



**ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY**

# **COMMERCIAL GUIDLINES**

**COMMERCIAL DEPARTMENT**

**August 2022**

## **Foreword**

ZETDC is a holder of Generation, Transmission, Distribution and retail licenses. The Electricity Act and the Energy Regulator mandates the utility to generate, transmit, distribute and retail electricity. With this objective in mind, ZETDC has to facilitate new customer connections and alterations to existing connections.

The guidelines prescribe how ZETDC grows and manages its customer base within the dictates of the Electricity Act 13:9, Electricity Sector Regulations and amendments, and Zimbabwe Electricity Supply Authority bylaws (SI155 of 1988). This ensures the utility manages enterprise risks and operates efficiently and profitably.

The guidelines give standard procedures and policies to ensure uniformity and regulatory compliance amidst the varying economic conditions and business environment across all regions. They shall form part of the ZETDC terms and conditions of supply and ensure that there is consistency in the client acquisition process throughout the Regions.

The company will carry out audits from time to time to ensure adherence to provisions there-in. This is done to maintain quality control and assurance and also ensures compliance with regulatory expectations.

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## 1. GENERAL INFORMATION

### 1.1. Scope

The Commercial Guidelines provide policy guidance to matters incidental to the provision of electricity connection and billing processes. It covers new supplies, variations in capacity and infrastructure movements and is aimed at establishing uniformity in the charging of connection fees to the Company's Clients throughout the country.

In terms of the Electricity Act 13:19 Section 44 (1), the duty of the Company as to the supply of electricity is defined as follows: -

Subject to such terms and conditions as the Commission may fix in the licence, a primary distribution licence shall authorise the licensee to construct, operate and maintain a distribution system and facilities including any of the following services as may be specified in the licence: -

- (a) the connection of clients for the purpose of receiving a supply of electricity
- (b) the installation, maintenance and reading of meters, billing and collection
- (c) such other distribution service as may be prescribed for the purposes of this section

This being the general guiding principle, the terms and conditions for providing supply to every applicant shall be as stipulated in this Document, read together with approved engineering, procurement, financial and administrative instructions and policies.

## 2. INTERPRETATION OF TERMS

2.1. "Company" means the Zimbabwe Electricity Transmission and Distribution Company.

2.2. "Local Authority" means a Municipal Council, Town Council, Rural District Council, Local Board or Provincial Authority.

2.3. "Backbone infrastructure" covers the following:

- (a) All low and medium voltage networks (225 volts and 390 volts) to which connections are made to clients within Urban and Rural Council areas and growth points.
- (b) All existing High Voltage Networks (11kV, 33kV, 66kV, 88kV and 132kV) from which dedicated services would be made.

(c) extension of High Voltage Networks to enable the provision of Supply to Domestic, Industrial and Commercial Stands shall be treated as backbone infrastructure development.

(d) All Rural Electrification projects approved in the Rural Electrification and Distribution Master Plan and provided for in the approved Public Sector Investment Programme and Capital Budget will become backbone infrastructure.

2.4. "Dedicated Supply" refers to that part of the infrastructure benefiting only one client such as service connections, High Voltage spurs feeding client substations or client substations connected to existing cable rings.

2.5. "Roving Point" refers to the fully dressed substation site excluding the transformer and metering equipment. This is normally associated with irrigation supplies.

2.6. Voltage

(a) "High Voltage" - any voltage in excess of 650 volts.

(b) "Medium Voltage" - any voltage between 250 and 650 volts.

(c) "Low Voltage" - any voltage not exceeding 250 volts.

#### NOTE:

By definition, all three-phase four-wire systems operating at 390 volts phase to phase shall be regarded as medium voltage systems. All single-phase systems operating at 225 volts shall be regarded as low voltage systems.

The Company's standard voltages - The Company's supply voltages are standardised as follows: 400kV, 330kV, 132kV, 88kV, 33kV, 11kV, 390V, and 225V.

2.7. "Irrecoverable Costs" refer to those costs incurred on those materials that cannot gainfully be brought back into stock as well as the associated transport, labour and overheads.

2.8. "Connection Fees" refer to the clients' contribution towards the cost of provision of supply.

2.9. "Application for Capital Expenditure" (ACE) refers to the financial document utilized to present cost estimates of each capital project before the project is implemented

2.10. "Private Developer":- Housing cooperative, registered company, deed of trust or individual who are legally registered to carry out developmental works in a community and can enter into a legal arrangement with ZETDC to carry out reticulation.

2.11. "ZERA" refers to the Zimbabwe Energy Regulatory Authority

2.12. Net Metering: A connection and energy banking arrangement which allows a customer to both get power from the company and as well be able to export power to the company through the same metering set up and offset the units and subsequently pay a netted bill.

2.13. Smart Metering: A metering system consisting of a front end system with the meter/CT/Metering unit communicate with a Back end system responsible for remote metering data collection, subsequent processing and storage.

2.14. Turnkey Project : A project constructed by a client(s) for handover to the company on completion through use of handover/ takeover document.

2.15. Handover/Takeover document.

### 3. TARIFF POLICY

These guidelines are based on there being no provision for capital contribution towards backbone infrastructure through the tariffs.

3.1. Client contributions are therefore being directed towards backbone infrastructure.

3.2. The current tariff has no depreciation and return on assets (ROA).

3.3. : For all Net Metering customers the specific tariff policy shall be guided by the SI 86 and subsequent amendments.

## 4. FINANCIAL GUIDELINES

### 4.1. Backbone Infrastructure

#### 4.1.1. New Housing Developments

The company shall, ordinarily within financial capability from capital development levy, grants, fiscal and loans that are amortized through the tariff, invest in the Backbone Infrastructure.

4.1.2. In the absence of capital development levy, grants, loans, fiscal and tariff provisions, costs of backbone infrastructure are met by direct customer contributions.

4.1.3. Land developers including local authorities are therefore encouraged to fully develop the land including electricity reticulation on new housing developments. This shall be done through a reticulation agreement between developer, ZETDC and the residents. The developer shall also provide the requisite wayleaves.

4.1.4. Where a developer elects to construct an electricity reticulation under 4.1.3 above, the company shall provide the following services at no cost;

- a) All designs and material specifications, and a base project budget based on average market prices.
- b) ensure procurement and construction is done according to initial design specifications,
- c) Inspect and certify all construction works done by the developer to ensure that the works are to ZETDC standards and specifications.
- d) Effect service connection of individual clients after full payment of connection fees and clearance by the developer.

4.1.5. The Developer shall handover the reticulation network to ZETDC at no cost and shall have no claim and ownership of electricity infrastructure thereafter.

### 4.2. Existing Housing Developments

ZETDC is responsible for funding HV infrastructure within the capex budget provisions however, in cases where customer groups are not prepared to wait for the availability of funding to projects approved in the company's capital budget for infrastructure that may result in inordinate delays, the customers may contribute towards the infrastructure development under the following conditions:

- a) ZETDC and the customer group/private developer shall sign a reticulation arrangement, which spells out the responsibility of each party.



- b) ZETDC shall invest in the HV infrastructure.
- c) In the event that the customer funds the HV that was supposed to be done by ZETDC then ZETDC shall arrange for reimbursement of the private developer as agreed in the reticulation agreement.
- d) Customers shall contribute in the MV infrastructure and the contribution in the material cost for the MV infrastructure shall be VOLUNTARY.
- e) The group or developer shall be entitled to a reimbursement upon connection of any other members who shall be in need of electrical services from that infrastructure that was funded by the group/private developer up to a period of five (5) years.
- f) Reimbursement shall be based upon chargeable capacity and/or line length where applicable.
- g) The developer shall give indicative costs of the project for validation based on lower of ZETDC bin price so that the cost of connecting extra clients does not fluctuate beyond 10% to the subsequent clients.
- h) ZETDC shall provide the labour to carry out the MV work.
- i) The materials so supplied shall be to specification and credited into ZETDC stores stock.
- j) The General Manager for the specific region shall sign the agreement for the voluntary provision of materials.

#### 4.2.1. Housing projects (Not In Capex Budget)

If a customer (group) so wish to erect a housing development which is not in the capex budget then the following shall be done

- a) The projects will undergo project evaluation criteria.
- b) The designs of the infrastructure shall be reviewed and aligned to ZETDC standards.
- c) The developer shall fund the total cost of reticulation for both HV and LV

#### 4.2.2. Commercial Centres

ZETDC shall construct HV backbone infrastructure including shared transformers and MV reticulation with clients meeting full costs for both HV (where specifically required) and MV.

#### 4.2.3. Growth Points and Business Centres

These should be covered by the Rural Electrification Agency but in the case of direct applications to ZETDC, these shall be treated individually or

collectively and shall be charged full connection fees. Should an additional Client wish to join, they shall be entitled to refund as per the clause below.

#### 4.2.4. Dedicated Supplies

The Company shall construct dedicated supplies where a client or a group of clients have paid a connection fee.

In 4.2.1, 4.2.2, 4.2.3 and 4.2.4 where a client or a group of clients have paid for a development and other clients subsequently wish to join in, a refund shall be made to the initial developer or developers by the clients. Refunds apply only within five years of the commissioning of the initial development except to ZETDC approved private developer infrastructural projects.

#### 4.3. Payment Procedures

- a) Connection fees shall be paid in full before work commences
- b) Where the Company is requested to provide service facilities and at the same time recognises the need for system improvement, the cost of the system improvement will be paid together with the connection fees as in 4.3(a).
- c) Where a request is made by a client or developing agency to resite supply points and/or deviate power lines, or cables the total cost of all works, must be paid in full by the applicant.
- d) Payment of a connection fee gives a client no right or title to any of the Company's works, line, cable or equipment.

#### 4.4. Project Evaluation

Project evaluation is carried out in ZETDC to ensure that only projects that satisfy ZETDC's viability criteria are implemented.

The underlying principles are that:

- a) Money received today can be invested to earn more money at a real rate of interest.
- b) Inflation erodes purchasing power of money such that money received in the future does not buy the same quantity of goods as money today.
- c) There is risk that money expected in the future might not be received. This is called default risk.
- d) There is the risk that the investors might not be able to liquidate the investment into cash at a fair market price. This is called liquidity risk

The following methods can be used to evaluate a project:

#### 1. Cost-Benefit Analysis

The objective of cost-benefit analysis is to test the economic viability of the least-cost option that will have been selected. In other words cost-benefit analysis assesses the benefits accruing to the economy as a result of implementing a project.

#### 2. The Net Present Value (NPV)

The idea behind the NPV technique is that it discounts the cash flows generated by an asset back to the present day.

#### 3. The Internal Rate of Return (IRR)

The IRR decision criteria shall be acceptance of a project with IRR equal or greater than the discount rate used in the analysis and rejection of a project with an IRR less than the cut off discount rate.

#### 4. The Payback Period

The payback period measures the length of time it takes a project to repay its initial capital cost.

#### 5. Benefit-Cost Ratio

This shall be calculated by dividing the total discounted benefits by the total discounted costs.

#### 6. Financial Analysis

The financial analysis of a project estimates the profit accruing to the project-operating entity or to the project participants.

A viable project has to meet the criteria below:

I) An internal rate of return (IRR) that is higher than the weighted average cost of capital as guided by business planning guidelines

II) A benefit-cost ratio of at least 1

III) A positive net present value (NPV)

Project evaluation should be carried out at Region or Head Office level in accordance with the Financial Authorisation limits in place at the time of undertaking the evaluation.

## 5. BUDGET PROVISION

5.1. All Capital Expenditure is based on an approved Annual Capital Budget, which in turn is based on an approved Public Sector Investment Programme (PSIP).

Projects to be included in the PSIP must first meet the required return on investment or other equivalent criteria.

5.2. The payment of a connection fee shall contribute directly to the Capital Budget.

5.3. Before a project is implemented an Application for Capital Expenditure document (ACE) must be raised and approved accordingly. In raising an ACE, interest shall not be chargeable. Overheads, however, shall be charged and these are based on the following:

5% for Expenditure equal to or less than USD100,000.00

2.5% for Expenditure in excess of USD100,000.00

5.4. ACE's up to a value of USD100,000.00 shall be approved by the General Manager/Engineering Managers.. District Managers and Network Development Engineers shall approve ACEs upto a value of USD50,000. ACEs with a value exceeding USD100,000 shall be approved at Head Office.

## 6. PLANNING GUIDELINES

6.1. The mode of supply shall be determined by the Company in consultation with the Client.

6.2. To the extent possible the Company's preferred mode of reticulation and servicing is overhead. Where a Private Developer, a Local Authority or an Individual prefers a cable reticulation, they should get approval from ZETDC.

6.3. Where a substation building is required the client shall be required to provide such accommodation and as specified by the Company's standard drawings.

6.4. The Company's Local officials should take the initiative to be informed of the planning and development activities conducted by Local Authorities and Private Developers.

6.5. In the interests of standardisation the Managing Director shall:

- (i) provide the designs for the various engineering practices associated with provision of supplies.
- (ii) Approve any take-over proposal of privately owned reticulation.
- (iii) Approve any take-over by the client of non-standard voltage equipment after following the disposal process in accordance with Public Procurement and Disposal of Public Assets (PPDPA) Act.

#### 6.6. Public Lighting

The responsibility for Public Lighting (i.e. units consumed, new projects and maintenance) rests with the respective Local Authorities. The Company may be contracted to provide any technical assistance on a total cost recoverable arrangement.

### 7. CLASSIFICATION OF CLIENTS

7.1. CLASS "A" shall be a permanent client who enters into a contract to take supply for a minimum of 1 years with the Company. (Roving points mostly found on farms shall be classified as permanent points).

7.2. CLASS "B" shall be a temporary client who enters into a contract with the Company to take supply for a period of less than one years.

### 8. TYPES OF CLIENT CONNECTIONS

The varied client supply requests result in the following types of possible connections applying.

8.1. Bulk supplies at voltages of 132kV down to 11kV and metered on the incoming side of the transformer.

8.2. Individual substation supplies metered on the outgoing side of transformers.

8.3. Shared substations provided by the Company and clients supplied from a Medium Voltage Board. Maximum demand client may be metered from the MV network.

8.4. Service connections from the Medium voltage mains.

8.5. Clients requesting for a service supply Voltage outside the standard range will have to provide their own equipment to suit. In the long term the Company shall negotiate the sale of equipment with non-standard voltages to clients.

## 9. DETERMINATION OF CONNECTION FEES

9.1. Generally the Company will meet all the costs of developing the non-dedicated backbone Infrastructure.

9.2. New Connection.

Connection Fees shall be 100% of those costs that are dedicated to the provision of supply to that individual client from the Backbone Infrastructure.

9.3. Connection fees for increase in capacity shall be 100% of the total costs of increasing the supply.

9.4. For decrease in capacity, the client shall be charged for the Labour, Transport and Overheads.

9.5. Standard Connection

9.5.1. Standard connection fees shall be in respect of Tariff E1 i.e. clients fed off the Medium Voltage Network under the jurisdiction of ZETDC. The connection fee shall be based on the actual/average cost of connection. The same connection fees will be charged for route lengths up to 15m and from 15 to 30m . Connection fees shall be published by ZETDC from time to time after relevant consultations and approvals.

9.6. Connection Fees for Class "B" temporary supplies

9.6.1. Connection fees shall be based on irrecoverable costs. The cost of the project will be calculated in total and the client charged as follows:-

20% Materials
2 x Labour
2 x Transport
Overheads
<u>TOTAL</u>

The total cost to be charged is an irrecoverable charge meant to recoup expenses incurred on those materials that cannot gainfully be brought back into stock, as well as the costs of doing the recovery.

In the case that the Class B client exceeds 1 year the Class A connection fees will automatically become due at prevailing rates.

9.6.2. Irrecoverable charges for increase and decrease in capacity for Class "B" Clients will be calculated as follows:

- (i) Increase in capacity: Total cost of labour, Transport, 20% materials and overheads
- (ii) Decrease in capacity: Total costs of labour, transport and overheads (materials will be credited).

## 10. REFUND OF CONNECTION FEES

10.1 Where a client no longer requires a new point of supply to be installed, the Company shall refund the full connection fee paid without interest, where no work has commenced.

Where work has commenced the refund shall be the difference between the connection fee and the cost incurred in installing and removing the equipment.

10.2 Where a client or a group of clients have paid for a dedicated infrastructural

development and other clients subsequently wish to join in, the refund to the initial developer shall be based on an equitable contribution by all parties and determined on the basis of the chargeable capacity and shared length of each client, provided that the new client(s) is connected within a period of five years from the date of commissioning of the network. Connections done after five (5) years from date of commissioning shall not pay any contribution.

10.3 Before connection fees is refunded, the customer shall be requested to apply in writing to the General Manager.

10.4 Where a land developer wishes to pay for a dedicated infrastructural development, the

developer shall get prior approval from ZETDC. ZETDC shall approve all BOQs and electrification cost that will be charged by the developer on each premise. The developer shall ensure the electrification cost is included in the property sales agreement.

For avoidance of doubt, the five year electrification cost recovery policy shall not apply for land developer initiated infrastructural projects.

## 11. DEFERRED CONNECTION FEES

11.1. Where a prepaid metered client is unable to pay full connection fees for non-standard jobs, 50% of connection fees may be paid as a down payment and the balance within 3 months from date of payment subject to availability of materials and the provision of a bank guarantee for the balance.

11.2. All applications and waivers for deferred connection fees applications must be approved by the General Manager.

Where a client supplies materials that are out of stock in ZETDC stores in order to expedite  
12. CLIENT SUPPLIED MATERIALS  
- the connection of a new point of supply or for maintenance purposes the supplied materials shall be treated in the following manner:-

12.1. The client shall apply and obtain specifications of the materials from the District Manager

12.2. The materials shall be received by the Stores Person and credited into stock after quality acceptance by the District Manager.

12.3. Where connection fees have not yet been paid, the materials so supplied shall be excluded from the connection fees.

12.4. Where connection fees have already been paid, the client will be refunded part connection fees at the prevailing internal standard price. The refund shall be in the form of credit energy, the credit energy will be as per published units applicable per stock item and shall be consumed at the point of supply.

12.5. Customer supplied meters: shall be treated as customer supplied material in line with the board resolution of 2020 of Customer Supplied Material

12.5.1. Client supplied meters shall be purchased from the designated ZERA Authorized Agents and no meter shall be acceptable by ZETDC if it is not from these suppliers.



12.5.2. Client supplied meters shall be sold to the public for the purposes of retrofit of conventional metering and for the purposes of new connection and fault maintenance.

12.5.3. A customer shall produce a reference number for new connections or account number for retrofit to the selling agent. Upon payment for the customer supplied meter, customers shall not receive the physical meter but instead be given a receipt which shall have customer details and the allocated meter number. This receipt shall act as proof of transaction for any further reference. The physical meters shall be handled by ZETDC directly in liaison with the ZERA Authorized Agents.

12.5.4. ZETDC shall then connect the meter along with other connection material to the customer within a prescribed period and complete the connection at the designated premises.

12.5.5. Upon the first purchase of energy units, the customer who would have bought their meter shall receive a refund token worth the specified number of units as published

### 13. SECURITY DEPOSIT

13.1. Security Deposit is that amount which is charged a new client, reconnection and change of tenancy on post-paid metering. It is charged as contingency for non-payment in the future.

13.2. In general Security Deposit shall be based on a minimum of two months' average consumption. This is based on figures as indicated in schedule 2. The Commercial Director will review the standard amounts from time to time to keep up with obtaining economic environment. All clients on prepaid metering and are not required to pay Security Deposit.

13.3. Security Deposits will be paid for generally in cash, or where applicable as an acceptable Bank Guarantee for Tariffs E2, E3, E4, E5 and E6.

13.4. Security deposits will attract interest only if paid in any form other than a bank guarantee, and this will accrue at the rate set as stipulated in Schedule 1.

13.5. Existing clients of electricity will not be required to pay additional security deposits on their existing points. However, in cases of default in payment or increase of supply or change of tenancy then the security deposit will be increased to current levels.

13.6. Government, Embassies and Local Authorities are exempted from paying Security deposits.

## 14. QUOTATION AND AGREEMENT FORMS

14.1. Applicants or their authorised agents must sign an agreement form, and provide either of the following recognised means of identification, a National Identity card or a National Driver's Licence or a reasonable identification like Certificate of Company Registration and or operating license, before the project can be processed.

14.2. Applicants must also pay all fees quoted or provide acceptable redeemable Bank Guarantees before work can be implemented.

14.3. Quotations and agreement forms must be accepted unconditionally, and without alteration by the applicant. Should any reservations be expressed, these must be communicated in writing and be discussed, and resolved before payment of quotation

14.4. Quotations must clearly state the tariff category or class and number applicable, together with the tariff's description, for example, Tariff E1 - Domestic (Metered),

14.5. The validity period for quotations shall be one month.

14.6. Types of Quotations and Agreement Forms

14.6.1. ~~Form E21: Application In Respect of Electricity Services~~

~~This form is used to cover new applications for a permanent or temporary service where such a service is not in existence. It also covers increases in capacity.~~

14.6.2. Form E22: Application for Connection or Disconnection of Electricity

~~This form is used to cover disconnections and reconnections for change of tenancy, change of tariff or increase/decrease in capacity.~~

14.6.3. Form E23: Quotation and Contract of Supply

~~This form is used to cover Tariffs E2, E3, E4, E5, and E6 as well as Tariff E1 where a dedicated high voltage line, cable or substation is provided.~~

## 15. DISCONNECTIONS AND RECONNECTIONS AND WORKS ON CLIENT'S INSTALLATION (WOCI)

### 15.1. Disconnections

Whenever a disconnection is requested, the client should indicate whether the disconnection is permanent or temporary.

15.2. If the disconnection is permanent, the outgoing client must be advised of the following:-

15.2.1. The Company reserves the right to move all equipment from site, to be used elsewhere on the system. Once removed, any re-application must be treated as a new point of supply, with all relevant costs including connection fees paid for before work is programmed.

15.2.2. Every effort should be made to recover idle equipment of this nature, as soon as possible after disconnection, unless there is a clear indication of a new client requiring connection. In the event of a permanent equipment recovery an ACE shall be raised and approved before recovery is effected. The recovered material must be brought back into stock.

15.3. If the disconnection is of a temporary nature (less than three months), clients must be advised that they will pay the total "fixed charge" applicable to their tariff each month for the total period of disconnection. This is applicable to post paid meters.

15.4. Applicants must understand that a cost recovery charge will be made to disconnect and reconnect the supply.

15.5. In the event that a client is off supply due to a network fault on the backbone infrastructure for a period exceeding three months, the Fixed Monthly Charge shall cease to be billed.

### 15.6. Reconections

15.6.1. Where equipment has been removed, a new applicant for a Class A supply shall be asked to pay a connection fee as laid down against each tariff and sign an agreement form and provide the related security deposit or acceptable guarantee.

15.6.2. Where equipment has not been removed, a new applicant for a Class A supply shall sign an agreement form and provide the related security deposit or acceptable guarantee

15.6.3. Where reconnection is requested for by a new applicant together with a decrease in capacity, the new applicant will be charged:-

a) Irrecoverable charges as listed below:-

Total Labour  
Total Transport  
Overheads

b) Security Deposit or an acceptable guarantee.

15.6.4. Where reconnection is made after disconnection for non-payment of account or faulty installation, the appropriate reconnection fees shall be paid.

Work on Client's Installation (WOCI)

- 15.7. Where a fault is reported and is found to be in the client's installation, as a general rule, the Company will not carry out repairs. Subject to the discretion of the Local Senior Official, repairs may be carried out if it is deemed expedient, and in such cases the client shall agree to pay for the repairs by signing the relevant WOCI document before the work is carried out. The charges for such work shall be based on standard WOCI rates as amended from time to time. WOCI charges shall be paid in advance and apportioned to Miscellaneous income.

Connection Tampering Administration

- 15.8.
- a) Connection tampering administration charges shall be levied against clients whose point has been found to be tampered with. The figures shall be as indicated in Schedule 2. This shall apply to tampering of the metering equipment and associated accessories.
- b)
- i. Further to that, the prejudice suffered by the company shall be calculated and be levied against the customer as well to a period back dating to the period where the company can prove the prejudice.
- ii. Where the prejudice quantum of the electricity cannot be proven then the 36 months period shall be applicable in total prejudice calculation.

## 16. CHANGE OF TENANCY

### 16.1. Post Paid Clients

In cases of change of tenancy the incoming client will be required to pay Security Deposit only. Before change of tenancy is effected, certified copies of the proof of ownership should be produced. All debt that will have accrued at the particular meter point shall first be cleared. or acceptable settlements arrangements made and signed- off. All debt shall belong to a property

16.2. For the avoidance of doubt all electricity debts (or credits) that remain unpaid when they fall due and payable shall become debts/credit of the property. It shall be the responsibility of the owner of the premises to ensure the debt has be cleared. The electricity supply shall remain disconnected until full payment of the debt.

16.3. Notwithstanding that the outstanding electricity charges have not been incurred by the new occupant, no change of tenancy or restoration of electricity supplies shall be effected unless all outstanding arrears on the property have been cleared in full.

16.4. It shall be the responsibility of the property owner to ensure that all outstanding bills are cleared before any change in tenancy or account holder is effected.

### 16.5. Prepaid Clients

The debt on a meter belongs to the property and will be recovered through purchase of prepaid vouchers. Whilst tenants may change, the meter belongs to the property.

### 16.6. Staff Electricity benefit

Notwithstanding item 16.5, All units obtained through staff benefit and shall be transferred in full on relocation of the staff member.

## 17. RENTAL CHARGES

17.1. Rental charges can be negotiated where a client may be undertaking extensive modifications to his electrical reticulation or may not want to use the power due to extended leave, illness or other circumstances that the Company may agree to. Special circumstances are to be submitted to the General Manager for sanctioning.

This facility is not to be offered to Irrigation points or any other point of supply of a seasonal nature, for which special conditions are offered. It cannot be offered to a client who may require disconnection due to some special condition pertaining to his application, such as a shutdown for routine maintenance or due to temporary shortage of raw materials.

17.2. Rental charges can be offered under the following conditions:-

17.2.1. The Applicant gives an indication in writing, or reason and approximate duration of rental period.

The Applicant must be advised in writing that the rental charge covers the materials left on site and this must be listed, e.g. 1km of line plus 100kVA substation complete. The Company reserves the right to withdraw any portion of the equipment so rented, should urgent need require its use elsewhere on the system. The rental charge will be revised according to materials so withdrawn.

17.2.2. Rental charge is calculated as a monthly charge based on 5% of the value of equipment left on site. This value is to be assessed at the present day costs at the date of rental negotiation.

The applicant will have to agree to pay the basic reconnection fee when supply is restored.

17.2.3. The rental period shall NOT exceed a period of twelve months.

## 18. METERING, METERING CUBICLES AND SERVICE CONNECTIONS

18.1. All supplies below 300kVA of transformer capacity shall be metered on the secondary side of the transformer.

18.2. All new supplies from 300kVA of transformer capacity and above, dedicated to a single client, shall be metered on the Primary side of the transformer. The point of supply shall be the secondary terminals of the transformer.

Under this condition the client must provide, at no cost to the Company, approved LV protection housed in Company approved accommodation.

Where the client owns the transformer and its accessories the point of supply shall

be

the outgoing side of the metering equipment.

18.3. All Medium Voltage supplies fed from a shared transformer including those exceeding 300kVA capacity shall be metered individually on the Low Voltage side. Medium Voltage supplies fed directly from a shared transformer shall be limited to 800 Amps per client otherwise a dedicated transformer will be provided.

18.4. For all bulk supplies where the client has a private high voltage reticulation the point of supply shall be the outgoing side of the metering equipment.

18.5. For supplies to the following:-

- a) Domestic
- b) High-rise buildings
- c) Blocks of flats
- d) Industrial and Commercial premises

The client shall provide meter cubicles and suitable accommodation where required, for the Company's Equipment.

18.6. The Company will provide an LV breaker in the metering cubicle and the client may omit his main switch under circumstances laid down by the Company. However, for supplies exceeding 300kVA the client shall provide a breaker to disconnect his supply if it becomes faulty.

18.7. Duplicate Metering will be provided as follows:-

18.7.1. Large clients with special tariffs, with or without provision for load shedding, shall have duplicate metering,

18.7.2. Clients with supply capacities of 5MVA and above shall have duplicate metering.

18.8. Meter Testing

18.8.1. Meter Certification period shall be as laid down in the engineering practice and the Electricity By-laws. All meters shall be tested after this period.

18.8.2. Where a meter test has to be carried out at the request of a client, a meter testing fee shall be charged to and paid in advance by the client as per Schedule 1. If the results of the test are within the accepted limits of

error, the client forfeits the meter-testing fee. The acceptable limit of error is  $\pm 3\%$ .

If the results of the test are outside the limits of error, thereby indicating a faulty meter, the meter-testing fee shall be refunded to the client. The client's account shall also be adjusted accordingly for a period which the error will be determined to have been in existence

The faulty meter shall be replaced at no cost to the client.

#### 18.9. Client Care of Metering Facilities

The Company's meters and associated facilities will be:-

a) In the client's care; and customer should be responsible for maintenance of cubicle or meter room

b) Protected by the client from removal, handling or tampering by any person other than an authorised Company employee;

c) Repaired or replaced by the Company at a cost to the client if lost, destroyed, or damaged (other than by ordinary wear and tear or by an Act of nature or electrical fault). The aforesaid should be incorporated in the E22 or E23 Agreement Forms.

On connection, the client should sign a Meter Seal form. The client will become accountable for any subsequent seal breakage or tampering.

18.10. For all intents and purposes the metering point shall be the generalized as the point of demarcation between the client and the company or any other point specified in the System Operation Memorandum.

### 19. TARIFF E1.1 METERED DOMESTIC CLIENTS

19.1. This Tariff applies to the following:-

- i. Metered Domestic or Residential
- ii. Farm Homesteads
- iii. Stand Alone Churches
- iv. Non-Commercial Welfare Organisations
- v. Old People's Homes
- vi. Bulk Metered supplies for Residential premises such as a block of Flats.



vii. Supplies to services such as Security Lights, lifts, caretaker's house in a block of flats.

19.2. The monthly electricity charges for this tariff, which are paid on Bill presentation for post-paid metering, are stated in the schedule of Approved Tariffs as amended from time to time and approved by ZERA. Pre-paid metering charges are as stated in the Tariff Schedule published from time to time.

### 19.3. Connection Fees

Where a metered service can be provided from an existing or planned reticulation and the cable length is no more than 15 meters in high density areas and 30m in low density areas, the connection fees are in accordance with Schedule 2.

19.3.1. An additional charge may be required if the point of supply differs from the Company's preferred location or is relocated on the property or building.

19.3.2. In cases where the service line or cable length is greater than the stipulated lengths, the applicant must pay the full costs of the additional cable.

19.3.3. Should cable service be deemed necessary by the Company, and not requested by the client, the basic overhead charges laid down in the Schedule of Quotations are to be quoted.

### 19.3.4. Blocks of flats

The Developer shall provide the backbone infrastructure required. The standard connection fees shall be based on actual connection costs.

### 19.4. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

### 19.5. Resiting supply points and/or deviating power lines or cables

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables, the total cost of all works, must be paid in full by the applicant, before deviating or resiting works can be done.

### 19.6. Agreements

New applicants connected to an existing MV system must sign the standard E22 Agreement Form.

Where supply is provided from a dedicated substation, an E23 Agreement Form will be called for.

#### 19.7. Meters

##### 19.7.1. Number Provided

The Company will normally provide one meter for each point of supply but may, however, provide more than one meter if:

a) More than one client is to be served from the same point of supply such as blocks of flats.

b) The connected loads are to be separated into residential and non-residential classifications.

c) There exists more than two residences on one stand such as a main house and a cottage or flatlet. The property owner can apply for additional meters.

d) Full connection fees will be paid for any additional meters.

19.8. Reconnection or Re-inspection Fees shall be charged in accordance with the prevailing Statutory Instrument on Miscellaneous Charges.

## 20. TARIFF E1.2 : METERED DOMESTIC (PREPAYMENT METER)

20.1. This Tariff applies to the following:-

Metered Domestic or Residential

Farm Homesteads

Stand Alone Churches

Non-Commercial Welfare Organisations

Old People's Homes

Metered supplies for Residential premises such as a block of Flats.

Supplies to services such as Security Lights, lifts, caretaker's house in a block of flats.

All the customers in this category including the above mentioned shall be of capacity 100A and below.

20.2. The charges for this tariff are prepaid and the client determines the level of

purchase at any given time. The standard prices for this tariff are stated in the schedule of approved tariffs as amended from time to time in Schedule 1.

### 20.3. Connection Fees

Where a prepayment metered service can be provided from an existing or planned reticulation, the connection fees are in accordance with Schedule 1.

20.3.1. An additional charge may be required if the point of supply differs from the Company's preferred location or is relocated on the property or building.

20.3.2. Should cable service be deemed necessary by the Company, and not requested by the client, the basic overhead charges laid down in the Schedule of Quotations are to be quoted.

### 20.4. Meters as in 19.7 section

#### 20.4.1. Number of Meters Provided

The Company will normally provide one meter for each point of supply but may, however, provide more than one meter if:

a) More than one client is to be served from the same point of supply such as blocks of flats.

b) The connected loads are to be separated into residential and non-residential classifications.

c) There exists more than two residences on one stand such as a main house and a cottage or flatlet. The property owner can apply for additional meters.

d) Full connection fees will be paid for any additional meters.

## 21. TARIFF E1.3 : UNMETERED DOMESTIC (LOAD LIMITED SUPPLIES)

21.1. This tariff applies to domestic and commercial and institutional supplies of a very low capacity, where the charge is made according to the load limiting switch capacity. The tariff is being phased out and no new connections are being made. Generally, Load Limiters are within the range:-

1 Amp 10 Amps  
2.5 Amps 15 Amps  
5 Amps 22.5 Amps  
7.5 Amps 30 Amps

21.2. The monthly electricity charges for this category which are payable in advance are stated in the Schedule of Approved Tariffs as amended from time to time in Schedule 1.

21.3. Change in Capacity

The tariff is being phased out, there will be no new decrease or increase in amperage. Only changes to a prepaid meter supply are acceptable.

21.4. Reconnection or Re-inspection Fees shall be charged in accordance with the prevailing Statutory Instrument on Miscellaneous Charges.

## 22. TARIFF E2 : STREET AND PUBLIC LIGHTING

This tariff applies to Public Lighting installations.

22.1. Public Lighting Infrastructure

It is the responsibility of Local Authorities to install Public Lighting infrastructure at their own expense. The Company can be contracted to do this work and will charge full costs.

22.2. Connection Fees

The connection of Public Lighting circuits to the Company's Network shall be done by the Company. In that regard the Local Authority shall be required to pay a connection fee based on 100% of the full costs of the Service connection.

22.3. Agreements and Quotations

Standard E.23 Agreement Form is applicable for each new development.

22.4. Meters and Metering Cubicles

All Public Lighting Installations shall be metered. The Company will provide Metering equipment. The client will provide the metering cubicle.

## 23. TARIFF E3 : LOW CAPACITY MINING CLIENTS UP TO 300kVA SUPPLY CAPACITY

23.1. Tariff E3.1 applies to all low and medium voltage mining clients on conventional metering whose supply capacity does not exceed 300kVA.

Tariff E3.1.1 applies to all low and medium voltage mining clients on prepaid metering whose supply capacity does not exceed 300kVA.

Mining clients include open cast mining such as quarries as well as underground mining. The predominant use of energy in this class is represented by the following:-

Compressors, pumping, drilling, motive power, lighting, ventilation etc.

23.2. The monthly electricity charges for this Tariff are stated in the Schedule of Approved Tariffs as amended from time to time and approved by ZERA.

### 23.3. Connection Fees

Connection Fees shall be based on client paying 100% of total cost.

For Class B clients Irrecoverable costs are charged and these are calculated as follows;

	20%
	Materials 2 x
	Labour
	2 x Transport
	Overheads
Metering	

### 23.4.

Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

23.5. If so requested by an applicant, and agreed to by the Company, a cable

service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

### 23.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

Should the request for an increase in capacity result in capacity over 300kVA, the client shall be quoted for the increase in capacity as well as a change in tariff to Tariff E3.2.

- 23.7. Decrease in Capacity  
To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;  
Labour  
Transport  
Overheads
- 23.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment  
Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.
- 23.9. Agreement  
New applicants connected to an existing MV system must sign the standard E22 Agreement Form. Where supply is provided from a dedicated substation, an E23 Agreement Form will be called for.

#### 24. TARIFF E3.2 : HIGH CAPACITY MINING CLIENTS (PRIMARY DISTRIBUTION)

24.1. This tariff applies to all high voltage mining clients metered at 33 or 11kV and whose supply capacity exceeds 300kVA.

It also applies to those low or medium voltage clients on a shared transformer whose supply capacity is greater than 300KVA. For Tariff purposes such clients shall be treated the same as those metered at 11kV.

The monthly electricity charges for this Tariff are stated in the Schedule of approved Tariffs as amended from time to time and approved by ZERA.

##### 24.2. Connection Fees

Connection Fees shall be based on client paying full costs of providing service. For Class B clients Irrecoverable costs are charged and these are calculated as follows:-

20%  
Materials 2 x  
Labour  
2 x Transport  
Overheads

#### 24.3. Metering

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

24.4. If so requested by an applicant, and agreed to by the Company, a cable service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

#### 24.5. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

#### 24.6. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;

Labour  
Transport  
Overheads

#### 24.7. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

#### 24.8. Agreement

The Standard E23 Agreement form is applicable.

### 25. TARIFF E4.1 : LOW CAPACITY COMMERCIAL CLIENTS UP TO 300kVA SUPPLY CAPACITY

25.1. Tariff E4.1 applies to all low and medium voltage commercial clients on conventional metering whose supply capacity does not exceed 300KVA.

Tariff E4.1.1 applies to all low and medium voltage commercial clients on prepaid metering whose supply capacity does not exceed 300KVA.

Tariff E4.3.1 applies to all low and medium voltage Government Institutions on prepaid metering whose supply capacity does not exceed 300KVA.

Clients classified as commercial shall include but not limited to offices, shops, restaurants, hotels, high-rise buildings and service organisations.

Temporary supplies to Luna Parks, Circus and Fetes shall be classified in this category.

25.2. The monthly electricity charges for this tariff are stated in the schedule of approved Tariffs as amended from time to time in Schedule 1.

#### 25.3. Connection Fees

Connection Fees shall be based on client paying 100% of total cost.

For Class B clients Irrecoverable costs are charged and these are calculated as follows:

	20%
	Materials 2 x
	Labour
	2 x Transport
	Overheads
Metering	

#### 25.4.

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

25.5. If so requested by an applicant, and agreed to by the Company, a cable

service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

#### 25.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

Should the request for an increase in capacity result in capacity over 300KVA, the client shall be quoted for the increase in capacity as well as a change in tariff to Tariff 4.2.

#### 25.7. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;

Labour



Transport  
Overheads

25.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

25.9. Agreement

New applicants connected to an existing medium voltage system must sign the standard E22 Agreement Form.

Where supply is provided from a dedicated substation, an E23 Agreement Form will be called for.

26. TARIFF E4.2 : HIGH CAPACITY COMMERCIAL CLIENTS (PRIMARY DISTRIBUTION)

26.1. This tariff applies to all high voltage commercial clients metered at 33 or 11kV and whose supply capacity exceeds 300KVA.

It also applies to those low and medium voltage clients on a shared transformer whose supply capacity is greater than 300KVA. For Tariff purposes such clients shall be treated the same as those metered at 11kV.

High voltage temporary commercial supplies shall be classified in this category.

26.2. The monthly electricity charges for this Tariff are stated in the Schedule of approved Tariffs as amended from time to time and approved by ZERA.

26.3. Connection Fees

Connection Fees shall be based on full connection costs.

For Class B clients Irrecoverable costs are charged and these are calculated as follows;

20% Materials  
2 x Labour  
2 x Transport  
Overheads

#### 26.4. Metering

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

26.5. If so requested by an applicant, and agreed to by the Company, a cable service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

#### 26.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

#### 26.7. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows:-

Labour

Transport

Overheads

#### 26.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

#### 26.9. Agreement

The standard E23 Agreement form is applicable.

### 27. TARIFF E5.1 : LOW CAPACITY AGRICULTURAL CLIENTS UPTO 300KVA SUPPLY CAPACITY

#### Scope

##### 27.1.

27.1.1. Tariff E5.1 applies to all low and medium voltage agricultural clients on conventional metering whose supply capacity does not exceed 300KVA.

Tariff E5.1.1 applies to all low and medium voltage agricultural clients on prepaid metering whose supply capacity does not exceed 300kVA.

27.1.2. Farm homesteads and other houses that can be separately metered may be offered supply on Tariff E1.1

27.1.3. By Definition

"An agricultural client is classified as that client who carries out farming in excess of 5 acres. Small plot holders who do not meet this criterion should be charged on Tariff E4.1.

27.1.4. Supplies intended for Agro-industrial use shall be charged on the appropriate industrial Tariff E7.1 or E7.2.

Thus, supplies such as Fish farming, Canneries, and Tea Factories, should be quoted Tariff E7.1 or Tariff E7.2 on the processing section of their power requirements. In cases where there are more than one tariff category applicable the higher tariff will be utilised.

Coffee Factories attached to coffee farms but that do not produce coffee as a finished product for sale to the public shall be charged on this Tariff.

27.1.5. The monthly electricity charges for this Tariff category are stated in the Schedule of Approved Tariffs as amended from time to time in Schedule 1.

27.2. Connection Fees

Connection fees shall be based on 100% of full costs.

27.3. Metering

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

27.4. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

Should the request for an increase in capacity result in a capacity over 300KVA, the client shall be quoted for the increase as well as a change in tariff to Tariff E5.2.

27.5. Decrease in Capacity

To undertake a decrease in capacity, the client shall be charged irrecoverable costs as follows:-

Labour

Transport

Overheads

27.6. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment  
Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

27.7. Agreement

Standard E23 Agreement Form is applicable.

## 28. TARIFF E5.2 : HIGH CAPACITY AGRICULTURAL CLIENTS (PRIMARY DISTRIBUTION)

28.1. This tariff applies to all high voltage agricultural clients metered at 33 or 11kV and whose supply capacity exceeds 300KVA.

28.2. The monthly electricity charges for this tariff are stated in the Schedule of approved tariffs as amended from time to time and approved by ZERA.

28.3. Connection Fees

Connection fees shall be based on full costs of providing supply.

28.4. Metering

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

28.5. Increase in Capacity

To undertake an increase in capacity, the client shall be charged total costs of undertaking this work.

28.6. Decrease in Capacity

To undertake a decrease in capacity, the client shall be charged irrecoverable costs as follows:-

Labour  
Transport  
Overheads

28.7. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment  
Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

28.8. Agreement

Standard E23 Agreement Form is applicable.

## 29. TARIFF E6. LARGE POWER USERS

29.1. This tariff applies to all bulk supply clients who are supplied from the Sub transmission system (88kV or 132kV) and metered on the HV or LV side of transformers, which are owned and maintained by the Company or the Client.

29.2. The monthly electricity charges for this Tariff are stated in the Schedule of approved Tariffs as amended from time to time and approved by ZERA.

### 29.3. Connection Fees

Connection Fees shall be based on client paying full costs of providing service. For Class B clients Irrecoverable costs are charged and these are calculated as follows:-

	20%
	Materials 2 x
	Labour
	2 x Transport
29.4. Metering	Overheads

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

29.5. If so requested by an applicant, and agreed to by the Company, a cable service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

### 29.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

### 29.7. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;

Labour
Transport
Overheads

### 29.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

29.9. Agreement

The Standard E23 Agreement form is applicable.

29.10. Large Power Users shall be required to enter into separate Interruptible

Supply

Agreements.

**30. TARIFF E7 : LOW CAPACITY INDUSTRIAL CLIENTS UP TO 300kVA SUPPLY CAPACITY**

30.1. Tariff E7.1 applies to all low and medium voltage industrial clients on conventional metering whose supply capacity does not exceed 300kVA.

Tariff E7.1.1 applies to all low and medium voltage industrial clients on prepaid metering whose supply capacity does not exceed 300kVA.

Clients classified as industrial shall generally be factories involved in the production of goods. The following represents the predominant use of energy by this class; Heating processes e.g. foundries, plastics and glass industries, steel works, electrochemical processes, motive power e.g. pumps, drives, air conditioning etc. Temporary builder supplies shall be classified in this category.

30.2. The monthly electricity charges for this Tariff are stated in the Schedule of Approved Tariffs as amended from time to time and approved by ZERA.

30.3. Connection Fees

Connection Fees shall be based on client paying 100% of total cost.

For Class B clients Irrecoverable costs are charged and these are calculated as follows;

	20%
	Materials 2 x
	Labour
	2 x Transport
	Overheads
30.4. Metering	

Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

30.5. If so requested by an applicant, and agreed to by the Company, a cable service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

#### 30.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

Should the request for an increase in capacity result in capacity over 300KVA, the client shall be quoted for the increase in capacity as well as a change in tariff to Tariff E7.2.

#### 30.7. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;

- Labour
- Transport
- Overheads

#### 30.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment

Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting.

#### 30.9. Agreement

New applicants connected to an existing MV system must sign the standard E22 Agreement Form. Where supply is provided from a dedicated substation, an E23 Agreement Form will be called for.

### 31. TARIFF E7.2 : HIGH CAPACITY INDUSTRIAL CLIENTS (PRIMARY DISTRIBUTION)

31.1. This tariff applies to all high voltage industrial clients metered at 33 or 11kV and whose supply capacity exceeds 300kVA.

It also applies to those low or medium voltage clients on a shared transformer whose supply capacity is greater than 300KVA. For Tariff purposes such clients shall be treated the same as those metered at 11kV.

High voltage temporary builders supplies shall be classified in this category.

31.2. The monthly electricity charges for this Tariff are stated in the Schedule of approved Tariffs as amended from time to time and approved by ZERA.

31.3. Connection Fees

Connection Fees shall be based on client paying full costs of providing service.

For Class B clients Irrecoverable costs are charged and these are calculated as follows:-

20%  
Materials 2 x  
Labour  
2 x Transport  
Overheads

31.4. Metering

The Client will provide metering cubicles for all individual client Pole Mounted Transformers.

In brick built substations the client shall provide suitable accommodation where required for the Company's equipment.

31.5. If so requested by an applicant, and agreed to by the Company, a cable service can be provided to an alternative metering position. The client shall be quoted 100% of the total costs of installing the cable and terminations including all ducting or piping that may be necessary.

31.6. Increase in Capacity

To undertake an increase in capacity, the client shall be charged 100% of the total costs of undertaking this work.

31.7. Decrease in Capacity

To undertake a decrease in capacity the client shall be charged irrecoverable costs as follows;

Labour  
Transport  
Overheads

31.8. Resite Supply or Deviate Power Lines, Cables and Ancillary Equipment



Where a request is made by a client or developing agency to resite supply points and/or deviate power lines or cables the total cost of all works, must be paid in full by the applicant, before deviating or resiting

- 31.9. Agreement  
The Standard E23 Agreement form is applicable.

32.  
SPECIAL TARIFFS

These include Commodity Linked Tariffs, Ring-fenced and Cross Border Tariffs that will be negotiated at Head Office and approved by ZERA. Clients may apply for special tariffs.

SCHEDULE 1: STANDARD CONNECTION FEES AND SECURITY DEPOSITS

Shall be published from Head Office from time to time to keep rates in line with obtaining economic environment. The below figures are effective until a superseding schedule is effected.

I.1 Low Density residential	
Single-phase overhead connection US\$ 287.00	
Single-phase underground connection US\$ 422.00	
Three-phase underground connection US\$ 852.00	
Three-phase overheard connection US\$ 593.00	
I.2 High Density Residential	
Single-phase overhead connection US\$ 242.00	
Single-phase underground connection US\$ 342.00	
I.3 Security deposit	
All prepayment customers Nil	
High density domestic post-paid US\$ 45.00	
Low density domestic post-paid US\$ 100.00	
Low capacity industrial farming and commercial. US\$ 200.00	
High capacity industrial farming and commercial. Between 200KVA and 800 KVA (\$/KVA) US\$ 10.00	
High capacity industrial farming and commercial. > 800 KVA (\$/KVA) US\$ 5.00	
Medium and large power users (\$/KVA) US\$ 5.00	
I.4 Reconnection fees	
Domestic US\$ 20.00	

Non Residential	US\$ 40.00
Reconnection from the pole	US\$ 50.00
1.4b Disconnection Fees	
Domestic	US\$ 20.00
Non Residential	US\$ 40.00
Disconnection from Pole	US\$ 50.00
1.5 Re-inspection and re quoting fee	
All customers	US\$ 20.00
NB: Fee doubles for every subsequent re-inspection or requote	
1.6 Meter testing fees	
All non MD customers	US\$ 20.00
MD customers(Charged as a Non-standard job with labour and transport)	
1.6b Damaged CIU Replacement	
All customers	US\$ 30.00
1.7 Meter bypassing administration charge (including tamper caused by meter cover opening and tampering with metering equipment.)	
Domestic customers	US\$ 300.00
Non-residential customers	US\$ 600.00
NB: Prejudice shall be calculated over and above the above-stipulated charge for a period going back to when the bypass/anomaly in metering occurred as shown below	
1.7b Prejudice Calculation guides	
Domestic customers ( US\$ 420.00 Non-residential customers( US\$ 1,000.00 In the absence of distinct parameters to determine prejudice, the above are the default figures to be used for prejudice calculation extended over the number of months that the anomaly existed. The responsibility for producing the final prejudice figures shall lie in the Commercial Engineers office.	
1.8 Token cancellation/reversal administration charge	
Domestic prepaid customers	US\$ 20.00
Non- Residential prepaid customer	US\$ 20.00
1.9 Credit transfer administration charge	
Domestic prepaid customers	US\$ 20.00
Non-residential prepaid customers	US\$ 20.00

Net Metering: same customer with different accounts in different premises.	10% of the value of units.
Net Metering: different customers with different accounts	20% of the value of units.
1.10 Customer supplied meter refund (at value of specified units in prevailing currency)	
Single phase domestic	US\$ 80.00
Single phase non-residential	US\$ 80.00
Three phase domestic	US\$ 200.00
Three phase non-residential	US\$ 200.00
Rest of connection material under CSMS(Refund as per ZETDC bin price reference)	