

Eskom Energy Advisory Service

Fact Sheet



Eskom's Energy Advisory Service offers a comprehensive approach to energy management through the provision of an energy intelligence counsel. The process is supporting our customers, who we work with hand-in-hand to review their current energy strategy, and provide guidance which fits the needs of their business. In short, the Eskom Energy Advisory Service is focused on assisting businesses to grow and remain sustainable.

Electricity landscape



The balance between demand and supply of electricity in South Africa is constantly changing, largely in terms of the time of day and seasonal fluctuations. As a result of this the electricity network needs to be managed effectively, which can be done through the reduction of electricity consumption during peak periods. This reduction during peak times not only allows for an increase in usage during standard and off-peak times, providing opportunity for increased productivity, but could contribute in a reduction on customers' overall electricity bills. Eskom's Energy Advisory Service staff are trained to provide strategic guidance on how best to enhance your electricity usage at the most optimal time for businesses from all sectors - industrial, commercial and agricultural.

Key benefits of the Eskom Energy Advisory Service



In addition to providing on-site advice at no cost to you or your business, the Eskom energy advisors provide intelligence to assist you in optimising your electricity demand profile. This will assist your business to operate more efficiently and effectively.

Should you be a new or an existing owner and want to expand your business, the Eskom advisors can provide you with information on financial assistance in the form of possible government incentives, grants and tax rebates, all of which are designed to assist in starting or growing your business sooner.

Eskom Energy Advisory Service offering

Eskom Advisors specialise in guiding customers with "energy use intelligence" which will help to instill a culture of energy productivity in the following ways:

- A walk-through assessment with an energy advisor to determine your current energy usage and assist in optimising your business productivity.
- An overview of your energy consumption profile that will provide you with the 'big picture'. This will be the ongoing framework that your business can use to better understand your consumption, optimise your overall energy use, achieve success and use energy smartly over the long term.
- Provision of pragmatic advice and guidance on how to grow your business by improving your green credentials. This maps a green growth cycle which allows for energy efficiency in support of competitiveness.



Conducting a level I energy audit

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The initial meeting with an advisor will involve an analysis and audit of your current electricity usage. Through a discovery session involving a series of questions, discussions and an informal walk-through of your business, the advisor will gain an intrinsic understanding of where, when and how your electricity is being consumed, mapping out your consumption patterns. It is through this process that the advisor will recommend the potential for load management or a tariff review and address quality of supply questions. The audit could establish that you may need a larger, or even smaller, supply point. The notified maximum demand charge is an area where savings can be realised for you. If you exceed the notified maximum demand this could result in penalties, a cost



that an Eskom energy advisor can help you avoid. The Load Profile Optimisation offer assists business customers to restructure their load. Eskom Energy Advisors will take customers through the process of optimising their operations by utilising load management tools and techniques. The customer benefits from a quick turnaround – no need for additional capacity implementation or point of supply construction, as well as increased production without an increased supply or the need to revert to other forms of energy. Increased electricity capacity leads to increased production and efficiencies. This should result in a saving on customers' fixed monthly costs. The advice is free of charge and conducted at your premises.

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The Power quality advice addresses a wide range of different phenomena - each of which may have a number of different solutions that can be used to improve the power quality and equipment performance. The general steps associated with investigating many of these problems, involves the interaction between the utility supply system and your facility. The general process must also consider whether the evaluation involves an existing power quality problem, a problem that could result from a new design or from proposed changes to the system. Protecting and improving power quality is a critical business worldwide. Electrical systems will function according to its intend-

ed manner without significant loss of performance or life and optimally, but require a good quality of supply. Power quality is not only of significance to the safe and economic operation of electricity but also directly influences the normal operation and costs of user-side equipment. Eskom advisors can assist with investigations, advice and getting appropriate specialist involved.

Alternative Funding - as a means to stimulate economic growth and as a consequence increased electricity consumption, Eskom promotes

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the use of funding solutions that support businesses. Eskom energy advisors have information and contact details regarding several available external funding mechanisms that they promote to you in order to expand business activities. Although the advisors are not experts on the functionality of the funding solutions, they can advise you on whether it should be considered and will then provide the relevant contact details to you. This includes using tax allowances and incentives for customers whose operations are energy efficient and grants for business development.

Electric Transportation (E-mobility) is gaining global traction as a preferred mode of transport and materials handling. Electricity is very competitive compared to diesel liquid fuel for bulk materials handling and transportation. Most sectors would therefore benefit from using electrical conveyors, hybrid haulage trucks, electric rail networks, to mention a few. Electric transportation solutions bring about operating cost savings and improve efficiencies due

to these systems being more energy efficient, able to carry higher loads, having lower maintenance requirements, not needing storage of energy, and finally, having less harmful greenhouse gas emissions. Most businesses typically care more about the life-cycle costs than the initial purchase price of haulage or material handling systems, which then makes electric technology solutions much more beneficial to industry.



One of the crucial imperatives facing industry currently is clean energy. With the pressure from environmental groups and legislation, businesses are forced to review their current carbon footprint and source alternative ways to drive their business and increase their green credentials. Eskom advisors are equipped to advise you on the basics of carbon offsets, climate change, and how to gear up your business for change.



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With the growth in distributed generation, we are developing **Renewable Energy** solutions. This solution will start with a renewable tariff, allowing Eskom to trade certified renewable energy to our customers from our renewable generation fleet. The next phase is the trading platform, allowing our customers to trade their excess renewable energy on the renewable tariff via Eskom's network. The final phase is looking at the provision of localised renewable energy sources for customers as part of a customer retention solution.

Eskom energy advisors, will advise you when you need to consult with an energy services company and technology supplier who will be able to better provide you with additional expertise, extensive audits or expert advice on a technical issue or a specific technology. You will need to pay for this expert external advice, but one of the Eskom advisors will help guide this consultation for you.

The Eskom Energy Advisory Service is your partner in realising better business efficiencies and productivity. The team of nationwide advisors use various innovative products, all tailored to manage your electricity usage effectively or help you increase your business's productivity.



Contact details

For more details on the advisory service, please visit the website on www.eskom.co.za/idm, or call **08600 37566**, leave your name and number and request that an Energy Advisor in your region contacts you. Alternatively, e-mail an enquiry to advisoryservice@eskom.co.za

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