

# **TERMS AND CONDITIONS FOR THE ELECTRICITY SUPPLY AND GRID AVAILABILITY BY MIDSTREAM ELECTRICAL SUPPLIES (PTY) LTD (No 2003/018629/07) IN THE GREATER MIDSTREAM**

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## CHAPTER 1

### GENERAL

#### 1. Definitions

In these conditions, unless inconsistent with the context -

**"accredited person"** means a person registered in terms of the regulations as an electrical tester for single phase, an installation electrician or a master installation electrician, as the case may be;

**"approved"** means approved in writing by the engineer;

**"authorised maximum demand"** or **"AMD"** means the allocated (authorised) maximum demand allowed for any particular stand or premises determined by the engineer on the basis of the size of the particular stand and its particular use zoning;

**"availability charge / network capacity charge"**, as prescribed in the schedule of charges and fees, means a charge levied on the owner of a stand which is connected to MES's supply mains and based on the premise that every proclaimed stand within the Greater Midstream is connected to the MES supply network and thus liable for the payment of the availability/ network capacity charge;

**"certificate of compliance"** means a certificate with a unique number issued by an accredited person in terms of the regulations in respect of an electrical installation or part of an electrical installation;

**"consumer"** means any premises connected to the grid or the occupier of any premises to which MES has agreed to supply or is actually supplying electricity, or, if there is no occupier, the person who has entered into a current valid agreement with MES for the supply of electricity to the premises, or, if such a person does not exist or cannot be traced or has absconded or for whatever reason is not able to pay, the owner of the premises;

**"contactor"** means a device that disconnect power by remote trigger;

**"duly authorised official"** means an official of MES who has been authorised in writing by MES or his or her delegate and who carries at all relevant times while executing official duties an identification card on his or her person issued by MES, which card reflects his or her designation;

**"electrical contractor"** means an electrical contractor as defined in the regulations;

**"electrical installation"** means an electrical installation as defined in the regulations;

**"engineer"** means the official in charge of the electricity undertaking of MES or any other person duly authorised to perform this duty on the engineer's instruction;

**"exercise"**, in relation to the rights of the owner of a property, means to exercise the rights to the capacity of the electricity supply that has been allocated to the property -

- (a) when building approval is applied for;
- (b) when an application for a connection is made; and
- (c) when ownership of the property is being transferred.

**"high voltage"** or **"HV"** means the set of nominal voltage levels which is used in power systems for the bulk transmission of electricity in the range of  $44\text{kV} < U_n < 220\text{kV}$  in accordance with SANS 1019;

**"illegal connection"** means a connection to any system through which MES services are provided, which is not authorised or approved by MES;

**"low voltage"** or **"LV"** means the set of nominal voltage levels which is used for the distribution of electricity and the upper limit of which is generally accepted to be an ac voltage of 1000V (or a dc voltage of 1500V) in accordance with SANS 1019;

**"medium voltage"** or **"MV"** means the set of nominal voltage levels which lies above low voltage and below high voltage in the range of  $1\text{kV} < U_n < 44\text{kV}$  in accordance with SANS 1019;

**"motor rating"** means the maximum continuous kW output of a motor as stated on the maker's rating plate;

**"motor starting current"**, in relation to alternating current motors, means the root mean square value of the symmetrical current taken by a motor when energised at its rated voltage with its starter in the starting position and the rotor locked;

**"MES"** means Midstream Electrical Supplies (Pty) Ltd (2003/018629/07) which may, for the purposes of these Conditions, also be the service authority;

**"meter"** means a meter or bi-directional meter in respect of which an account is issued subsequent to the consumption of electricity; as well as the export of electricity;

**"NERSA"** means the National Electricity Regulator of South Africa contemplated in the Electricity Regulation Act, 2006 (Act 4 of 2006);

**"NRS 047"** means the national rationalised specification *NRS 047-1:2002 - Electricity supply - Quality of service Part 1: Minimum standards*, as amended from time-to-time;

**"NRS 048"** means the national rationalised specifications *NRS 048-2:2003 - Electricity supply - Quality of supply Part 2*, *NRS 048-3:2002 - Electricity supply - Quality of supply Part 3*, *NRS 048-4:1999-Electricity supply - Quality of supply Part 4*, *NRS 048-5:1998 - Electricity supply - Quality of supply Part 5*, as amended from time-to-time;

**"NRS 057"** means the national rationalised specification *NRS 057-2:2005 - Electricity metering Part 2: Minimum requirements*, as amended from time-to-time;

**"NRS 097"** means the national rationalised specification NRS 097-2-1:2017 and NRS 097-2-3:2023 Grid Interconnection of Embedded Generation

**"occupier"**, in relation to any premises, means –

- (a) the person who actually occupies the premises;
- (b) the person who is legally entitled to occupy the premises;
- (c) the person in charge of the premises or responsible for managing the premises and includes the agent of the person when he or she is absent from the Republic of South Africa or when his or her whereabouts are unknown.

**"owner"**, in relation to immovable property, means the person registered in the office of the Registrar of Deeds as the owner of the property and includes-

- (a) in the case of leased immovable property -
  - (i) the lessee in whose name the lease is registered in the office of the Registrar of Deeds;
  - (ii) the lessee if the immovable property is leased for a period of not less than ten years, whether or not the lease is registered in the office of the Registrar of Deeds; or
  - (iii) the occupier if the immovable property is beneficially occupied under a servitude or right analogous to servitude.
- (b) in the case of -
  - (i) a deceased owner or an insolvent owner who has assigned his or her estate for the benefit of his or her creditors, has been placed under curatorship by order of court or is a company being wound up or under Judicial management, the person in whom the administration of the property is vested as executor, administrator, trustee, assignee, curator, liquidator or judicial manager, as the case may be; or
  - (ii) an owner who is absent from the Republic of South Africa or whose address is unknown to MES, the person who as agent or otherwise receives or is entitled to receive the rent in respect of the property; and
- (c) if MES is unable to determine who the owner is, the person who is the beneficial user of the property, which person is deemed to be the owner to the exclusion of the person in whom is vested the legal title to the property.

**"person"** includes, but is not limited to, a consumer, occupier or owner, as the case may be, who receives the beneficial use of the electricity supply to a specific premise;

**"point of metering"** means the point at which the consumer's consumption of electricity is metered and may be at the point of supply or at any other point on the distribution system of the service authority or the electrical installation of the consumer, as specified by the engineer, provided that at that point all of, and only, the consumer's consumption of electricity is metered;

**"point of supply"** means the point determined by the engineer at which electricity is supplied to any premises by MES, being -

- (a) an underground domestic connection at the erf boundary;
- (b) in the case of a maximum demand consumer, at the outgoing terminals of MES's isolating switch;
- (c) in the case of an 11kV consumer, at the outgoing terminals of MES's 11kV isolating circuit breaker; and
- (d) any other point of supply as agreed upon in writing between the engineer and the consumer.

**"premises"** means any land or any building or unit or structure above or below ground and includes any vehicle, aircraft, vessel or any other movable structure;

**"quota charge"** means a charge, as prescribed in the schedule of charges, tariffs and fees, payable to cover the cost of extending the local distribution and reticulation network, which charge MES does not recover from the tariff for the supply of electricity;

**"registered owner"** means the person in whose name the property is registered in the office of the Registrar of Deeds;

**"regulations"** means the Electrical Installations Regulations issued under section 43 of the Occupational Health and Safety Act, 1993 (Act 85 of 1993), or the Electricity Regulation Act, 2006 (Act 4 of 2006)

**"SANS 10142-1"** means the code of practice *SANS 10142-1/SABS 0142-1:2003- The wiring of premises Part 1: Low-voltage installations*, as issued by Standards South Africa of the South African Bureau of Standards, and as incorporated in the regulations and amended from time-to-time;

**"SANS 1019"** means the specification *SANS 1019/SABS 1019:2021 - Standard voltages, currents and insulation levels for electricity supply*, as issued by Standards South Africa of the South African Bureau of Standards and as amended from time-to-time;

**"SANS 1507"** means the specification *SANS 1507/SABS 1507:2007 - Electric cables with extruded solid dielectric insulation for fixed installations (300/500 V to 1 900/3 300 V)*, as issued by Standards South Africa of the South African Bureau of Standards and as amended from time-to-time;

**"safety standard"** means the health and safety standard as defined in the Occupational Health and Safety Act, 1993 (Act 85 of 1993), and includes SANS 10142-1;

**"schedule of charges, tariffs and fees"** means the schedule of charges and fees payable to MES for the supply of electricity, which charges and fees are from time-to-time determined by MES, and where applicable, based on Eskom tariffs, approved by NERSA. A copy thereof available on the online platform and available at the MES office.

**"service authority"** means MES;

**"service connection"** means all cables and equipment required to connect the supply mains to the electrical installation of the consumer at the point of supply;

**"service protective device"** means any fuse or circuit breaker installed for the purpose of protecting MES's equipment from overloads or faults occurring on the installation or on the internal service connection;

**"specification"** means the applicable standard or specification accepted in the electricity supply industry and includes the applicable specifications of the South African Bureau of Standards (SABS) and any applicable national rationalised specification (NRS);

**"SSEG"** means Small Scale Embedded Generation;

**"standby supply"** means an alternative electricity supply not normally used by the consumer;

**"supply mains"** means any part of MES's electricity supply network;

**"tariff"** means MES's tariff of charges for the supply of electricity, export of electricity and standby electricity;

**"voltage"** means the difference in electrical potential between any two conductors or between a conductor and the earth.

## 2. Other terms

All other terms used in these Conditions have, unless the context indicates otherwise, the meanings assigned to them in the Electricity Regulations Act, 2006 (Act 4 of 2006), the Occupational Health and Safety Act, 1993 (Act 85 of 1993), or the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000), as well as any regulations or amendments made in terms of these Acts.

## 3. Headings and titles

The headings and titles in these Conditions do not affect the interpretation of the Conditions.

## CHAPTER 2

### GENERAL CONDITIONS OF SUPPLY

## 4. Supply by agreement

- (1) No person may use and no person is entitled to use an electricity supply (new or existing) or consume electricity from MES unless or until such a person has entered into an agreement in writing with MES for the supply and consumption, and the agreement, together with the provisions of these Conditions, in all respects governs the supply and consumption and such agreement has been confirmed by the receipt of a statement.
- (2) If a person uses an electricity supply without entering into an agreement with MES, the supply must be disconnected immediately, and the person is liable for the cost of electricity used, as provided for in section 18 of these Conditions as well as any penalties imposed for illegal connection.

- (3) If, in respect of any premises, an applicant, occupier or consumer is not the registered owner of the premises, an agreement in writing between the owner of the premises and the consumer for the rendering of a connection is required beforehand. The agreement reached binds both the consumer and the owner of the premises.

#### **5. Serving of notice**

- (1) A notice is deemed to have been served on a person by MES when it has been served in accordance with the provisions of the Local Government Municipal Systems Act, 2000 (Act 32 of 2000). Such a notice must be authorised by means of the signature of the engineer or an official appointed or nominated by him or her.
- (2) A notice or application referred to in sections 7, 43 and 44 of these Conditions is deemed to have been served on or submitted to MES, as the case may be, if the notice or application has been delivered to the engineer in person.

#### **6. Compliance with notices**

Any person on whom a notice duly issued or given under these Conditions is served by MES, must within the time specified in the notice, comply with the terms of the notice.

#### **7. Application for supply**

- (1) An application for a new electricity supply or for the increase/ decrease of an existing electricity supply or for an SSEG connection must be made in writing by the prospective consumer on the prescribed form obtainable online or at the MES office, and the size (load) of the installation must be stated in the application. The application must be made as early as possible before the electricity supply is required in order to facilitate the work of MES.
- (2) An application for a new electricity supply for a period of maximum nine months "builders supply" must be regarded as an application for a temporary electricity supply and must be considered at the discretion of the engineer, who may specify special conditions that are to be met. The applicable tariff for a temporary electricity supply as determined by MES is payable.
- (3) An application for the supply of standby electricity by MES during periods of loadshedding by Eskom, must be made in writing by the consumer on the prescribed online form or available at the MES office. MES will utilize the battery stored power and or alternative generation to supply standby electricity to avert loadshedding as far as possible.
- (4) No permanent installation may be supplied with a temporary electricity supply without the written approval of the engineer.
- (5) If there is a change of occupier or consumer, the new consumer must apply on the prescribed form(s), determined by MES from time-to-time to use the existing electricity supply. (E.g. New consumer, new SSEG client, new Standby electricity application)
- (6) Only one electricity service connection must be made available to a stand. Additional electricity service connections may be supplied at the discretion of the engineer. On approval of a second consumer right on a property, an application for an additional electricity service connection must be submitted by the applicant. When an approved second consumer unit is erected, a separate electricity service connection must be taken from MES for the **second** applicant's account.

#### **8. Processing of requests for supply**

Applications for the supply of electricity must be processed and the electricity supply must be made available within the periods stipulated in NRS 047.

#### **9. Arbitration**

If at any time any difference or dispute arises between MES and the consumer about the construction, meaning or effect of these Conditions or about the rights, obligations or liabilities of the consumer or MES under the Conditions, the difference or dispute must be referred to the NERSA for a decision, failing which the difference or dispute may be settled by arbitration or a court of law.

#### **10. Wayleaves and servitudes**

- (1) MES may refuse to install an electricity service connection or supply mains above or below the ground on any private property or on land on which a thoroughfare exists that does not vest in the service authority, unless and until the prospective consumer has furnished MES with written permission from the owner of the private property or from the person in whom is vested the legal title to the land on which the thoroughfare exists, as the case may be, which permission must authorise the laying or erection of an electricity service connection or supply mains on the private property or land.
- (2) If the permission referred to in subsection (1) is withdrawn at any time or if the property or land changes ownership and the new owner refuses to grant or uphold the permission, the consumer to whose premises the supply is required to be continued must bear the cost of -
- (a) any alteration to an electricity service connection or supply mains that may become necessary in order that the supply may be continued; and

- (b) any removal of an electricity service connection or supply mains that may become necessary in order that the supply may be continued.
- (3) MES may remove any object or rectify any activity that may endanger the integrity of the distribution system contemplated in section 27 of these Conditions.
- (4) MES may enforce the requirements for wayleaves and servitudes as determined by the engineer.

#### **11. Right of access to property**

- (1) The engineer or any duly authorised official of MES may at any reasonable time or, in an emergency, at any time enter any premises when -
  - (a) there are reasonable grounds for supposing that these Conditions have been or are being contravened;
  - (b) maintenance is to be done on the distribution network installed on the premises;
  - (c) a general inspection is to be done for maintenance, operational or other purposes; and
  - (d) the network is to be upgraded.
- (2) For the purposes of subsection (1) any earth, paving bricks, stone, ironwork or woodwork or other surface covering on any portion of the premises may be removed for the purposes of upgrading, inspection or maintenance work.
- (3) In executing any bona fide duties MES must endeavor to restore the premises referred to in subsection (1) to a reasonable level should no contravention of these Conditions be discovered.
- (4) Failure to provide access to any premises for any of the requirements as details in subsection (1), (2) & (3) may result in power being disconnected to the premises (please refer to Section 13).

#### **12. Refusal or failure to give information**

No person may -

- (1) refuse or fail to give information that may reasonably be required of him or her by a duly authorised official; or
- (2) give any false information to a duly authorised official about any electrical installation work that is completed or is being contemplated.

#### **13. Refusal of admittance**

No person may willfully hinder, obstruct, interfere with or refuse admittance to the engineer or a duly authorised official in the performance of his or her duty under these Conditions or in the performance of any duty connected with or relating to that duty.

MES reserves the right to charge to recover any reasonable cost incurred due to this refusal.

#### **14. Improper use**

If the engineer has reasonable grounds to believe that the consumer uses the electricity for a purpose or deals with the electricity in a way that interferes in an improper or unsafe manner, or is calculated to interfere in an improper or unsafe manner, with the efficient supply of electricity to any other consumer, MES may, without notice, disconnect the electricity supply to the consumer who uses or deals with the electricity in an improper or unsafe manner. Such supply must be restored by MES as soon as the cause for the disconnection has been permanently remedied or removed. The fee as prescribed, by MES for the disconnection and reconnection must be paid by the consumer before the electricity supply is restored, unless it can be shown to the satisfaction of the engineer that the consumer did not use or deal with the electricity in an improper or unsafe manner. If substantiated proof exists that the consumer did use or deal with the electricity in an improper or unsafe manner, it may be required that a new certificate of compliance for the installation be submitted.

#### **15. Electricity charges, tariffs and fees**

- (1) Normal Supply: Copies of the schedule of charges, tariffs and fees may be obtained at the offices of MES during office hours at the prescribed fee or available on the MES website.
- (2) Supply of standby electricity: Copies of the schedule of charges, tariffs and fees may be obtained at the offices of MES during office hours at the prescribed fee or available on the MES website.
- (3) SSEG: Copies of the schedule of charges, tariffs and fees may be obtained at the offices of MES during office hours at the prescribed fee or available on the MES website.

## 16. General charges

### (1) Availability / Network Capacity charges

- (a) Availability/ Network Capacity charges as determined from time-to-time by MES are payable to MES by the owner of immovable property with or without improvements even if the property is not connected to the electricity distribution system of MES and if access to an electricity connection is available to the property.
- (b) The provisions of subsection (1)(a) are not applicable to -
  - (i) immovable property that belongs to the service authority; and
  - (ii) immovable property in respect of which MES has granted written exemption or partial exemption from payment of the availability charges, provided that MES may at any time withdraw the exemption.

## 17. Deposits

MES reserves the right to require that the consumer deposit a sum of money in payment of any charges that are due or may become due to MES. A deposit is due on application of electrical services.

The deposit must not be regarded as payment or part-payment for any accounts due for the supply of electricity or for the purpose of obtaining a discount provided for in the electricity tariff referred to in these terms and conditions. On cessation of the supply of electricity, the amount of the deposit, free of interest, less any payments due to MES, must be refunded to the consumer. The amount of the deposit is determined by MES from time-to-time and may be increased if necessary.

If a consumer of services fails or refuses to comply with a request to make a deposit, any electrical service to such customer may be terminated until an MES official has certified that the service agreement has been entered into and the deposit is paid in full.

## 18. Payment of charges, tariffs and fees

- (1) The consumer is liable for all electricity supplied (normal and/ or standby), whether metered or unmetered, to his or her premises at the prescribed tariff, a copy of which is obtainable from MES during normal office hours at the prescribed fee or available on the MES website.
- (2) MES must render an account for the amount payable on a regular basis to the consumer. MES must provide on the account all information (meter readings, dates, etc) on which the account is based.
- (3) All accounts are deemed payable on or before the due date reflected on the account and, on the consumer's failure to pay, MES must notify the consumer and eventually disconnect the electricity supply to the premises of the consumer. The account as issued is considered the first notification of the amount payable.
- (4) An error or omission on any account from MES or failure by MES to render an account does not relieve the consumer of the obligation to pay the amount due for electricity supplied to the premises. The onus is on the consumer to ensure that the account rendered is in accordance with the prescribed tariff for the electricity supplied to the premises.
- (5) Where a duly authorised official has visited the premises to disconnect or audit the supply for the purposes of subsections (1) and (3), the official may not be obstructed or prevented from effecting the disconnection or audit. The prescribed fee must be paid by the consumer for each visit necessary for the purpose of the disconnection or audit.
- (6) After a consumer's electricity supply has been disconnected owing to non-payment of an account or owing to a contravention of any provision of these Conditions or any other related conditions, the consumer must pay the prescribed fees and any amounts due before a reconnection can be made.
- (7) If a person uses electricity without entering into an agreement with MES, he or she is liable for the cost of the electricity used. This cost must be determined according to the appropriate tariff and the consumption since the last account in accordance with the latest agreement applicable to the premises.
- (8) Where an individual fails to settle their account on a premise and moves to new premises within the Estate such outstanding balance will become immediately payable on opening of a new account. Failure to settle the account within 7 days of opening of the account will result in disconnection of electricity to the premises.

## 19. Interest on overdue accounts

MES may charge interest on overdue accounts at a rate determined from time-to-time by MES.

## 20. Resale of electricity

- (1) The resale of electricity to MES, known as SSEG (Small scale Embedded generation) will only be allowed in accordance with the specific requirements by MES for SSEG.
- (2) Unless otherwise authorised by the engineer, no person may sell or supply electricity that is supplied to the premises under an agreement with MES to any other person or persons for use on any other premises or permit or allow the resale or supply to take place. If electricity is resold for use on the same premises, the resale is subject to the conditions laid down in the Electricity Act, 2006 (Act 4 of 2006).

**21. Right to disconnect supply**

- (1) MES has the right, after giving notice, to disconnect the electricity supply to any premises if -
  - (a) the person liable for payment for the supply fails to pay any charge due to MES; or
  - (b) any of the provisions of these Conditions and/or the regulations are being contravened.
- (2) MES has the right to disconnect the electricity supply to any premises if there has been deliberate overloading on or the illegal increase of supply or capacity of supply to the premises. MES must give notice to the consumer of its intention to disconnect, or in the case of a grave risk, MES may disconnect without giving notice. After a consumer's electricity supply has been disconnected for non-payment of accounts or for the improper or unsafe use of electricity or for any other related reason, the fee prescribed by MES must be paid by the consumer.

**22. Non-liability of MES**

MES is not liable for any loss or damage, direct or consequential, suffered or sustained by a consumer as a result of or arising from the cessation, interruption or discontinuance of the supply of electricity, unless the loss or damage is caused by negligence on the part of MES.

**23. Electricity wasted or lost**

Under no circumstances is any rebate allowed on the account of a consumer for electricity supplied and metered in respect of electricity wasted owing to a fault or an inappropriate use of electricity in the electrical installation of the consumer.

**24. Failure of supply**

MES does not undertake to attend to a failure of supply owing to a fault in the electrical installation of the consumer, except when the failure is due to the operation of the service protective device of MES. When a failure of supply is found to be due to a fault in the electrical installation of the consumer, or to the faulty operation of an apparatus used in connection with the electrical installation, MES has the right to -

- (1) charge the consumer the fee prescribed by MES for each restoration of the supply; and
- (2) recover from the consumer the cost of making good or repairing any damage that may have been done to the service mains and meter by the fault or faulty operation.

**25. Seals and locks of MES**

The meter service protective devices and all apparatus belonging to MES on the premises must be sealed or locked by a duly authorised official of MES, and no person other than an official of MES who is duly authorised to do so may in any manner or for any reason whatsoever remove, break, deface, or tamper or interfere with the seals or locks. Only duly authorised officials must be in possession of security lock keys, and any unauthorised person found in possession of the keys is guilty of an offence under these Conditions.

**26. Tampering with service connection or supply mains**

- (1) No person may in any manner or for any reason whatsoever by-pass the metering equipment of MES on any premises or tamper or interfere with any meter or with any service connection or service protective device or supply mains or any other equipment of MES on any premises. Such tampering, interference or by-passing is deemed to be an offence and makes the perpetrator guilty of an offence and liable on conviction to a fine and/or imprisonment.
- (2) Where prima facie evidence of tampering, interference or bypassing referred to in subsection (1) exists, MES has the right to disconnect the supply immediately without prior notice to the consumer. The consumer is liable for all fees and charges levied by MES for the disconnection and subsequent reconnection.
- (3) In cases where the tampering, interference or by-passing referred to in subsection (1) has resulted in the accuracy of the metering installation being compromised, MES has the right to rectify the consumer's account to include circuit breaker, connection and quota charges.

**27. Protection of electricity distribution system**

- (1) No person may, except with the written consent of the engineer and subject to the conditions that may be imposed -
  - (a) construct, erect or permit the erection of any building, structure or other object, or plant trees or vegetation, over or in a position or in a manner that interferes with or endangers the electricity distribution system, and all clearances as prescribed in the regulations made under the Occupational Health and Safety Act, 1993 (Act 85 of 1993), must be observed.
  - (b) excavate, open or remove the ground above, next to or under any part of the electricity distribution system or dump anything onto, next to or under any part of the electricity distribution system.
  - (c) damage, endanger, remove, destroy or do any act likely to damage, endanger, destroy or effect the removal of any part of the electricity distribution system.

- (d) abstract, branch off or divert any electric current or cause any electric current to be abstracted, branched off or diverted, or consume or use the current that has been wrongfully or unlawfully abstracted, branched off or diverted.
  - (e) install any paving over MES's cables unless adequate sleeves for the cables have been instated under the paving and marked at the edges of the paving.
  - (f) do any excavations over MES's cables without a permit issued by the engineer.
  - (g) do any excavations over MES's cables with excavating or related machines, but excavations may be done by hand once permission for the excavations has been obtained from the engineer.
- (2) The owner must limit the height of trees or vegetation or the length of projecting branches in the proximity of overhead lines or provide a means of protection which in the opinion of the engineer adequately prevents the tree or vegetation from interfering with the conductors should the tree or branches or vegetation move owing to wind or fall or be cut down. Should the owner fail to observe this provision MES has, in accordance with MES's requirements for wayleaves and servitudes, the right, after prior written notification and within the prescribed period, or at any time in an emergency, to cut or trim the trees or other vegetation in such a manner as to comply with this subsection and is entitled to enter the property for that purpose.
  - (3) If work is carried out by MES in terms of subsections (1) and (2) and such work is necessary owing to the contravention of these Conditions, the cost of the work is for the account of the person who acted in contravention of these Conditions.
  - (4) MES reserves the right to implement any policy in the form of regulations regarding the rights of MES in respect of the protection of the electricity distribution system.
  - (5) The engineer may, in respect of any premises –
    - (a) demolish, alter or otherwise deal with any building, structure or other object that has been constructed, erected or laid in contravention of these Conditions.
    - (b) fill in and make good any ground that has been excavated or removed in contravention of these Conditions.
    - (c) repair and make good any damage that has been done in contravention of these Conditions or that has resulted from a contravention of these Conditions.
    - (d) remove anything that is damaging, obstructing, endangering or that is likely to damage, obstruct, endanger or destroy any part of the electricity distribution system.
    - (e) provide an account for any work done in terms of this section, and the supply of electricity may be disconnected if the account is not paid on time.
  - (6) All paving over MES's cables must be easy to remove. MES or the service authority reserves the right to excavate any cable route for any purpose whatsoever and, although MES or the service authority must restore the surface reasonably to its former condition, MES is not liable for any damage to the paving in a street reserve or servitude.
  - (7) SSEG customers take full responsibility for the power quality exported to the grid in accordance with NRS 097 and or other regulations.

## **28. Prevention of tampering with service connection or supply mains**

If the engineer decides that it is necessary or desirable to take special precautions in order to prevent tampering with any portion of the supply mains, service connection or meter, the consumer must either supply and install the necessary protection or pay the costs involved where such protection is supplied by MES. The engineer may replace the existing metering equipment with appropriate metering equipment.

## **29. Unauthorised connections**

No person other than a person whom MES specifically authorises in writing to do so may directly or indirectly connect, attempt to connect, cause or permit the connection of a new electrical installation or part of a new installation to the supply mains or service connection. Such a connection is deemed to be an offence and makes the perpetrator guilty of an offence and liable on conviction to a fine and/or imprisonment.

## **30. Unauthorised reconnections**

- (1) No person other than a person whom MES specifically authorises in writing to do so may reconnect, attempt to reconnect, cause or permit the reconnection of the supply mains or service connection of an electrical installation that has been disconnected by MES.

- (2) Where an electricity supply that was previously disconnected is found to have been reconnected illegally, the consumer using the supply is liable for all charges for electricity consumed between the date of disconnection and the date on which the supply was found to be reconnected and for any other charges levied in this regard. Such a reconnection of the electricity supply is deemed to be an offence and makes the perpetrator guilty of an offence and liable on conviction to a fine and/or imprisonment.
- (3) Where the electricity supply has been disconnected owing to unsafe conditions in the consumer's installation, the supply may only be reconnected after the consumer has submitted a legal and valid certificate of compliance to MES.

### **31. Disconnection (temporary or permanent) and reconnection**

- (1) The engineer must, at the written request of the consumer, temporarily disconnect and subsequently reconnect the electricity supply to the consumer's electrical installation on payment by the consumer of the fee prescribed by the service authority for each disconnection and subsequent reconnection.
- (2) An electricity supply is disconnected at the written request of the person with whom MES has an agreement for the supply or connection. If it becomes necessary for the engineer to effect a temporary disconnection and a subsequent reconnection of the supply to a consumer's electrical installation and if the consumer is in no way responsible for bringing about this necessity, the engineer must waive payment of the fee referred to in subsection (1).
- (3) The engineer may, under exceptional circumstances only, temporarily disconnect the electricity supply to any premises without notice to the consumer, for the purpose of effecting repairs or carrying out tests or for any other legitimate purpose. In all other instances adequate notice must be given to the consumer.
- (4) Notice of a planned disconnection or interruption must be given to the consumer by MES in accordance with NRS 047.
- (5) Disconnections contemplated in this section must be effected and handled by MES in accordance with NRS 047.
- (6) Should MES have to perform small tasks on the distribution network for a period not exceeding 45 minutes, MES is not required to give prior notice of the interruption to the consumer, except in the case of electricity supply to consumers with special agreements with MES.

### **32. Planned maintenance and disconnection of supply**

Notice of the planned disconnection of an electricity supply for the purpose of maintenance, repair or construction work must be given to the consumer by MES in accordance with NRS 047.

### **33. Temporary supply**

- (1) A temporary electricity supply is usually valid for three months or for a period specifically agreed on in writing with MES, but the period of any temporary electricity supply may not exceed nine months.
- (2) If MES finds that a temporary electricity supply to a consumer is interfering with the efficient and economical supply of electricity to other consumers, the engineer has the right to terminate, with notice or, under exceptional circumstances, without notice, the temporary supply at any time.
- (3) Application for a temporary electricity supply must be made in the same way as for a permanent electricity supply in accordance with section 7.

### **34. Temporary work**

Electrical installations requiring a temporary electricity supply must not be connected direct or indirect to the supply mains, except with the special permission in writing of the engineer. Full information about the reasons for and nature of the work for temporary supply purposes must accompany the application for the permission, and the engineer may refuse the permission or grant the permission on the terms and conditions that may be necessary. A certificate of compliance must be submitted by the consumer to MES in such cases as temporary work.

### **35. Load reduction**

- (1) At times of peak load or in an emergency or when, in the opinion of the engineer, it is necessary for any reason to reduce the load on the electricity supply system of MES, the engineer may, without notice, interrupt and, for a period that the engineer may deem necessary, discontinue the electricity supply to a consumer's electrically operated thermal storage water heater or to a specific appliance or to the whole installation. MES and the engineer are not liable for any loss or damage, direct or consequential, owing to or arising from the interruption and discontinuance of the electricity supply.
- (2) MES may install on the premises of the consumer the apparatus and equipment that are necessary to give effect to the provisions of subsection (1), and the engineer or any duly authorised official may at any reasonable time enter the premises for the purpose of installing, inspecting, testing, adjusting, maintaining and/or changing the apparatus and equipment.

- (3) Notwithstanding the provisions of subsection (2), the consumer or the owner, as the case may be, must, when installing an electrically operated water storage heater and other specified consumer devices (including, but not limited to an electric car charger) provide the necessary accommodation and wiring that the engineer may require in order to facilitate the later installation of the apparatus and equipment referred to in subsection (2).
- (4) MES will install contactors to disconnect consumers who do not want standby Electricity from MES during loadshedding.

### **36. MV and LV switchgear and equipment**

- (1) Where an electricity supply is given at either MV or LV, the supply and installation of the switchgear, cables and equipment forming part of the service connection must, unless otherwise approved, be paid for by the consumer.
- (2) In the case of an MV supply, all the equipment must be approved by the engineer and be installed by or under the supervision of the engineer.
- (3) No person may operate MV switchgear at the points of supply without the written authorisation of the engineer.
- (4) All MV switchgear operations at the points of supply or interconnecting the points of supply must be approved by the engineer, and all earthing and testing of MV equipment linked to MES's network must be conducted by or under the supervision of the engineer.
- (5) In the case of an LV supply, the consumer must provide and install an approved LV main switch and/or any other equipment required by the engineer.

### **37. Transformer substation accommodation**

- (1) The engineer may, on such conditions as he or she sees fit, require the owner of premises to provide and maintain approved accommodation which must consist of a separate room or rooms to be used exclusively for the purpose of housing MV cables and switchgear, transformers, LV cables and switchgear and other equipment necessary for the supply requested by the applicant who is applying for electricity supply to the premises.
- (2) The accommodation referred to in subsection (1) must be situated at a point to which free and unrestricted access can be had at all times for purposes connected with the operation and maintenance of the equipment.
- (3) MES reserves the right to supply its own networks from its own equipment installed in the accommodation referred to in subsection (1), and if additional accommodation is required by MES, the additional accommodation must be provided by the applicant at the cost of MES.

### **38. Supply feeder diagram specification**

When more than one electrical installation or electricity supply from a common main is required for any building or group of buildings, the design must be certified by a competent person contemplated in the regulations made under the Occupational Health and Safety Act, 1993 (Act 85 of 1993), and the wiring diagram of the circuits starting from the main switch and the design of the internal distribution network must, on request, be submitted to the engineer in duplicate for approval before the work commences. In the case of township development, the design must comply with the specifications of the engineer.

### **39. Consumer's supply equipment (emergency standby, SSEG equipment or similar)**

No supply equipment provided by a consumer in terms of any regulations or for the consumer's own operational requirements may be connected to an installation without the prior written approval of the engineer. Application for approval must be made in writing and must include a full specification of the equipment and a wiring diagram. Changeover interlocking and anti-islanding with regards to grid-tie inverters is a non-negotiable requirement.

The application for supply is available at the MES office or website.

### **40. Installation circulars**

- (1) The engineer may from time-to-time issue installation circulars to all contractors and/or consulting engineers and/or architects detailing the requirements of MES regarding matters that are not specifically covered in the regulations or in these Conditions but that are necessary for the safe and efficient operation and management of the supply of electricity.
- (2) Notwithstanding the provisions of subsection (1), the onus for obtaining the latest information remains on the contractors, consultants and architects.

**CHAPTER 3**  
**RESPONSIBILITIES OF CONSUMERS**

**41. Consumer to erect and maintain electrical installation**

An electrical installation connected to or to be connected to the supply mains, and any additions or alterations to an electrical installation that may be made from time-to-time must be provided, erected, maintained and kept in good order by the consumer at the consumer's own expense and in accordance with these terms and conditions and the regulations. The consumer must provide MES with a copy of the required certificate of compliance for the installation in question before the connection and/or alteration is energised.

**42. Fault in electrical installation**

The engineer may require the consumer to reimburse MES for expenses incurred in respect of a fault in the electrical installation of the consumer.

**43. Discontinuance of use of supply (temporarily)**

If a consumer wishes to discontinue using the electricity supply for an agreed fixed notice period, the consumer must give MES at least two full working days' notice in writing of the intended discontinuance, the period of discontinuance and the consumer remains liable for all payments due. An application for the discontinuation of a supply will only be accepted from the person or the authorised representative of the person with whom MES entered into an agreement for the supply in question.

**44. Change of consumer**

- (1) In the case of a change of occupier or owner at any premises, the consumer who is leaving must give MES not less than two full working days' notice in writing of his or her intention to discontinue using the electricity supply, failing which he or she remains liable for the supply until the supply is disconnected or a new agreement is entered into.
- (2) If the new occupier or consumer at the premises wishes to continue using the electricity supply, he or she must apply in accordance with the provisions of section 4 of these Conditions.
- (3) Subject to subsections (1) and (2) the registered owner of a property remains liable for any electricity consumed on the premises.
- (4) A clearance certificate will not be issued and a connection is not affected if a certified copy of the certificate of compliance is not submitted by the new owner or occupier, as the case may be. Should it at any stage be found that a supply was given without a certificate of compliance being furnished, MES is entitled to terminate the supply at any time and without prior notice to the occupier, owner or consumer, as the case may be.

**45. Service apparatus**

- (1) The consumer is liable to MES for all costs arising from damage to or loss of any metering equipment, service protective device, service connection or other apparatus on the premises, unless the damage or loss is shown to have been occasioned by an act of God, an act or omission of an employee or agent of MES, or an abnormality in the supply of electricity to the premises.
- (2) If the service mains, metering equipment or any other service apparatus, being the property of MES and having been previously used, is, during a period in which an installation is disconnected from the supply mains, removed without the permission of MES or has been damaged in a way that renders the reconnection dangerous, the owner or occupier of the premises, as the case maybe, must during that period bear the cost of overhauling and/or replacing the mains, equipment or apparatus.
- (3) Where there is a common metering position on the premises for more than one consumer, the liability referred to in subsection (1) devolves on the owners of the premises jointly and severally.
- (4) A certificate from the engineer reflecting the amount due is deemed prima facie evidence of the amount due in terms of subsection (1).

**46. Termination of SSEG and Standby Electricity supply**

- (1) The consumer may terminate his SSEG and or Standby electricity Supply contract, the notice period is:
  - (a) For SSEG a one month's notice period is applicable.
  - (b) For Standby Electricity Supply a month's notice period is applicable after an initial contract period of six months.
- (2) The consumer will be liable for tariffs and fees in the notice period.

**CHAPTER 4**  
**SPECIFIC CONDITIONS OF SUPPLY**

**47. Service connection**

- (1) The consumer must bear the cost of a service connection as determined by MES.
- (2) Notwithstanding the fact that the consumer bears the cost of the service connection, ownership of the service connection that has been laid or erected by MES vests in MES, and MES is responsible for the maintenance of the service connection up to the point of supply. Similarly, ownership of the meter and load control equipment vests with MES as well as the responsibility of maintenance. The consumer is not entitled to any compensation from the service authority or MES in respect of the service connection.
- (3) The extent and the nature of work to be carried out by MES for a service connection to the consumer's premises, at the cost of the consumer, must be determined by MES.
- (4) A service connection must be laid underground, irrespective of whether the supply mains are laid underground or erected overhead, unless an overhead service connection is specifically required by the engineer.
- (5) The minimum cable size required for the service connection is a 16mm<sup>2</sup> 3-core Cu/PVC/PVC/SWA/PVC cable for a single-phase supply. In some instances, a 25mm<sup>2</sup> 3-core Cu/PVC/PVC/SWA/PVC is required as indicated on the drawings. The responsibility is with the consumer to ensure that the correct service connection cable is installed.  
  
For a three-phase supply, at least a 16mm<sup>2</sup> 4-core Cu/PVC/PVC/SWA/PVC cable with a separate bare copper wire in accordance with SANS 1507 must be installed. The cable size must be determined in accordance with SANS 10142-1.
- (6) Contrary to the norm in paragraph (5) all the service connections to Residential 1 stands in Midstream Estate Proper are reticulated by means of Airdac 16mm<sup>2</sup> split concentric cable with 2 communications cores. A 16mm<sup>2</sup> 3-core Cu/PVC/PVC/SWA/PVC cable may be joined to the Airdac, however all joints to be inspected and accepted by a representative of MES. An earth electrode at the consumer's supply point is recommended.
- (7) For all Residential 1 stands, a standard 70A, 5kA, curve 1, single-phase circuit breaker is provided at the distribution box in the road reserve. The electrical supply can be upgraded to a higher single-phase current rating, even to three-phase, at an additional cost to the consumer, as announced in the electrical tariff structure of MES.
- (8) All earthing and bonding will be according to the SABS code. A Multiple Earthed Neutral (MEN) system is installed, thus all cables have an insulated phase, a neutral conductor and an earth continuity conductor. The low voltage neutral to earth resistance must not exceed 10 ohms.
- (9) Unless otherwise approved in writing by the engineer, MES will provide only one service connection to each stand.
- (10) Any covers of a wire way carrying the supply circuit from the point of supply to the metering equipment must be made to accept the seals of MES.
- (11) The service conductor or cable within the distribution box must be terminated in an unobscured position, and any conductors must remain visible throughout their length.
- (12) In the case of service connections to residential consumer on a stand originally soned as Res 2 the 'point of supply' shall be at the stand boundary of the original stand. The electricity supply network (cables, street lighting, distribution kiosk, etc.) between the 'point of supply' and individual units, as installed on a stand registered as a right-of-way and owned jointly by the owners (or some of the owners), shall be deemed to be owned and maintained by all the owners, as represented by the entity owning the stand registered as a right-of-way.
- (13) In the case of service connections to multiple consumers on premises MES will provide a bulk supply point on the boundary of the premises or in a substation building provided by the owner of the premises, and the owner or consumer(s), as the case may be, are responsible for the operation and maintenance of the network from that point onwards. The cost of the connection must be borne by the owner or consumer(s), as the case may be.
- (14) The consumer must provide accommodation for MES load reduction equipment in accordance with section 35(3) and maintain the accommodation to the satisfaction of the engineer. The main distribution board within the residence must make provision for sufficient spare spaces on a mini rail for the installation of the electronic meter and its associated load management geyser switch, as supplied by MES. All meter reading will be done remotely.
- (15) It is recommended that the owner, at the point of entry of the service cable, install appropriate and approved lightning arrestors according to SABS0142.

**48. Metering accommodation**

- (1)
  - (a) MES will provide, install and maintain electronic kWh-meters in approved positions, to be monitored remotely, unless otherwise decided upon by the engineer or MES.
  - (b) In the case of maximum demand consumers, the consumer must provide accommodation. Such accommodation and protection must be provided, installed and maintained to the satisfaction of the engineer at the cost of the consumer or the owner, as the circumstances may demand. It must be situated at a point to which free and unrestricted access can be gained at all reasonable hours for monitoring of the meters, but at all times for purposes associated with the operation and maintenance of the service equipment.
  - (c) In the case of 11kV consumers, the consumer must provide accommodation. Such accommodation and protection must be provided, installed and maintained to the satisfaction of the engineer at the cost of the consumer or the owner, as the circumstances may demand. It must be situated at a point to which free and unrestricted access can be gained at all reasonable hours for monitoring of the meters, but at all times for purposes associated with the operation and maintenance of the service equipment.
  - (d) Electronic meters will be installed and maintained by MES. Access at all reasonable hours must be afforded for the inspection and maintenance of the electronic meters.
- (2) Where sub-metering equipment is installed, accommodation separate from MES's metering equipment must be provided by the consumer for the equipment. All sub-metering must however be approved by the engineer.
- (3) The consumer or the owner of the premises must provide and maintain adequate electric lighting in the space and access route to areas set aside for accommodating the metering equipment and service apparatus. Should this lighting not be maintained, MES at the discretion of the engineer will maintain it at the cost of the consumer or owners.
- (4) If, in the opinion of the engineer, the meter, service connection, service protective devices or main distribution board is no longer readily accessible or becomes a source of danger to life or property or is being tampered with or becomes in any way unsuitable, the owner or consumer(s), as the case may be, must be notified by MES or one of the following actions which must be taken:
  - (a) The owner or the consumer(s), as the case may be, must move the meter, service connection, service protective device or main distribution board to a new position to the satisfaction of the engineer.
  - (b) The owner or consumer(s), as the case may be, must repair the meter, service connection, service protective devices or main distribution board to the original condition or to the satisfaction of the engineer.
  - (c) A supply and metering point will be supplied by MES on the boundary of the premises.
- (5) Should the owner or consumer(s), as the case may be, not proceed with the action contemplated in subsection 4(a) or (b) within 14 (fourteen) days of notification or complete the action within reasonable time, MES must take the action contemplated in subsection (4)(c).
- (6) The owner or the consumer(s), or the consumer(s) with the owner's consent, may request MES to proceed with the action contemplated in the subsection (4)(c) if the owner or consumer(s), as the case may be, are unable to take the action contemplated in subsection (4)(a) or (b).
- (7) The cost of the action contemplated in subsection (4) must be borne by the owner or consumer(s), as the case may be.
- (8) The accommodation for MES's metering and load reduction equipment will be installed on the consumer's main distribution board. No apparatus other than that used in connection with the supply and use of electricity may be installed or stored in the accommodation unless approved in writing by the engineer.

**CHAPTER 5****SYSTEMS OF SUPPLY****49. Quality of supply**

Subject to the quality of supplies received from Eskom by MES, alternating current supplies must be given as prescribed by the Electricity Act, 2006 (Act 4 of 2006) and amendments and as set out in NRS 048.

SSEG clients are responsible for the power exported to the network and will be held responsible for it as per NRS standards.

**50. Load limitations**

- (1) Where the estimated load, calculated in terms of the safety standard, does not exceed 15kVA before diversity, the electrical installation must be arranged for a two-wire plus earth single-phase supply, unless otherwise approved by the engineer.

- (2) Where a three-phase four-wire plus earth supply is provided, the load must be balanced approximately over the three phases, but the maximum out-of-balance load must not exceed 30%, unless otherwise approved by the engineer.
- (3) No current-consuming appliance, inherently single phase in character, with a rating that exceeds 15kVA may be connected to the electrical installation without the prior approval of the engineer.

#### 51. Interference with other consumers

- (1) No consumer may operate electrical equipment having load characteristics which, singly or collectively, give rise to voltage variations, harmonic currents or voltages, or unbalanced phase currents that fell outside the standards determined by NRS 048.
- (2) The assessment of interference with other consumers must be carried out by means of a measurement taken at the point of common coupling.

#### 52. Supplies to motors

The following limitations are given as a guide for the purposes of compliance with section 50:

- (1) Limited size for LV motors

The rating of an LV single-phase motor must be limited to a starting current not exceeding the capacity of the consumer's main supply. All motors exceeding these limits must be wound for three phases at low voltage or at such higher voltage as may be required.

- (2) Maximum starting and accelerating currents of three-phase alternating current motors

The permissible starting current of three-phase LV motors must be related to the capacity of the consumer's service connection, as follows:

Insulated service cable, size in mm <sup>2</sup> , copper equivalent mm <sup>2</sup>	Maximum permissible starting current A	Suggested maximum motor rating in kW		
		Direct on line (6 x full-load current)	Star/Delta (2,5 x full-load current)	Other means (1.5 x full-load current)
		KW	kW	kW
16	72	6	13,5	23
25	95	7.5 9	18	30
35	115	10	22	36,5
50	135	13	25	45
70	165	16	31	55
95	200	18	38	67
120	230	20	46	77
150	260		52	87

- (3) Consumers supplied at medium voltage

In an installation supplied at medium voltage the starting current of an LV motor must be limited to 1,5 times the rated full-load current of the transformer supplying the motor.

#### 53. Power Factor

- (1) The power factor must under all load conditions not be leading, unless otherwise agreed to by the engineer.
- (2) If the engineer so requires, the power factor of any load may not be less than 0.85 lagging.
- (3) If, for the purpose of complying with subsection (1), it is necessary to install power factor correction devices, the correction devices must be connected to the individual appliance terminals unless the correction of the power factor is automatically controlled.

#### 54. Protection

Electrical protective devices for motors must be of a design that effectively prevents sustained over current and single phasing, where applicable, in accordance with SANS 10142-1.

## CHAPTER 6

### MEASUREMENT OF ELECTRICITY

#### 55. Metering

- (1) MES must, at the consumer's cost in the form of a direct charge or prescribed fee, provide, install and maintain appropriately rated metering equipment at the point of metering for measuring the electricity consumed. Such metering equipment remains the property of MES.
- (2) The electricity used or exported by a consumer during a metering period must be determined by the reading of the appropriate meter or meters that are supplied and installed by MES and read at the beginning and end of the period. If a meter cannot be read or if metering equipment is found to be defective, the consumption must be estimated.
- (3) Where the electricity used by a consumer is charged at different tariffs, for instance for normal supply and/ or standby electricity supply, the consumption must be metered for each tariff. Adequate metering equipment must be installed on application by and for the account of the consumer.
- (4) The engineer reserves the right to meter the supply to blocks of shops and flats, tenement houses and similar buildings for the buildings as a whole, or for individual units, or for groups of units.
- (5) No alterations or additions or electrical connections of any description may be made on the supply side of the meter by the consumer.

#### 56. Accuracy of metering

- (1) A meter must be presumed conclusively to be registering accurately if its error, when tested in the manner prescribed in subsection (5), is found to be within the limits of error laid down in NRS 057. If any of the seals of the meter are found to be broken, the meter is deemed to have been tampered with.
- (2) MES has the right to test its metering equipment. If it is established by a test or otherwise that the metering equipment is defective, MES must, in accordance with the provisions of subsection (6) adjust the account rendered.
- (3) The consumer is entitled to have the metering equipment, which is sealed according to MES's standards, tested by MES on payment of the prescribed fee to MES. If the metering equipment is found not to comply with the system accuracy requirements laid down in NRS 057, an adjustment in accordance with the provisions of subsections (2) and (6) must be made and the fee must be refunded.
- (4) In case of a dispute, the consumer has the right at his or her own cost to have the metering equipment in dispute tested by an independent testing authority accredited by the South African Accreditation System, and the result of the test is final and binding on both parties, and the cost of the testing is non-refundable.
- (5) Meters must be tested in the manner prescribed by NRS 057.
- (6) When an adjustment is made to the electricity consumption registered on a meter in terms of subsection (2) or (3), the adjustment must be based either on the percentage error of the meter as determined by the test referred to in subsection (5) or on a calculation by the engineer from consumption data in his or her possession. Where applicable and where possible, due allowance must be made for seasonal or other variations that may affect the consumption of electricity.
- (7) When an adjustment contemplated in subsection (6) is made, the adjustment may not apply to a period exceeding three years preceding the date on which the metering equipment was found to be inaccurate.
- (8) Where the actual load of a consumer differs from the initially required load provided for under section 7(1) to the extent that MES deems it necessary to alter or replace its metering equipment to match the load, the cost of the alteration or replacement and other costs incurred in correcting the supply must be borne by the consumer.
- (9)
  - (a) Prior to MES making any upward adjustment to an account in terms of subsection (6), the engineer must —
    - (i) notify the consumer in writing of the monetary value of the adjustment to be made and the reasons for the adjustment;
    - (ii) in the notice, provide sufficient particulars to enable the consumer to submit representations on the adjustment; and
    - (iii) in the notice, call on the consumer to provide the engineer with reasons, if any, in writing why the consumer's account should not be adjusted as notified, and these reasons must be submitted to the engineer within 21 days or within a longer period that the engineer may permit.
  - (b) The engineer must consider any reasons provided by the consumer in terms of subsection (9)(a) and must, if satisfied that a valid case exists, adjust the account accordingly.
  - (c) Should the consumer fail to make any representations during the prescribed period or should the engineer not be satisfied that a case exists for the variation of the account, MES is entitled to adjust the account as notified in terms of subsection (9)(a)(i).

**57. Reading of meters**

- (1) Unless otherwise prescribed, meters must be read at fixed cycles of approximately one month, and the fixed or minimum charges due in terms of the tariff must be assessed accordingly. MES is not obliged to effect any adjustments to the charges. The minimum number of meter readings per annum must be in accordance with NRS 047.
- (2) If for any reason the meter cannot be read, MES may render an estimated account. The energy consumption must be adjusted in a subsequent account according to the energy consumption actually used.
- (3) When a consumer vacates a property and a final reading is not available, MES must make an estimation of the consumption and render the final account accordingly.
- (4) If a special reading of the meter is desired by a consumer, the consumer may obtain the reading from MES on payment of the prescribed fee.
- (5) If any calculation, reading or metering error is discovered in respect of any account rendered to a consumer, MES must correct the error in subsequent accounts. In respect of any such corrected accounts -
  - (a) the correction must apply only to accounts for a period of three years preceding the date on which the error in the accounts was discovered.
  - (b) the amount of the corrected accounts must be free of interest up to the date on which the correction is found to be necessary.
  - (c) the amount of the corrected accounts must be based on the actual tariffs applicable during the period in question.
- (6) No person may influence or try to influence or interfere with the metering process.

**58. Calculation of estimated account**

- (1) Where a meter is found to have ceased registering correctly, MES must repair or replace the meter as soon as possible.
- (2) Where a meter has been replaced or repaired in accordance with subsection (1), MES must estimate the quantity of electricity that is to be paid for by the consumer, unless it can be proved to the satisfaction of the engineer that a lesser or greater quantity of electricity has been consumed. MES's estimate must be for the period from the date of the last reading of the meter prior to the meter's repair or replacement and must be based on the following:
  - (a) The average monthly consumption of electricity on the premises served by the meter during the three months prior to the last registration;
  - (b) the consumption of electricity on the premises for the corresponding months of the previous year; or
  - (c) the average monthly consumption on the premises served by the meter over a period of three successive months after the repair or replacement of the meter.

**CHAPTER 7****ELECTRICAL CONTRACTORS****59. Requirements additional to the requirements of the regulations**

- (1) All work will be done in accordance with the latest SABS0142 standards at the time of energising.
- (2) All Electrical Contractors executing any work within the jurisdiction of MES must be registered with MES.
- (3) Where an application for a new or increased supply of electricity has been made to MES, the engineer may at his or her discretion accept notification of the completion of any part of the electrical installation, the circuit arrangements of which permit the electrical installation to be divided up into well-defined separate portions. Any part of the electrical installation may, at the discretion of the engineer, be inspected, tested and connected to the supply mains as though that part of the electrical installation was a complete installation, subject to the submission by the owner, consumer or applicant, as the case may be, of a Certificate of Compliance for that part of the installation.
- (4) The inspection and testing referred to in subsection (3) may be carried out at the discretion of MES and must not in any way relieve the electrical contractor or accredited person or the owner or occupier, as the case may be, from his or her liability for any defect in the installation. The inspection and testing must not be taken in any circumstance, even where the electrical installation has been connected to the supply mains, to indicate or guarantee in any way that the electrical installation has been carried out, efficiently with the most suitable materials for the purpose or that the electrical installation is in accordance with these Conditions or the safety

standard, and the service authority and MES are not liable for any defect or fault in the electrical installation.

- (5) Neither the engineer nor MES is liable for –
- (a) the work done by the electrical contractor or accredited person on a consumer's premises.
  - (b) any loss or damage which may be occasioned by fire or by an accident arising from the state of the wiring or an act of the electrical contractor or accredited person on the premises.

## CHAPTER 8

### LEGAL MATTERS

#### 60. Domicilium

The street, building or flat address of the point of supply is deemed to be the *domicillum citandi et executandi* of the consumer for the purpose of the serving of any documents.

#### 61. Applicability

These Conditions are applicable to the supply of electricity by MES within the supply area of MES as defined and licensed by the NERSA, irrespective of whether or not the locus of consumption falls within the Judicial boundaries of MES.