

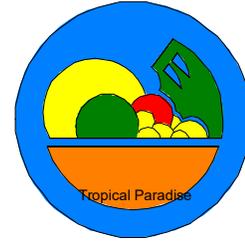


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Greater Tzaneen Municipality Cost of Supply Study Report And Proposed 2026/27 Electricity Tariffs

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1. Introduction

A critical first step in understanding the operational performance of an electricity distributor is to conduct a Cost of Service (COS) study and sometimes referred to as a Cost to Serve (CTS) study. The objective of this study is to allocate all costs associated with servicing customers fairly and equitably across customer classes. To support this objective, the National Energy Regulator of South Africa (NERSA) has developed a COS Framework for all licensed electricity distributors ('licensees'), in the country. This framework will serve as a guideline for licensees when conducting their own COS studies.

2. Study Area Overview

Greater Tzaneen Municipality is a Category B municipality in the South African province of Limpopo, with a population of 478 254 (according to Statistics South Africa's Census 2022). The municipality's total energy sales were 313 058 129 kWh in the 2024/25 financial year. In 2024/25, most electricity sales (31%) were from Time of Use customers, while 29% were from domestic customers. Manufacturing and Agricultural (Tariff C) customers equally share the 25% sales, and the remaining 15% of sales is shared amongst the domestic prepaid, street lighting, with the commercial conventional taking almost 8% of it.

Table 1: Municipal energy sales per customer category

Consumer classification	Sales (kWh)		Number of customers
	Actual	% Sales	Actual
	2024/25		2024/25
Domestic (pre-paid)	18 666 119	5,96%	3756
Domestic (conventional)	91 822 226	29,32%	4 574
Agriculture	40 265 379	12,86%	149
Tariff D TOU	95 729 100	30,57%	90
Manufacturing / Industrial	39 670 926	12,67%	127
Commercial (pre-paid)	150 000	0,05%	1
Commercial (conventional)	24 435 615	7,80%	773
Street lighting	865 808	0,32%	1876
Electricity department	1268306	0,40%	382
FBE	184650	0,06%	23
TOTAL	313 058 129	100%	11 751

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3. COS Study Methodology

The Greater Tzaneen Municipality cost of supply study is a sophisticated study that includes all requirements of NERSA's current COS framework and goes beyond it to accommodate electricity distribution businesses transitioning to a more infrastructure-availability-based business model.

The NERSA Cost Plus methodology has been used for both the wires and retail business revenue requirement determinations. The model has functionality to use the allowable return on the regulated asset base or asset values annuitized at selected discount rates to calculate the revenue requirement of the wires business.

The COS study is a multi-year model spanning across 3 years, namely, the most recent audited financial statement. The years are described as follows:

Year 0 (FY 24/25) - The data input test year with the recently audited financial statements

Year 1 (FY 25/26) - The current year in which the study is taking place

Year 2 (FY 26/27) - The following year for which tariffs are being designed

This multi-year approach introduces several complexities and requires forecasting of costs across years, but it does bring a range of benefits to the analysis.

4. Overview of COS Study Key Results

The following key results were noted from Greater Tzaneen Municipality's COS study:

4.1 Revenue requirement

- The revenue requirement in FY26/27 is estimated to be R1.25 billion (excluding the impact of subsidy), increasing from R1.10 billion in FY25/26.
- The wires costs are dominated by network related costs, namely network repairs and maintenance, depreciation, cost of losses and other OPEX costs
- With regards to the retail business, the dominant cost in this regard is energy purchases from Eskom; and

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- Overall, a greater proportion of total electricity costs are incurred by the retail part of the business (around 72.2%) whilst 27.8% of the cost is related to the wires business.

4.2 Cost functionalisation

- Energy purchases are significant within the cost breakdown and dominate when compared to other costs such as OPEX and Surplus
- CAPEX costs do not contribute significantly to the overall cost breakdown each year as a result of the rate of return for the analysis, which assumed an average of 2%.

4.3 Cost classification

- Energy purchases and the cost of losses make up the energy driven cost, with the highest amount of costs incurred during the Low Season and standard TOU – mostly due to the low season covering a greater proportion of the year.
- Demand driven costs are depreciation, network repairs and maintenance, along with energy purchase demand related costs. The period of greatest demand driven costs is during the Low Season.
- Finally, customer driven costs are incurred through offering the electricity distribution service to the customers, which includes salaries.

4.4 Cost allocation

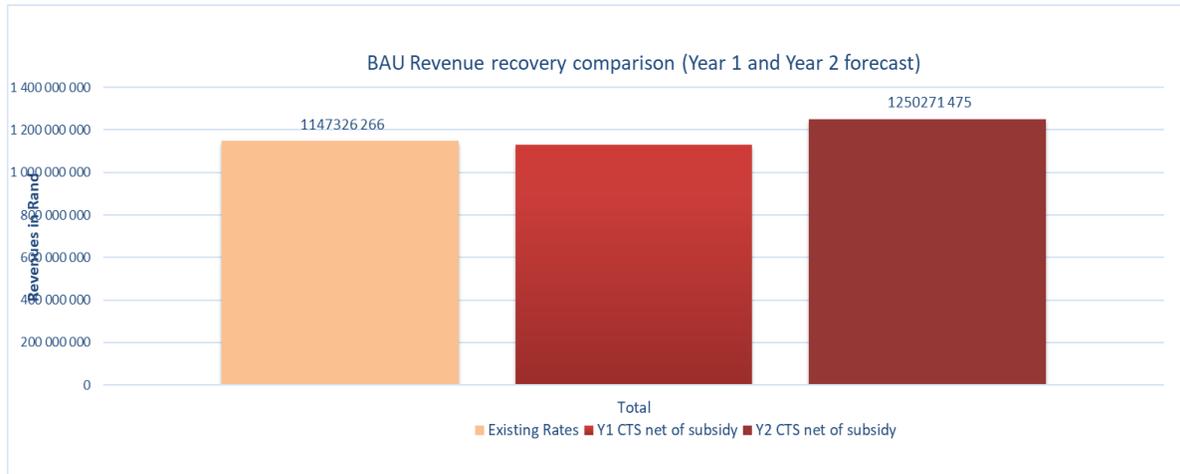
- The domestic conventional customer category carries the largest proportion of costs, followed by the Time of Use, Industrial, Agricultural and Commercial customers.
- Pre-paid customers and internal electricity requirements result in the lowest proportion of costs.
- Differences in results between customer classes are mainly driven by differences in voltage of connection points, load factors, coincidence factors, and average specific consumption.

4.5 COS results

- Under the current rate regime, it is found that 91.6% cost reflectivity is achieved for FY26/27

- There is a mismatch between the structure of the revenue breakdown and cost breakdown
- A 9.1% increase, with rate structure improvements and refined TOU - pricing signals would make rates cost-reflective in FY2026/27.

Figure 1:BAU revenue comparison (FY26/27 forecast)



5. COS Study Analysis

5.1 Energy purchases analysis

The municipality purchases all their energy from Eskom via 2 points of delivery (PODs). Namely Tarentaalrand 524LT and Farrell 781T. The COS model captures the tariffs of each POD as well as the volumes purchased at each intake point.

COS models and revenue forecasts are sensitive to sales forecasts. The Greater Tzaneen Municipality COS model assumes a slight increase in sales between Year 0 and Year 1 of 4.22%. Thereafter, sales are assumed to further increase, with a 3% sales increase per year.

5.2 Operating expenses analysis

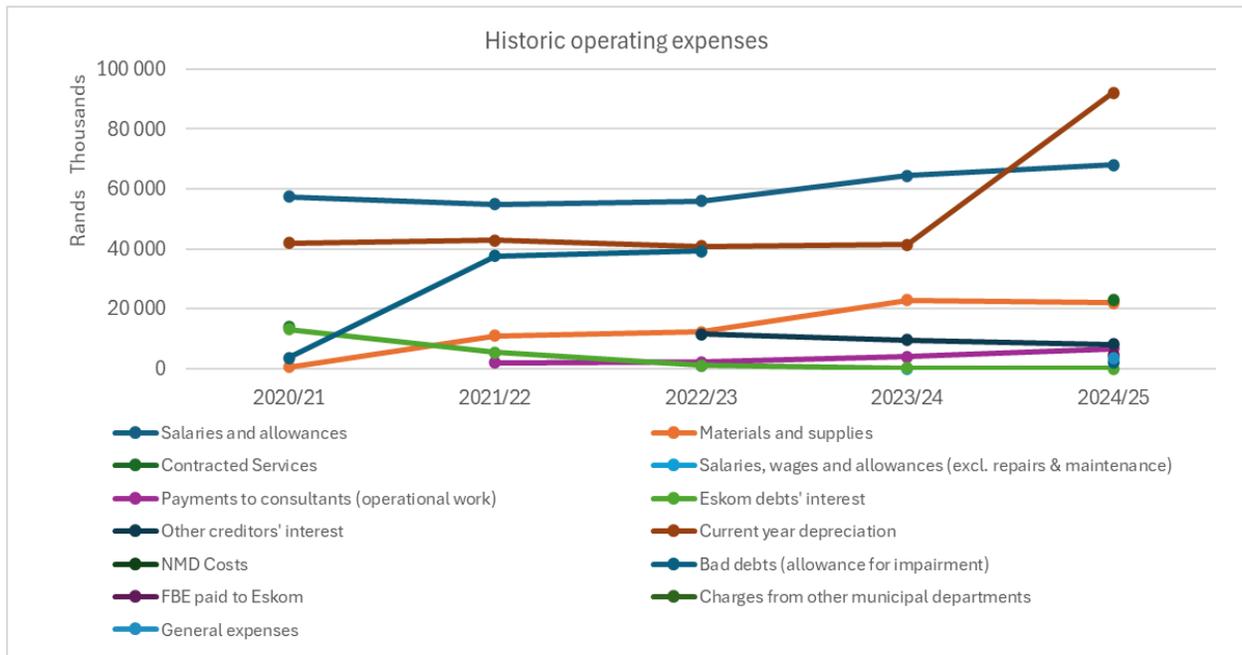


Figure 2: Trend Analysis of D-Form Expenses

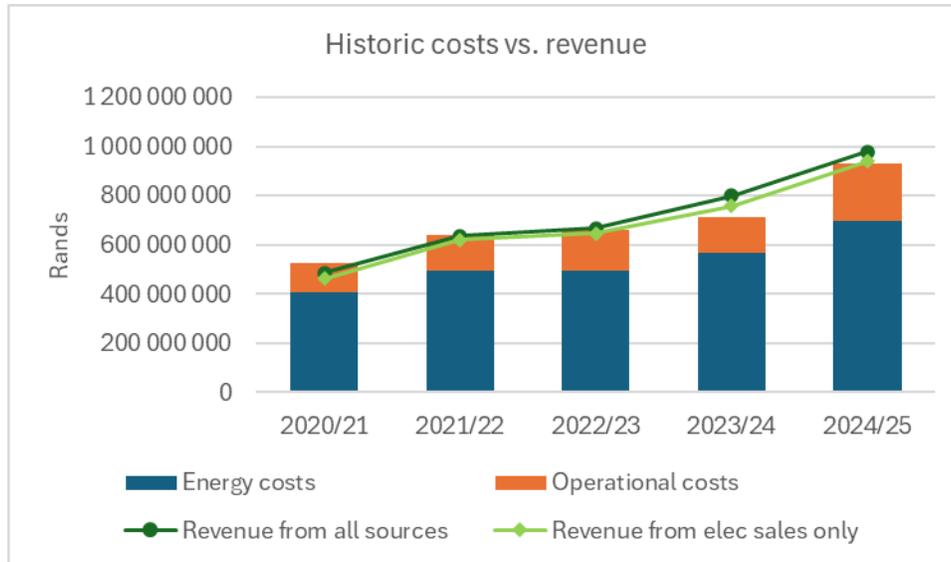
When analysing the expenditure over the 5 years, the following observations were made:

- Salaries and allowances consistently represent the highest expenditure, showing a steady upward trend from roughly R58 million to nearly R70 million by 2024/25.
- Current year depreciation remained relatively stable for four years before a massive spike in 2024/25, jumping from approximately R42 million to over R90 million, making it the single largest expense in the final year.
- Bad debts (allowance for impairment) saw a dramatic rise between 2020/21 and 2021/22, plateauing around R40 million before a slight dip in the final year.
- The municipality incurred Eskom debts' interest during the period of (FY20/21 and FY21/22), but essentially the debts dropped to zero in FY22/23 to date. No NMD exceedance was experienced throughout the period under study.
- Most other costs, including Payments to consultants, FBE paid to Eskom, and General expenses, remained consistently low (under R10 million) throughout the period.

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5.3 Revenue Trend analysis

Figure 3: Historic energy costs and revenue comparison



The revenue showed the following trend:

- While both costs and revenue are rising, the total costs (represented by the stacked bars) consistently exceed revenue from electricity sales (the light green line).
- Energy costs make up most total expenditures. Both energy and operational costs show a significant upward jump in the 2024/25 projection.
- There is a widening gap between "Revenue from electricity sales" and "Revenue from other sources." This suggests the entity is increasingly relying on electricity sales to cover rising energy costs.
- The revenue from electricity sales has exceeded the expenses but is within the allowable surplus (ranging from 10%-20%).

Overall, the analysis suggests that the cost of electricity purchases has been the main driver of the increase in expenses, while revenue from electricity sales has been steadily increasing. The total revenue finally overtook total energy costs by 2024/25. However,

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there are growing areas of concern, such as the significant increase in bulk electricity costs, declining electricity sales due to solar installations, ageing infrastructure requiring maintenance and bad debts, which require attention to ensure that the municipality remains sustainable.

5.4 Energy Balance and Losses

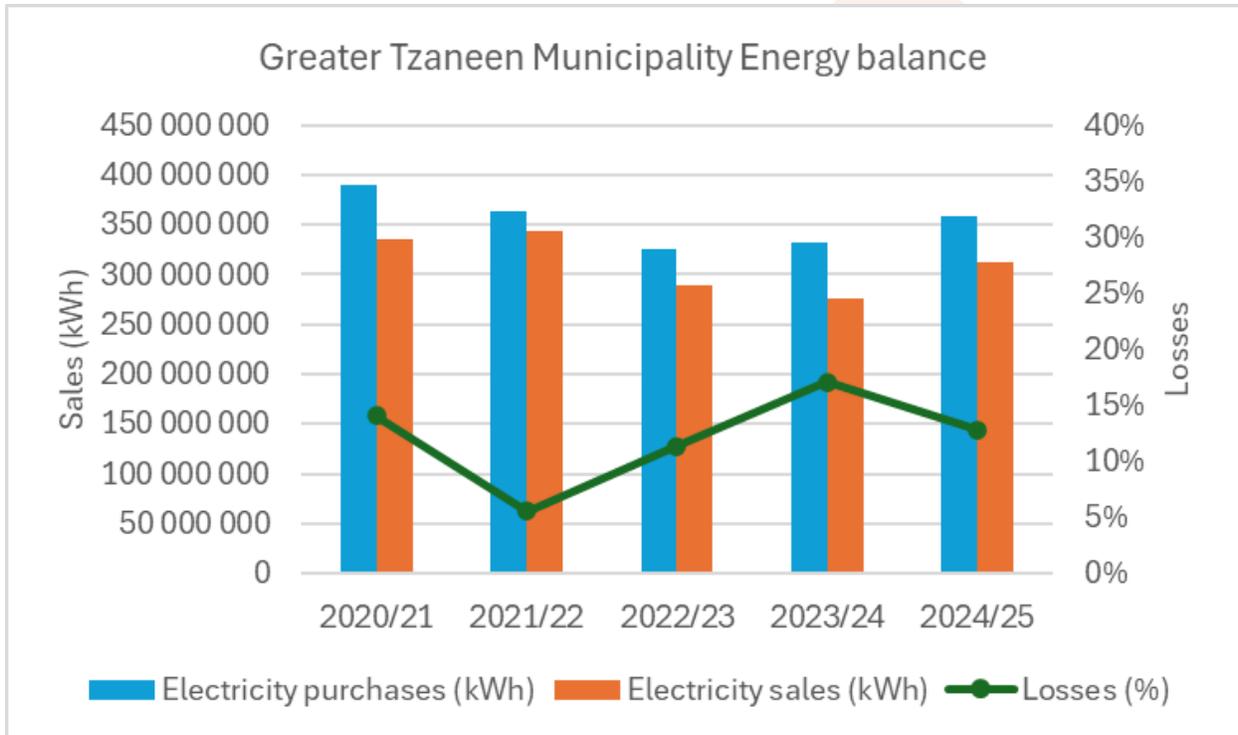


Figure 4: Energy balance and losses

The total energy purchased and total energy sales have remained relatively stable over the years, indicating potential stability in the organization's operations. Energy losses have been consistent over the years. This could suggest potential issues with energy management or technical inefficiencies. The electricity losses for the 2024/25 financial year were reported to be at 11.08%. The losses were within NERSA allowable losses of (5%-12%).

5.5 Revenue requirement analysis

Section 3.2.1.1 of the NERSA COS framework addresses the revenue requirement and states that NERSA adopted the Cost-Plus Methodology as an interim implementation

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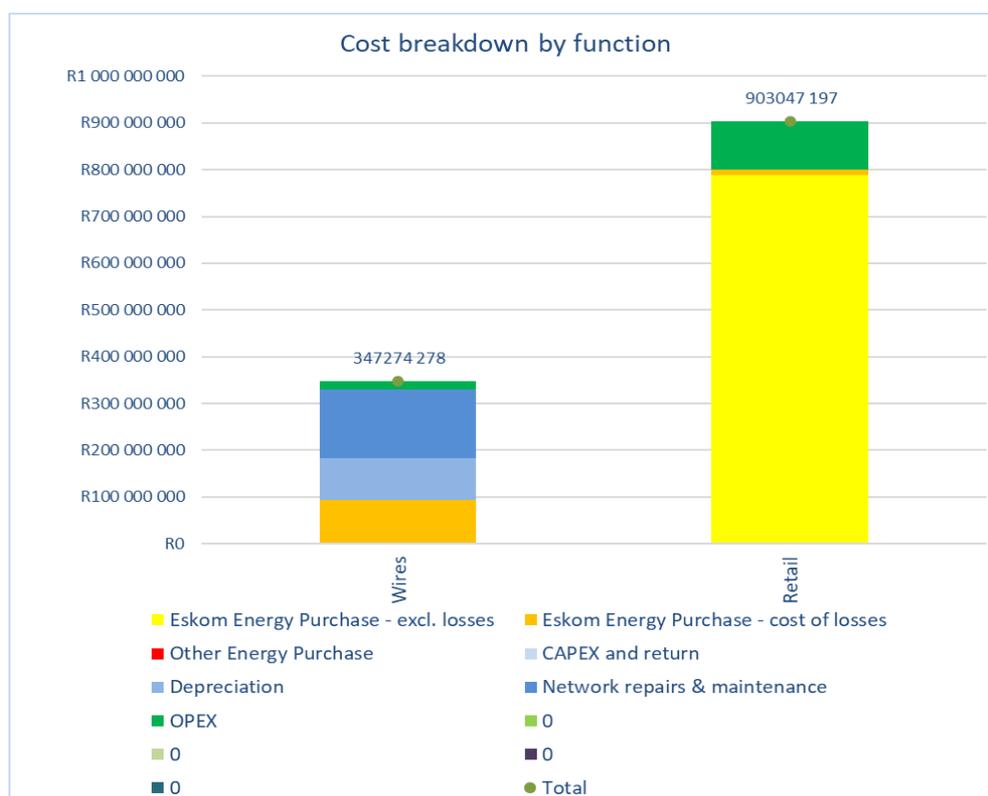
methodology for licensees, including small licensees with limited capacity and database challenges. This is because other regulatory methodologies, such as the rate of return, price cap, revenue cap, and yardstick regulation, will be difficult to implement for a number of reasons, including licensees' difficulty in keeping proper accounting and property records. Even though these are historical costs (since the study's test year was FY24/FY25), it is important to adjust them for prudence and efficiency so that, when allocated to different customers, the allocation results reflect the proper costs. The framework covers the key elements of the revenue requirement, including purchases, operating costs, repairs and maintenance, depreciation, and return on assets or interest on loans.

Figure 4 below provides a breakdown of the revenue requirement by the functions established and split between the wires and retail/trading parts of the electricity value chain. The data below is based on a forecast for the financial year 2026/27 (Year 2).

Various aspects can be ascertained from the figure. These include:

- The revenue requirement in FY26/27 is estimated as R 1 252 292 706 (excluding the impact of subsidy);
- The wires costs are dominated by network-related costs, namely network repairs and maintenance, depreciation and cost of losses.
- With regards to the retail business, the dominant cost in this regard is energy purchases from Eskom; and
- Overall, a greater proportion of total electricity costs are incurred by the retail part of the business R 903 047 197 (72.2%) whilst the costs related to the wires business is R 347 274 278 (27.8%).

Figure 5: Cost breakdown by function



5.6 Energy Purchases

Greater Tzaneen Municipality has two incoming electricity supplies from Eskom for distribution, namely Tarentaalrand 524LT and Gravelotte Farrell 781T.

The municipal energy purchases have been adjusted for losses, as the COS framework allows only 12% of losses per the benchmark.

The municipality's projected FY26/27 losses are 11%. The municipality buys electricity from Eskom, and total energy purchases are projected at R800 984 035 in FY26/27.

The licensee used the purchases for the test period to forecast sales for the financial year for which it is applying. The forecasted purchases include street lighting electricity, own-use electricity, and the allowable loss factor.

5.7 Cost functionalisation, classification, and allocation

The model follows the NERSA COS framework methodology for these methodological steps. Costs are first split by function, then classified by cost drivers, and finally allocated

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to customer categories based on usage. These methodological steps are sound, and the key results have been summarised in the previous section.

5.8 COS results

The key finding is that the municipality needs to increase its tariffs by 9.1% to achieve full cost-reflectivity in FY2026/27.

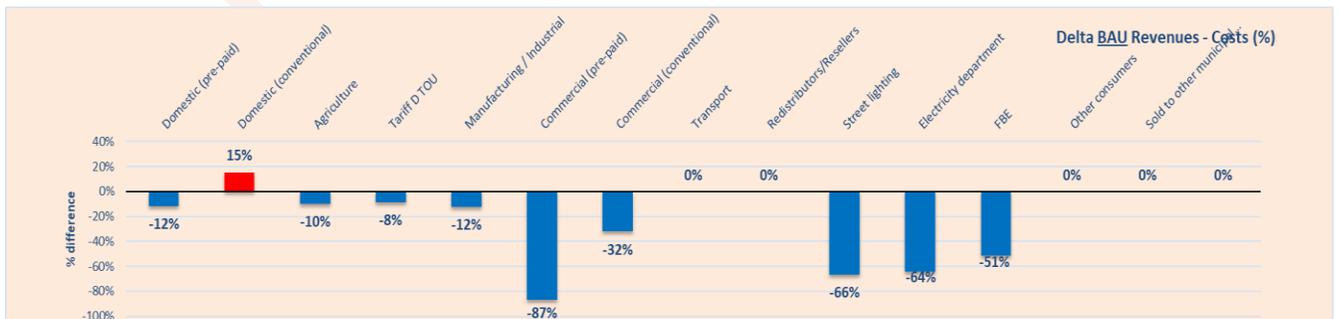
The municipality's COS results are shown per tariff category in the figure below. The commercial prepaid, commercial conventional and domestic pre-paid customers are the costliest to service.

Figure 6: Average costs by business area



Comparing these costs to the income per tariff category reveals the over or under recovery per tariff category, as shown in the figure below. When reading this graph, it is important to note that it is presented in % terms and not absolute Rand terms.

Figure 7: Delta Business as Usual Revenue Cost(%)



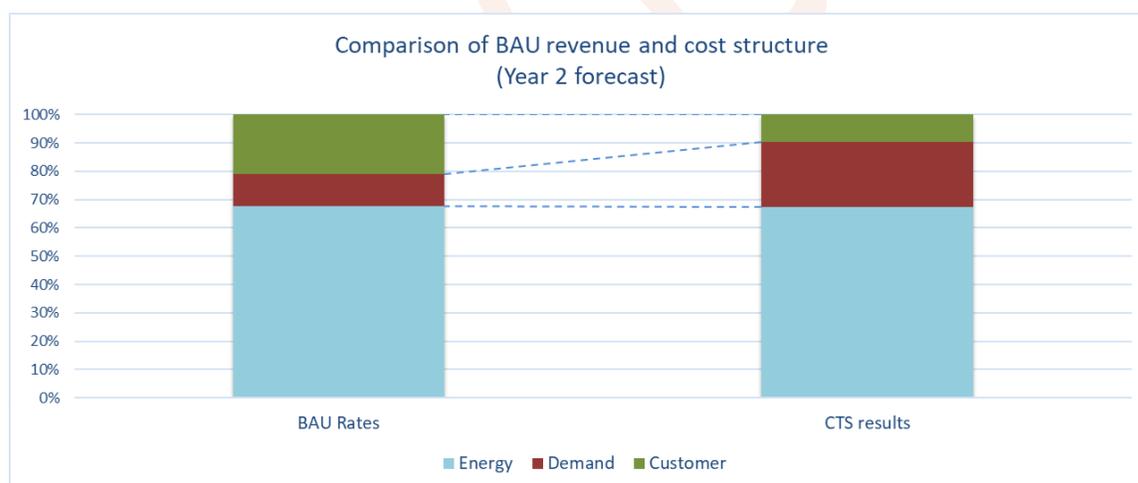
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The key insight is that prepaid customers are currently receiving electricity services at a price below cost (i.e., being cross-subsidized) while other conventional-scale customers are paying above cost for electricity. Interestingly, all the time-of-use tariffs are close to cost reflectivity.

The business as usual (BAU) rates as shown in the graph below indicate that existing tariff structures are not cost reflective. Roughly 70% of costs are recovered through a variable energy charge and this makes the municipality susceptible to volumetric risk. The cost of supply (CTS) results indicates that to achieve cost reflectivity, the municipality must recover less than 65% of their costs through variable energy charges, the remainder of costs through stable or fixed demand and customer charges. As the uptake of distributed generation increases in electricity distribution networks, a more cost reflective approach to setting tariffs is proposed.

Figure 8: Comparison of revenue and cost structure



Cost reflective charges are shown in the table below. These are the result of the cost of supply study and indicate what the municipality should be charging customers to recover 100% of their revenue. However, due South Africa's socio-economic conditions and the municipality's revenue recovery strategy, the municipality may deviate from these cost reflective tariffs in the tariff design stage of the cost of supply study. Rate design is discussed in the next section and may deviate from these results based on the municipality's maximum tolerable tariff increase, subsidy policy, price signals, tariff design choices, etc.

Table 2: Cost reflective results by business area, class, season, TOU

Business area:	Total	Total	Total
Cost class:	Energy	Demand	Customer
Season:	All	All	All
TOU:	All	All	All
Unit:	c/kWh	R/kVA/month	R/POD/month
Customer Categories			
Domestic (pre-paid)	262	232	61
Domestic (conventional)	262	270	61
Agriculture	262	248	4 857
Tariff D TOU	235	206	4 857
Manufacturing / Industrial	235	220	4 857
Commercial (pre-paid)	262	188	4 857
Commercial (conventional)	262	258	4 857
Transport	-	-	-
Redistributors/Resellers	-	-	-
Street lighting	262	264	1 214
Electricity department	262	262	1 214
FBE	308	216	61
Other consumers	-	-	-
Sold to other municipal departments	-	-	-

6. Rate design

Municipal tariff setting is guided by Municipal Tariff Policy, which is developed with reference to various pieces of legislation, but in particular Sections 4 and 74 of the Municipal Systems Act (32 of 2000) and the National Electricity Pricing Policy (2008), which also outlines the General Tariff Principles as set out in S16 of the Electricity Regulation Act of 2006. The regulatory framework on tariffs seeks to balance the often competing or contradictory tariff principles of revenue sufficiency, economic efficiency, equity, fairness and simplicity.

The COS is an important, but not deterministic, input to tariff design. It enables a municipality (and the Regulator) to assess:

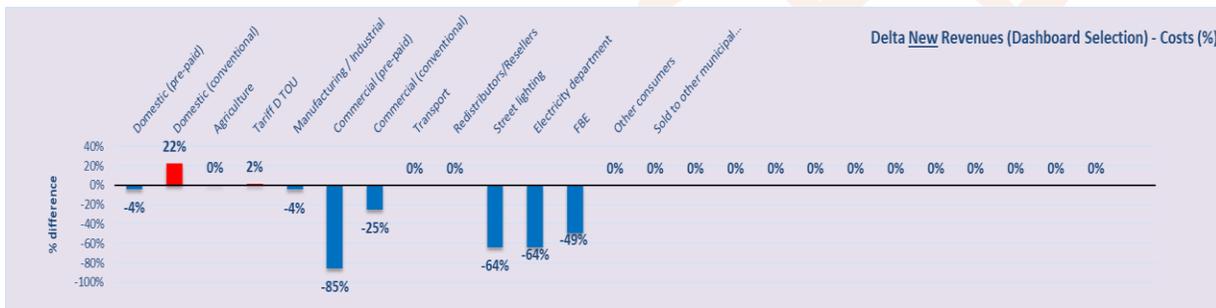
- Revenue sufficiency of proposed tariffs and the financial sustainability of the utility.
- That tariffs reflect the costs associated with rendering the services and those customers are treated equitably and pay in general proportion to use of services.

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- c. The reasonableness of the low-income tariff determination in line with guiding policy: including access to a free basic service plus lifeline tariff based on operation and maintenance only.
- d. Whether environmental objectives are encouraged; and
- e. The transparency of subsidies and surcharges.

The municipality is proposing increasing its tariffs by 9.1% to achieve cost-reflectivity. In doing so, it will increase some categories more than others to manage the cross-subsidies in the system. After the proposed changes are implemented, the under and over recovery per tariff category presents as follows:

Figure 9: Delta New Rates Revenues Costs(%)



The key takeaway from the proposed tariffs is that the time-of-use tariffs have moved above cost-reflective and are now able to subsidize other customers.

The municipality is proposing to discontinue the IBT tariff for its domestic prepaid customers and replace it with a flat rate in its tariff schedule. This is to improve the predictability of tariffs, reduce confusion and align with cost reflectivity. There are no significant changes in the tariff structures. The increase in the tariff structure ranges from 5% to 11%, resulting in an overall average increase of 9.1%.

The new proposed tariff schedule is included as Annexure A in this report, and the tariffs will be phased in just one year.

7. Key Assumptions

This section of the report outlines the key assumptions made in developing this Cost of Supply study. These assumptions were essential given the lack of granular data and the municipality's lack of clear planning approaches. These assumptions are as follows:

- The energy forecasts will increase year on year by 3%

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- The D-Form expenses will increase year on year by 5%
- The total maximum demand of the municipality is 90 MVA.
- The Eskom bulk purchase energy price is assumed to increase by 8.76% for FY26/27, and then after 8.83% for the outer years.
- For pre-paid customers with an inclining block tariff, the block 2 tariff was used as the test year input. The model is unable to cater for inclining block tariff inputs.
- For customers with multiple tariffs within a single customer category (Domestic/Agric) and for (Commercial Conventional), the 25kVA 3-phase was used as an input into the model.
- The actual municipal energy losses for FY2024/25 were 11.08%.

8. Data description and improvements

Electricity sales data, encompassing both kilowatt-hours (kWh) and customer counts, is accessed through the municipality's centralized billing system.

Conventional meter data is derived from monthly meter readings and processed through the financial management system.

Prepaid sales data is collected from third-party vending systems.

The municipality classifies the current accuracy of electricity sales and financial data as Fair.

To enhance data integrity and move toward an excellent confidence rating, the municipality will conduct a comprehensive customer base audit to align GIS data with financial records, ensuring all active meters are correctly mapped to the billing system.

Implementing monthly automated reconciliations between bulk purchases Eskom and total units sold to isolate and address specific loss areas. The municipality will conduct an analysis in order to separate technical and non- technical losses.

9. Conclusion

The study conducted an electricity Cost of Supply (CoS) study for Greater Tzaneen Municipality to establish the true costs of supplying electricity to its consumers. Electricity supply costs were functionalised across the electricity customer categories to structure and design cost-reflective electricity tariffs for the base 2024/25 FY at a 10% profit margin. Fractions of the NERSA-approved guideline electricity tariff yearly increase factors were applied to the designed base year cost-reflective tariffs to determine future tariffs for 2024/25 FY and beyond. The study involved using a CoS tool model provided by Sustainable Energy Africa (SEA) using the 2024/25 financial year electricity costs and collected revenue data.

The designed cost-reflective electricity tariffs resulted in either component increase (mainly the energy charge) for the different customer categories. The municipality will embark on public participating process to inform and educate customers about tariff structure changes, such as the introduction of a flat rate tariff for pre-paid customers. Furthermore, the process will also explain the different tariff increases which will be applicable on tariff components.

Cost awareness is critical for the sustainability and customer-centricity of the electricity distribution business. GTM has maintained and frequently updated the Cost of Supply study and model. This will continuously assist the municipality in establishing and planning to recoup their operating expenses to and provide a return on their capital expenditure via appropriate electricity rates.

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1. National Energy Regulator of South Africa, "Cost of Supply Framework for Licensed Electricity Distributors in South Africa," 30 September 2020
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3. Greater Tzaneen Local Municipality, "D-Forms October 2025," Greater Tzaneen Local Municipality, Tzaneen, 2025.
4. NERSA, "Cost of Supply Framework for Licensed Electricity Distributors in South Africa," NERSA, Johannesburg.

ANNEXURE PROPOSED 2026/27 ELECTRICITY TARIFFS

That the following electricity tariffs be approved:

PRE-PAID TARIFF

Pre-paid metering which will utilize the latest technologies plc (Power Line Carrier) metering with concentrators for monitoring and administration purposes.

TARIFF B

This tariff is available for single phase 230V (Capacity not exceeding 16 kVA) and three phase 400V (Capacity not exceeding 75 kVA).

This tariff will suite medium to high consumption customers.

TARIFF C

This tariff is available for three phase supplies at the available standard voltage with a minimum capacity of 100 kVA.

This tariff will suit high consumption customers.

TARIFF D

This tariff is available for three phase bulk supplies at any voltage and with a minimum capacity of 200 kVa.

This tariff will suit mostly large load customers who can shift load out of the GTM Peak hour periods.

1. Domestic Tariffs: Prepaid

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1.1 Domestic Tariff

Energy Charge(c/kWh)	371,90	8,87%
Basic Charge (R/month)	110,70	11,48%

1.2. Domestic Indigent

Energy Charge(c/kWh)	271,60	4,98%
Basic Charge (R/month)	0,00	0,00%

2. Domestic and Agricultural Conventional Meter Customer

2.1 DOM / AGRIC: 16kVA- 1PHASE (70A)

Energy Charge: c/kWh	368,88	8,52%
Basic Charge: R/month	738,54	4,29%
Excess Energy Charge>1500kwh: c/kWh	379,95	9,50%

2.2 DOM / AGRIC: 25kVA- 3PHASE (45A)

Energy Charge: c/kWh	306,30	8,52%
Basic Charge: R/month	2926,70	4,29%
Excess Energy Charge>3000kwh: c/kWh	315,49	8,52%

2.3 DOM / AGRIC: 50kVA- 3PHASE (80A)

Energy Charge: c/kWh	306,30	8,52%
Basic Charge: R/month	3902,27	4,29%
Excess Energy Charge>3000kwh: c/kWh	315,4930	8,52%

2.4 DOM / AGRIC: 75kVA- 3PHASE (100A)

Energy Charge: c/kWh	306,30	8,52%
Basic Charge: R/month	5463,19	4,29%
Excess Energy Charge>3000kwh: c/kWh	315,49	8,52%

3. Commercial Conventional Meter Customers

3.1 BUSINESS MEDUIM 16kVA – Single (70A)

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Energy Charge: c/kWh	301,20	10,51%
Basic Charge: R/month	2385,88	10,50%
Excess Energy Charge>1500kwh: c/kWh	310,24	10,51%

3.2 BUSINESS MEDIUM 25kVA - 3 Phase (45A)

Energy Charge: c/kWh	279,20	10,51%
Basic Charge: R/month	3082,00	10,50%
Excess Energy Charge>3000kwh: c/kWh	287,57	10,51%

Energy Charge: c/kWh	279,20	10,51%
Basic Charge: R/month	3743,04	10,50%
Excess Energy Charge>3000kwh: c/kWh	287,57	10,51%

3.4 BUSINESS MEDIUM 75kVA - 3 Phase (100A)

Energy Charge: c/kWh	279,20	10,51%
Basic Charge: R/month	5392,26	10,50%
Excess Energy Charge>3000kwh: c/kWh	287,57	10,51%

4. Commercial Pre-Paid Meter Customers

4.1 BUSINESS MEDIUM 16kVA - Single (70A)

Energy Charge: c/kWh	382,30	9,01%
Basic Charge: R/month	1182,00	9,00%

4.2 BUSINESS MEDIUM 25kVA - 3Phase (45A)

Energy Charge: c/kWh	382,30	9,01%
Basic Charge: R/month	1483,44	9,00%

4.3 BUSINESS MEDIUM 50kVA - 3Phase (80A)

Energy Charge: c/kWh	382,30	9,01%
Basic Charge: R/month	1854,30	9,00%

4.4 BUSINESS MEDIUM 75kVA - 3Phase (100A)

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Energy Charge: c/kWh	382,30	9,01%
Basic Charge: R/month	2688,73	9,00%

4.5 STREETLIGHTS

Energy Charge: c/kWh	243,27	6,00%
Basic Charge: R/month	384,00	6,00%

5. Commercial High Consumption Customer $\geq 100\text{kVA}$

TARIFF C

5.1 BUSINESS HIGH

Basic Charge (R/month)	5509,30	9,00%
Demand Charge (R/kVA)		
Network High Demand	653,60	9,00%
Network Low Demand	244,40	9,01%
Energy Charge (c/kWh)		
High Season	235,30	9,01%
Low Season	173,60	9,02%

5.2 AGRIC / DOM HIGH

Basic Charge (R/month)	5331,35	10,00%
Demand Charge (R/kVA)		
Network High Demand	758,52	10,00%
Network Low Demand	409,94	10,01%
Energy Charge (c/kWh)		
High Season	239,32	10,00%
Low Season	177,34	10,03%

6. TIME OF USE $\geq 200\text{kVA}$

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TARIFF D
BULK METER

Basic Charge (R/month)	23081,94	10,00%
Demand Charge (R/kVA)		
Network High Demand	144,70	10,97%
Network Low Demand	144,70	10,97%
Energy Charge Low Season		
Peak(c/kWh)	280,60	11,01%
Standard(c/kWh)	198,30	10,99%
Off-Peak(c/kWh)	134,70	11,02%
Energy Charge High Season		
Peak(c/kWh)	916,30	11,00%
Standard(c/kWh)	264,80	11,02%
Off-Peak(c/kWh)	153,90	10,97%

A discount according to the voltage at which the electricity is supplied:

If the electricity is supplied at three phase/400V: **0%**

If the electricity is supplied at a higher voltage, but not exceeding 11 kV: **3%**

If the electricity is supplied at a higher voltage than 11 kV (if available), but not exceeding 33 kV: **5%**

NOTE 1: *Please take note of the time frames that changed for the winter period*

*For the purpose of this tariff Peak Hours will be from 06:00 to 08:00 and 17:00 to 20:00 on weekdays.
(June, July, August)*

Standard Hours will be from 08:00 to 17:00, 20:00 to 22:00 on weekdays and from 07:00 to 12:00 and 17:00 to 19:00 on Saturdays and from 17:00 to 19:00 on Sundays (June, July, August)

*Off-Peak Hours will be from 22:00 to 06:00 on weekdays, 19:00 to 07:00 and 12:00 to 17:00 on Saturdays and from 19:00 to 17:00 on Sundays.
(June, July, August)*

*For the purpose of this tariff Peak Hours will be from 07:00 to 09:00 and 18:00 to 21:00 on weekdays.
(September to May)*

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Standard Hours will be from 06:00 to 07:00, 09:00 to 18:00 and 21:00 to 22:00 on weekdays, from 07:00 to 12:00 and 18:00 to 20:00 on Saturdays and 18:00 to 20:00 on Sundays.

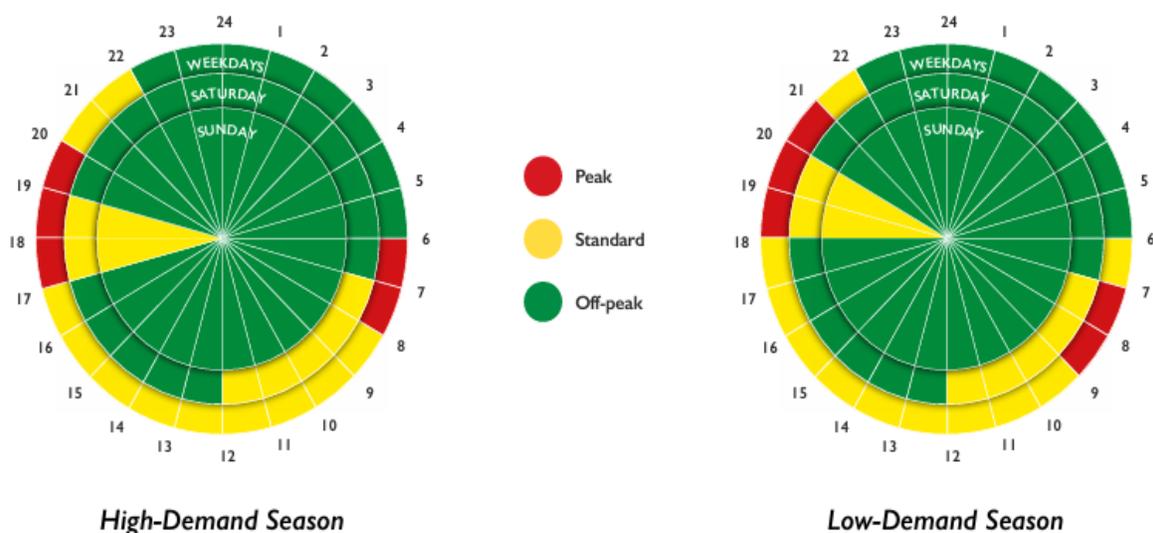
(September to May)

Off-Peak Hours will be from 22:00 to 06:00 on weekdays, 12:00 to 18:00 and 20:00 to 07:00 on Saturdays and 20:00 to 18:00 on Sundays.

(September to May)

A Public Holiday will be treated as per the day it falls on.

Times to be such as to relate to GTM peaks/load curve.



D.4 A discount according to the voltage at which the electricity is supplied.

D.4.1 If the electricity is supplied at three phase / 400V:
0%

D.4.2 If the electricity is supplied at a higher voltage than 400V, but not exceeding 11kV:
3%

D.4.3 If the electricity is supplied at a higher voltage than 11kV (if available) but not exceeding 33 kV
5%

NOTE: *With the changes to the TOU winter peak period June, July and August. The Greater Tzaneen Municipality will be reprogramming their electronic meters to align with the new times. We will also password protect our electronic meters for tampering and protection of data on the meter.*

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This will be in line with the NRS 057 "Confidentiality of Metering Data"

Comments

- **Removal of IBT:** The previous system, which charged lower rates for the first blocks of electricity and higher rates for greater usage, is being phased out on Domestic pre-paid tariff.
- **Flat Rates + Fixed Charges:** The new model introduces a single flat energy rate (c/kWh) regardless of usage for domestic pre-paid customers.

PROPOSED

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