

TARIFF BOOKLET

2024/2025







Power to the People

POWER-ON

TABLE OF CONTENT

01	Corporate Profile
02	Foreword by the CEO
05	Electricity Saving Tips
08	Tariff Analysis
09	Consumption Index Table
10	Tariff Schedule
16	Time of Use
17	Step Tariff Blocks
18	Other Regulated Tariffs
24	Visit Us
25	Talk to Us

VISION

Enabling growth through innovative electricity distribution and supply to our communities.

MISSION

Distribute and supply safe, reliable, sustainable and accessible electricity.

VALUES

Our values define who we are and govern standards of behaviour and how we interact with colleagues and external stakeholders.

INTEGRITY ACCOUNTABILITY INNOVATION CUSTOMER FOCUS COLLABORATION
EMPOWERMENT HEALTH & SAFETY INTEGRITY ACCOUNTABILITY INNOVATION
CUSTOMER FOCUS COLLABORATION EMPOWERMENT HEALTH & SAFETY
INTEGRITY ACCOUNTABILITY INNOVATION CUSTOMER FOCUS COLLABORATION
EMPOWERMENT HEALTH & SAFETY INTEGRITY ACCOUNTABILITY INNOVATION
CUSTOMER FOCUS COLLABORATION EMPOWERMENT HEALTH & SAFETY
INTEGRITY ACCOUNTABILITY INNOVATION CUSTOMER FOCUS COLLABORATION
EMPOWERMENT HEALTH & SAFETY INTEGRITY ACCOUNTABILITY INNOVATION
CUSTOMER FOCUS COLLABORATION EMPOWERMENT HEALTH & SAFETY

CORPORATE PROFILE

Envisaged as a dynamic and efficient commercialised electricity distributor for the Erongo Region, the Erongo Regional Electricity Distributor (Pty) Ltd, commonly known as Erongo RED, started trading on 1 July 2005 within the context of the Namibian Government's National Development Plan.

Erongo RED was formed by merging the services of electricity distribution from various municipalities and town councils in the Erongo Region, namely the Municipalities of Walvis Bay, Swakopmund, Henties Bay and Omaruru; the Town Councils of Karibib, Usakos and Arandis; the Erongo Regional Council; and NamPower. Each of these individual institutions is a shareholder of Erongo RED. The initiative to create the Regional Electricity Distributors (REDs) was part of the Electricity Supply Industry (ESI) and Electricity Distribution Industry (EDI) Restructuring Policy to distribute and supply electricity through economies of scale. The policy aimed to pool human and operational capital resources to ultimately stabilise electricity prices and ensure reasonable, affordable and cost-reflective tariffs for consumers.

Erongo RED purchases electricity from NamPower for both urban and rural customers. The electricity is transmitted and distributed to different customer segments, ranging from residential and business to industrial customers. The company uses about 21% of the total electricity requirement of Namibia. The country's electricity industry is regulated by the Electricity Control Board of Namibia (ECB), meaning Erongo RED operates under established regulations.

The core business of Erongo RED is to distribute and supply electricity within the mighty region of Erongo. Erongo RED holds distribution and supply licences, valid until 2030. In 2006, the company also received a generation licence for embedded power generation for a 220 kW wind generator near Walvis Bay, the first network-connected wind generator in Namibia.

FOREWORD BY THE CEO

Dear Esteemed Stakeholders
and Customers,

The subject of electricity tariffs often evokes strong emotions and interest among our stakeholders, especially given the impact that tariffs have on households and businesses. As a company, we understand the critical responsibility we bear in delivering essential services, and we remain steadfast in our commitment to ensuring the distribution and supply of safe, reliable, sustainable and accessible electricity to all our customers.

IMMANUEL TINO IHANABEB
ERONGO RED: CHIEF EXECUTIVE OFFICER




FOREWORD BY THE CEO (continued)

In April 2024, the Electricity Control Board (ECB) announced an increase in NamPower's average tariff from N\$1.98 per kilowatt-hour (kWh) to N\$2.14 per kWh for the 2024/2025 financial period. Subsequently, Erongo RED engaged with various stakeholders, including our Board, Shareholders, and the Consumer Liaison Committee, before submitting our tariff adjustment application to the ECB. The ECB subsequently approved a 6.6% tariff adjustment, effective 01 July 2024. However, the ECB later revoked this decision after government intervention.

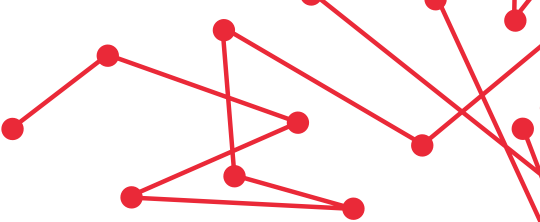
At Erongo RED, we continue to prioritise support for pensioners and low-income community members through subsidised tariffs. To ensure the integrity of these subsidies, we encourage pensioners to re-register annually to remain eligible. We also urge qualifying community members to apply for social tariffs by visiting their nearest Erongo RED office. Terms and conditions will apply, in accordance with our Social Tariffs Policy. In addition, we offer debt management and payment extension options. The purpose of the Debt Management Scheme is to allow consumers who have been disconnected due to non-payment to have access to electricity while settling their debts.

All these initiatives are designed to protect the most vulnerable members of our community. During the 2023/2024 period, Erongo RED invested over N\$20 million to support pensioners and vulnerable households. We are committed to easing the financial burden on these groups while maintaining the highest standards of service.



With regard to infrastructure development, we are focused on reliable infrastructure by investing in various network upgrades and development projects. With these investments, we ensure that our distribution network is robust and reliable, and able to meet the needs of our communities. Over the next twelve months, we will continue to invest in upgrading and maintaining our electricity infrastructure. Our key objectives include:

- Completing the feasibility study and commencing procurement for a 20 MW Solar PV Plant;

- 
- Electrifying 850 houses in DRC, Swakopmund, and other projects in Henties Bay, Walvis Bay, Karibib, and more;
 - Upgrading the Walvis Bay Old Power Station and replacing secondary switchgear; and
 - Completing the Swakopmund Bulk Upgrade

In addition to these investments, we are exploring alternative sources of cheaper electricity. Recently, our Board approved a 20 MW solar project, with plans to appoint a strategic partner for its development soon.

This tariff booklet provides detailed information on the adjustments across various categories and offers useful electricity saving tips for residential consumers. It also includes Erongo RED's contact information, should you require assistance.

I would like to express my sincere gratitude to all our stakeholders for your continued support.



IMMANUEL TINO !HANABEB
ERONGO RED: CHIEF EXECUTIVE OFFICER

ELECTRICITY SAVING TIPS



ELECTRICAL APPLIANCES

Always remember to switch off your television on the TV itself and NOT on the remote.

Do not leave your cellphone charger plugged into the socket, if not in use.

Unplug your laptop before going to bed.

REFRIGERATORS & FREEZERS

Open refrigerator and freezer doors only when necessary.

Let hot food cool down before placing it in the refrigerator.

Leave space between items on shelves in the refrigerator to allow cool air to circulate more easily.

Switch off the refrigerator and freezer when empty or when going on holiday.

Keep freezers frost-free to enable them to work more efficiently.



LIGHT BULBS



Replace conventional light bulbs with energy-saving Compact Fluorescent Light (CFL) bulbs, where possible.

Always switch off lights when they are not needed.

KETTLES

Only boil the amount of water that you need.

Keep your kettle's element free of calcium build-up by regularly boiling vinegar.

Use a flask to keep water hot.



IRONS



Iron delicate fabrics at a low temperature first to reduce warm-up time.

Switch your iron off once it has reached the correct temperature and complete the ironing on stored heat.

Use distilled water in steam irons to prevent mineral build-up, ensuring efficient heating.

WASHING MACHINES

Run the washing machine only with a full load for maximum efficiency.

Use the correct setting for the type of clothes you are washing.

Place your washing machine as close to the hot water tank as possible to minimise heat loss in the pipes.

A front-loading washing machine uses less water and electricity than a top-loading model.



ELECTRIC STOVES

Use a pressure cooker to prepare food that takes a long time to cook as it uses less energy than stove-top cooking.

Match the pot size to the stove plate for optimal efficiency.

Never use your stove or hot plate as a heater.

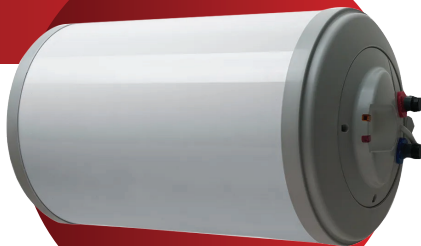


GEYSERS

Ensure that your geyser's thermostat is set to no more than 55 °C.

Wrap your geyser in an insulating blanket to cut power consumption by up to a half.

Switch off your geyser when going on holiday to save electricity by avoiding unnecessary water heating.





TARIFF ANALYSIS

LYNETTE MOTONANE
TARIFF ANALYST, SUPPLY BUSINESS

The range of electricity tariffs at Erongo RED is designed to cater to various electricity consumption profiles, including residential, business and institutional. Where a customer implements a change in plant operation that alters their electricity consumption profile, for example through extension of a residential home, or the purchase of new machinery at a factory, it may be necessary to migrate to a different tariff structure to avoid unnecessary electricity charges.

Erongo RED advises various large power users on energy efficiency matters with the intention of helping them to attain high levels of energy efficiency within their industrial unit.

Customers are encouraged to periodically study their load profiles to ensure that they purchase electricity on the most efficient tariff structure for their needs.

For more information and advice in this regard, please contact the Tariff Analyst or the Revenue Protection Section on +264 64 201 9000.

CONSUMPTION INDEX TABLE

HOUSEHOLD APPLIANCES

APPLIANCE	Watts	Ampere
Stove / Oven	4000	17.39
Stove / Oven	8000	34.78
Geyser (150 l)	3000	13.04
Kettle	2200	9.57
Hot plate	2000	8.70
Hairdryer	1800	7.83
Microwave	900	3.91
Deep Freezer (300 l)	50	0.22
Refrigerator (300 l)	35	0.15
Computer	300	1.30
Incandescent light bulb	40	0.17
Energy saver light bulb (Incandescent – 40 W)	5	0.02
Television	70	0.30
Decoder	30	0.13
DVD player	9	0.04
Radio	6	0.03
Washing machine (6 – 9 kg)	2000	8.70
Heater	2000	8.70
Dryer	2000	8.70

TARIFF SCHEDULE

Valid from 1 July 2024

ALL TOWNS / VILLAGES / SETTLEMENTS

DOMESTIC CONVENTIONAL (Single-Phase)	First 100kWh N\$/kWh	100kWh up to 400kWh N\$/kWh	Over 400kWh N\$/kWh		Basic N\$/Amp/ Month
With Basic	2.450	2.450	2.450		11.72
ECB Levy	0.0212	0.0212	0.0212		
NEF Levy	0.0160	0.0160	0.0160		
Local Authority Surcharge	0.0800	0.0800	0.0800		

Usage steps apply per billing cycle and do not accrue.

DOMESTIC PRE-PAID (Single-Phase)	First 100kWh N\$/kWh	100kWh up to 400kWh N\$/kWh	Over 400kWh N\$/kWh		
Up to 20 Amp (Lifeline)	1.640	1.890	2.730		
More than 20 Amp	2.730	2.730	2.730		
ECB Levy	0.0212	0.0212	0.0212		
NEF Levy	0.0160	0.0160	0.0160		
Local Authority Surcharge	0.0800	0.0800	0.0800		

Usage steps apply per billing cycle and do not accrue.

PENSIONERS CONVENTIONAL (Single-Phase, registered pensioners only)	First 100kWh N\$/kWh	100kWh up to 400kWh N\$/kWh	Over 400kWh N\$/kWh		
Up to 40 Amp	1.600	1.890	2.730		
ECB Levy	0.0212	0.0212	0.0212		
NEF Levy	0.0160	0.0160	0.0160		
Local Authority Surcharge	0.0800	0.0800	0.0800		

Usage steps apply per billing cycle and do not accrue.

PENSIONERS PRE-PAID (Single-Phase, registered pensioners only)	First 100kWh N\$/kWh	100kWh up to 400kWh N\$/kWh	Over 400kWh N\$/kWh		
Up to 40 Amp	1.600	1.890	2.730		
ECB Levy	0.0212	0.0212	0.0212		
NEF Levy	0.0160	0.0160	0.0160		
Local Authority Surcharge	0.0800	0.0800	0.0800		

Usage steps apply per calendar month and do not accrue.

BUSINESS (Pre-Paid)	Energy N\$/kWh				
Single-phase up to 30 Amp	3.100				
Single-phase up to 30 Amp	3.770				
Three-phase	-				
ECB Levy	0.0212				
NEF Levy	0.0160				
Local Authority Surcharge	0.0800				

BUSINESS (Single-Phase)	Energy N\$/kWh				Basic N\$/Amp/ Month
All current limiter ratings	2.940				17.75
ECB Levy	0.0212				
NEF Levy	0.0160				
Local Authority Surcharge	0.0800				

BUSINESS (Three-Phase)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh		Basic N\$/Amp/ Month
Single Season	<i>See TOU Timetable</i>	2.9200	2.4200	1.9200		54.25
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

BUSINESS (Bulk Connections)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/ Month
Single Season	<i>See TOU Timetable</i>	2.580	2.080	1.580	2,646.00	
Network Access Charge						195.00
Demand Charge						212.00
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		
<i>Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.</i>						

INSTITUTIONAL CUSTOMERS IN TOWNS / VILLAGES / SETTLEMENTS

INSTITUTIONAL (Single-Phase)		Energy N\$/kWh				Basic N\$/Amp/ Month
All current limiter ratings		3.510				20.15
ECB Levy		0.0212				
NEF Levy		0.0160				
Local Authority Surcharge		0.0800				

INSTITUTIONAL (Three-Phase)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh		Basic N\$/Amp/ Month
Single Season	<i>See TOU Timetable</i>	3.490	2.990	2.490		60.30
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

INSTITUTIONAL (Bulk Connections)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Amp/ Month	N\$/kVA/ Month
Single Season	<i>See TOU Timetable</i>	2.790	2.290	1.790	2,701.00	
Network Access Charge						244.00
Demand Charge						256.00
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.

EX-NAMPOWER & RURAL MEDIUM VOLTAGE CUSTOMERS

BUSINESS (Single-Phase)	Energy N\$/kWh			Network & Service Fee N\$/Amp/ Month	Basic N\$/Amp/ Month
Farm first supply	2.940			1,000.00	17.75
Farm further supply or plot	2.940			401.00	17.75
Special supply	2.940			12,712.00	17.75
ECB Levy	0.0212				
NEF Levy	0.0160				
Local Authority Surcharge	0.0800				

BUSINESS (Three-Phase)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Amp/ Month	Basic N\$/Amp/ Month
Farm first supply - Single Season	<i>See TOU Timetable</i>	2.920	2.420	1.920	1,000.00	54.25
Farm additional / Plot - Single Season	<i>See TOU Timetable</i>	2.920	2.420	1.920	401.00	54.25
Special supply - Single Season	<i>See TOU Timetable</i>	2.920	2.420	1.920	12,712.00	54.25
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

BUSINESS (Bulk Connections)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/ Month
Farm first supply - Single Season	<i>See TOU Timetable</i>	2.580	2.080	1.580	1,863.00	
Farm additional / Plot - Single Season	<i>See TOU Timetable</i>	2.580	2.080	1.580	1,269.00	
Special supply - Single Season	<i>See TOU Timetable</i>	2.580	2.080	1.580	14,580.00	
Network Access Charge						195.00
Demand Charge						212.00
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.

INSTITUTIONAL (Single-Phase)	Energy N\$/kWh			Network & Service Fee N\$/Month	Basic N\$/Amp/ Month
Normal supply	3.510			1,040.00	20.15
Plot supply	3.510			414.00	20.15
Special supply	3.510			13,357.00	20.15
ECB Levy	0.0212				
NEF Levy	0.0160				
Local Authority Surcharge	0.0800				

INSTITUTIONAL (Three-Phase)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Amp/ Month	Basic N\$/Amp/ Month
Normal supply - Single Season	<i>See TOU Timetable</i>	3.490	2.990	2.490	1,040.00	60.30
Plot supply - Single Season	<i>See TOU Timetable</i>	3.490	2.990	2.490	414.00	60.30
Special supply - Single Season	<i>See TOU Timetable</i>	3.490	2.990	2.490	13,357.00	60.30
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

INSTITUTIONAL (Bulk Connections)		Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Amp/ Month	N\$/kVA/ Month
Normal supply - High Season	<i>See TOU Timetable</i>	2.790	2.290	1.790	1,962.00	
Plot supply - High Season	<i>See TOU Timetable</i>	2.790	2.290	1.790	1,328.00	
Special supply - High Season	<i>See TOU Timetable</i>	2.790	2.290	1.790	15,292.00	
Network Access Charge						244.00
Demand Charge						256.00
ECB Levy		0.0212	0.0212	0.0212		
NEF Levy		0.0160	0.0160	0.0160		
Local Authority Surcharge		0.0800	0.0800	0.0800		

Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.

BULK CONSUMERS OVER 6MVA

BUSINESS (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Amp/ Month	N\$/kVA/ Month
Single Season	See TOU Timetable	2.170	1.670	1.170	2,646.00
Network Access Charge					116.00
Demand Charge					125.00
ECB Levy	0.0212	0.0212	0.0212		
NEF Levy	0.0160	0.0160	0.0160		
Local Authority Surcharge	0.0800	0.0800	0.0800		
Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.					

NET METERING

	Peak Time	Standard Time	Off-Peak Time
SMALL RENEWABLE - Single-Phase		Energy N\$/kWh Export Meter	
Small Renewable - Single-Phase Domestic			1.240
Small Renewable - Single-Phase Business			1.240
SMALL RENEWABLE - Three-Phase	Energy N\$/kWh Export Meter	Energy N\$/kWh Export Meter	Energy N\$/kWh Export Meter
Single Season	1.800	1.350	0.900
LARGE POWER USER	Energy N\$/kWh Export Meter	Energy N\$/kWh Export Meter	Energy N\$/kWh Export Meter
Single Season	1.800	1.350	0.900

TIME OF USE

TOU TIME SLOTS

P = Peak

S = Standard

O = Off-Peak

2024/2025

Hour	Single Season		365
	Weekday	Saturday	Sunday
0	O	O	O
1	O	O	O
2	O	O	O
3	O	O	O
4	O	O	O
5	O	O	O
6	S	O	O
7	P	S	O
8	P	S	O
9	P	S	O
10	S	S	O
11	S	S	O
12	S	O	O
13	S	O	O
14	S	O	O
15	S	O	O
16	S	O	O
17	P	O	O
18	P	S	O
19	P	S	O
20	S	S	O
21	S	O	O
22	O	O	O
23	O	O	O

TOU SEASONS

Single Season - Bulk Consumers

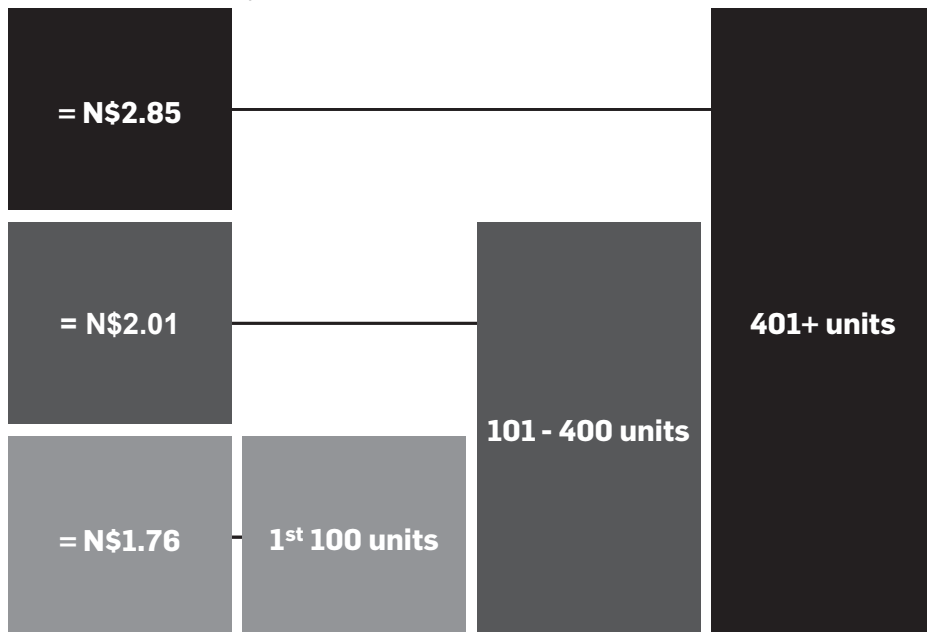
1 January to 31 December

Single Season - Three-Phase Consumers

1 January to 31 December

STEP TARIFF BLOCKS

Step tariffs, as illustrated below, only apply to customers on lifeline tariffs with connections under 20 Ampere.



1. The first 100 units purchased cost N\$1.76.
2. The next 300 units purchased in the same month cost N\$2.01.
3. Above 400 units, electricity costs N\$2.85 per unit.
4. ECB levies, NEF levies and LAS charges included in the tariffs.

IMPORTANT NOTES:

1. Free pre-paid meter installation is only available to pensioners with connections of up to 40 Ampere and customers on debt management with connections of up to 20 Ampere.
2. Registered pensioners do NOT have to pay basic charges.
3. Usage steps apply per billing cycle and do not accrue.
4. Usage steps apply per calendar month and do not accrue.
5. Registered pensioners connected to circuit breakers of up to 40 Ampere qualify for subsidised rates.
6. Pensioners are advised to re-register annually at their nearest Erongo RED Office.
7. To benefit from subsidised tariffs, customers must apply for the lifeline tariff limited to < 20 Ampere. Erongo RED will carry the initial cost to downgrade to < 20 Ampere.
8. It is Erongo RED's prerogative to remove a customer from a social tariff if their household capacity exceeds the amperage of the installed circuit breaker.

OTHER REGULATED TARRIFS

Valid from 1 July 2024

*Includes 15% VAT

#Non-refundable fee, which may be applied to reduce the final tax invoice

Single-Phase – Residential / Business / Institutional

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Deposit single-phase Household Small Consumer	Deposit (No VAT applicable)	1 x 20	1,058.00
		1 x 30	1,575.00
		1 x 40	2,117.00
		1 x 50	2,634.00
		1 x 60	3,186.00

Three-Phase – Residential / Business / Institutional

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Deposit three-phase Household / Business	Deposit (No VAT applicable)	3 x 25	8,310.00
		3 x 40	13,266.00
		3 x 50	16,583.00
		3 x 60	19,916.00
		3 x 70	23,236.00
		3 x 80	26,616.00
Deposit for bulk connection – 55 to 5000 kVA	Deposit (No VAT applicable)	per kVA	938.00
Deposit for bulk connection – > 5000 kVA	Deposit (No VAT applicable)	per kVA	661.00
Special function temporary connection deposit single-phase (per Amp), not longer than 7 days urban & rural area	Deposit (No VAT applicable)	*	per Amp
Special function temporary connection deposit three-phase (per Amp), not longer than 7 days urban & rural area	Deposit (No VAT applicable)	*	per Amp

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Single pre-paid installation / Single-phase conversion from conventional metering to pre-paid metering with interface unit	Meter is free for 20A Debt Management installation and 40A Pensioners		2,938.00
Converting from non-split to split meter (pre-paid)	Converting from non-split to split meter	*	2,938.00
Replacement of split meter interface unit only	CIU	*	917.00
Replacement of split meter metering unit only			2,110.00
Repairs of pre-paid meter due to tampering			2,938.00
Connection contract / Power supply – Office hours	Office hours connection	*	121.00
Connection contract / Power supply – After hours	After hours connection	*	259.00
Termination of contract / Power supply – Office hours	Office hours connection	*	121.00
Termination of contract / Power supply – After hours	After hours connection	*	259.00
Temporary connection contract / Power supply – Office hours	Office hours connection	*	156.00
Temporary disconnection contract / Power supply – Office hours	Office hours connection	*	156.00
Tender / Quotation documentation	Document fee	*	384.00
Late payment fee	Fee	*	30.00
Penalty for illegal installation of renewables	Penalty fee	*	18,075.00
Printing of account	Reprinting of invoice	*	3.00
Reconnection after breach of contract – Office hours	Office hours connection	*	264.00
Reconnection after breach of contract – After hours	After hours connection	*	272.00
Reconnection after breach of contract – Cable cut	Reconnect cable	*	825.00
Meter reading on request (urban & rural)	Test in urban area	*	264.00

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Converting from pre-paid meter to conventional meter (single-phase only)	Only in instances where no existing conventional meter is installed, outdated or faulty (meter, labour & transport)	*	2,014.00
Re-converting to pre-paid / Conventional (single-phase only)	Only in instances where the existing conventional meter is installed (labour & transport)	*	429.00
Repairing faults for consumer – Office hours	Office hours connection	*	253.00
Repairing faults for consumer – After hours	After hours connection	*	259.00
Penalty for replacing of damaged / broken seal by unauthorised person / tampering with installation	Penalty fee only – 1 st time	*	7,548.00
	Penalty fee only – 2 nd time	*	15,096.00
	Penalty fee only – 3 rd time	*	20,756.00
Circuit breaker change single-phase 20 – 60A	Circuit breaker change	*	290.00
Circuit breaker change three-phase 25 – 60A	Circuit breaker change	*	2,013.00
Circuit breaker change three-phase 70 – 80A (NB: for CB changes > 80A – refer customer to Technical Department for cost estimate)	Circuit breaker change	*	2,174.00
Conversion from single-phase to three-phase < 80A three-phase (TP) (NB: Ensure that customer has correct size three-phase cable installed)	Conversion from single-phase to three-phase (CB & meter only)	*	5,109.00
Conversion from three-phase to single-phase < 80A three-phase (TP)	Conversion from three-phase to single-phase (CB & meter only)	*	2,073.00
Single-phase underground cable / Service connections up to 60A	Cable joint	*	554.00
Damage of high & medium voltage cable by contractor	Penalty / fine only	*	8,377.00
Damage of low voltage cable by contractor	Penalty / fine only	*	1,685.00
Repairs on overhead lines	Cost estimate	*	*
Fees for cable repairs medium voltage	Material & labour or actual cost, whichever is highest	*	11,724.00
Fees for cable repairs low voltage	Material & labour or actual cost, whichever is highest	*	3,825.00
Testing of single-phase meters	Deposit forfeited if meter correct	*	301.00
Testing of three-phase & bulk meters	Deposit forfeited if meter correct	*	429.00
Single-phase cable connection up to 50 metres (minimum charge inclusive of cable, meter & labour)	Cable connections (Non-refundable)	*	3,615.00
Three-phase cable connection up to 50 metres (three-phase up to 80A not bulk) (minimum charge inclusive of cable, meter, modem & labour)	Cable connections (Non-refundable)	*	26,209.00

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Three-phase underground cable / Service connection up to 80A (NB: Connections > 80A bulk connection – refer customer to Technical Department for cost estimate)		Cost estimate required	
Total meter removal for single-phase & three-phase	Labour & transport	*	429.00
Total meter removal for bulk > 55 kVA		Cost estimate required	
Provision of connection where no service is available	New connection	Cost estimate required	
Electrical superintendent / Supervisor	Per hour charge	*	536.00
Electrical foreman	Per hour charge	*	425.00
Electrician	Per hour charge	*	381.00
Electrician Grade 2	Per hour charge	*	228.00
Non-qualified artisan	Per hour charge	*	228.00
Electrician assistant	Per hour charge	*	228.00
Utility person	Per hour charge	*	221.00
Team member supervisor	Per hour charge	*	166.00
Team member	Per hour charge	*	129.00
Inspection testing of installations	First time free of charge	*	1,422.00
Transport cost (cable trailer)	Per hour charge	*	177.00
Sedan	Per hour charge	*	51.00
LDV 2x4, 2.4 – 2.7 litre (1 tonne)	Per hour charge	*	105.00
LDV 4x4, 3.0 litre	Per hour charge	*	146.00
Truck 2.5 tonne	Per hour charge	*	229.00
Truck 6.5 litre, 7.0 tonne (including cherry picker)	Per hour charge	*	416.00
Truck 4x4 (Volvo FM 12420)	Per hour charge	*	645.00
Surge generator cable fault finding / Locator	Per hour charge	*	440.00
Universal high voltage test set (very low frequency)	Per hour charge	*	371.00
Pinpointing cable location unit	Per hour charge	*	19.00
Rental of transport equipment	Per hour charge	*	as per AA rate
Clearance certificate fee	Fee	*	378.00
Illuminated street signs	Monthly charge per connection	*	290.00

Description	Definition	Tariff/Amps	2024/2025 (N\$)
Contractors licence registration fee	Fee	*	290.00
Contractors permit fee	Fee	*	196.00
Contractors penalty for failure to complete a Notice of Commencement of Work	Penalty fee	*	901.00
Single-phase electronic TOU meter up to 60A modem only	Modem only	*	3,196.00
Single-phase electronic TOU meter up to 60A	Per meter only (net metering – solar)	*	2,348.00
Three-phase / Bulk electronic TOU meter 3x25A – 3x80A < 100 kVA	Per meter only (5A & 100A)	*	4,403.00
Three-phase / Bulk electronic TOU meter 3x25A – 3x80A < 100 kVA	Modem only	*	3,730.00
Bulk meter electronic TOU meter (MV & LV) – > 100 kVA	Per meter including modem	*	10,065.00
Commercial advertising on 50 poles	50 poles (N\$500 non-refundable)	*	1,258.00
Commercial advertising on 100 poles	100 poles (N\$1,000 non-refundable)	*	2,517.00
Commercial advertising on 150+ poles	150+ poles (N\$1,500 non-refundable)	*	3,774.00
Cash deposit recovery fee	1.8% of all cash deposits exceeding N\$10,000 per month	*	*
Load profile requests	Per hour charge	*	661.00
Pre-paid token clearing fee	Per transaction	*	232.00
Debit order reversals	Honouring fee	*	232.00

Definitions: Other Regulated Charges

- The following section outlines the criteria used to determine the most cost-effective tariffs.
- Deposits are based on a two-month average consumption. These are determined by taking the following factors into consideration:
 - Maximum power per tariff category.
 - Diversity factor, which is the sum of individual maximum demands divided by the total combined maximum demand.
 - Load factor, which is the total energy consumed in a period divided by the maximum demand in that period.
 - Power efficiency, which is the ratio of output power divided by the input power.
 - Cost of energy per month, in a unit rate of N\$/kWh.
 - Assumed average operational hours.
- Pre-paid connection with meter is based on the cost of the different types of meters currently in the region, and the labour cost for installation. This excludes the cable connection and is paid for by the owner of the electrical installation.
- Connection contract / power supply during office hours and after hours is based on the cost of setting up and terminating contracts for the supply of electricity.

5. Temporary connections are strictly for connections of less than 7 days. Any connections longer than 7 days will be treated as permanent connections to ensure meters are read and levied monthly, and that connections staying in place for years are treated correctly.
6. Temporary connection deposits are treated the same as corresponding-size permanent connections.
7. Special temporary connection deposits for single-phase and three-phase are for temporary functions as requested by customers. These connections are primarily for weekend events or special functions. This tariff is based on recovering the cost of the connection, including labour, materials and electricity consumed. All special temporary connection deposits are non-refundable.
8. The tender / quotation documentation charge covers the cost of setting up the final tender documentation. These documents are printed and provided by Erongo RED.
9. The late payment fee is charged to customers, who have not paid their accounts on the due date stated on their accounts. All these customers will appear on the cut-off list, which is processed only afterwards. If a customer has paid in the interim, this charge is still applicable to cover administrative costs and the compilation of this list.
10. Reconnection after breach of contract, during and after office hours, is charged to cover the costs incurred when a customer has breached the contract signed with Erongo RED or any condition stipulated in the Conditions for the Supply of Electricity, and thereafter requests for a new contract. If the power cable has been cut, the reconnection can only be done by a qualified technical person. This charge is not additional to the late payment fee.
11. Special meter reading is based on the cost of requesting an additional reading after the readings for the said period have already been made and processed. The cost in urban areas is substantially less than in rural areas, due to the distances to be covered.
12. Testing of current limiters is based on the cost of verifying the installed current limiter or circuit breaker, when requested by a customer. If the information on the billing system is not correct, then the customer forfeits the payment. If it is correct, the payment is refunded, and the information is rectified on the billing system.
13. Repairing faults for consumers during office hours and after hours is based on the cost of a call-out to the premises and doing fault finding. The cost is only applicable if the fault was caused by the consumer.
14. A penalty for replacing of seal, when broken by unauthorised person or when tampering with installation, is charged to customers who damage or break the seal or otherwise tamper with the meter, for example by by-passing a meter.
15. A circuit breaker change is the cost of replacing a customer's main circuit breaker to reduce or increase the capacity required at the premises.
16. Cable connection is based on the minimum cost of the installation of a new connection, whether single-phase or three-phase. The bulk connection is based on the actual cost, administration charges plus percentage profit. This minimum cost is non-refundable, and if the cost is higher, an invoice will be issued for the difference.
17. A service connection / underground is charged when a normal cable connection has been installed by a contractor and Erongo RED is only required to connect such connection to an existing electricity network.
18. Penalty or fine is based on the cost of repairing damages as well as losses to Erongo RED caused by a contractor, customer or another person.
19. Meter reading testing is based on the cost of requesting an additional reading or installing an additional test meter as requested by the customer.
20. Provision of connection where no service or connection is available refers to charges based on the hourly rate of the different personnel required to deliver a certain service. The cost of labour and transport is charged hourly, with additional administrative and profit charges. This is done in line with the connection charge policy guideline set by the ECB.
21. The clearance certificate fee is charged to customers for the issuing of the certificate as well as the calculation of the levies in advance. The calculation is based on the estimated time period for the property transfer, as well as the outstanding amounts as reflected on the property.
22. A debit order reversal fee is charged on a customer's debit order which is not completed or unpaid, and results in an unpaid account.

23. The account print-out fee is charged to customers requesting an interim account statement from any pay-point. This fee takes into account that a print-out is a duplication of cost, since all customers should receive an account on a monthly basis. However, should a customer not receive an account on a regular basis, despite the postal address being correct, the customer will not be charged and the reason for not receiving the account will be investigated.

24. Illuminated street signs are currently connected to the street light network. Erongo RED receives no benefit for these signs, despite covering the cost of electricity consumed. This tariff is based on covering the cost for a typical illuminated street sign with two to four 15-Watt to 60-Watt luminaries, which are switched on for approximately 300 hours per month, plus a capacity charge for 20 Ampere per month.

25. Rental of transport equipment to other utilities or customers for any reason will be charged to cover the cost at current AA rates plus the labour. All equipment will be driven and operated by Erongo RED employees at all times.

26. All services which are not included in the other regulated tariffs, but which must be executed by Erongo RED on request by the customer, will be charged at the actual cost per service delivered plus administration charges and profit. The administration charges are based on 15% of the total cost of the service delivered. The profit is based on the ECB calculated WACC (real before tax), which is currently 9.0% of the total cost of the service delivered.

27. Installation inspection fees cover the costs incurred by Erongo RED to have an electrical installation tested and verified to be in accordance with SANS 10142, before a certificate of compliance is issued. The first inspection is covered by the connection charges, but the second and subsequent inspections are to be paid by the electrical contractor.

28. Contractors penalty for failure to complete a Notice of Commencement of Works is charged to electrical contractors who fail to complete the Notice of Commencement of Work with the Erongo RED Technical Inspector. The fee is aimed at forcing contractors to complete the necessary paperwork with the Erongo RED Inspector before commencing any electrical work in the Erongo Region.

VISIT US

Kuisebmond Paypoint Office
Narrawille Paypoint Office
Henties Bay Office
Uis Office
Arandis Office
Usakos Office
Karibib Office
Omaruru Office
Swakopmund Mondesa Paypoint Office

Monday – Thursday
08:00 – 13:00 and 14:00 – 16:00
Friday
08:00 – 13:00 and 14:00 – 15:30

Walvis Bay Town Paypoint Office
Swakopmund Apex Paypoint Office

Monday – Friday
08:00 – 16:00 (*open throughout lunch*)

General Office Hours
(**Head Office &**
Technical Departments)

Monday – Thursday
08:00 – 13:00 and 14:00 – 17:00
Friday
08:00 – 13:00 and 14:00 – 16:30

Our offices are closed on weekends and on official public holidays.

TALK TO US

CONTACT CENTRE TOLL-FREE 96000

Monday – Thursday: 08:00 – 17:00
Friday: 08:00 – 16:30

WALVIS BAY HEAD OFFICE

91 Hage Geingob Street

P.O. Box 2925, Walvis Bay, Namibia

Switch Board Number: 064 201 9000

Customer Care Services: 064 201 9031

Contact Centre (Toll-Free): 96000

Contact Centre: 081 123 4567

After Hours (Call Centre): 081 166 5058 /
081 141 2856

KUISEBMOND

Customer Care Services: 064 201 9027

NARRAVILLE

Customer Care Services: 064 201 9033

PUBLIC RELATIONS & MARKETING

Tel: 064 201 9059 /
064 201 9042 /
064 201 9058 /
064 201 9106

Mobile: 081 142 6176 /
081 149 2095 /
081 161 0595 /
081 142 0247

Email: pr@erongored.com.na

HUMAN CAPITAL

Tel: 064 201 9041 / 064 201 9050

Fax: 064 201 9001

FINANCE

Tel: 064 201 9051 / 064 201 9052

Fax: 064 201 9001

CREDIT CONTROL

Tel: 064 201 9053 / 064 201 9038 /
064 201 9054

After Hours: 081 127 9471
081 124 5823
081 145 7170
081 145 7171

Fax: 064 201 9049

Email: info@erongored.com.na

TECHNICAL DEPARTMENT

76 Hanna Mupetami Road, Walvis Bay, Namibia

Tel: 064 217 600 / 064 217 603

Fax: 064 204 574

After Hours: 081 129 3875 / 081 128 9552

Tel + 264 (64) 201 9000 | Fax + 264 (64) 201 9001
support@erongored.com.na

ERONGO
red
power to the people



POWER-ON

Tel: +264 (0) 64 201 9000
Email: pr@erongored.com.na



**PUBLIC RELATIONS
& MARKETING SECTION**

**Erongo RED Head Office
91 Hage Geingob Street
Walvis Bay**