. Note that for Homelight (Electrification) only the connection fee will be payable.
- b) **Landlight 20A**

The standard connection fee includes the national average price for line NOT exceeding 150m of single-phase MV line, plus LV service connection distances exceeding 70m for overhead conductor.

 - a) The standard connection fee includes the national average price for:
 - a.a) Up to 150 metres of single-phase medium voltage (MV) line, and
 - a.b) LV service connections of up to 70 metres for overhead conductor.
 - b) If the transformer is shared by fewer than four customers, a portion of the transformer costs will also be payable.
- c) **Landlight 60A**
 - a) The standard connection fee plus the national average price/costs for line not exceeding 300m single phase line.
- d) **Landrate/Municrate, Ruraflex/Municflex, and Nightsave (Rural)**
 - a) The standard connection fee plus the national average price for minor works projects and actual costs for major works projects for line not exceeding 300m three phase line and 600m for single phase.
- e) **Nightsave (Urban), Megaflex, Miniflex, Municflex, Municrate and Businessrate**
 - a) Allocated costs less the capital allowance (capital allowance applies only to Distribution costs).
- f) **Public Lighting**
 - a) Allocated costs.
- g) **Generators**
 - a) All allocated costs

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

- a) 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:
- b) 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
- c) The supply is for non-permanent dwellings or individual rooms in one building.
- d) 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.
- e) No proof of ownership of the stand or permission from the owner can be provided by the party wanting the additional point of supply.
- f) 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.

5.1.3.1. Homelight/Homepower (Standard) / Homeflex

5.1.3.1.1. Freehold

- a) Mainly due to electrification, more than one point of delivery has been allowed on residential properties.
- b) More than one point of delivery on a residential property must, however, not be seen as the ideal situation.
- c) The better alternative is to provide one bulk POD and the customer must then reticulate his property further.
- d) 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.
- e) The additional point of supply will be at the boundary of the property.
- f) The property/stand owner must approve the additional point to his stand in writing and also provide proof of ownership of the stand.
- g) The location of the meter / kiosk is critical, and must always be on the stand boundary, for auditing purposes and corrective action if required.

5.1.3.1.2. Sectional title

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

5.1.3.2. Businessrate/Municrate/Nightsave (Urban)/Miniflex/Megaflex/Municflex

- a) 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.

5.1.3.3. Landrate/Municrate/Landlight/Ruraflex/Municflex/Nightsave (Rural)

- a) 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.
- b) Eskom reserves the right to allow additional points or not based on technical and/or economic grounds viable.
- c) If Eskom allows a second point of supply within the capital allowance distance, this will be treated as a premium expenditure and no capital allowance is given.
- d) Connection fee is not charged in addition to the actual costs.
- e) Any point of supply installed outside of the line allowance distance is treated as a new supply with a capital allowance being given.

5.2. Conversion fees

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

5.2.1. Tariff / service agreement change fee

- 5.2.1.1. 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.
 - a) The same conversion fee will be payable by customers receiving energy from non-Eskom generators if they request to change from one service agreement to another.
 - b) For example, if a customer has an Offset-only agreement and later requests to change to an Offset plus banking of energy agreement, or vice versa.
- 5.2.1.2. 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.
- 5.2.1.3. 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.
- 5.2.1.4. 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.
- 5.2.1.5. 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.
- 5.2.1.6. There is no charge where a Homelight tariff is converted from a higher to a lower supply size (i.e., downgrade in supply size)
- 5.2.1.7. 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.
 - a) 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.
 - b) If the tariff conversion coincides with an upgrade or a downgrade a new liability period as applicable may apply.
- 5.2.1.8. 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 Cluster Pricing Managers are to approve any tariff conversions that are requested prior to the expiry of the contract period.

5.2.2. Change in supply size (NMD or MEC)

Subject where applicable to the NMD rules

- 5.2.2.1. 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.
- 5.2.2.2. 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.
- 5.2.2.3. 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 5.3.5 plus any dismantling of equipment and labour costs payable.
- 5.2.2.4. 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.
- 5.2.2.5. 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.
- 5.2.2.6. A contribution towards upstream networks could be payable where there is a change in supply voltage.
 - a) 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.
 - b) Where the shift is to a point where there is a higher voltage, no refund of SNC will be made.
- 5.2.2.7. Where there is an increase in the total NMD, SNC will be payable on the additional NMD per POD and voltage level.
- 5.2.2.8. Where there is a reduction of total NMD, no refund will be made but also no raising of additional SNC will be made.
- 5.2.2.9. Actual costs are payable for any new dedicated work required.
- 5.2.2.10. Where no capacity exists to accommodate the shift in load, the required load will be treated as new capacity.
- 5.2.2.11. The PODs between which load is being shifted do not have to be on the same account number but must supply the same customer.
- 5.2.2.12. The change in supply fee (change in NMD or MEC) includes the conversion fee payable which contribute to the cost of work required to amend CC&B information and supply agreements.

5.2.3. Change of phase

- 5.2.3.1. Change of phase fees are payable when a customer requests a change of phase for the supply.
- 5.2.3.2. 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.
- 5.2.3.3. The amount payable is the actual costs for the change in phase plus NAP costs for the change in meter where applicable.

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

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

5.2.4.1. Overhead lines / meter in urban areas

- a) For residential tariffs, the fee listed is payable.
- b) 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.
- c) 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.
- d) Where the length of service cable exceeds 70 meters, an additional R52.99/m is payable for the extra service cable length above 70m.
- e) This is only applicable to 60A/80A supplies and not 20A.
- f) 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.
- g) 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.
- h) For other applicable urban tariffs, the higher of actual costs or standard fee are payable.
- i) For shift of LV shared and MV lines, actual costs are payable.

5.2.4.2. Underground cables/ meter in urban areas or overhead lines/meter in rural areas

- a) 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.
- b) 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.
- c) A free line move can be transferred from an owner to its successor (new owner) by way of cession.
- d) Until such cession takes place, the right is not transferred, i.e., the transfer is not necessarily automatic.
- e) 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.

5.2.5. Change in meter type / meter

- 5.2.5.1. For all NMD upgrades, no meter change fee is payable for all tariffs except Homelight, Homepower and Businessrate/Municrate 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.
- 5.2.5.2. 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.
- 5.2.5.3. 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.
- 5.2.5.4. Where an OU/Cluster decides to convert customers to smart/prepayment meters as part of Eskom's conversion programme, no meter change fee is payable.
- 5.2.5.5. 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.
- 5.2.5.6. 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.
- 5.2.5.7. No charges are allocated when refurbishment or replacement of metering equipment occurs as part of an Eskom requirement.
- 5.2.5.8. Actual costs / NAP costs are payable for physical re-programming of existing meters for downgrades and tariff conversions not associated with an upgrade.
- 5.2.5.9. 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.

5.3. 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.

5.3.1. Transfer fees

- 5.3.1.1. 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.
- 5.3.1.2. The following charge will be applicable for transfers of supply.
 - a) If no inspection of the supply is required, the transfer fee is payable.
 - b) If inspection of the supply is required, a standard charge will be applied (refer point 5.3.9).
- 5.3.1.3. Any existing monthly connection charges are transferable to the new customer where the supply is transferred, and no equipment must be replaced/ installed.
- 5.3.1.4. New connection charges will be calculated where the supply is transferred, and equipment must be replaced /installed. The connection charge for the additional equipment must be paid upfront and any existing monthly connection charges are transferable.
- 5.3.1.5. 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).
- 5.3.1.6. 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.
- 5.3.1.7. **Exceptions to charging the standard transfer fee:**
 - a) 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.
 - b) If the supply contract is a non-standard contract, the connection fee is applicable.

5.3.2. Call-out fee

- 5.3.2.1. 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:
 - a) 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.
 - b) 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.
- 5.3.2.2. 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.
- 5.3.2.3. Where a cut-off notice is hand delivered to a customer prior to disconnection. This is not an approved practice.
- 5.3.2.4. The call-out fee should always be added to the customer's bill amount.

5.3.3. Special meter reading fee

- 5.3.3.1. 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.

5.3.4. Meter test fee

- 5.3.4.1. Payable when a meter test is requested by a customer.
- 5.3.4.2. These costs are for tests on-site.
- 5.3.4.3. If a customer wants a meter to be tested at an accredited laboratory, then actual costs are payable.
- 5.3.4.4. If a fault is found with the meter, then the fee charged is refunded to the customer.

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

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

5.3.6. Quality of supply data fee

- 5.3.6.1. 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.

5.3.7. Provision of meter data fee

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

Example:

Customer requests data for 10 PODs for 5 years
The customer will be charged R2 019.21 for the first 12 months and a further R2 692.28 x 4 (R10 769.13) for the other years.
Total charge = R12 788.34 excl. VAT (R2 019.21+ R10 769.13).

5.3.8. Consolidation of PODs/accounts fee

- 5.3.8.1. The fee is payable where a customer's various accounts and point of delivery (PODs) are consolidated into one account.
- 5.3.8.2. The fee is payable per premise (point of delivery) being consolidated.
- 5.3.8.3. The fee is also payable each time a POD is added onto /removed from an already existing account with multiple PODs consolidated.
- 5.3.8.4. Please take note that service charge is payable per POD and therefore there is no cost savings when consolidating multiple PODs into one account.
- 5.3.8.5. Service charge and Administration Charge are based on the Utilised Capacity of each premise/POD linked to an account.

An example in the table below illustrates the charges applicable when consolidating multiple PODs into one account.

Example 1: A Nightsave Rural customer with 6 Premises of 1 x 100 kVA, 3 x 200 kVA, and 2 x 600 kVA		
Service Charge (R/POD/day)	Unconsolidated or Consolidated	
	1 x 100 kVA	1 x R 23.15 (≤ 100 kVA)
	3 x 200 kVA	3 x R 64.28 (>100 kVA & ≤ 500 kVA)
	2 x 600 kVA	2 x R198.52 (>500 kVA and ≤ 1 MVA)
	Total = R1 395.75	

*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:

- 5.3.8.6. belong to one legal entity
- 5.3.8.7. be in the same OU/Cluster
- 5.3.8.8. be read within 10 days of each other
- 5.3.8.9. not have a mixture of LPU* and SPU* (may be a mixture of urban and rural)
- 5.3.8.10. not be a mixture of Top or Operating unit/Cluster customers
- 5.3.8.11. not have some premises bills settled via ACB and others not
- 5.3.8.12. be on contiguous sites for Key Customers.

- a) SPU*: Maximum allowed capacity of 100kVA. Rules **5.3.8.1., 5.3.8.2., 5.3.8.4., 5.3.8.5., and 5.3.8.6.,** are applicable (Rule 5.3.8.3. does not apply because CC&B will estimate where a reading is omitted).
- b) LPU*: Rules 5.3.8.1., 5.3.8.2., 5.3.8.3., 5.3.8.4., 5.3.8.5., and 5.3.8.6. are applicable.
- c) Key Customers: All rules are applicable.

5.3.9. Reconnection of terminated supplies

- 5.3.9.1. 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.
- 5.3.9.2. All other provisions of the "Connection Charges for Customers connected to Eskom's Distribution Network" policy and procedure will apply.

5.3.10. Reconnection of terminated supplies for new customers

- 5.3.10.1. 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.
- 5.3.10.2. 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.
- 5.3.10.3. This fee will only apply in cases where no equipment needs to be replaced.
- 5.3.10.4. If 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.
 - a) The standard connection fee being referred to is the connection fee as per section 11.4 for rural supplies.
 - b) For residential and urban supplies, there is no standard connection fee and therefore the reconnection fee listed plus actual cost of replacing any equipment will be payable.
- 5.3.10.5. No SNC will be payable for reinstating a terminated supply to the original capacity.
- 5.3.10.6. If a new customer requires a terminated point to be re-energised but requires a change in supply capacity the application will be treated as a transfer of the existing supply.
- 5.3.10.7. The subsequent increase/decrease in capacity with applicable conversion fees being payable for the change in supply capacity (normal change in supply process will apply).
- 5.3.10.8. Where a shift of the existing point is requested by the new customer, actual costs of the move of the POD/meter are payable.

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

5.3.11. Reconnection of terminated supplies for original customers

- 5.3.11.1. The fee is payable when a supply has been terminated and a reconnection is requested by the same customer, or by any person acting on behalf of the customer.
- 5.3.11.2. The amount payable will be the higher of the reconnection fee (based on 50% of the standard connection fee) or the actual cost of replacing any equipment, regardless of whether the reinstatement date falls within the original liability period or outside of it.
- 5.3.11.3. The standard connection fee being referred to is the connection fee as per section 11.4 for rural supplies
- 5.3.11.4. For residential and urban supplies, there is no standard connection fee; therefore, the reconnection fee listed, plus the actual cost of replacing any equipment, will be payable.
- 5.3.11.5. No SNC will be payable for reinstating a terminated supply to the original capacity.
- 5.3.11.6. This fee is also applicable to customers who terminated their supply due to self-generation and wants to reconnect their supply.
- 5.3.11.7. The reconnection fee is payable when the customer requests a reconnection of supply. If the supply requested is higher or lower than the original supply size, this will be treated as a reconnection of the existing supply with a subsequent increase/decrease in capacity with applicable conversion fees being payable for the change in supply capacity (normal change in supply process will apply).
- 5.3.11.8. If a customer wants to apply for grid connection of their generation facility, the grid connection process should be followed.
- 5.3.11.9. 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.
- 5.3.11.10. The customer will be required to sign a new liability period.
- 5.3.11.11. A new/updated deposit will be payable, and a new supply agreement will have to be entered into.
- 5.3.11.12. 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.
- 5.3.11.13. Any change in the NMD will result in a new quote.

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

- 5.3.12.1. A demand charge exemption request arising from a customer induced event is a request over and above Eskom's standard service offerings.
- 5.3.12.2. Processing of these requests results in additional administration costs that would not have been incurred.
- 5.3.12.3. In order to facilitate the customer request, the following additional administration functions are undertaken:
- 5.3.12.4. Additional time is taken to process the customer bill (by recalculating the bill value).
- 5.3.12.5. 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.
- 5.3.12.6. No differentiation between local/non-local authority, rural/urban tariffs (the same administration costs are incurred for processing a demand charge exemption request).
- 5.3.12.7. No fee shall apply for customers < 100kVA.
- 5.3.12.8. Fees shall apply to the following two categories: >100 kVA & ≤ 1 MVA and > 1 MVA (incl. key customers).

5.3.13. Bill reprints

- 5.3.13.1. Customers that request bill reprints will now be liable to pay Eskom a charge for the reprint of the bill. (Refer section 9 service fees for the applicable charge).

5.3.14. Non-sufficient funds (NSF) fee

- 5.3.14.1. 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.

5.3.15. Bank Charges recovery fee

- 5.3.15.1. 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:
 - a) Payments / Amounts > R 3 500 - actual bank fees incurred (Payments by credit card, debit card and cash)
 - b) Any other payment method where bank fees are in excess of R 18.00 per transaction.

5.3.16. Remedial action charges

- 5.3.16.1. Remedial action charges are charged to recover Eskom's losses and costs associated with the following actions:
 - a) a supply has been disconnected due to non-payment and subsequently reconnected.
 - b) theft of electricity has occurred;
 - c) a supply is re-connected illegally;
 - d) the removal of a service connection (meter and/or cable) due to repeated offences.
 - e) Illegal Sales (Ghost Vending) should be treated as tampering and appropriated fees (i.e., Tamper fees) must be issued.
- 5.3.16.2. The fee listed excludes revenue losses.
- 5.3.16.3. These revenue losses should always be calculated and charged over and above the fee listed.
- 5.3.16.4. Remedial action charges are determined and approved by the Manage Revenue Cycle value chain.
- 5.3.16.5. Refer also to Section 10 for the conditions and the list of fees payable.
- 5.3.16.6. Remedial charges are not applicable to a non-Eskom Customer because the party does not have an electricity supply agreement with Eskom.
- 5.3.16.7. If a non-Eskom Customer is found to have engaged in an illegal connection, evidence of this must be collected by the Eskom personnel.

- 5.3.16.8. The installation must be removed, and a case must be lodged with the South African Police Service.
- 5.3.16.9. The offending party will be required to apply for a legal connection.

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

- 5.3.17.1. 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.
- 5.3.17.2. An after-hours fee is payable where a customer requests a visit to reconnect the supply outside of Eskom's normal working hours.
- 5.3.17.3. 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.
- 5.3.17.4. 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.
- 5.3.17.5. 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.
- 5.3.17.6. 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.
- 5.3.17.7. The fees listed and procedures shall be enforced.
- 5.3.17.8. New terms and conditions are to be applied to the reconnected supply (contracts, deposits, interest rate, etc).

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

- 5.3.18.1. A reconnection fee for tampering is payable where a meter or installation has been found tampered with.
- 5.3.18.2. 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.

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

- 5.3.19.1. 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 where a new connection charge is to be raised.
- 5.3.19.2. No capital allowance will, however, be applied.

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

- 5.3.20.1. 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.
- 5.3.20.2. The fee payable is the actual cost of the equipment to be replaced plus the call out fee which includes transport costs.

6. 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.

Note: Values provided by Capcon must be aligned to the principles contained in the Distribution Connection Charges Manual						
Tariff		Landrate/ Muncirate		Ruraflex / Nightsave (Rural) / Ruraflex Gen/Municflex	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 premise/points of delivery (POD)						
2.1 Tariff changes						
a	From Landrate/Muncirate 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/Muncirate	2.2, 2.3, 2.4 & 2.5 if appl.				
c	From Landrate\Muncirate 4 to Landlight 60A		2.2, 2.5 if appl + outstanding liability if within the first 60 months			
d	From Landlight 60A to Landrate\Muncirate	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/Municflex / Nightsave Rura/Muncirate 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/Muncirate/ Ruraflex/Municflex/ 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/MEC OR tariff conversion with no change in NMD/MEC OR change in Service Agreement	R1208.70 R1390 & subject to policy				
b	Upgrade of NMD/MEC where existing CT/VT installed OR Customer initially paid connection fee for higher supply size	R1208.70 R1390 & 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 & subject to policy						
2.4 Shift in point of delivery/line						
a	Shift in line and / or meter	R3243.48	3730	** or Actual costs		
b	Consolidation of the points	Actual costs for dismantling equipment				
2.5 Change in meter type / meter / meter programming						
a	Conventional to prepayment (Existing single phase)	Allocated costs or if part of an Eskom conversion programme, no charge			R2811.50	# 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.				

7. Eskom's standard charges: Urban

	Tariff	Businessrate/Municrate	Miniflex / Megaflex / Nightsave (Urban) / Megaflex Gen/Municflex
1	Connection Fees		
1.1	New points of delivery	See connection fee list	
1.2	2nd (new) point of delivery on one property	R1073.91	R1235 & 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)/Municrate 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/Municrate/ Miniflex/Municflex / Megaflex / Nightsave (Urban)	2.2, 2.3, 2.4, 2.5 if applic.	
e	From Landrate/Municrate / Nightsave (Rural)/Municflex / Ruraflex/Municflex 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/Municrate / Miniflex/Municflex / 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/MEC OR tariff conversion with no change in NMD/MEC OR change in Service Agreement	R1208.70	R1390 & allocated costs (Capcon or generator excel model)
b	Upgrade of NMD/MEC where existing CT/VT installed OR customer initially paid connection fee for higher supply size	R1208.70	R1390 & allocated costs (Capcon or generator excel model)
c	Upgrade of NMD/MEC with OR without tariff conversion	R1208.70	R1390 & 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	R2439.13	R2805 ** or Actual costs
2.5	Change in meter type / meter / meter programming		
a	Conventional to / from prepayment (Existing single-phase)	R2811.50	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	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	Standard metering costs as per Table 2 (A.5) for single-phase and for Three -phase is allocated costs or if part of an Eskom conversion programme, no charge	Allocated costs or if part of an Eskom conversion programme, no charge

8. 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/Homepower Bulk/Homeflex/Municrate
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		R1073.91 R1235	R1073.91 R1235 + Full connection fee as per 1.1	
b	Three-phase				R1073.91 R1235 + 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)/Municrate to		As per 1.1	2.2, 2.3, 2.4 & 2.5 if appl. + NPV (MCC) if appl	
d	From Homepower (Standard)/Municrate to Homeflex				2.2, 2.3, 2.4, 2.5 if appl. Homeflex -No charge (must be on conventional meters)
e	From Homeflex to Homepower (Standard)				2.2, 2.3, 2.4, 2.5 if appl.
f	From Businessrate/Municrate to			2.2, 2.3, 2.4 & 2.5 if appl. + NPV (MCC)	2.2, 2.3, 2.4, 2.5 if appl.
g	From Businessrate/Municrate to Homepower (Bulk)				2.2, 2.3, 2.4, 2.5 (c) if appl.
h	From Miniflex/Nightsave (Urban)/Municflex to				2.2, 2.3, 2.4, 2.5 if appl.
i	From Landrate/Municrate (single-phase) to - (area re-classified)			Not allowed unless area re-classified Urban - then no charge & 2.2, 2.3, 2.4 & 2.5 if appl.	
j	From Landrate/Municrate (three-phase) to - (area re-classified)			Not allowed unless area re-classified Urban - then no charge & 2.2, 2.3, 2.4 & 2.5 if appl.	
k	From Landrate/Municrate (single-phase) to - (schools and clinics)			2.2, 2.3, 2.4 & 2.5 if appl.	
l	From Landrate/Municrate (three-phase) to - (schools and clinics)			2.2, 2.3, 2.4 & 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 OR change in Service Agreement		As per 2.1	R1208.70 R1390	Refer to 2d) for conversion to Homeflex
b	Upgrade of NMD		No charge (From 2.5/10 A)	As per 2.1 (a) (From 20 A)	& 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		R434.78 R500	R2439.13 R2805 **	
b	Underground	Actual costs			
2.5	Change in meter type / meter				
a	Meter change - Conventional to/from prepayment / smart meters / programmable meters - Existing Single phase supplies			R2811.50 R3 233	or if part of an Eskom conversion programme, no charge
b	Meter change - Conventional to/from prepayment / smart meters / programmable meters - Existing Three phase supplies				Standard metering costs as per Table 2 (B.3) and Table 2 (A.5) or if part of an Eskom conversion programme, no charge
c	Re-programming of meters due to tariff conversion / downgrade in supply / upgrade of supply / embedded generation			R585.00 R673	
d	Replacement of meters or meter kiosk due to tariff conversion with no change in NMD / downgrade in supply / upgrade of supply / embedded generation				Standard metering costs as per Table 2 (B.3) and Table 2 (A.5) or if part of an Eskom conversion programme, no charge

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

1	Service Fees	Rural		Urban		Residential	
1.1	Transfer fee (This fee contributes to the cost of work required to amend billing information and the supply agreement)	R1208.70	R1390				
1.2	Call-out fee						
a	Working Hours	R926.09	R1065	R504.35	R580	R504.35	R580
b	After Hours	R1191.30	R1370	R660.87	R760	R660.87	R760
1.3.	Special / meter reading fee						
a	Working Hours	R926.09	R1065	R504.35	R580	R504.35	R580
b	After Hours	R1191.30	R1370	R660.87	R760	R660.87	R760
1.4	Meter test fee						
a	Prepayment/conventional meter: Single/Dual-phase	R926.09	R1065	R504.35	R580	R504.35	R580
b	Prepayment/conventional meter: Three-phase	R1191.30	R1370	R791.30	R910	R791.30	R910
c	Programmable Meter	R926.09	R1065	R926.09	R1065	R926.09	R1065
d	Metering Installation = (Meter Test + Dismantling / Installation)	R1191.30	R1370	R1191.30	R1370	R1191.30	R1370
1.5	Lost prepayment card / CIU / Smart meter fee						
a	Lost or damaged Prepayment card (N/A to new customers)	R39.13	R45	R39.13	R45	R39.13	R45
b	Lost or damaged CIU / Smart meter keypad unit. (N/A to new customers)	R500.00	R575	R500.00	R575	R500.00	R575
1.6	Quality of supply data fee: Non-standard customised query	R7743.48	R8905	R7743.48	R8905		
1.7	Provision of meter data fee (Number of POD's)	1 ≤ 3 months	>3 months ≤12 months	VAT Incl	>12 months	VAT Incl	
a	1 to 10 PODs	Free	R2 019.21	R2 322.00	R2 692.28	R3 096.00	
b	11 to 20 PODs	Free	R4 038.42	R4 644.00	R5 384.56	R6 192.00	
c	21 to 50 PODs	Free	R10 096.06	R11 610.00	R13 461.41	R15 481.00	
d	51 to 100 PODs	Free	R16 153.69	R18 577.00	R21 538.25	R24 769.00	
e	101 to 500 PODs	Free	R30 288.17	R34 831.00	R40 384.22	R46 442.00	
		Bulk fee		VAT Incl			
f	Bulk request with no year limit and PODs (Anything above the bulk request fee will be charged at the bulk request fee)	R101 162.48		R116 337.00			
1.8	Consolidation of premise/POD Fee (Charged per POD)						
a	Refer to rules for linking premises into one account.	R191.30	R220	R191.30	R220	R191.30	R220
1.9	Reconnection of a terminated supply fee						
a	Refer to explanatory notes for new customer.	R1208.70	R1390	R1208.70	R1390	R1208.70	R1390
b	Refer to explanatory notes for original customer.			R1208.70	R1390	R1208.70	R1390
1.10	Demand charge exemption administration fee for large power customer-induced events						
a	≤ 100 kVA	No charge		No charge			
b	> 100 kVA & ≤ 1 MVA	R1208.70	R1390	R1208.70	R1390		
c	> 1 MVA (including key customers)	R2404.35	R2765	R2404.35	R2765		
1.11	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 customer	R26.09	R30	R26.09	R30	R26.09	R30
c	All postal reprint requests will incur a cost: (fee is based on the number of months requested and postal / courier costs).	R69.57	R80	R69.57	R80	R69.57	R80
1.12	Non-sufficient funds (NSF) fee						
a	NSF fee for unpaid debit order	R56.52	R65	R56.52	R65	R56.52	R65
1.13	Bank charges recovery fee						
a	Payments made by credit card, debit card and cash above R3 500						
b	Any other payment method						
2	Remedial Action Charges						
2.1	Reconnection fee for non-payment with conventional metering and illegally supplying other customers						
a	Working Hours	R1852.17	R2130	R1008.70	R1160	R1008.70	R1160
b	After Hours	R2382.61	R2740	R1321.74	R1520	R1321.74	R1520
c	Remote Reconnection	R926.09	R1065	R504.35	R580	R504.35	R580
2.2	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					
2.3	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.					
2.4	Damage to Eskom equipment (Payable when negligence by customer is proven)	As per 1.2 + actual cost of equipment.					

10. Reconnection fee in the event of tampering - 2025/26 (Eskom's Tamper fees-2025/26)

Fees payable per POD in the event of tampering.

10.1. 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

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

10.1.3. A new supply agreement and a new deposit is payable before reconnection.

10.1.4. Notification to customer after first tamper that further tamper could lead to removal of installation without notice.

10.2. 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

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

10.2.3. A new supply agreement and a new deposit is payable before reconnection.

10.2.4. Notification to customer that further tamper could lead to removal of installation without notice, requiring a new application to be submitted before reconnection.

10.3. 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

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

11. Connection fees (minimum connection charges/fees) for Urban and Rural tariffs

- A connection fee/connection charge is payable for a new point of delivery. For Public Lighting and Urban connections > 16 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 Eskom supplies the meter, the cost of the meter is deemed to be included in the connection fee payable where applicable.
- Additional charges based on allocated costs may be raised as per the Connection charges for customers connected to Eskom's Distribution Network Procedure.

The connection fees applicable from 1 April 2025 are as follows:

11.1. Table 2 (A.1) – Urban minimum connection fees / charges (Megaflex, Miniflex, Nightsave Urban, Businessrate, Municflex, Municrate)

≥ 25 kVA The greater of full allocated connection costs paid up front, **OR** R30 846.73 + VAT= R35 473.74

11.2. Table 2 (A.2) – Public Lighting connection fees / charges

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

11.3. Table 2(A.3) the table stipulates the charges payable by the end customer in Developer connected areas or self-built supplies.

- SNC will be charged for infrastructure not funded by the Developer, for example:
If the Developer funded costs for MV network up to the service connection and Eskom install only the meter, end customer will be charged SNC for HV network (because the SNC was not charged to the Developer) with a rebate for capital allowance if applicable.
- If capital allowance was provided under self-built, then no capital allowance to be provided again to the end user.
- If the SNC and/or actual costs are rebated by the capital allowance, the greater of full allocated connection costs or the minimum connection fee is payable.

a) New Supply - DEVELOPER has funded all costs (including HV and MV upstream) * for the internal and external electrical infrastructure including service connection/boundary joint and meter	No charge
b) New Supply - DEVELOPER has funded all costs (including HV and MV upstream) * for the internal and external electrical infrastructure including service connection/boundary joint but Eskom installs the meter	No charge - metering costs are ignored (covered in the administration charge)
c) New Supply - DEVELOPER has funded all costs for the internal and external electrical infrastructure, but ESKOM is required to do some work e.g., Eskom installs the mini-sub, LV reticulation, service connection and meter	The connection charge is payable based on the actual cost (excluding metering costs), with the SNC applied if applicable, and a capital allowance rebate applied where applicable, depending on the tariff. If the SNC and/or actual costs are rebated by the capital allowance, the greater of full allocated connection costs or the minimum connection fee is payable.

11.4. Table 2 (A.4) – Rural standard connection fees (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 8 892	R 10 225.54		
Landlight 60A	R 30 700	R 35 305.00		
Landrate Dx (5 kVA single-phase)	R 44 300	R 50 945.00		
16 kVA single-phase	R 44 300	R 50 945.00	R 44 900	R 51 635.00
25 kVA three-phase	R 44 000	R 50 600.00	R 46 000	R 52 900.00
32 kVA dual-phase	R 49 200	R 56 580.00	R 51 300	R 58 995.00
50 kVA three-phase	R 47 000	R 54 050.00	R 49 100	R 56 465.00
64 kVA dual-phase	R 59 100	R 67 965.00	R 61 200	R 70 380.00
100 kVA three-phase	R 60 300	R 69 345.00	R 65 500	R 75 325.00
100 kVA dual-phase	R 63 600	R 73 140.00	R 68 700	R 79 005.00
200 kVA three-phase	N/A	N/A	R 73 500	R 84 525.00
315 kVA three-phase	N/A	N/A	R 84 700	R 97 405.00
500 kVA three-phase	N/A	N/A	R 92 200	R 106 030.00
1 000 kVA 11kV	N/A	N/A	R 172 200	R 198 030.00
1 000 kVA 22kV	N/A	N/A	R 181 300	R 208 495.00

> 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.

11.5. NAP metering costs for Residential and Businessrate/ Municrate (Single-phase 16kVA) supplies.

This table provides the detailed breakdown of the NAP metering costs used for Residential and Businessrate/Municrate supplies. The same table is used in the SSEG quotation tool for various meter replacement/ re-programming scenarios.

11.5.1. Table 2 (A.5) Breakdown of the Residential and Businessrate/Municrate (Single-phase 16kVA) metering costs (Excl. overheads).

Residential and Businessrate Metering Costs								2025/26			
	Meter	Kiosk excl Meter	Kiosk incl Meter	Cable	Other	Labour	Transport	Total meter cost including Kiosk	Cost to install Kiosk (developer) Less Kiosk	Cost for Eskom to install meter only	Re-programming only
Single-phase 16kVA	R1 370	R2 573	R3 531	R676	R321	R1 895	R1 170	R7 593	R4 782	R2 812	R585
Three-phase 25kVA	R2 171	R7 511	R10 272	R1 143	R329	R1 895	R1 170	R14 809	R10 187	R4 623	R585
Dual-phase 32kVA	R2 171	R8 402	R10 912	R1 352	R324	R1 895	R1 170	R15 653	R11 287	R4 367	R585
Three-phase 50kVA	R2 171	R8 402	R10 912	R1 703	R333	R1 895	R1 170	R16 013	R11 638	R4 376	R585
Dual-phase 64kVA	R2 556	R16 049	R22 216	R3 301	R351	R2 547	R1 170	R29 585	R21 209	R8 377	R585
Three-phase 100kVA	R2 556	R16 049	R22 216	R4 341	R616	R2 995	R1 170	R31 338	R22 473	R8 866	R585
Dual-phase 100kVA	R2 740	R32 890	R43 127	R4 341	R616	R2 995	R1 170	R52 249	R39 314	R12 936	R585

- I. Metering costs does not include 10% of Overheads.
- II. # For new connections and conversion of supply
- III. The costs to install meter only are also applicable to Landlight 20A and Landlight 60A customers.

12. Residential Connection fees (minimum connection charges/fees)

- The standard connection fee (where applicable) is always the minimum amount payable.
- For new supplies (Homelight Electrification areas) the NAP metering costs are included in the connection fee (e.g., for Homelight electrification).
- Metering costs allowance are not applicable to other residential customers.
- NAP metering costs are 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 20A tariff as the base residential tariff with no connection fee effective from 1 December 2007.

The connection fees applicable from 1 April 2025 are as follows:

12.1. Table 2 (B.1) single phase standard connection fees ELECTRIFICATION areas (Homelight and Businessrate Single phase) plus additional service cable if applicable

- 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.

				Excl VAT	Incl VAT
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 8 891.77	R 10 225.54
				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 8 891.77	R 10 225.54
				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 8 891.77	R 10 225.54
				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 8 891.77	R 10 225.54
			Includes 70m O/H (airdac or ABC) or 35m UG		

- Where the service cable length exceeds 70m for overhead and 35m for underground, additional cost of R52.99 for overhead conductor and R306.69 (VAT exclusive) for underground cable are payable.
- No standard connection fee payable for 20A supplies irrespective of the service cable length.
- The standard connection fee for Homelight 20A supply is R0 irrespective of the area and the scope. The qualification criteria for a Homelight 20A supply is determined and approved by the Electrification department as guided by the Department of Energy and Electricity (DEE)
- All 60A supplies within Electrification area pay the standard connection fee as per 12.1 , plus additional service cable cost as indicated where applicable.
 - 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.
- Businessrate single phase in an electrification areas will pay the same connection/conversion fees as Homelight 60A.
- For Businessrate 3 phase in electrification areas, use actual costs.

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

12.2.1. From 01 April 2020, the standard connection fees for single phase are no longer applicable.

12.2.2. Upfront connection charges for a single phase will be based on the following:

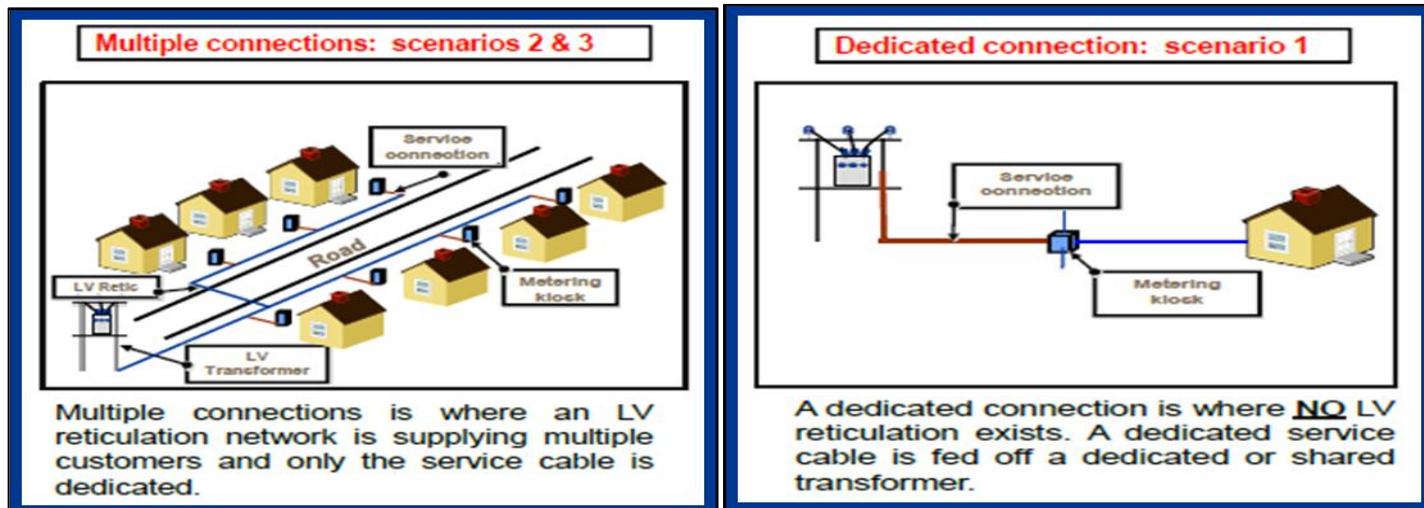
- SNC
- Plus, Metering costs
- Plus, service cable cost of R52.99 per metre for overhead and R306.69 per metre for underground where service connection is installed

12.2.3. Where new MV/LV work or LV transformer is shared (now or future), is applicable

12.2.4. The upfront connection charge will be calculated as per section 12.4.1

12.2.5. 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.



NOTES:

- The LV network installed for the multiple connections' scenario may be underground or overhead.
- The above-described connection scenarios are also applicable to all three-phase supplies.

12.3. Table 2(B.2) Calculation of connection fees/ charge for 60 A / 80A supplies

Scenario 1: Dedicated connection (No LV Retic)				
SNC*		R	9 250.00	
Metering		R	7 593.00	
	Meter + kiosk	R	3 531.00	
	Cable (meter + kiosk)	R	676.00	
	Other (meter + kiosk)	R	321.00	
	Labour	R	1 895.00	
	Transport	R	1 170.00	
Sub Total		R	16 843.00	R 16 840.00
Plus, Service cable	@ R52.99/m for O/H and R306.69 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	16 843.00	
Plus, LV SNC U/G cable	R648 x 2.5 ADMD	R	1 620.00	
Sub Total for scenario 2		R	18 463.00	R 18 460.00
Plus, Service cable	@ R52.99/m for O/H and R306.69 for UG			R/m
Total for Scenario 2		R		R
Scenario 3: Multiple connections - O/H LV Retic.				
Total (excl) VAT scenario 1		R	16 843.00	
Plus, LV SNC O/H cable	R399 x 2.5 ADMD	R	997.50	
Sub Total for scenario 3		R	17 840.50	R 17 840.00
Plus, Service cable	@ R52.99/m for O/H and R306.69 for UG			R/m
Total for Scenario 3		R		R

*The SNC will be calculated in CAPCON1 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 upfront connection charge will be calculated in CAPCON¹ 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. ¹ For the latest CAPCON refer to link: [Electricity Pricing - Tool \(eskom.co.za\)](http://Electricity Pricing - Tool (eskom.co.za))

12.3.1. Table 2 (B.3) – Single phase, Dual/ 3 phase connection fees ESKOM connected Residential 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 - Where ESKOM funds the HV, MV and LV infrastructure (SNC) and installs the service connection/boundary joint and meter	Payable	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual	SNC/Actual
	NAP charge for meter & kiosk	R 7 593.00	R 14 809.00	R 15 653.00	R 16 013.00	R 29 585.00	R 31 338.00	R 52 249.00
	Less: Kiosk (where installed by customer on subdivided property)	-R 4 781.50	-R 10 186.50	-R 11 286.50	-R 11 637.50	-R 21 208.50	-R 22 472.50	-R 39 313.50
	Plus: Service cable cost per metre	Underground: R306.69	Actual	Actual	Actual	Actual	Actual	Actual
		Overhead: R52.99						
	Std Charge for 2 nd point	16mm 2-core / 10mm airdac * R1 073.91	16mm 4-core * R1 073.91	16mm 4-core * R1 073.91	25mm 4-core * R1 073.91	25mm 4-core * R1 073.91	70mm 4-core * R1 073.91	70mm 4-core * R1 073.91

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

For new connections only

Note: The values listed above exclude VAT.

12.4. Table 2(B.4) the table stipulates the charges payable by the end customer in DEVELOPER connected areas or self-built supplies.

SNC will be charged for infrastructure funded by the developer, for example:

If developer funded costs for MV network up to the service connection and Eskom install only the meter, end customer will be charged the following:

- SNC for HV network (because the SNC was not charged to the developer), and
- the NAP metering costs.

SNC and/or actual costs are payable where applicable

a) New Supply - DEVELOPER has funded all costs (including HV and MV upstream) * for the internal and external electrical infrastructure including service connection/boundary joint and meter	No charge
b) New Supply - DEVELOPER has funded all costs (including HV and MV upstream) * for the internal and external electrical infrastructure including service connection/boundary joint but Eskom installs the meter	Customer will pay NAP metering costs
c) New Supply - DEVELOPER has funded all costs for the internal and external electrical infrastructure, but ESKOM is required to do some work e.g., Eskom installs the mini-sub, LV reticulation, service connection and meter	Connection charge payable based on SNC, Actual costs, NAP metering costs for single phase and three phase Plus NAP service cable for a single phase and actual costs for three phase supplies where applicable.

*SNC will be charged for infrastructure not funded by the developer, e.g. If developer funded costs for MV network up to the service connection and Eskom install only the meter, end customer will be charged SNC for HV network (because the SNC was not charged to the developer). No capital allowance is applicable.

12.4.1. Table 2(B.5) – Single phase, Dual/ 3-phase connection fees DEVELOPER connected

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 7 593.00	R 14 809.00	R 15 653.00	R 16 013.00	R 29 585.00	R 31 338.00	R 52 249.00
	Less: Kiosk (where installed by developer)	-R 4 781.50	-R 10 186.50	-R 11 286.50	-R 11 637.50	-R 21 208.50	-R 22 472.50	-R 39 313.50
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 7 593.00	R 14 809.00	R 15 653.00	R 16 013.00	R 29 585.00	R 31 338.00	R 52 249.00
	Less: Kiosk (where installed by developer)	-R 4 781.50	-R 10 186.50	-R 11 286.50	-R 11 637.50	-R 21 208.50	-R 22 472.50	-R 39 313.50
	Plus: Service cable cost per metre	Underground:	R306.69	Actual	Actual	Actual	Actual	Actual
		Overhead:	R52.99					
		16mm 2-core / 10mm airdac *		16mm 4-core *	16mm 4-core *	25mm 4-core *	25mm 4-core *	70mm 4-core *

12.4.2. Table 2(B.6) – Single phase, Dual/ 3-phase connection fees DEVELOPER connected

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 paid SNC for connections but Eskom installs the meter	NAP charge for meter & kiosk	R 7 593.00	R 14 809.00	R 15 653.00	R 16 013.00	R 29 585.00	R 31 338.00	R 52 249.00
	Less: Kiosk (where installed by developer)	-R 4 781.50	-R 10 186.50	-R 11 286.50	-R 11 637.50	-R 21 208.50	-R 22 472.50	-R 39 313.50
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 7 593.00	R 14 809.00	R 15 653.00	R 16 013.00	R 29 585.00	R 31 338.00	R 52 249.00
	Less: Kiosk (where installed by developer)	-R 4 781.50	-R 10 186.50	-R 11 286.50	-R 11 637.50	-R 21 208.50	-R 22 472.50	-R 39 313.50
	Plus: Service cable cost per metre	Underground:	R306.69	Actual	Actual	Actual	Actual	Actual
		Overhead:	R52.99					
		16mm 2-core / 10mm airdac *		16mm 4-core *	16mm 4-core *	25mm 4-core *	25mm 4-core *	70mm 4-core *

13. Standard quotation and connection fees for SSEG supplies in the minor process.

Criteria:

- a) The customer must have an existing load supply before an application for an SSEG connection can be considered.
- b) The fees listed below are applicable for applications that are processed through the minor quotation process. For SSEG applications that follow the major process (where a CEL is issued) the applicable Cost estimate fees as per section 0 are applicable.
- c) The connection charge payable by the customer is based on the connection fee listed for LV supplies up to 350kW or actual costs for LV supplies greater than 350kW and MV supplies plus the metering costs (if applicable).
- d) The customer must be on a time-of-use TOU tariff. If not, no tariff conversion fee is payable if a customer changes from a non-TOU tariff to a TOU tariff, 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.
- e) 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 as follows:
 - e.a) Residential Tariffs and Businessrate 16kVA: Refer to 11.5.1.
 - e.b) Rural Tariffs: Refer to Section 2 NAP for Ruraflex, Nightsave Rural, re-programming or downgrade metering costs.
 - e.c) Urban Tariffs: Actual costs are applicable.
- f) 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).
- g) Residential customers with SSEG installed will be converted to Homeflex tariff which is a residential TOU tariff.
- h) 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.

13.1. Table 3 – Standard connection fees for SSEG (up to 1MW) in the minor process - after load supply is on or converted to TOU

Standard Quotation fees and standard Fees for SSEG (up to 1MW) supplies in the minor process					
		Categories	Standard Quotation Fee	Connection fee	Metering costs
Urban or Rural	Exporting	0 to 100kW - LV supplies	R 1 861.15	R 5 836.01	No Meter reprogramming charges*
		>100 to 350kW - LV supplies		R 11 836.01	
		>350kW to 1MW - LV supplies	R 3 356.52	Actual Costs	
		0 to 1MW - MV supplies		Actual Costs	
	Non-Exporting	0 to 100kW - LV supplies	R 1 861.15	R 5 836.01	Meter re-programming charged based on meter size
		>100 to 350kW - LV supplies		R 11 836.01	
		>350kW to 1MW - LV supplies	R 3 356.52	Actual Costs	Actual Costs
		0 to 1MW - MV supplies		Actual Costs	
Residential	Exporting and non-exporting	0 to 100kVA/kW- LV supplies	R 1 861.15	R 3 250.80	Standard Meter charges based on meter size unless if part of an Eskom conversion programme, then no charge

Note:

- I. The applicable increase to the above fees should have been 3.2%, however, to encourage SSEG connections. Eskom decided to retain the 2024/2025 charges.
- II. To further encourage registration and compliance, Eskom decided to waive application and connection fees for residential customers with SSEG installation up to 50kVA until end of March 2026.

13.2. Metering charging conditions

- 13.2.1. The customer must already be on a TOU tariff for the standard charges to be applied:
 - a) 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.
- 13.2.2. Customers who already have 4 quadrant TOU metering with the capability of bi-directional energy flow will only be charged for meter re-programming costs when non-exporting.
 - a) However, if the SSEG is exporting, no meter re-programming cost or meter change cost will be charged, even if a TOU meter change is required.
- 13.2.3. *For urban and Rural tariffs:
 - a) 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.
 - b) Customers who have conventional metering installed with no capability of bi-directional flow will NOT be charged for the cost of a 4-quadrant meter if they are exporting and upgrading the supply size.
- 13.2.4. 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.
- 13.2.5. 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.
- 13.2.6. If the customer paid to convert to (non-smart) prepaid meter, no meter replacement cost to be charged to the customer.
- 13.2.7. 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.
- 13.2.8. Customers will not be charged a tariff conversion fee when switching from a non-TOU tariff (like Landrate or Homepower) to a TOU tariff (such as Ruraflex or Homeflex) for the purpose of integrating an SSEG.
 - a) This applies only if the application is for the tariff change alone and does not include a change to the Notified Maximum Demand (NMD).
- 13.2.9. Any change in NMD will follow the normal quotation process with applicable NMD conversion fees payable.

Appendix A: Understanding the electricity bill

1. 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.

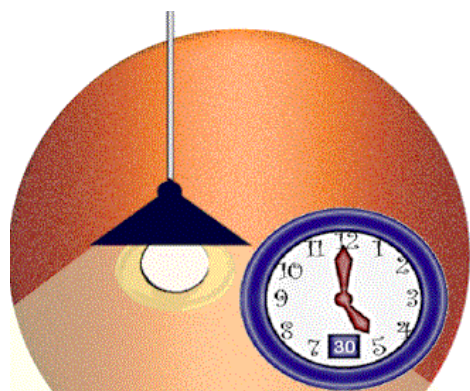
Appliance	Wattage	Appliance	Wattage	Appliance	Wattage
Video recorder	35	Refrigerator (no freezer)	250	Heater: 2 bars	1 300
Television (70 cm colour)	100	Pool pump	750	Two plate hotplate	2 000
Food mixer	150	Iron	1 000	Lawnmower	2 000
Hi-Fi 30-watt speakers	180	Toaster (pop up)	1 100	Kettle	2 400
Home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

2. 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.

Homepower has an energy charge of 309.10/kWh (including VAT).
In the above example, 9 kWh of energy was consumed.
9 kWh x 309.10/kWh = R27.82
It will cost the Homepower (Standard) customer R27.82 (energy component on bill) to use a 60-watt light bulb 5 hours a day for 30 days.

Appendix B to E: History of interest rate changes and capital repayment factors.

The latest versions of the tables showing the history of interest rates and capital repayment factors as indicated below have been moved to a separate document named "History of interest rates and capital repayment factors" which can be accessed on the intranet link: <https://eskom.sharepoint.com/sites/dxsalesandpricing/SitePages/Tai.aspx>

The latest version of the document can also be requested from the OU Pricing Manager.
The document will have the latest tables for the following appendices.

Appendix B: Calculated capital repayment factors based on different periods.

Appendix C: Monthly Capital Rate Based on Outstanding Period.

Appendix D: History of First National Bank prime overdraft rate changes, capital repayment factor and date of change.

Appendix E: History of interest rates applicable to customer deposits