



Eskom has always been committed to maintaining the balance between the supply and demand of electricity on a daily basis by deploying key levers such as the Demand Response initiatives - whereby large consumers of electricity are requested to reduce their electrical consumption for a limited period of time to balance supply and demand in return for an incentive. The Non-Dispatchable Demand Response (NDDR) product is such an initiative. Customers are invited to participate by reducing demand on weekdays during pre-defined periods until end March 2020.

## What is offered?

The product is designed to achieve load reduction during weekdays as defined by ESKOM, with the focus on both Eskom and municipal supplied customers who meet the NDDR participation criteria.

The programme offers financial compensation to customers who have the capability to reduce load through Load Shifting or Peak Clipping.

## Key features

**Participation in the programme is on a one year contractual period and it requires:**

- Greatest of 2MW or 15% of the average weekday load measured between 5h00-22h00 over a three months' period.
- Payment of incentive R600/MWh for a 4 week load reduction notice or R800/MWh for a 2 week load reduction notice.
- The load reduction window is between 4-8pm.
- Customers can opt to participate for 1 hour up to 4 consecutive hours.
- Programme is managed through a Virtual Power Station, and monitored at account level.
- Payments are performance based and processed once demand reduction is verified.

## Key steps

**Should you wish to participate, the following is required:**

- Email Eskom for more information
- An Eskom representative will arrange a suitable time to visit your premises, to start discussions with a view to negotiate possible participation.
- Sign a standard legal agreement with Eskom
- Register as an Eskom vendor to receive payment – if an Eskom customer, payment will be made through billing system.
- Verification of metering will be carried out to ensure that successful monitoring and communication between your meter and Eskom will be possible to enable participation in the programme.
- Start participation.

## Contact details

For more details on the programme, contact Eskom on [advisoryservice@eskom.co.za](mailto:advisoryservice@eskom.co.za)

