



2016-2017
TARIFFS
POWER TO THE PEOPLE

ERONGO
red
power to the people



Enquiries

Reception

ERONGO

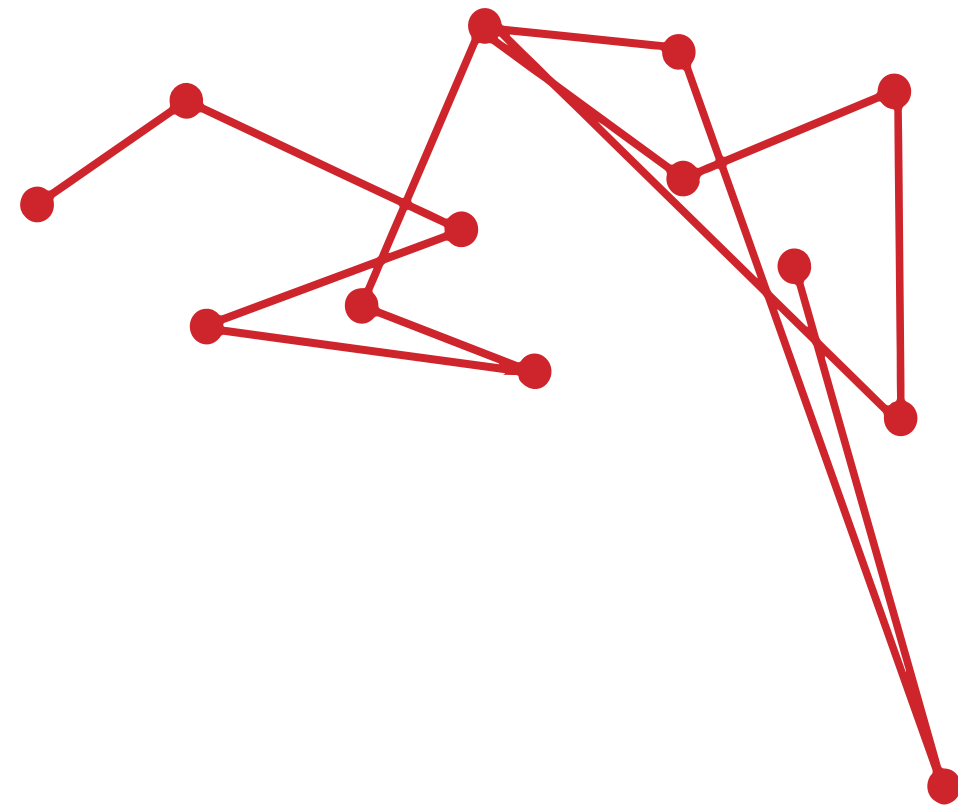
power to the people

Customer Care

1

2

3



Vision

Electricity for all by 2020

Mission

To distribute and supply
affordable, reliable and
accessible electricity to all
in our region

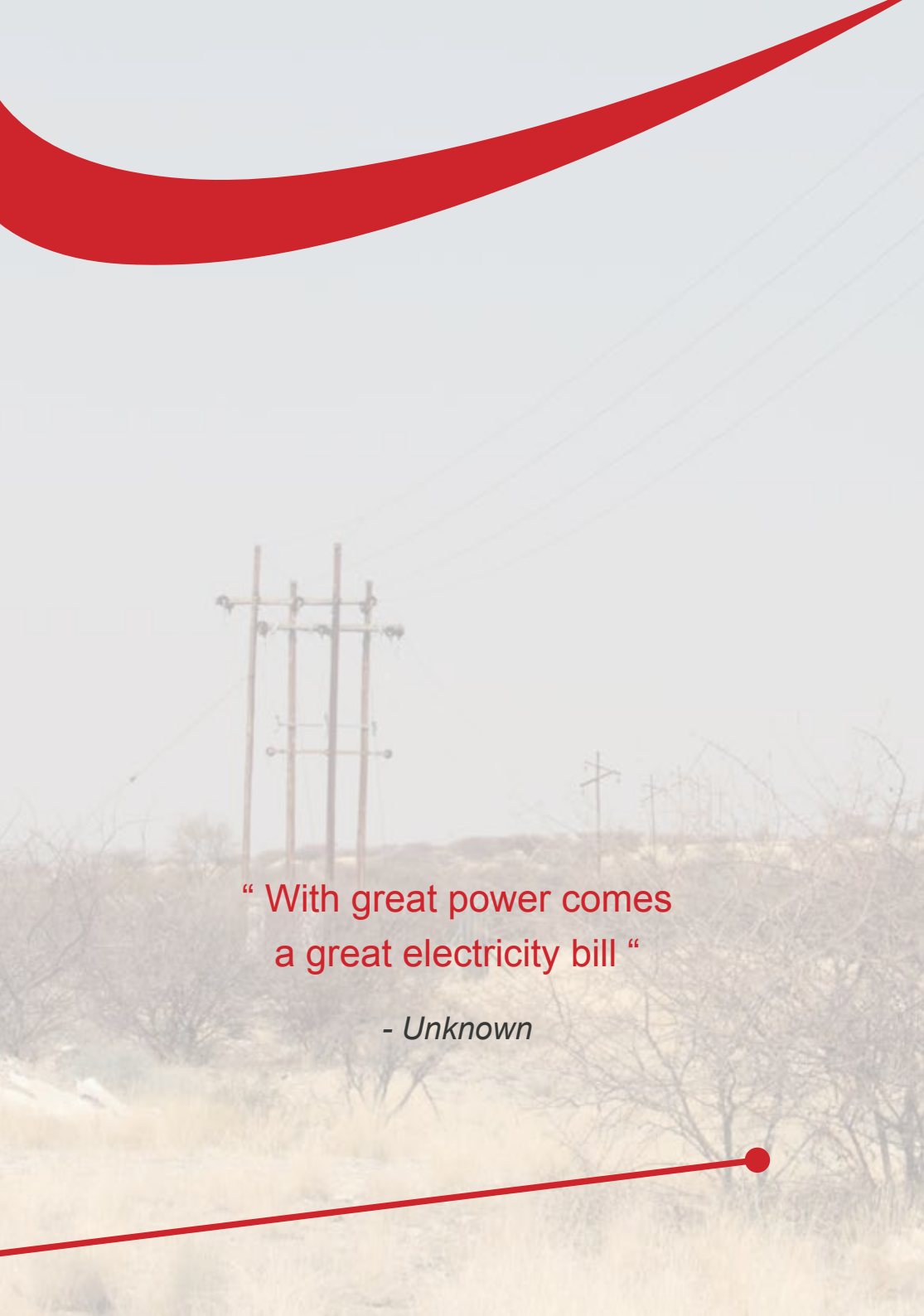
Values

Integrity
Accountability
Commitment
Customer focus
Empowerment
Teamwork

CONTENT

Foreword by the CEO	10
Description of Business Units	12
Tariff Analysis	13
Quality of Supply Services	15
Illegal Connections & Electricity Theft via Prepayment Projects	16
Definitions of Bulk Tariff terms	19
Procedure for Declaration of NMD	20
Electricity Saving Tips	20
Shedule of Approved Tariffs (2016/2017)	22
Tariffs Institutional Customers in Towns, Villages & Settlements	24
Bulk Consumers over 10MVA	26
EX - Nampower Customers - Medium Voltage	26
Rural Medium Voltage (New Customers)	27
Net Metering	30
Other Regulated Tariffs (2016/2017)	33
Other Regulated Charge Definitions	34
Time of Use	37
Cashier Hours	39
Step Tariffs	40
Understanding your Account - Bulk Consumers	40
Understanding your Account - Residential Customers	41
Frequently Asked Questions (FAQ's)	42
Erongo RED Contacts	43
Payments	45
Erongo RED Prepaid Vendors	46
Corporate Social Responsibility (CSR) Events	47





“ With great power comes
a great electricity bill “

- *Unknown*



FOREWORD

by the ceo



As an essential service provider, Erongo RED is not primarily profit driven. Rather, we strive to run the company that provides quality affordable service to electricity consumers and at the same time investing in the infrastructure for tomorrow.

At Erongo RED, we are fully aware of the impact electricity increase has on our customers including businesses. As per the Board directives, we have looked into possible ways to make electricity affordable. I am glad to say that since 2012, we have put measures in place to cushion the impact of electricity increase on our customers, especially the pensioners and the low income segment in our communities.

For the new financial year of 2016/2017, the Electricity Control Board (ECB) has approved an average electricity increase of 16, 71% on NamPower effective 01 July 2016. In line with national increases, Erongo RED is also expected to adjust its tariffs to remain sustainable. Effective 01 July 2016, an average increase of 6.9% has been passed on to the residential and business customers within the Erongo Region. The NEF (National Energy Fund) and ECB Levies also increased with 4% and 9% respectively.

In 2013, Erongo RED introduced the inclining block

tariff system, a system that empowers its domestic customers to be in control of their electricity bills. This year, the company decided to continue with this system only for the customers who are up to 30 amp connection size. Prepaid customers who are on 30 amp connection size and up as well as Domestic single phase customers are no longer charged on the inclining block tariff system, but on a single flat rate of N\$2.09 and N\$1.86 respectively. As a company, we are committed to ensuring that all our customers are on the same tariff structure and we have managed to harmonise tariffs throughout the region except in Uis and the ERC area where tariffs will gradually be harmonised over the next three (3) years.

Namibia imports the bulk of its electricity from neighbouring countries and the overall electricity consumption in Namibia continues to increase. Therefore, we appeal to all electricity users to utilize electricity sparingly and efficiently.



Robert Kahimise | CEO

“As per the Board directives, we have looked into possible ways to make electricity affordable. I am glad to say that since 2012, we have put measures in place to cushion the impact of electricity increase on our customers, especially the pensioners and the low income segment in our communities.”

- Robert Kahimise

DESCRIPTION OF business units

Envisaged as a dynamic and efficient commercialised electricity distributor for the Erongo Region, the Erongo Regional Electricity Distributor Company (Pty) Ltd, commonly known as Erongo RED, started trading on 01 July 2005 within the context of the Namibian Government's National Development Plan.

Erongo RED was formed by merging the service of electricity distribution from various municipalities and town councils in the Erongo Region namely, the Municipality of Walvis Bay, Swakopmund, Henties Bay and Omaruru; the Town Councils of Karibib, Usakos and Arandis, Erongo Regional Council and NamPower. All these individual institutions are shareholders of Erongo RED.

The initiative to create a regional electricity distributor was part of the Electricity Supply Industry's (ESI) and Electricity Distribution Industry's (EDI) restructuring policy; distributing and supplying electricity through economies of scale and the pooling of human and operational capital resources to ultimately stabilize electricity prices and ensure reasonable, affordable and cost-effective tariffs to electricity consumers.

The company purchases electricity from NamPower for both urban and rural customers. The electricity is transmitted and distributed to different customer segments that include residential, business and industrial customers. Erongo RED uses about 15% of the total electricity requirement of Namibia. The Electricity Control Board of Namibia regulates the electricity industry in Namibia, thus Erongo RED operates under the set regulations.

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

TARIFF analysis

The suite of electricity tariffs at Erongo RED are designed to cater for a range of electricity consumption profiles. Where a customer implements a change in plant operation that alters the electricity consumption profile, it may be necessary to migrate to alternate tariff structures to avoid unnecessary electricity charges.

Erongo RED also works closely with various large power users to provide advice on energy efficiency matters with the intention of helping customers to attain high levels of energy efficiencies within their industrial unit. Customers are encouraged to periodically study their load profiles and ensure that they purchase electricity on the most efficient tariff structure available.

For more information and advice in this regard, please contact the Revenue Protection Division on +264 64 214 600.





QUALITY OF supply service

Erongo RED has implemented a Quality Charter recommended by the Electricity Control Board of Namibia (ECB), which defines its commitment to ensuring the delivery of electricity of appropriate quality and of dealing with problems that customers may experience with regard to quality from time to time.

The Network Operations & Maintenance Business Unit is tasked with the responsibility to ensure that the right quality of electricity is supplied to consumers. The business

unit regularly monitors the power quality by conducting power quality investigations when necessary. These investigations are in accordance with the Quality of Supply Standards, Quality of Service Standards and Technical Standards.

For more information regarding the quality of supply, please contact the Network Operations & Maintenance Business Unit +264 64 217 611/ 214 600.

ILLEGAL CONNECTIONS

and electricity theft via prepayment
and conventional meter
tampering

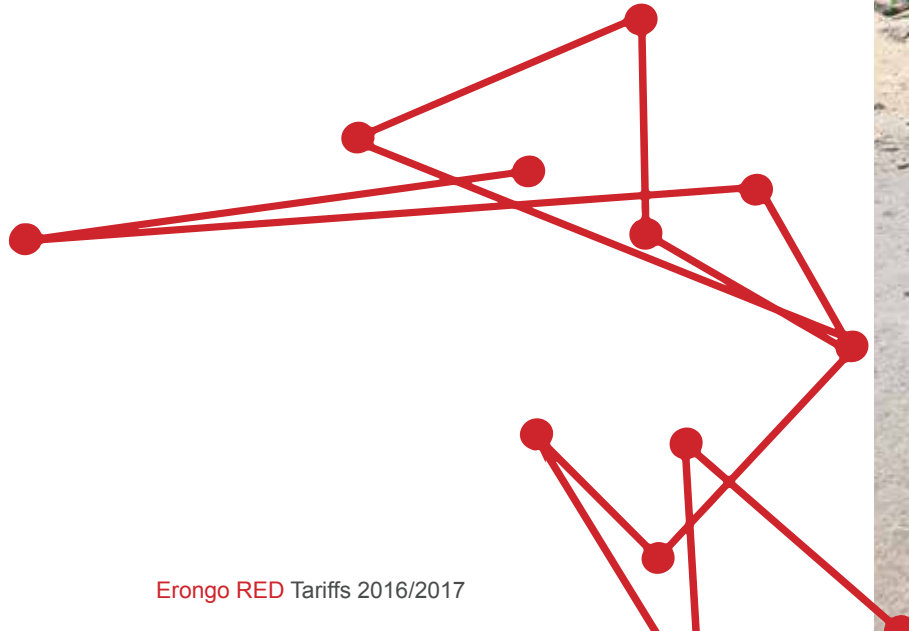
Erongo RED has learned that electricity theft is taking place within its distribution area and strongly urges all customers to stay away and desist from this serious offence. The consequence of such an illegal act is the immediate suspension of electricity to the customer premises without prior notice, a regulated fine of N\$4 068.00 as well as the actual value of stolen electricity units.

Electricity theft is not just dangerous for those who steal. If you are on the same power line as someone who steals electricity, you could pay the cost for their theft too. The power line could become overloaded with electric energy, which could harm your electronics and appliances that are designed to receive a certain, steady amount of electricity. Electricity theft makes power service less reliable and lower quality for paying customers.

Everyone is affected by power theft and detecting and reporting illegal activity will help reduce the electricity price.

The theft of electricity and tampering is on the rise and an appeal is made to the public to be vigilant and report suspicious activities to the Erongo RED Revenue Protection Section at +264 64-214600 / 635 or 081 122 0826.

Illegal connections and cable theft can also be reported via the Call Centre on +264 64 214680 or 0819600 (Toll Free – Landline only).



PROJECTS



Operational:

- Control Centre and Call Centre
- Customer Liaison Committee
- Infeed & Time of Use tariffs
- Social and Pensioners tariffs
- Tariff Harmonization
- Arandis Customer Care Office
- Erongo RED HQ Phase 1
- New Kuisebmond Paypoint Office
- Bulk Upgrade Henties Bay and Swakopmund
- Bulk Upgrade Walvis Bay
- Replace Hidipo & Feld Sub Breakers (Swakopmund)
- Swakopmund Bulk Upgrade Phase 1
- Masbanker Substation Henties Bay Refurbishment
- Primary Switching Station Usakos
- Intake Station Karibib
- Radio Communication System
- Upgrade Swakop River Plots & Pumping Network Phase 1
- AMR Phase 1

Implementation:

- Erongo RED HQ Phase 2
- Stores and Garages for Erongo RED in Swakopmund
- Upgrade supply to Kuisebmond in Walvis Bay
- SCADA System
- ERP System
- AMR Phase 2
- Demand Site Management and Power Factor Correction
- Rural and Peri urban Electrification phase 2 & 3
- Re-route middle-block reticulations in Swakopmund
- Bulk Upgrade at Okombahe and Ruby Supply Points
- Electrification Master Plan
- Asset Valuation and Verification
- Upgrade Power Supply to Arandis
- New Lithops Intake Station
- 18th Road Switching Station Upgrade Walvis Bay
- Welwitchia Switching Station Upgrade Swakopmund
- Disaster Recovery Site
- Omaruru 22/11kV Intake Substation Upgrade
- Upgrade Walvis Bay Primary Network
- New Omaruru Paypoint Office
- Walmund Namibwater Reticulation Network Upgrade Phase 2
- New Kuisebmond Primary Switching Station
- Records and Information Management Phase 2
- Installation of Fiber Optic for Communication
- Installation of Check Metering at NamPower - Erongo RED supply points
- New Flamingo Primary Switching Station (Narrawille)
- Street Lighting in Various Areas
- GIS
- Replacement of Minisubs with Brick Build Substations (Coastal Towns)

Feasibility:

- Strategic Stock Store
- Bulk Upgrade to Uis
- Bulk Upgrade to Swakopmund Phase 2
- Upgrade Power supply to Arandis Phase 2
- Sekel Duin Swakopmund Bulk Supply Upgrade

Conceptualisation:

- Remote Metering
- Smart Grid

Investigation:

- LED Lighting
- Supply to Extra Large Power Users
- Electrification of Shacks

DEFINITIONS OF

bulk tariff terms

Network Demand Charge (NDC): Is a charge that is variable on a monthly basis and is charged on the actual Charge demand measured.

Network Access Charge (NAC): The network access charge should be the highest kVA that the customer expects the utility to be in a position to supply. The NAC is a tariff component that is fixed on an annual basis and is charged as a N\$/KVA charge on a greater of the Notified Maximum Demand or the actual demand.

Should the NMD be exceeded for three consecutive months, a penalty charge shall apply and be payable from the third month. Should the demand reduce below the NMD in future months, the NMD Penalty Charge shall reset to zero for that month and only become payable if NMD is exceeded for three consecutive months.

PROCEDURE FOR

declaration of NMD

Should the NMD be exceeded for three consecutive months, a penalty charge will apply and be payable from the third month. Should the demand reduce below the NMD in future months, the NMD Penalty Charge will reset to zero for that month and only become payable if the NMD is exceeded for three consecutive months.

In the event that customers do not declare an NMD, they will be required to apply formally to Erongo RED according to the Erongo RED connections charge policy. In

the event that customers wish to reduce their NMD, they will be required to give Erongo RED notice at any time prior to 31 December of any year for the new NMD to take effect in the next tariff cycle commencing on 01 July of that year.

In the event that customers wish not to declare an NMD, the NAC will be calculated on the highest peak of kVA during the past twelve months, for the period January to December for the new NMD to take effect in the next tariff cycle commencing on 01 July of that year.



ELECTRICITY

saving tips

KNOW WATT YOU CAN SAVE

GEYSER

- A geyser accounts for up to 40% of your electricity bill.
- Ensure that your thermostat is set to no more than 55°C.
- Wrapping your geyser in an insulating blanket can cut power consumption by half.

HEATER















- Electric heaters that are controlled by thermostats are more energy efficient.
- Oil filled heaters are the safest.
- Only heat up rooms that are occupied.

ELECTRIC STOVE

- Use a pressure cooker when preparing food that normally takes a long time to cook.
- Consider buying a stove with a convection oven.
- Use cooking utensils with flat bottoms and tight covers.
- Do not use a stove to light a cigarette.
- Never use the stove or hot plate as heaters.

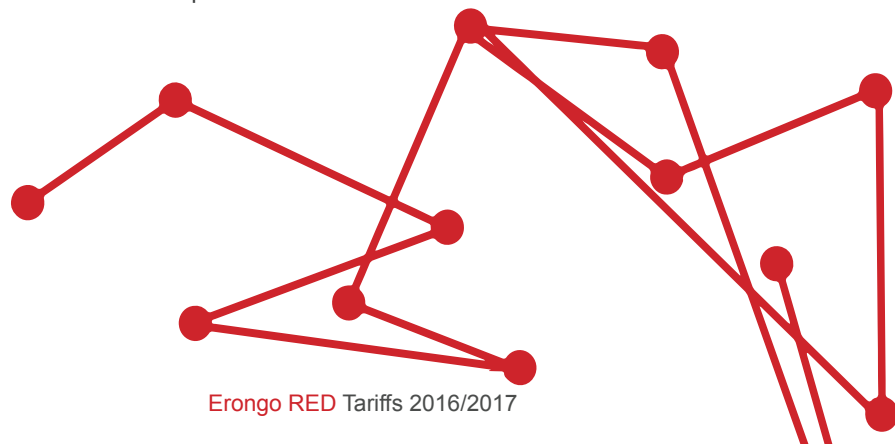
WASHING MACHINE

- Soak your laundry first.
- Use cold water.
- Run the machine only when there is a full load.
- Do not over-wash clothes.
- Clothes that need a light cleaning do not need to be washed as long as dirty work laundry.
- Use the proper setting for the type of clothes you are washing.
- If the clothes are delicate or knit, use the setting offered rather than the “regular” setting. This will use less energy and the clothes will last longer.
- Locate your washing machine as close to the hot water tank as possible. The shorter the distance, the less amount of heat loss in the pipes.

Appliance	Watts	Ampere	10 hours unit consumption kWh	Barcode
Stove/Oven 	8,000 4,000	34.78 17.39	80 40	/////
Geyser 3kW 	3,000	3.04	30	/////
Kettle 	2,200	9.57	22	/////
Hotplate 	2,000	8.70	20	////
Hairdryer 	1,600	6.96	16	////
Microwave 	750	3.26	7.5	//
Deep-freeze 	450	1.96	4.5	/
Refrigerator 	216	0.94	2.16	/
Computer 	200	0.87	2.00	/
Light Bulb 100W 	100	0.43	1.00	/
Energy Saver Light Bulb eqv: 100W 	20	0.09	0.20	/
Television 	50	0.22	0.50	/
DVD/ Video Player 	10	0.04	0.10	/
Radio/CD player 	6	0.03	0.06	/

/ bar = 0 – 500 Watts
 // bars = 500 – 1000 Watts
 /// bars = 1000 – 1500 Watts

//// bars = 1500 – 2000 Watts
 ///// bars = > 2000 Watts



SCHEDULE

of approved tariffs (2016/2017)

ERONGO REGION ALL TOWNS/VILLAGES/SETTLEMENTS

Domestic (Single Phase)	First 250kWh N\$/kWh	250kWh up to 750kWh N\$/kWh	Over 750kWh N\$/kWh	Basic N\$/ Amp/Month	
With Basic	1.86	1.86	1.86	9.20	
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Usage steps apply per calendar month and do not accrue.					

Domestic Pre-paid (Single Phase)	First 250kWh N\$/kWh	250kWh up to 750kWh N\$/kWh	Over 750kWh N\$/kWh		
Up to 30 amp	1.32	1.49	1.76		
More than 30 amp	2.09	2.09	2.09		
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Usage steps apply per calendar month and do not accrue.					

Pensioner Conventional	First 250kWh N\$/kWh	250kWh up to 750kWh N\$/kWh	Over 750kWh N\$/kWh		
Up to 40 amp	1.28	1.43	1.70	No basic charge	
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Usage steps apply per calendar month and do not accrue.					
(Single phase, registered pensioners only)					

Pensioner Pre-paid	First 250kWh N\$/kWh	250kWh up to 750kWh N\$/kWh	Over 750kWh N\$/kWh	Basic N\$/ Amp/Month	
Up to 40 amp	1.28	1.43	1.70		
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Usage steps apply per calendar month and do not accrue.					
(Single phase, registered pensioners only)					

Business (Pre-paid)	Energy N\$/kWh				
Single phase up to 30 Amps	2.59				
Single phase over 30 Amps	2.97				
Three phase	-				
ECB Levy	0.0175				
NEF Levy	0.0112				

Business (Single Phase)	Energy N\$/kWh			Basic N\$/ Amp/Month	
All current limiter ratings	2.32			12.20	
ECB Levy	0.0175			Uis Basic N\$/ Amp/Month	
NEF Levy	0.0112			11.30	

Business (Three Phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/ Amp/Month	
High Season	3.12	2.20	1.74	35.00	
Low Season	2.21	1.93	1.52	35.00	

Uis and Ex-Erongo Regional Council	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/ Amp/Month	
High Season	2.78	1.86	1.40	34.00	Not harmonised
Low Season	1.87	1.59	1.18	34.00	Not harmonised
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

Business (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/Month
High Season	2.72	1.81	1.35	1,921.00	
Low Season	1.82	1.54	1.13	1,921.00	
Network Access Charge					146.00
Demand Charge					155.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.					

INSTITUTIONAL CUSTOMERS IN TOWNS, VILLAGES AND SETTLEMENTS

Institutional (Single Phase)	Energy N\$/kWh			Basic N\$/Amp/Month	
All current limiter ratings	2.53			14.00	
ECB Levy	0.0175				
NEF Levy	0.0112				

Institutional (Three Phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/Amp/Month	
High Season	3.32	2.40	1.94	42.00	
Low Season	2.41	2.13	1.72	42.00	
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

Institutional (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/Month
High Season	2.84	1.93	1.47	1,932.00	
Low Season	1.94	1.66	1.25	1,932.00	
Network Access Charge					168.00
Demand Charge					179.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.					

BULK CONSUMERS OVER 10MVA

Business (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/Month
High Season	2.520	1.600	1.150	1,921.00	
Low Season	1.620	1.340	0.920	1,921.00	
Network Access Charge					77.00
Demand Charge					83.00

ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
Network Access charged on highest of current Demand or highest peak in previous 12 months. Demand charged on current Demand peak.					

EX-NAMPOWER CUSTOMERS - MEDIUM VOLTAGE

Business (Single Phase)	Energy N\$/kWh		Network & Service Fee N\$/Month	Basic N\$/Amp/Month	
Farm first supply	2.32		2,020.00	12.20	
Farm further supply or plot	2.32		810.000	12.20	
Special Supply	2.32		12,000.000	12.20	
ECB Levy	0.0175				
NEF Levy	0.0112				

Business (Three Phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/Amp/Month	Network & Service Fee N\$/Month
Farm first supply - High Season	2.78	1.86	1.40	34.00	2,020.00
Farm first supply - Low Season	1.87	1.59	1.18	34.00	2,020.00
Farm additional/Plot - High Season	2.78	1.86	1.40	34.00	810.00
Farm additional/Plot - Low Season	1.87	1.59	1.18	34.00	810.00
Special Supply - High Season	2.78	1.86	1.40	34.00	12,000.00
Special Supply - Low Season	1.87	1.59	1.18	34.00	12,000.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

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 - High Season	2.72	1.81	1.35	3,760.00	
Farm first supply - Low Season	1.82	1.54	1.13	3,760.00	
Farm additional/Plots - High Season	2.72	1.81	1.35	2,560.00	
Farm additional/Plot - Low Season	1.82	1.54	1.13	2,560.00	
Special Supply - High Season	2.72	1.81	1.35	13,760.00	
Special Supply - Low Season	1.82	1.54	1.13	13,760.00	
Network Access Charge					146.00
Demand Charge					155.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
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	2.53		2,100.000	14.00	
Plots Supply	2.53		840.000	14.00	
Special Supply	2.32		12,610.000	14.00	
ECB Levy	0.0175				
NEF Levy	0.0112				

Institutional (Three phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/ Amp/Month	Network & Service Fee N\$/Month
Normal Supply - High Season	3.32	2.40	1.94	42.00	2,100.00
Normal Supply - Low Season	2.41	2.13	1.72	42.00	2,100.00
Plots Supply - High Season	3.32	2.40	1.94	42.00	840.00
Plots Supply - Low Season	2.41	2.13	1.72	42.00	840.00
Special Supply - High Season	3.32	2.40	1.94	42.00	12,610.00
Special Supply - Low Season	2.41	2.13	1.72	42.00	12,610.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

Institutional (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/Month
Normal Supply - High Season	2.84	1.93	1.47	3,960.00	
Normal Supply - Low Season	1.94	1.66	1.25	3,960.00	
Plots Supply - High Season	2.84	1.93	1.47	2,680.00	
Plots Supply - Low Season	1.94	1.66	1.25	2,680.00	
Special Supply - High Season	2.84	1.93	1.47	14,440.00	
Special Supply - Low Season	1.94	1.66	1.25	14,440.00	
Network Access Charge					168.00
Demand Charge					179.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

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



RURAL MEDIUM VOLTAGE (NEW CUSTOMERS)

Business (Single Phase)	Energy N\$/kwh		Network & Service Fee N\$/Month	Basic N\$/ Amp/Month	
Farm first supply	2.32		2,920.000	12.20	
Farm further supply or plot	2.32		1,750.000	12.20	
Special Supply	2.32		14,620.000	12.20	
ECB Levy	0.0175				
NEF Levy	0.0112				

Business (Three Phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/ Amp/Month	Network & Service Fee N\$/Month
Farm first supply - High Season	3.12	2.20	1.74	35.00	2,920.00
Farm first supply - Low Season	2.21	1.93	1.52	35.00	2,920.00
Farm additional/Plot - High Season	3.12	2.20	1.74	35.00	1,750.00
Farm additional/Plot - Low Season	2.21	1.93	1.52	35.00	1,750.00
Special supply - High Season	3.12	2.20	1.74	35.00	14,620.00
Special supply - Low Season	2.21	1.93	1.52	35.00	14,620.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

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 - High Season	2.72	1.81	1.35	4,540.00	
Farm first supply - Low Season	1.82	1.54	1.13	4,540.00	
Farm additional/Plot - High Season	2.72	1.81	1.35	3,370.00	
Farm additional/Plot - Low Season	1.82	1.54	1.13	3,370.00	
Special supply - High Season	2.72	1.81	1.35	16,230.00	
Special supply - Low Season	1.82	1.54	1.13	16,230.00	
Network Access Charge					146.00
Demand Charge					155.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		
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	2.53		3,080.00	14.00	
Plots Supply	2.53		1,850.00	14.00	
Special Supply	2.53		15,350.000	14.00	
ECB Levy	0.0175				
NEF Levy	0.0112				

Institutional (Three Phase)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Basic N\$/ Amp/Month	Network & Service Fee N\$/Month
Normal Supply - High Season	3.32	2.40	1.94	42.00	3,080.00
Normal Supply - Low Season	2.41	2.13	1.72	42.00	3,080.00
Plots Supply - High Season	3.32	2.40	1.94	42.00	1,850.00
Plots Supply - Low Season	2.41	2.13	1.72	42.00	1,850.00
Special Supply - High Season	3.32	2.40	1.94	42.00	15,350.00
Special Supply - Low Season	2.41	2.13	1.72	42.00	15,350.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

Institutional (Bulk Connections)	Peak Time N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh	Network & Service Fee N\$/Month	N\$/kVA/ Month
Normal Supply - High Season	2.84	1.93	1.47	4,750.00	
Normal Supply - Low Season	1.94	1.66	1.25	4,750.00	
Plots Supply - High Season	2.84	1.93	1.47	3,540.00	
Plots Supply - Low Season	1.94	1.66	1.25	3,540.00	
Special Supply - High Season	2.84	1.93	1.47	17,020.00	
Special Supply - Low Season	1.94	1.66	1.25	17,020.00	
Network Access Charge					168.00
Demand Charge					179.00
ECB Levy	0.0175	0.0175	0.0175		
NEF Levy	0.0112	0.0112	0.0112		

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 N\$/kWh	Standard Time N\$/kWh	Off-Peak Time N\$/kWh		
Small Renewable - 1 Phase	Energy N\$/ kWh - Export Meter	Energy N\$/ kWh - Import Meter			
Small Renewable - 1 Phase Domestic	1.11	1.83			
Small Renewable - 1 Phase Business	1.11	2.32			
Small Renewable - 3 Phase	Energy N\$/ kWh - Export Meter	Energy N\$/ kWh - Export Meter	Energy N\$/ kWh - Export Meter		
High Season	2.29	1.37	0.92		
Low Season	1.39	1.11	0.69		
Small Renewable - 3 Phase	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter		
High Season	3.12	2.20	1.74		
Low Season	2.21	1.93	1.52		
Large Power User	Energy N\$/ kWh - Export Meter	Energy N\$/ kWh - Export Meter	Energy N\$/ kWh - Export Meter		
High Season	2.29	1.37	0.92		
Low Season	1.39	1.11	0.69		
Large Power User	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter		
High Season	2.72	1.81	1.35		
Low Season	1.82	1.54	1.13		
3 phase customers in Uis, Erongo Regional Council, Ex- NamPower and Rural Medium Voltage will be charged the tariffs below for the import meter					
Small Renewable - 3 Phase	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter	Energy N\$/ kWh - Import Meter		
High Season	2.78	1.86	1.40		
Low Season	1.87	1.59	1.18		
* Export Meter: Exporting into Erongo RED Grid					
* Import Meter: Importing from Erongo RED Grid					

Other regulated tariffs 2016/2017

OTHER REGULATED TARIFFS 2016/2017			
Description	Definition	Tariff / Amps	2016/2017
			Deposit / Fee
Single Phase - Residential / Business	Deposit (No VAT applicable)		
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 20	N\$ 819
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 30	N\$1 221
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 40	N\$1 640
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 50	N\$2 039
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 60	N\$2 470
Three Phase - Residential / Business	Deposit (No VAT applicable)		
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 25	N\$6 452
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 40	N\$10 309
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 60	N\$15 479
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 70	N\$18 057
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 80	N\$20 680
Deposit for Bulk Connection - 30 to 5000 kVA	Deposit (No VAT applicable)	per kVA	N\$731
Deposit for Bulk Connection - > 5000 kVA	Deposit (No VAT applicable)	per kVA	N\$512
Single Prepaid Installation / Single phase Conversion from Conventional Metering to prepaid metering	Free installations: 20A & 30 A Charge applicable to customers requiring connections above 30A		N\$1 199
Connection Contract / Power Supply - Office hours	office hours connection	*	N\$100
Connection Contract/ Power Supply - After hours	after hours connection	*	N\$214
Termination of Contract / Power Supply - Office hours	office hours connection	*	N\$100
Termination of Contract / Power Supply - After hours	after hours connection	*	N\$214
Temporary Connection Contract / Power Supply - Office hours	office hours connection	*	N\$128
Temporary Disconnection Contract/ Power Supply - Office hours	office hours connection	*	N\$128
Special Function Temporary connection deposit single phase(per Amp) not longer than 7 day (rural area)	Deposit (No VAT applicable)	*	Corresponding size deposit in Town
Special Function Temporary connection deposit three phase (per Amp) not longer than 7 day (rural area)	Deposit (No VAT applicable)	*	Corresponding size deposit in Town
Special Function Temporary connection deposit single phase (per Amp) not longer than 7 days (urban area)	Deposit (No VAT applicable)	*	Corresponding size deposit in Town

Special Function Temporary connection deposit three phase (per Amp) not longer than 7 days (urban area)	Deposit (No VAT applicable)	*	Corresponding size deposit in Town
Tender / Quotation Documentation	Document Fee	*	N\$303
Late Payment Fee	Fee	*	N\$25
Reconnection after breach contract Office hours	office hours connection	*	N\$207
Reconnection after breach contract After hours	after hours connection	*	N\$214
Reconnection after breach contract - Cable cut	Reconnect cable	*	N\$686
Special Meter reading on request	Test in urban area	*	N\$210
Special Meter reading on request	Test in rural area	*	N\$210
Testing of Current Limiters	Test: Deposit forfeited if C/L found correct	*	N\$159
Replacement of Pre-paid vending card	Replacement	*	N\$71
Replacement of pre-paid meter with conventional meter	Replacement of meter	*	N\$1 059
Repairing faults for consumer Office hours	Office hours connection	*	N\$207
Repairing faults for consumer After hours	After hours connection	*	N\$214
Penalty for Replacing of damaged/broken seal by unauthorised/ tampering with installation	Penalty fee only	*	N\$4 068
Circuit breaker change single phase 20 - 60 Amp	Circuit Breaker change	*	N\$234
Circuit breaker change three phase 25 - 60 Amp	Circuit Breaker change	*	N\$570
Circuit breaker change three phase 70 - 80 Amp (NB: for CB changes > 80 A refer customer to Technical Department for cost estimate)	Circuit Breaker change		N\$1 337
Conversion from Single Phase to Three Phase <80A TP (NB: Ensure that the customer has the correct size three phase cable installed)	Conversion from single phase to three phase (CB +meter only)	*	N\$4 232
Conversion from Three Phase to Single Phase <80A TP	Conversion from single phase to three phase (CB +meter only)	*	N\$803
Single Phase underground cable/ Service Connections up to 60 A	Labour only	*	N\$453
Damage of High & Medium Voltage Cable by contractor	Penalty / fine only	*	N\$6 653
Damage of Low Voltage Cable by contractor	Penalty / fine only	*	N\$1 332
Fees for Cable repairs High Voltage	Material & labour or actual cost which cover is the highest	*	N\$9 314
Fees for Cable repairs Low Voltage	Material & labour or actual cost which cover is the highest	*	N\$3 034
Testing of meters	Deposit forfeited if meter correct		N\$249
Single phase cable connection up to 50 metre(minimum charge inclusive of cable, meter and labour)	Cable connections (Non-refundable)	*	N\$2 795
Three phase cable connection up to 50 metre (three phase up to 80 A and not bulk) (minimum charge inclusive of cable, meter and labour)	Cable connections (Non-refundable)	*	N\$20 322
Three Phase underground cable/ Service connection up to 80 A (NB: for connections > 80 A (bulk connection)refer customer to Technical Department for cost estimate)		Cost Estimate required	Actual

Provision of connection where no service is available	new connection	Cost Estimate required	Actual
Electrical Superintendent / Supervisor	per hour charge	*	N\$307
Electrical Foreman	per hour charge	*	N\$273
Electrician	per hour charge	*	N\$224
Electrician Grade 1	per hour charge	*	N\$224
Electrician Grade 2	per hour charge	*	N\$136
Non-Qualified Artisan	per hour charge	*	N\$136
Electrician Assistant	per hour charge	*	N\$103
Wireman Assistant	per hour charge	*	N\$91
General Worker	per hour charge	*	N\$69
Installation Inspection per installation	First time free of charge	*	N\$1 125
Transport cost (Cable Trailer)	per hour charge	*	N\$140
Chico Sedan	per hour charge	*	N\$37
LDV (Mazda 1300) (1/2 ton)	per hour charge	*	N\$57
LDV 2x4, 2,4 - 2,7 litre (1 ton)	per hour charge	*	N\$78
LDV 4x4 3,0 litre	per hour charge	*	N\$108
Truck 2,5 ton	per hour charge	*	N\$171
Truck 6,5 litre 7,0 ton (including Cherry Picker)	per hour charge	*	N\$309
Truck 4x4 (Volvo FM 12420)	per hour charge	*	N\$479
Quad bike	per hour charge	*	N\$197
Surge Generator Cable fault finding/ locator	per hour charge	*	N\$349
Universal High Voltage Test set (Very Low Frequency)	per hour charge	*	N\$292
Pinpointing cable location Unit	per hour charge	*	N\$14
Rental of Transport equipment	per hour charge	*	Per AA Rate
Clearance Certificate Fee	Fee	*	N\$283
Copy of Account Print out	Fee	*	N\$5
Return to Drawer (RD) Cheques	Fee	*	N\$121
Illuminated Street signs	Monthly Charge per Connection	*	N\$213
Contractor's licence registration fee	Fee	*	N\$228
Contractors permit fee	Fee	*	N\$153
Contractors Penalty for failure to Complete a Notice of Commencement of Works	Penalty fee	*	N\$666
Single phase meter up to 60A	Per meter only	*	N\$245
Single phase electronic TOU meter up to 60A	Per meter only (Net Metering - Solar)	*	N\$1 163
Three phase / Bulk electronic TOU meter 3x25A - 3x80A and < 100kVA	Per meter only(5A & 100A)	*	N\$2 325
Bulk meter electronic TOU meter (MV & LV) - > 100kVA	Per meter only	*	N\$4 242
Cash Deposit Recovery Fee	1.8% of all Cash Deposits exceeding N\$10 000 Per Month		
# - Non-refundable fee, which may be applied to reduce the final tax invoice			

Other Regulated Charge Definitions

- The following section outlines the criteria used to determine the most cost effective tariffs.
- Deposits are based on a two months average consumption. These are determine 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, total energy consumed in a period divided by the maximum demand in that period.
 - Power efficiency, 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, capital cost of Centralised Vending System pro rata per meter and the labour cost to install. This excludes the cable connection, and is paid for by the owner of the electrical installation.
- Connection contract/Power Supply during office and after hours, is based on the cost of setting up the contracts and termination of contracts, for the supply of electricity.
- Temporary connections have been removed from the options list due to misuse. Customers applying therefore have to apply for permanent connections to ensure meters are read and connections staying in place for years are treated correctly.
- Temporary connection deposits are treated as for corresponding size permanent connections.
- 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 the labour, material and the electricity consumed. All Special temporary connection deposits will be non-refundable.
- The Tender/Quotation Documentation is to recover the cost of setting up the final tender documentation. These documents are printed and provided by Erongo RED.
- Late payment fee is charged to customers, who have not paid their accounts on the due date as stated on their accounts. All these customers will appear on the cut-off list, this is processed only afterwards. If a customer has paid in the interim, this charge is still applicable to cover all the administrative cost and compilation of this particular list.
- Reconnection after breach of contract, office and after-hours is to cover the cost, when a customer has breached the contract signed with Erongo RED and any condition as stipulated in the Conditions for the Supply of Electricity and thereafter request for a new contract. If the power cable has been cut, then the reconnection can only be done by a qualified technical person. This charged is not additional to the above Late payment fee.
- Special meter reading is based on the cost of requesting an additional reading after the readings for the said period have been read and processed already. The cost in an urban area is substantially less than in rural areas, due to the distances to be covered.
- Testing of current limiters is based on the cost of verifying the installed current limiter or circuit breakers, when requested by 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.
- Replacement of Pre-paid vending card. Customers having pre-paid meters are issued with vending cards to purchase electricity upon application. If the cards get lost or damaged, or misplaced it has to be cancelled on the vending system and a new card has to be re-issued. This tariff is based on covering the cost of replacing the card.
- Repairing faults for consumer during office 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.
- Replacing of seal, when broken by unauthorised person or when tempering with installation. The cost is charged as penalty to such a customer, for example for by-passing a meter.
- A Circuit Breaker change is the cost of replacing the customer's main circuit breaker in order to reduce or



increase the capacity required at the premises.

17. 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 in the event that the cost is higher an invoice will be issued for the difference.
18. A service connection/underground is charged when a normal cable connection has been done by a contractor and Erongo RED is only required to connect such connection to an existing electricity network.
19. 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.
20. Meter reading testing, is based on the cost of requesting an additional reading or installing an additional test meter as requested by the customer.
21. Provision of connection where no service or connection is available is the charges based on the hourly rate of the different personnel, required to deliver a certain service. All 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.
22. The Clearance Certificate fee is charged to customers, for the issuing of the certificate as well the calculation of the levies in advance. The calculation is based on the estimated time period for the property transfer to take place as well as the outstanding amounts as reflected on the property.
23. The RD cheque (Return to Drawer) fee is charged against the customer's account in the event where the cheque payment is returned as an unpaid item. The calculation is based on the estimated cost of the bank charges plus the administration thereof.
24. The debit order rebate fee is credit granted to customers for making use of this payment method.
25. The account print-out fee will be 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.

26. Illuminate street signs are currently connected to the street light network. Erongo RED is receiving no benefit for all these signs, but the cost of electricity consumed is covered by Erongo RED. 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 on for approximately 300 hours per month, plus a capacity charge for 20 Ampere per month.
27. Rental of transport equipment to other utilities or customers for any reason will be charged to cover the cost at reigning AA Rates plus the labour. All these equipment will be driven and operated by Erongo RED employees at all times.
28. All the services which are not part of the tariffs in Annexure C, but which have to be executed by Erongo RED on request by the customer, will be the actual cost per service delivered plus administration charges and profit. The administration charges are based on a 15% of the total cost of the service delivered. The profit is based on the ECB calculated WACC, which is currently 6.3% of the total cost of the service delivered.
29. 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.
30. Contractors Penalty for failure to complete a Notice of Commencement of Works is charged on the electrical contractors that fails to complete the Notice of Commencement of Work with Erongo RED Technical Inspector. The fee is aimed at forcing contractors to commence with Erongo RED Inspector prior to commencing any electrical work in the Erongo region.

TIME of use

Time of Use Tariffs is made up of three components:

Seasonal rates – during the winter months, June, July and August, customers are charged high season rates which are on average double the rate in the low season which is the remainder of the 9 months.

Daily rates - makes provision for higher rates during the week than during weekends.

Hourly rate - makes provision for peak, standard and off peak rates.

Therefore the bill levied for July, August and September will be higher than the rest of the year. Please note that Erongo RED also increases tariffs every year in July.

T.O.U TIME SLOTS (P = PEAK, S = STANDARD, O = OFF-PEAK)

Low Season - Summer time				274	Low Season - Winter time				High Season				91
Hour	Weekday	Saturday	Sunday		Weekday	Saturday	Sunday		Weekday	Saturday	Sunday		
0	O	O	O		O	O	O		O	O	O		
1	O	O	O		O	O	O		O	O	O		
2	O	O	O		O	O	O		O	O	O		
3	O	O	O		O	O	O		O	O	O		
4	O	O	O		O	O	O		O	O	O		
5	O	O	O		S	O	O		S	O	O		
6	S	O	O		S	S	O		S	S	O		
7	S	S	O		P	S	O		P	S	O		
8	P	S	O		P	S	O		P	S	O		
9	P	S	O		P	S	O		P	S	O		
10	P	S	O		P	S	O		P	S	O		
11	P	S	O		P	O	O		P	O	O		
12	P	O	O		S	O	O		S	O	O		
13	S	O	O		S	O	O		S	O	O		
14	S	O	O		S	O	O		S	O	O		
15	S	O	O		S	O	O		S	O	O		
16	S	O	O		S	O	O		S	O	O		
17	S	O	O		P	S	O		P	S	O		
18	P	S	O		P	S	O		P	S	O		
19	P	S	O		P	O	O		P	O	O		
20	P	O	O		S	O	O		S	O	O		
21	S	O	O		O	O	O		O	O	O		
22	O	O	O		O	O	O		O	O	O		
23	O	O	O		O	O	O		O	O	O		

T.O.U SEASONS

High Season - Bulk Consumers & 3 Phase consumers	1 June to 31 August	3 months
Low Season - Bulk Consumers & 3 Phase consumers	1 January to 31 May and 1 September to 31 December	9 Months
Billing High Season - Bulk and 3 Phase Consumers	July, August and September	3 months
Billing Low Season - Bulk and 3 Phase Consumers	January to June and October to December	9 Months

CASHIER

hours

Walvis Bay Kuisebmond and Walvis Bay Narraville Paypoint Offices, Henties Bay, Uis, Arandis, Usakos, Karibib, Omaruru and Swakopmund Mondesa Offices	Monday - Friday 08:00 – 13:00 and 14:00 – 16:00.
Walvis Bay Head Office Paypoint and Swakopmund Apex Park Paypoint Office	Monday - Friday 08:00 – 16:00 (open throughout lunch hour).
General office hours remain	Monday - Friday 08:00 – 13:00 and 14:00 – 17:00 (16:30 on Fridays).
Our offices are closed on weekends and all official public holidays.	

STEP TARIFFS 2016/2017

LOW INCOME UP TO 30 AMPS CONNECTION SIZE

	1st	2nd	3rd
N\$1.76 Plus ECB and NEF Levy			
N\$1.49 Plus ECB and NEF Levy			751+ units
N\$1.32 Plus ECB and NEF Levy	250 units	251-750 units	

Explanation of Step Tariffs

- The first 250 units that you purchase/buy will cost you N\$1.32
- The next 500 (251-750) units purchased/bought in the same month will cost you N\$1.49
- Above 750 units, the electricity will cost you N\$1.76
- Note that this tariffs only apply to all low income people on 30 amps connection and below.
- Conversion to Pre-payment available free of charge for up to 30 Amp Pre-payment Connection only.
- Usage steps apply per calendar month and do not accrue.

UNDERSTANDING YOUR ACCOUNT bulk consumers



TEL +264 (64) 214 600 FAX +264 (64) 214 601 EMAIL info@erongored.com.na
ERONGO RED BUILDING REG NO 2004/074 91 HAGE GEINGOB STREET P O BOX 2925 WALVIS BAY NAMIBIA

Your name & address JOHN DOE / COMPANY P.O.BOX SWAKOPMUND 9000		TAX Invoice VAT No. 3728814 TAX Invoice No. 201608 Statement Date 2016-08-23 Account Number 090000 Reference Deposit / Guarantee		Your account number		
Date	Description	Tariff N\$	VAT% VAT Charge N\$	Amount (VAT excl.) N\$	Amount N\$	Cost of units consumed during peak, standard, off-peak period, network and demand
07/26	BALANCE B/FWD			0.00	65926.33	
08/11	000018 RECEIPT		15%	0.00	-65926.33	
08/24	SWAK OFF PEAK BULK CONSUMPTION	1.35	15%	1881.83	12545.55	14427.38
08/24	SWAK STANDARD BULK CONSUMPTION	1.81	15%	1286.37	8575.78	9862.15
08/24	SWAK PEAK BULK CONSUMPTIONS	2.72	15%	1372.92	9152.80	10525.72
08/24	NETWORK ACCESS CHARGE SWK BUSINESS	146	15%	2080.50	13870.00	15950.50
08/24	DEMAND SWK	155	15%	2208.75	14725.00	16933.75
08/23	DEBIT ADJUSTMENT NMD PENALTY FEES - 0900003	301	15%	1806.00	12040.00	13846.00
08/24	SWAK BULK SERVICE FEE	921	15%	288.15	1921.00	2209.15
08/24	ECB LEVY SWAKOPMUND	0.0175	VAT	EXEMP	304.43	304.43
08/24	NEF LEVY SWAKOPMUND	0.0112	VAT	EXEMP	194.84	194.84
		Total: N\$		10924.52	73329.40	84253.92
Due Date		2016-09-07				
		+120 Days	120 Days	90 Days	60 Days	30 Days
		0.00	0.00	0.00	0.00	0.00
				84253.92	84253.92	84253.92
Property Information		Meter		Meter Reading Dates		
Stand No.		Number		Details / Meter Readings		
Township 100 MMY		06002177/1		Previous	Current	Consumption
Street Address		06002177/2		1385175	1394468	9293.00
Portion		06002177/3		608006	612744	4738.00
Area		06002177K		522707	526072	3365.00
Unit		06002177K2		0	95	95.00
				0	95	95.00
Note: PLEASE SEE REVERSE SIDE FOR NOTIFICATIONS.						

KINDLY TEAR OFF AND RETURN WITH PAYMENT

Erongo Regional Electricity Distributor Company (Pty) Ltd PO Box 2925 Walvis Bay Namibia		Name JOHN DOE / COMPANY Remittance Advice		Due Date 2016-09-07
GENERAL INFORMATION Payment of Accounts		Amount Due N\$ 84253.92		Account Number 09000

- Accounts must be settled on or before the due date, in order to avoid additional fees and the discontinuation of electricity supply
- Direct/Internet deposits should be made to: First National Bank - Walvis Bay - Branch No. 282-172 - Account No. 6210331156 or Bank Windhoek - Walvis Bay - Branch No. 481-872 - Account No. 8000630203.
- Please quote your electricity account number as beneficiary reference when effecting payment and fax deposit slips/proof to 064-214649 or e-mail to info@erongored.com.na
- All cash payments must be receipted at Erongo RED pay points upon which you will be issued with a receipt.
- Receipts for payments made via the post, internet banking or direct deposits will only be posted upon request.

erongored.com

UNDERSTANDING YOUR ACCOUNT

residential customers



TEL +264 (64) 214 600 FAX +264 (64) 214 601 EMAIL info@erongored.com.na
ERONGO RED BUILDING REG NO 2004/074 91 HAGE GEINGOB STREET P O BOX 2925 WALVIS BAY NAMIBIA

Your name & address		TAX Invoice		Your account number	
JOHN DOE P O BOX WINDHOEK 9000		VAT No. 372881 TAX Invoice No. 20160824-92		Statement Date 2016-08-23 Account Number 090000 Reference Deposit / Guarantee	
Date	Description	Tariff N\$	VAT%	VAT Charge N\$	Amount (VAT excl.) N\$
07/26	BALANCE B/FWD			0.00	7089.10
08/09	000018 RECEIPT		15%	0.00	-7089.10
08/24	ELEC SWAK BUSINESS SINGLE PHASE	2.32	15%	399.16	2661.04
08/24	ELEC SWAK BUSINESS SINGLE PHASE	2.32	15%	234.20	1561.36
08/24	ELEC SWAK BUSINESS SINGLE PHASE	2.32	15%	197.32	1315.44
08/24	BASIC SWAK BUS 3X40 AMP		15%	210.00	1400.00
08/24	ECB LEVY SWAKOPMUND	0.0175	VAT	EXEMP	41.77
08/24	NEF LEVY SWAKOPMUND	0.0112	VAT	EXEMP	26.73
Due Date		Due Date		Due Date	
2016-09-07		2016-09-07		2016-09-07	
Due date by when the account must be settled.		Due date by when the account must be settled.		Due date by when the account must be settled.	
2016-09-07		2016-09-07		2016-09-07	
Property Information		Meter		Meter Reading Dates	
Stand No. 100 MMY		Number 78921292/1		Previous 2016-07-13	
Township 100 MMY		Number 78921292/2		Previous 2016-08-15	
Street Address		Number 78921292/3		Previous 2016-08-15	
Portion 00000		Number 78921292/3		Previous 2016-08-15	
Area 100/001/00000000/00000/0000/0000		Number 78921292/3		Previous 2016-08-15	
Unit 100/001/00000000/00000/0000/0000		Number 78921292/3		Previous 2016-08-15	
Note: PLEASE SEE REVERSE SIDE FOR NOTIFICATIONS.		Note: PLEASE SEE REVERSE SIDE FOR NOTIFICATIONS.		Note: PLEASE SEE REVERSE SIDE FOR NOTIFICATIONS.	
Property being billed		Meter number being billed		Your total electricity consumption	
100 MMY		78921292/1		1147.00	
00000		78921292/2		673.00	
		78921292/3		567.00	

KINDLY TEAR OFF AND RETURN WITH PAYMENT

Erongo Regional Electricity Distributor Company (Pty) Ltd
PO Box 2925
Walvis Bay
Namibia

GENERAL INFORMATION

Payment of Accounts

- Accounts must be settled on or before the due date, in order to avoid additional fees and the discontinuation of electricity supply
- Direct/Internet deposits should be made to: First National Bank - Walvis Bay - Branch No. 282-172 - Account No. 62103311156 or Bank Windhoek - Walvis Bay - Branch No. 481-872 - Account No. 8000630203.
- Please quote your electricity account number as beneficiary reference when effecting payment and fax deposit slips/proof to 064-214640 or e-mail to info@erongored.com.na
- All cash payments must be receipted at Erongo RED pay points upon which you will be issued with a receipt.
- Receipts for payments made via the post, internet banking or direct deposits will only be posted upon request.

erongored.com

FREQUENTLY

asked questions

Why is my neighbour's electricity tariff cheaper than mine? Why do I get less units for the same amount of money than they do?

Erongo RED has a variety of different tariffs, termed as the inclining block tariffs (see Page 24) in this booklet for more information to cater for all individuals depending on their power needs. Although you reside in the same area it could be that your neighbor or family have a lower sized circuit breaker. Erongo RED customers that have a connection size of 30AMP and lower are charged on a subsidized tariff that is much lower than customers that have a 40AMP connection size and higher.

Customers can contact the Erongo RED Call Centre to verify their connection size. To downgrade your connection to a smaller Circuit Breaker, an application form needs to be completed and a fee of N\$234.00 needs to be paid. The downgrade needs to be feasible with the customers' current power needs, otherwise power trips and shortages will be experienced that could damage electrical appliances.

Customers that have flats and informal dwellings with only one meter connection are urged to consult an electrician before attempting to downgrade connections.

What must I do if I want to install Solar System at my house?

Before any installation work is carried out by your Solar Installation Supplier, you need to apply and register at the nearest Erongo RED Customer Care Office. Our Office will assist you with further advice and information. Please take note that new Net Metering regulation was recently approved by ECB and is available on ECB's website, www.ecb.org.na under Documents, Legislation, Rules and Regulations.

How do I report an electricity outage or fault?

The Erongo RED has established a Call Centre that is available during office hours and a standby Electrician for after hours to attend to the customers' queries. Electricity outages and faults can be lodged with the Call Centre at 081 9600 (toll free number), 064 214 680 or email to support@erongored.com.na

Be sure to obtain a reference number from the operator when logging a fault. This can be used to track the status of your query and all related remedial activities.

Note: Restoration times vary considerably and are dependent on the nature of the electrical fault incurred.

How do I report theft of electricity and vandalism?

The theft of electricity and infrastructure is on the rise and an appeal is made to the public to be vigilant and report suspicious activities to the Network Operations & Maintenance Business Unit at 064-217600. Illegal connections and Cable theft can also be reported via the Call Centre on 214680 or 0819600(Toll Free – Landline only).

How do I report a street light fault?

All electricity outages, power trips and street light faults can be lodged with our Call Centre or Customer Care Office or our local Electricians. For all our contact details please see the list at page 45 of this booklet. Please remember to provide all relevant information when reporting any electrical fault. Relevant information should include the following:

- Street name
- Erf and gate number
- Your full name and contact details
- Town and suburb
- Description of the fault
- Pole number (for street light fault)

ERONGO RED

contacts

Note: Restoration times vary considerably and are dependent on the nature of the electrical fault incurred. Also please, make sure to obtain a reference number from the Call Centre Agent when logging a fault. This can be used to track the status of your query and all related remedial activities.

How is electricity measured?

Every customer has an electricity meter that measures the amount of electricity consumed. Electricity consumed is measured in kilowatts and you are charged for the kilowatts used per hour. The higher the kilowatt rating of a particular electrical device, the more electricity it consumes.

How is my account calculated?

Your account is billed on a periodic cycle. You will have a start reading and an end reading. The difference between the two is your electricity usage for that period. Your usage is then multiplied by the tariff rate to arrive at a N\$ value.

What do I do if I do not receive my electricity account?

In the unlikely event that you do not receive your electricity account, please contact the Call Centre at 064-214680. You could also visit one of our Customer Care Offices to query the outstanding amount for payment and request a copy of the current invoice if required.

Where else can I pay my electricity account?

Payment for electricity services can only be made at the Erongo RED Customers Care Offices. Payments can also be done via internet banking, direct debit or by means of cheques. Please refer to page 45 and 46 of this booklet for a list of all our Customer Care Offices and banking details respectively.

What can I do if I suspect my meter is faulty?

If you suspect that your meter reading is not in accordance with your consumption as a result of a meter fault, you may request for a meter test to be carried out. This process is subject to a meter test fee. Please refer to Page 34 of this booklet for other regulated tariffs or contact one of our Customer Care & Paypoint Offices for further advice and information.

Location	Tel	Fax
Head Office	214-600	214-601
Walvis Bay		
Technical	217-600	204-574
Call Centre	214 - 680	200 691
Head Office Pay Point	214-600	214-601
Narraville Pay Point	214-600	214-601
Kuisebmond Pay Point	214-600	214-601
After hours (Technical)	081-129 3875	
After hours (Credit Control)	081-124 5823	081-127 9471
After Hours (Call Centre)	081-1665058	
Swakopmund		
Technical	413-600	413-601
Apex Park Office	413-650	461-887
Mondesa	413-618/9	461-198
After hours (Technical)	081-128 5561	
After hours (Credit Control)	081-124 5823	081-127 9471
Henties Bay	500-560	500-570
After hours (Technical)	081-149 0179	
After hours (Credit Control)	081-124 5823	081-127 9471
Omaruru	572-600	572-601
After hours (Technical)	081-128 6338	
After hours (Credit Control)	081-124 5823	081-127 9471
Arandis	510-444	510-445
After hours (Technical)	081-128 6331	
After hours (Credit Control)	081-124 5823	081-127 9471
Usakos	530-772	530-773
After hours (Technical)	081-128 6334	
After hours (Credit Control)	081-124 5823	081-127 9471
Karibib	550-996	550-997
After hours (Technical)	081-128 6337	
After hours (Credit Control)	081-124 5823	081-127 9471
Uis	504-224	504-225
After hours (Technical)	081-149 0104	
After hours (Credit Control)	081-124 5823	081-127 9471

Avoid the hassles of queues, pay your electricity account via Internet banking. Remember to send us the transaction sheet as proof of payment. Your account number (in full) must appear as the transaction reference.

When making direct deposits, Internet payments or multiple account payments with one deposit, fax the proof of payment to Erongo RED to 064-214 249 or e-mail to info@erongored.com.na

PAYMENTS

Dear Valued Customers

Kindly be informed that our payment allocation system is largely automated and you are therefore requested to ensure that only your complete account number as indicated on your Erongo RED statement appears as a reference on our bank statement. Any reference other than an account number will result in non-allocation of payment to your account/s.

Due date for payments is the **7th of each month** by which the payment should reflect on our bank account. Kindly consider the 2-3 day delay in clearance of payments between different banks. Failure to pay an account or make arrangements by the due date will result in suspension of electricity supply and/or late payment and reconnection fees.

The Erongo RED bank account numbers are as follows:

BANK WINDHOEK

Account number 8000-630-203

Branch code 481872

or

FIRST NATIONAL BANK

Account number 62103311156

Branch code 282172

Payment advices must be submitted via e-mail to info@erongored.com.na or via fax to **+264 64-214649** to avoid any inconveniences. It is expected of each person making bulk payments to forward a breakdown with the proof of payment for payments to be allocated to the relevant accounts.

For account queries including balance due, please contact the nearest Customer Care office or alternatively our Call Centre on +264-81-9600 / +264-64-214680 or email to support@erongored.com.na

PREPAID

vendors

TOWN	VENDOR	NAME	CONTACT DETAILS
Walvis Bay	Omega Shell Garage	Johan	064 – 206 713
Walvis Bay	Makarios Mini Market &Take Away	Gerhard Snyders	081 1488028
Walvis Bay	Alfa Service Station	Johan Theron	064 – 205987
Walvis Bay	Pick n Pay Supermarket	Ismael	064 – 205911
Swakopmund	Engen Truckport	Adel/Jens	064 – 416 00
Swakopmund	W&B Stores Coastal	Janet/Uno	064- 415517
Swakopmund/ Walvis Bay	Woermann Brock	Sally	064 – 415 501
Arandis	Arandis Puma Service	Josephine	064 – 510 101
Henties Bay	Henties Bay Spar	Johan	064 – 500 130
Henties Bay	Ok Value Yamunyoko, Omdel	Reinhold	064 – 500 516 / 0811 719 2104
Karibib	OK Grocer Foods	Engela / Bernard	064 – 550 133
Karibib	Wilson Supermarket	Rosalie	081 234 7741
Omaruru	Lucky 7, Checka Pu Jacka	Jack Nakashole	081 206 2399
Omaruru	Omaruru Spar	Daleen Doeses	064- 570 209
Omaruru	AGRA Omaruru	Jack	064 - 571481
Uis	One Stop Butchery	Kephas Gariseb	081 280 7844
Usakos	Engen Service Station	Colin	064 – 530 026
Usakos	New Edition No. 2	Juliane Joseph	064- 530592
Spitzkoppe	Spitzkoppe Vendor	A Maletzky	081 249 2875
Okombahe	Okombahe Vendor	Harold Tjongarero	081 340 5400
Omatjete	Omatjete Contact Winkel	Oscar Kauteza	081 223 5091
Otjohorong	Otjohorong Contact Winkel	Oscar Kauteza	081 223 5091
Otjimbingwe	Otjimbingwe General Dealer	Ingrid Ngunovandu	081 214 8764
Tubusis	Tubusis	Immanuel Xoagub	081 3100 782
ERONGO RED SUPER VENDORS			
Windhoek	Mobi Cash Payment Solutions	Sedrick von Turah	061 245554
Windhoek	NetVend Metering Solutions	Carusoe van der Merwe	061 424950
Windhoek	Sandulela Telecoms	Allan Hiebner	+27 21 425 0948
Windhoek	Tusk Mobile	Julia Shea	061 301454

CORPORATE SOCIAL RESPONSIBILITY

(CSR) Events

Underlying all Erongo RED's policies and practices is our accountability towards the communities in which we operate. We at Erongo RED believe in the involvement and commitment towards the development of our people. Erongo RED CSR predominantly focuses its funding on the communities that are directly involved with the company's operations.

Support is rendered in five key areas, namely:

- Education and Training – E.g. Bursaries, job attachments and training material.
- Community Support – E.g. Orphanages, old age homes and community centres.
- Environment – E.g. 'Clean up' campaigns, community assistance during droughts.
- Events and Functions – E.g. Sponsorships of temporary electricity connections for events and functions.
- Sport - Sponsoring a personality e.g. soccer star, to be Erongo RED's brand ambassador and community involvement through sponsoring community sports tournaments.





Kuisebmond Old Age Home Cleaning Campaign by the Yes we can My Zone Youth Club – August 2015



2016 Erongo RED Bursary Recipient, Ms. Aili Ndapewa Mbonga (Middle) with Erongo RED's Senior Manager, Ms. Monia Tjongarero (Right) and Aili's Mother (left).



The Electrification Ceremony of 100 houses in Otjimbingwe – June 2015



Rural Electrification project Launch in Okombahe – June 2016



Erongo RED CEO, Mr. Robert Kahimise handing over a cheque worth N\$10 000 to the Founding President, Dr. Sam Nujoma towards the Etunda Primary School & Clinic – July 2015



Erongo RED Wall Boundary Sponsorship to Kamwandi Primary School Henties Bay

Sponsorship handover of food parcels at the Disability Day Commemoration in Omatjete – July 2016





CONTACT DETAILS

Public Relations and Marketing Section
Erongo RED Head Office
91 Hage Geingob Street
Walvis Bay
Tel: +264 214 600
Fax: +264 214 601
EMAIL: pr@erongored.com.na