

**Schedule of Approved Tariffs**  
Valid from 07/2022 for CENORED - CENORED

Description	Approved Tariff Charges
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**GENERAL 1 PHASE**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8700
Network Charge (N\$/month) N\$/month	320.00
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**GENERAL 3 PHASE FLAT**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8700
Network Charge (N\$/month) N\$/month	730.00
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**GENERAL 3 PHASE TOU**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.6000	2.1600	1.7100
Network Charge (N\$/month) N\$/month	730.00		
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**GENERAL DEMAND TOU KVA**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.3100	1.8700	1.4200
Network Charge (N\$/month) N\$/month	1,200.00		
Maximum Demand Charge N\$/kVA/month	320.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**GENERAL DEMAND TOU KVA MV**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.3100	1.8700	1.4200
Network Charge (N\$/month) N\$/month	1,200.00		
Maximum Demand Charge N\$/kVA/month	288.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**GENERAL PREPAID**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	3.6900
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

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**GENERAL SME PREPAID**

<i>Inclining Block Energy Tariffs</i>	<i>Block 1: First 200 kWh/month</i>	<i>More kWh/month</i>		
Energy Charge (N\$/kWh) N\$/kWh	3.0300	3.6900		
ECB levy N\$/kWh	0.0212			
NEF levy N\$/kWh	0.0160			

**INSTITUTIONAL 1 PHASE**

<i>Flat Energy Tariffs</i>	
Energy Charge (N\$/kWh) N\$/kWh	2.7100
Network Charge (N\$/month) N\$/month	600.00
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**INSTITUTIONAL 3 PHASE FLAT**

<i>Flat Energy Tariffs</i>	
Energy Charge (N\$/kWh) N\$/kWh	2.7100
Network Charge (N\$/month) N\$/month	1,400.00
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**INSTITUTIONAL 3 PHASE TOU**

<i>Time-of-Use Energy Tariffs</i>	<i>Peak Time</i>	<i>Standard Time</i>	<i>Off-Peak Time</i>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Network Charge (N\$/month) N\$/month	1,400.00		
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**INSTITUTIONAL DEMAND TOU KVA**

<i>Time-of-Use Energy Tariffs</i>	<i>Peak Time</i>	<i>Standard Time</i>	<i>Off-Peak Time</i>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Network Charge (N\$/month) N\$/month	1,950.00		
Maximum Demand Charge N\$/kVA/month	415.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**INSTITUTIONAL DEMAND TOU KVA MV**

<i>Time-of-Use Energy Tariffs</i>	<i>Peak Time</i>	<i>Standard Time</i>	<i>Off-Peak Time</i>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Network Charge (N\$/month) N\$/month	1,950.00		
Maximum Demand Charge N\$/kVA/month	395.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

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**INSTITUTIONAL PREPAID**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	4.0000
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**NET METERING FLAT**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.1200

**NET METERING TOU**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	1.6000	1.2000	0.8000

**RESIDENTIAL POSTPAID**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8000
Network Charge (N\$/month) N\$/month	160.00
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	19.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RESIDENTIAL PREPAID**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	2.2800
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RMV FARM & PLOT PREPAID**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	4.4000
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RMV GENERAL 1 PHASE**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8700
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RMV GENERAL 3 PHASE**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8700
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**Schedule of Approved Tariffs**  
Valid from 07/2022 for CENORED - CENORED

Description	Approved Tariff Charges
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**RMV GENERAL 3 PHASE TOU**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.6000	2.1600	1.7100
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	24.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**RMV GENERAL DEMAND KVA**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.3100	1.8700	1.4200
Maximum Demand Charge N\$/kVA/month	320.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**RMV GENERAL DEMAND KVA MV**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.3100	1.8700	1.4200
Maximum Demand Charge N\$/kVA/month	288.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**RMV INSTITUTIONAL 1 PHASE**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	2.7100
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RMV INSTITUTIONAL 3 PHASE**

<b>Flat Energy Tariffs</b>	
Energy Charge (N\$/kWh) N\$/kWh	2.7100
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00
ECB levy N\$/kWh	0.0212
NEF levy N\$/kWh	0.0160

**RMV INSTITUTIONAL 3 PHASE TOU**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Capacity Charge (N\$/summated Ampere) N\$/summated Ampere/month	36.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**RMV INSTITUTIONAL DEMAND KVA**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Maximum Demand Charge N\$/kVA/month	415.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

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**RMV INSTITUTIONAL DEMAND KVA MV**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	3.1200	2.6800	2.2300
Maximum Demand Charge N\$/kVA/month	395.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**SOCIAL PREPAID IBT**

<b>Inclining Block Energy Tariffs</b>	<b>Block 1: First 75 kWh/month</b>	<b>Block 2: Next 175 kWh/month</b>	<b>More kWh/month</b>	
Energy Charge (N\$/kWh) N\$/kWh	1.8200	2.0500	2.2800	
ECB levy N\$/kWh	0.0212			
NEF levy N\$/kWh	0.0160			

**XLPU 1 > 1.5MVA**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.0900	1.6100	1.1200
Network Charge (N\$/month) N\$/month	10,250.00		
Maximum Demand Charge N\$/kVA/month	116.00		
Network Access Charge N\$/kVA/month	108.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

**XLPU 1.5 > 5MVA**

<b>Time-of-Use Energy Tariffs</b>	<b>Peak Time</b>	<b>Standard Time</b>	<b>Off-Peak Time</b>
Energy Charge (N\$/kWh) - N\$/kWh	2.0000	1.5400	1.0700
Network Charge (N\$/month) N\$/month	10,250.00		
Maximum Demand Charge N\$/kVA/month	111.00		
Network Access Charge N\$/kVA/month	103.00		
ECB levy N\$/kWh	0.0212		
NEF levy N\$/kWh	0.0160		

## Appendix to the Schedule of Approved Tariffs for CENORED valid from July 2022

The following charges are applicable to customers in the specified areas and networks.  
THESE CHARGES ARE PAYABLE **IN ADDITION** TO THE TARIFFS IN THE MAIN SCHEDULE.

### LOCAL AUTHORITY SURCHARGES:

Grootfontein	N\$/kWh	0.34
Khorixas	N\$/kWh	0.10
Kamanjab	N\$/kWh	0.10
Outjo	N\$/kWh	0.15
Okakarara	N\$/kWh	0.10
Otjiwarongo	N\$/kWh	0.18
Otavi	N\$/kWh	0.10
Regional Council Areas	N\$/kWh	0.10
Tsumeb	N\$/kWh	0.17
Ex-NamPower and RMV	N\$/kWh	0.00

### NETWORK CHARGES FOR RURAL MEDIUM VOLTAGE (RMV) NETWORK CUSTOMERS

General 1 Phase	Plots	N\$/month	1,280.00
General 3 Phase	Plots	N\$/month	1,610.00
General 3 Phase TOU	Plots	N\$/month	1,610.00
General Demand	Plots	N\$/month	1,610.00
Institutional 1 Phase	Plots	N\$/month	1,780.00
Institutional 3 Phase	Plots	N\$/month	2,250.00
Institutional 3 Phase TOU	Plots	N\$/month	2,250.00
Institutional Demand	Plots	N\$/month	2,250.00
			-
General 1 Phase	RMV SWER networks	N\$/month	2,200.00
Institutional 1 Phase	RMV SWER networks	N\$/month	3,350.00
			-
General 1 Phase	RMV 3 Phase network 1st Supply	N\$/month	2,200.00
General 3 Phase	RMV 3 Phase network 1st Supply	N\$/month	2,200.00
General 3 Phase TOU	RMV 3 Phase network 1st Supply	N\$/month	2,200.00
General Demand	RMV 3 Phase network 1st Supply	N\$/month	2,200.00
General Demand MV	RMV 3 Phase network 1st Supply	N\$/month	2,200.00
Institutional 1 Phase	RMV 3 Phase network 1st Supply	N\$/month	5,140.00
Institutional 3 Phase	RMV 3 Phase network 1st Supply	N\$/month	5,610.00
Institutional 3 Phase TOU	RMV 3 Phase network 1st Supply	N\$/month	5,610.00
Institutional Demand	RMV 3 Phase network 1st Supply	N\$/month	5,610.00
Institutional Demand MV	RMV 3 Phase network 1st Supply	N\$/month	5,610.00
			-
General 1 Phase	RMV network Extra Supply	N\$/month	1,280.00
General 3 Phase	RMV network Extra Supply	N\$/month	1,610.00
General 3 Phase TOU	RMV network Extra Supply	N\$/month	1,610.00
General Demand	RMV network Extra Supply	N\$/month	1,610.00
Institutional 1 Phase	RMV network Extra Supply	N\$/month	1,780.00
Institutional 3 Phase	RMV network Extra Supply	N\$/month	2,250.00
Institutional 3 Phase TOU	RMV network Extra Supply	N\$/month	2,250.00
Institutional Demand	RMV network Extra Supply	N\$/month	2,250.00

# CENORED, Okahandja, Omaheke RC, Otjinene VC

## ELECTRICITY TARIFFS - APPENDIX

### Rules and Conditions Applicable to the Tariffs valid from July 2022

The following rules and conditions are part of the approved tariffs of CENORED, Okahandja, Omaheke RC and Otjinene Village:

#### **1 General Terms:**

- 1.1 Customers in settlement areas of the Oshikoto, Kunene and Otjozondjupa Regions will be charged the same tariffs (referred to as RC Areas).
- 1.2 VAT, at applicable rate, will be added to all published tariffs as required by law.
- 1.3 LAS, NEF, ECB and other levies will be charged as gazetted and/or approved by the ECB.
- 1.4 The Licensee may without notice disconnect any supply which has been illegally made or reconnected without authorisation.
- 1.5 The Licensee may without notice disconnect any supplies whose metering installation has been tampered with or the seals or locks applied by the Licensee have been removed without authority. The Licensee may apply a "tampering fee" plus disconnection and reconnection fees to such supply points regardless of finding a guilty person to cover immediate expenses. The Licensee may also charge the supply point with additional costs in respect of damages and losses. Only once all required fees and charges and costs have been paid for will a supply be reconnected.
- 1.6 Should a supply point be found to be reconnected without authorisation or its metering and sealing having been tampered with within a period of 12 months from the first occurrence for the 3<sup>rd</sup> time, then the Licensee has the right to permanently disconnect such supply point. Reconnection may only be done at the discretion of the Licensee and after payment of all costs reasonably incurred.
- 1.7 The General connection categories are available to any customer who is not an institutional customer (see later definition of institutional customer).

#### **2 TOU Energy Metering:**

- 2.1 The Licensee presently applies time-of-use (TOU) tariffs to all maximum demand metered (LPU) customers and to selected general three phase customers with tariff breaker rating of higher than 100A as well as all SWER re-distributors. TOU energy tariffs may become mandatory for any groups of three-phase business/general customers not on prepayment meter. Respective tariffs have been approved by the ECB.
- 2.2 TOU timeslots are as follows (O = off-peak, S = Standard, P = Peak):

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

### 3 Maximum Demand Metered Connections:

- 3.1 Maximum demand metering is applicable to single supply connections exceeding 3x100 Ampère tariff circuit breakers at LV or any Medium Voltage (MV) installations. This excludes complex buildings with pre-payment meter (PPM) system and Ex-NamPower customers classified as three-phase connections with 120A three-phase only. All others exceeding such a rating shall be billed on the applicable maximum demand metered tariff category.
- 3.2 Maximum demand metered customers may not notify an NMD of less than 70kVA.
- 3.3 Maximum demand metered customers taking supply at Medium Voltage (MV, above 1000V ac) and metered at MV qualify for a discounted maximum demand charge rate as per the schedule of approved tariffs.
- 3.4 A minimum monthly demand charged at 70% of notified maximum demand (NMD) is applicable to all maximum demand metered customers. Customers are responsible for notifying their required maximum demand to the Licensee. Only demand capacity notified and paid for will be reserved by the Licensee for the customer.
- 3.5 Maximum demand metered Customers may reduce their notified demand by giving 12 calendar months' advance notice in writing to the Licensee. The notified demand will not be reduced below the highest demand registered during the 12 months preceding the month where the application for change is received, unless a concrete and credible motivation is provided by the customer, and the Licensee may apply its discretion.
- 3.6 Notified demand will automatically be adjusted upwards (subject to available installed capacity having been paid for by the customer) if the metered demand exceeds the notified demand.



- 3.7 Applications for increased notified demand will be processed and implemented as soon as possible, and not be subject to notice periods if capacity is available. However, they may be subject to waiting periods to allow for installation of upgraded infrastructure where needed or not possible at the time.
- 3.8 Applications to reduce notified demand will only be entertained after a minimum of twelve months after inception of a power supply agreement or twelve months after notified demand was increased through an application by the customer.
- 3.9 The Licensee shall not be obliged to reserve demand capacity in excess of current notified demand of a customer. This means that a customer who reduces his notified demand forfeits all future rights to the demand surrendered. It also means that the Licensee can sell excess installed capacity to another customer without notifying other customers. If a customer requests the Licensee to install more capacity than his/ her notified demand requires, the Licensee may do so but will not be bound to reserve this capacity for the customer who requested the installation.
- 3.10 The Licensee may charge an NMD Penalty Charge which shall be 100% of the ECB approved Maximum Demand Charge PLUS Network Access Charge (where applicable) on capacity utilised over and above the customer's contractual NMD, exceeding for three (3) consecutive months, payable as from month three (3).
- 3.11 Demand customers who wish to either cancel their supply agreement completely or downsize to a non-demand tariff must give at least twelve (12) months' notice thereof to the Licensee in writing. The Licensee may reduce this notice period at its sole discretion on application by a customer and considering the circumstances under which the customer wishes to cancel the supply agreement or downsize the connection.

#### **4 General Post-Paid Connections:**

- 4.1 General post-paid connections without demand metering are available up to a maximum capacity of 3x100 Ampère.
- 4.2 Tariff breaker-based Capacity charges are billed on the summated circuit breaker rating per phase. As an example, for calculation purposes, a Capacity charge for a three-phase 20 Ampère breaker would be determined as follows; *3 Phase x 20 Ampère x N\$/Ampère/Phase to give the total Capacity charge in monetary value*. Different circuit breaker ratings installed on different phases of a three-phase supply will not be allowed. The customer must balance his/ her load and 3-phase triple pole tariff breaker must be installed. Two phase supplies (not to be confused with dual phase SWER supplies) will have to be converted to proper three phase installations.
- 4.3 On networks connected to Local Authority networks, the Licensee Standard intermediate sizes may be allocated, however the customer must pay initially for the full size of the transformer installed if dedicated to one customer.
- 4.4 The available current limiter steps for new post-paid connections without demand metering or when changing capacity for an existing connection are (in Ampère): 20A, 40A, 60A and 80A single phase and 20A, 40A, 60A, 80A and 100A three phase.
- 4.5 Any increase of an existing three-phase connection will carry with it a capital contribution for the necessary provision of capacity if exceeding 3x 60A unless such capital contributions have been made previously for the supply and dedicated equipment.

- 4.6 All temporary connections in local authority and settlement areas (such as builder's connections) shall only be supplied via a prepayment meter on general tariffs, except where the capacity exceeds 100A three-phase.

## **5 SME Tariff:**

- 5.1 The General SME Prepaid tariff is available on application to small business customers with a single-phase connection in towns, villages and settlements. The tariff will be granted at the Licensee's sole discretion. The SME Prepaid tariff features a block of 200kWh per month at a reduced rate. The Licensee reserves the right to offer this tariff at a reduced current limiter rating only, with a maximum of 60 Ampere single phase. Customers whose consumption exceeds 300kWh per month for three consecutive months will automatically be changed to the normal General Prepaid tariff.

## **6 XLPU Tariffs (Extra Large Power User, where available):**

- 6.1 The XLPU1 and XLPU2 tariffs are intended to offer large industrial customers an incentive to do business in the Licensee's supply area at a small mark-up on NamPower's transmission TOU tariffs. Customers inflating their notified maximum demand to qualify for these tariffs will not be entertained and will revert to the normal General Demand tariffs subject to the rules stated below.
- 6.2 The XLPU1 tariff is available for customers with a notified maximum demand of 1.5MVA or more, and whose actual measured maximum demand reaches at least 80% of this notified demand once per the Licensee financial year (July to June). Customers who apply for this tariff and found not to reach 80% of the notified demand during the first 12 months on the XLPU1 tariff will revert to the normal relevant General Demand tariff.
- 6.3 The XLPU2 tariff is available for customers with a notified maximum demand of 5MVA or more, and whose actual measured maximum demand reaches at least 80% of this notified demand once per the Licensee financial year (July to June). Customers who apply for this tariff and found not to reach 80% of the notified demand during the first 12 months on the XLPU2 tariff will revert to the normal relevant General Demand tariff (or the XLPU1 tariff, if the customer meets the criteria for that tariff).

## **7 Metering Type Changes:**

- 7.1 General and Residential customers may change between prepaid and post-paid metering tariffs and vice versa at their own discretion after due application to the Licensee and payment of all related costs by the customer. This includes the cost of the metering device required for the respective tariff group. The Licensee reserves the right to refuse conversions to post-paid metering where a Customer was changed to prepaid metering previously due to overdue debt.

## **8 Residential and Social Connections:**

- 8.1 Bona fide residential (household) prepaid tariffs are applicable up to and including 1x60 Ampère at LV. Residential premises requiring a connection with a capacity of more than 60 Ampère single phase are regarded as General connections and be billed on the applicable General tariff.
- 8.2 All new residential connections will be metered by prepayment meter, except where net metering installations are applied for and approved.

- 8.3 All disconnected residential installations (voluntary permanent disconnection or due to default) will be converted to prepayment meter at the expense of the customer before re-connection.
- 8.4 A single-phase connection that supplies a residential installation that has an advertised domestic industry or occupation will be considered a General connection (without having to pay for capacity upgrade).
- 8.5 A three-phase connection to a residential dwelling is always considered a three-phase General connection and NOT a residential connection.
- 8.6 Any new three-phase connections to former residential premises converted to business premises will carry with it a capital contribution for the necessary provision of capacity as required.
- 8.7 Any flats or outbuildings added to an existing residential installation which cause the design rating of the premises to be exceeded will be charged capital contribution charges.
- 8.8 The available current limiter steps for new post-paid residential connections or when changing capacity for an existing connection are (in Ampère): 20A, 40A, 60A single phase.
- 8.9 The Social Prepaid (support) tariff applies to customers with an average monthly consumption up to 300kWh per month, determined over an averaging period of no less than three months. Support Tariff Block 1 applies to the first 75kWh purchased during a calendar month and Support Tariff Block 2 applies to the next 175kWh purchased during the same calendar month. Purchases exceeding 200kWh during a calendar month will be at the normal residential prepaid tariff. Customers with an average consumption of more than 300kWh per month for at least three consecutive months will be converted automatically to the normal Residential prepaid tariff. Customers with an average consumption of less than 300kWh per month for at least six consecutive months will be converted automatically to the Social Prepaid tariff.
- 8.10 The Social Prepaid (support) tariff is available only to residential properties without any form of business activity in towns, villages and settlement areas.

## **9 Institutional Connections:**

- 9.1 Institutional customers are any form of Government, Parastatal or State-Owned Enterprise (SOE) customer except for Local Authorities and Regional Councils in the license area who are shareholders of the Licensee.
- 9.2 The available current limiter steps for new post-paid connections without demand metering or when changing capacity for an existing connection are (in Ampère): 20A, 40A, 60A and 80A single phase and 20A, 40A, 60A, 80A and 100A three phase.
- 9.3 The Institutional Prepaid tariff is available on application for ministries, offices and agencies with a single/three-phase connection within CENORED's operational area. The tariff will be granted at the Licensee's sole discretion. The Licensee reserves the right to offer this tariff at a reduced current limiter rating only, with a maximum of 60 Ampere single/three phase. If the client wants to downgrade to qualify for the above tariff it will be at the client's own cost.

## **10 Customer Generators (including net metering):**

- 10.1 Any embedded generation (including net metered generation) must be approved by the Licensee and installed and operating in terms of the connection conditions of the Licensee. Amongst the requirements are that the equipment shall be fully compliant with the prevention

of islanding operation. The Licensee may disconnect any embedded generation installation that has not been approved by the Licensee prior to its installation or does not comply with the connection conditions. If the customer refuses entry for such disconnection the total supply to the customer may be disconnected.

- 10.2 All bona fide “net metered” customers will have to pay in full for corresponding bi-directional meter and the appropriate installation thereof.
- 10.3 “Net metered” installation trade-off will take place in terms of the Net Metering Rules as published and endorsed by the ECB. For approved “net metered” customers the applicable trade-off rates are part of the Licensee’s schedule of approved tariffs.

## **11 Rural Medium Voltage Networks (RMVN, CENORED Area Only):**

- 11.1 On Rural Medium Voltage Networks (RMVN), 16kVA, 25kVA and 50kVA transformers will be associated with 40A or 70A (single-phase), 20 or 40A (three phase) and 40, 60 or 80A (three-phase) circuit breakers respectively. No other intermediate circuit breaker sizes will be made available. As a principle, customers are only allowed to downgrade to a circuit breaker size of not less than half of the installed transformer capacity without the need to replace the transformer. Any downgrades lower than half of the installed transformer capacity will require a complete replacement of the transformer with the associated costs borne by the customer.
- 11.2 Rural MV supplies are defined as individual connections or a group of individual connections that are provided by means of a dedicated transformer point from a rural medium voltage network (typically farms).
- 11.3 Plots MV supplies are defined as individual connections or a group of individual connections that are provided by means of a dedicated transformer point from a medium voltage network (smallholdings of less than 25ha, within a radius of 10km from the nearest town, e.g. around Otavi, Mannheim at Tsumeb and around Grootfontein or Otjiwarongo). (Certain plots are excluded from this rule if on specific local authority networks.). In case of doubt, the Licensee will make a ruling at its sole discretion.
- 11.4 If the Licensee approves the downgrade of a Plot MV connection to prepaid metering, then the transformer shall be downgraded to the smallest available size in line with the capacity of the prepaid meter at the cost of the Customer.
- 11.5 An “extra supply” on a Rural MV or Plot MV network is defined as a second or any further supply taken on the same registered property by the same natural or juristic person. For any such customer who has a mixture of power supply agreements, the following principle applies: the “extra supply” point allocation should provide the least total fixed monthly cost for the customer.
- 11.6 For new rural MV supplies the customer is responsible to pay the full capital cost for making the supply available, including the costs of design, engineering and project management. The network assets are the property of the Licensee. Where network parts have been funded by other consumers a contribution to these costs may be payable (which will be refunded to those who paid for the original network) on a principle of fairness and subject to rules determined by the Licensee in terms of the National Connection Charge Policy.
- 11.7 A customer who wants an existing rural MV network supply point reconnected, which has been permanently disconnected (i.e. supply contract cancelled), shall pay in full for the required transformer and/or meter board supply, delivery, installation and commissioning, if the meter board and/or transformer has/have been removed by the Licensee. With the exception that this

reconnection bears no extra cost other than the reconnection fee if a natural or juristic person applies for reconnection within three calendar months after such disconnection. If the Licensee has not removed the apparatus, then the customer shall pay an inspection and testing fee to establish whether the apparatus can be energised, plus any cost incurred to restore the apparatus to a safe and sound working condition.

- 11.8 MV network connections on rural and plot networks are NEVER regarded as residential supplies.
- 11.9 RMV prepaid tariff for farms & plots, is available on application for farm owners and plot owners with a single/three-phase connection. The tariff will be granted at the Licensee's sole discretion. The Licensee reserves the right to offer this tariff at a reduced current limiter rating only, with a maximum of 40 Ampere three phase (25kVA capacity or lower) or 70 Ampere single phase (16kVA). If the client wants to downgrade to qualify for the above tariff it will be at the client's own cost.

## **12 Ex-NamPower Customers (CENORED Area Only):**

- 12.1 Only Ex-NamPower customers, whose original contracts with NamPower are still in place, will be billed the monthly rental charge (as contained in existing agreements) in addition to the published approved tariffs.
- 12.2 New customers (natural persons and juristic persons) on farms or plots as from 1 July 2012 cannot "take over" an existing NamPower agreement from the previous owner (natural persons or juristic persons). The existing NamPower agreement will have to be cancelled by the previous owner. The new owner will have to sign a new contract with the Licensee based on the Licensee's approved Rural MV or other applicable tariffs. This does not apply in a case of a mere change of control of an existing company or closed corporation or trust or similar juristic person, or in the case of a bona fide inheritance.
- 12.3 If such existing power supply agreement has been previously terminated it cannot be taken over, and the customer shall sign new agreements and pay for reconnection as well as for any upgrading or downgrading of apparatus requested by the customer.