

OTHER REGULATED TARIFFS (2021/2022)

VALID FROM 1 JULY 2021

ANNEXURE C OTHER REGULATED TARIFFS 2021/2022

* - includes 15% VAT

Description	Definition	Tariff /Amps	2020 / 2021	2021/2022	Comments
Single Phase - Residential / Business	Deposit (No VAT applicable)				
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 20	955.00	955.00	No increase
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 30	1,422.00	1,422.00	No increase
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 40	1,911.00	1,911.00	No increase
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 50	2,378.00	2,378.00	No increase
Deposit single phase Household Small Consumer	Deposit (No VAT applicable)	1 x 60	2,877.00	2,877.00	No increase
Three Phase - Residential / Business					No increase
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 25	7,502.00	7,502.00	No increase
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 40	11,976.00	11,976.00	No increase
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 60	17,980.00	17,980.00	No increase
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 70	20,977.00	20,977.00	No increase
Deposit three phase Household / Business	Deposit (No VAT applicable)	3 x 80	24,028.00	24,028.00	No increase
Deposit for Bulk Connection - 55 to 5000 kVA	Deposit (No VAT applicable)	per kVA	847.00	847.00	No increase
Deposit for Bulk Connection - > 5000 kVA	Deposit (No VAT applicable)	per kVA	597.00	597.00	No increase
Single Prepaid Installation / Single phase Conversion from Conventional Metering to prepaid metering)	Free installations: 20A Debt Management & 40 A Pensioners		1,624.00	1,624.00	No increase
Connection Contract / Power Supply - Office hours	office hours connection	*	104.00	104.00	No increase
Connection Contract/ Power Supply - After hours	after hours connection	*	224.00	224.00	No increase
Termination of Contract / Power Supply - Office hours	office hours connection	*	104.00	104.00	No increase
Termination of Contract / Power Supply - After hours	after hours connection	*	224.00	224.00	No increase
Temporary Connection Contract / Power Supply - Office hours	office hours connection	*	135.00	135.00	No increase
Temporary Disconnection Contract/ Power Supply - Office hours	office hours connection	*	135.00	135.00	No increase
Special Function Temporary connection deposit single phase (per Amp) not longer than 7 day urban/rural area	Deposit (No VAT applicable)	*	Per Amp	Per Amp	No increase
Special Function Temporary connection deposit three phase (per Amp) not longer than 7 days urban/rural area)	Deposit (No VAT applicable)	*	Per Amp	Per Amp	No increase
Tender / Quotation Documentation	Document Fee	*	331.00	331.00	No increase
Late Payment Fee	Fee	*	26.00	26.00	No increase
Penalty for illegal installation for Renewables	Penalty	*	15,600.00	15,600.00	No increase
Reconnection after breach contract Office hours	office hours connection	*	228.00	228.00	No increase
Reconnection after breach contract After hours	after hours connection	*	234.00	234.00	No increase
Reconnection after breach contract - Cable cut	Reconnect cable	*	712.00	712.00	No increase
Meter reading on request (urban and rural)	Test in urban area	*	228.00	228.00	No increase
Converting from pre-paid meter to conventional meter (Single Phase only)	Replacement of meter	*	1,738.00	1,738.00	No increase
Reconverting to Prepaid/Conventional	(Labour and Transport)	*	370.00	370.00	No increase
Repairing faults for consumer Office hours	Office hours connection	*	218.00	218.00	No increase
Repairing faults for consumer After hours	After hours connection	*	224.00	224.00	No increase
Penalty for Replacing of damaged/broken seal by unauthorised/ tampering with installation	Penalty fee only 1st	*	6,515.00	6,515.00	No increase
Penalty for Replacing of damaged/broken seal by unauthorised/ tampering with installation	Penalty fee only 2nd	*	13,029.00	13,029.00	No increase
Penalty for Replacing of damaged/broken seal by unauthorised/ tampering with installation	Penalty fee only 3rd	*	18,720.00	18,720.00	No increase
Circuit breaker change single phase 20 - 60 Amp	Circuit Breaker change	*	250.00	250.00	No increase
Circuit breaker change three phase 25 - 60 Amp	Circuit Breaker change	*	936.00	936.00	No increase
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	*	1,876.00	1,876.00	No increase
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)	*	4,410.00	4,410.00	No increase
Conversion from Three Phase to Single Phase <80A TP	Conversion from three- phase to Single phase (CB+meter only)	*	1,789.00	1,789.00	No increase
Single Phase underground cable/ Service Connections up to 60 A	Cable Joint	*	478.00	478.00	No increase
Damage of High & Medium Voltage Cable by contractor	Penalty / fine only	*	7,231.00	7,231.00	No increase
Damage of Low Voltage Cable by contractor	Penalty / fine only	*	1,455.00	1,455.00	No increase
Repairs on Overhead Lines	Cost estimate	*			
Fees for Cable repairs Medium Voltage	Material & labour or actual cost which cover is the highest	*	10,119.00	10,119.00	No increase
Fees for Cable repairs Low Voltage	Material & labour or actual cost which cover is the highest	*	3,301.00	3,301.00	No increase
Testing of Single-phase meters	Deposit forfeited if meter correct	*	260.00	260.00	No increase
Testing of 3phase and bulk meters	Deposit forfeited if meter correct	*	370.00	370.00	No increase
Single phase cable connection up to 50 metre (minimum charge inclusive of cable, meter and labour)	Cable connections (Non-refundable)	*	3,120.00	3,120.00	No increase
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)	*	22,620.00	22,620.00	No increase
Total meter removal	(Labour and transport)	*	370.00	370.00	No increase
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			
Provision of connection where no service is available	new connection	Cost Estimate Required			
Electrical Superintendent / Supervisor	per hour charge	*	376.00	376.00	No increase
Electrical Foreman	per hour charge	*	322.00	322.00	No increase
Electrician	per hour charge	*	280.00	280.00	No increase
Electrician Grade 1	per hour charge	*	280.00	280.00	No increase
Electrician Grade 2	per hour charge	*	164.00	164.00	No increase
Non-Qualified Artisan	per hour charge	*	164.00	164.00	No increase
Electrician Assistant	per hour charge	*	164.00	164.00	No increase
Wireman Assistant	per hour charge	*	143.00	143.00	No increase
General Worker	per hour charge	*	109.00	109.00	No increase
Installation Inspection per installation	First time free of charge	*	1,227.00	1,227.00	No increase
Transport cost (Cable Trailer)	per hour charge	*	152.00	152.00	No increase
Sedan	per hour charge	*	44.00	44.00	No increase
LDV 2x4, 2,4 - 2,7 litre (1 ton)	per hour charge	*	90.00	90.00	No increase
LDV 4x4 3,0 litre	per hour charge	*	126.00	126.00	No increase
Truck 2,5 ton	per hour charge	*	198.00	198.00	No increase
Truck 6,5 litre 7,0 ton (including Cherry Picker)	per hour charge	*	359.00	359.00	No increase
Truck 4x4 (Volvo FM 12420)	per hour charge	*	557.00	557.00	No increase
Surge Generator Cable fault finding/locator	per hour charge	*	380.00	380.00	No increase
Universal High Voltage Test set (Very Low Frequency)	per hour charge	*	321.00	321.00	No increase
Pinpointing cable location Unit	per hour charge	*	16.00	16.00	No increase
Rental of Transport equipment	per hour charge	*	Per AA Rate	Per AA Rate	No increase
Clearance Certificate Fee	Fee	*	326.00	326.00	No increase
Illuminated Street signs	Monthly Charge per Connection	*	250.00	250.00	No increase
Contractor's licence registration fee	Fee	*	250.00	250.00	No increase
Contractors permit fee	Fee	*	168.00	168.00	No increase
Contractors Penalty for failure to Complete a Notice of Commencement of Works (Penalty fee)	Penalty fee	*	777.00	777.00	No increase
Single phase electronic TOU meter up to 60A	Per meter only (Net Metering - Solar)	*	1,738.00	1,738.00	No increase
Three phase / Bulk electronic TOU meter 3x25A - 3x80A and < 100kVA	Per meter only (5A & 100A) with modem	*	3,800.00	3,800.00	No increase
Bulk meter electronic TOU meter (MV & LV) - > 100kVA	Per meter only with modem	*	8,686.00	8,686.00	No increase
Commercial advertising on 50 poles – to charge N\$1000. N\$500 non-refundable.	On 50 Poles N\$500 non-refundable	*	1,086.00	1,086.00	No increase
Commercial advertising on 100 poles – to charge N\$2000. N\$1000 non – refundable.	On 100 Poles N\$1000 non-refundable	*	2,172.00	2,172.00	No increase
Commercial advertising on 150+ poles – to charge N\$3000. N\$1500 non-refundable.	On 150+ Poles N\$ 3000 non-refundable	*	3,257.00	3,257.00	No increase
Cash Deposit Recovery Fee	1.8% of all Cash Deposits exceeding N\$10000 p month	*			No increase
Load Profile requests	Charge per hour	*	570.00	570.00	No increase
Prepaid token clearing fee	Per transaction	*	200.00	200.00	No increase
Debit order reversals	Honouring fee	*	200.00	200.00	No increase



ANNEXURE D OTHER-REGULATED CHARGE DEFINITIONS

1. The following section outlines the criteria used to determine the most cost effective tariffs.
2. Deposits are based on a two months average consumption. These are determine by taking the following factors into consideration:

a. Maximum power per tariff category.

b. Diversity factor, which is the sum of individual maximum demands divided by the total combined maximum demand.

c. Load factor, total energy consumed in a period divided by the maximum demand in that period.

d. Power efficiency, ratio of output power divided by the input power.

e. Cost of energy per month, in a unit rate of N\$/kWh.

f. Assumed average operational hours.
3. 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.
4. 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.
5. 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.
6. Temporary connection deposits are treated as for 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 the labour, material and the electricity consumed. All Special temporary connection deposits will be non-refundable.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. 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.
18. Meter reading testing, is based on the cost of requesting an additional reading or installing an additional test meter as requested by the customer.
19. 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.
20. 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.
21. 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.
22. 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.
23. 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 9.7% of the total cost of the service delivered.
24. 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.
25. 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.

CONTACT DETAILS

Tel: +264 (0) 64 201 9000

Fax: +264 (0) 64 201 9001

Call Centre: 96000 (toll-free)

Email: support@erongored.com.na