

MANAGE YOUR BASIC COSTS THIS WAY



From 1 July 2023, a basic or availability charge will be charged on all municipal accounts. These costs relate to the maintenance of infrastructure in relation to the provision of services including the provision of electricity. Since the municipality knows that not everyone necessarily buys large amounts of electricity per month, nor does it necessarily put a lot of pressure on the infrastructure, the Council thought it good to put options on the table to give more control to the consumer with regard to the basic fee.

Consumers have the option to manage this basic fee, including downgrading. This is what the options look like:

CIRCUIT BREAKER	CAPACITY	BASIC CHARGE
60 ampere circuit breaker	Capacity of 13 800 watts	R434,40
45 ampere circuit breaker	Capacity of 10 350 watts	R325,80
30 ampere circuit breaker	Capacity of 6 900 watts	R217,20

WHAT DOES DOWNGRADING COST?

Downgrading involves a once-off fee of R235.60.

NOTE: During a special municipal council meeting held on 10 August, the Council decided to waive this fee to all applicants between the period of 1 June 2023 and 31 January 2024. Any person who has already paid the R235,60 to 1 June, can contact the municipality's finance department after which their municipal account will be credited with the relevant amount.

HOW CAN CONSUMERS DOWNGRADE?

Downgrade application forms are available:

- At municipal offices' payment points
- At the technical services department in Schoeman Street, Mossel Bay (044 606 5085)
- On the municipal website (see under NEWS)
- On the municipal social media page (Facebook)
- On the Collab Citizen smartphone app (look under NEWS)
- By sending an email to admin@mosselbay.gov.za

NOTE: The owner of a particular property must fill in the application form or downgrade. Should the downgrade be insufficient and an upgrade necessary, a fee of R235.60 will be charged.

Completed application forms (as included in this newsletter) are received and handled by the technical services department in Schoeman Street, Mossel Bay.

Completed forms can:

- Be handed in at the technical services department, Schoemanstraat Mossel Bay (044 606 5085)
- Be sent by email to admin@mosselbay.gov.za (attention technical services department).
- Be handed in at municipal offices

MANAGE YOUR BASIC COSTS THIS WAY



HOW DOES A CONSUMER DETERMINE THE APPROPRIATE CIRCUIT BREAKER SIZE?

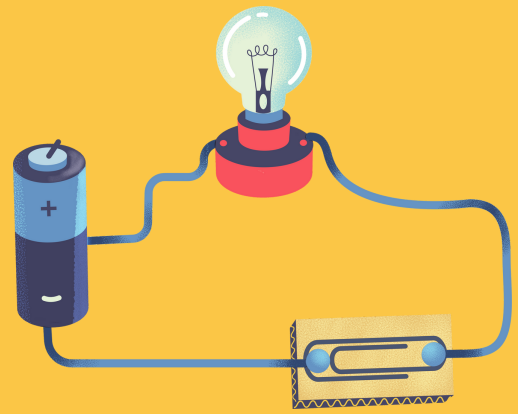
It is worth looking at the watts of basic equipment:

A few examples:

APPLIANCE	WATTS
Geyser	1500 to 3000 watts
Stove	3000 to 4000 watts
Microwave	1000 to 2000 watts
Kettle	1000 to 2500 watts
Television	100 to 150 watts
Lights - LED	5 to 10 watts per light
Lights - Other	30 to 100 watts per light
Fridge	350 to 750 watts

Each device's watts used are different. Should a user, for example, decide to lower a circuit breaker to 30 amperes, appliances using up to and including 6,900 watts can be switched on at once. As soon as the total watts of all the appliances that are on at the same time goes above 6,900 watts, the circuit breaker will trip. Consumers have to decide for themselves which devices should be switched on at the same time and thus determine whether a circuit breaker is the best option. Devices' watts that are consumed are usually clearly indicated on the device. If only the amperes can be seen on the device, the number of amperes can be multiplied by 230 Volts to get the watts. A hot plate, for example, uses 4.4 amps, which is then worked out as 1012 watts ($4.4A \times 230V = 1012$ watts).

FREQUENTLY ASKED QUESTIONS ABOUT MANAGING ELECTRICITY



Q: What are Amps and how does it relate to electricity units?

A: Here are a few basic terms to remember:

- Amp (A) - Unit for electricity current.
- Volt (V) - Unit for electricity potential or Voltage.
- Watt (W) – Unit of electricity power.
- Kilowatt (kW) – This is 1 000 Watts.
- Kilowatt-hour (kWh) – Unit of electricity consumption.

The Watts are calculated by multiplying the Volts and Amps. This depends on the power usage of electrical appliances. For example:

- The Voltage in South African households are 230 Volts.
- A typical hot plate uses 4.4 Amps.
- Thus, the power used is equal to 230 Volts X 4.4 Amps = 1 000 Watts or 1 kW
- The energy price sold is set R/kWh or R/unit.

Q: How does one determine which appliances can be supplied from a limited Amp supply?

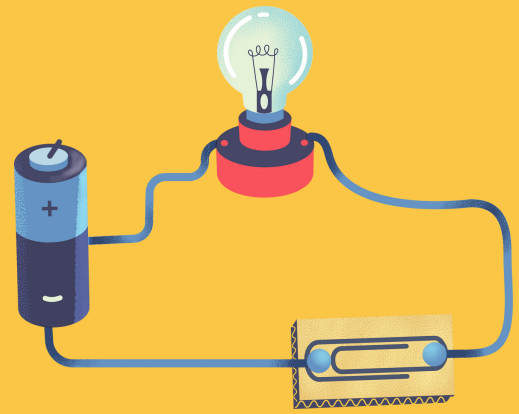
A: The big issue with capacity limited supply is not so much how many units (kWh) can be consumed but how many appliances can be switched on at the same time. The rating of appliances is mostly stated in Watts or kW but sometimes in Amps. This is sometimes shown in the face of appliance or packaging but will be on the technical information label usually at the back of the appliance. The high-power appliances which generate heat are the ones using a lot of power. Care must be taken when switching these on. This includes a kettle, tumble dryer, washing machine, dishwasher, heater, stove, geyser, air-conditioner, hair dryer, underfloor heating etc.

Q: How should one manage the load within a limited capacity?

A: A typical scenario like when consumers arrive home after work, can be used:

- Switch on lights, radio, TV, chargers, fan. Fridges and freezers would be on the whole day.
- Now to schedule the high-power appliances: Switch on the kettle and wait until it has boiled. Only then use the microwave oven to unfreeze or warm some food, then switch on the stove plates and complete all the food preparation. Once this is done one can switch on a heater, hair dryers, etc.
- The washing machines and tumble dryers should only be switched on when people go to bed.
- Geysers have elements of generally 2 to 3 kW. These can also be switched on and off using the geyser circuit breaker in the distribution board, but it is recommended to install a timer to only switch them on during the night and sometimes during the day. Recommended timer switch on times is shown below.
 - 24h00-04h00. Night-time on. Main heating of water.
 - 14h00-16h00. Daytime boost Top up if required.

FREQUENTLY ASKED QUESTIONS ABOUT MANAGING ELECTRICITY



Q: What will happen if the capacity is exceeded?

A: The circuit breaker will trip when the demand is higher than the selected capacity:

Do the following:

- While the supply is off, switch off certain high-power appliances.
- Conventional meter supply: Reset the breaker in your house DB.
- Prepayment meter. The supply will automatically switch on again after a few minutes.
- If the demand is not reduced the circuit breaker will keep on tripping.
- If it is unacceptable to manage the load within the chosen capacity apply for an increased capacity.

Q: How will the capacity be determined?

The table below indicates at what consumption level the different domestic capacity tariffs will break even or be cheaper with the current single energy rate tariff after price increase and these capacities are recommended.

Average Monthly Electricity Consumption Of the Consumer (kWh/m)	Recommended capacity
Between 750kWh & 900kWh	30 Ampere 1 phase
Between 900kWh & 1050kWh	45 Ampere 1 phase
More than 1200kWh	60 Ampere 1 phase

APPLICATION TO ALTER CIRCUIT BREAKER OF ELECTRICITY SERVICES

Complete all sections

- Please use clear capital letters and tick applicable blocks. Complete forms in black ink only.
- Partially completed forms will not be accepted. Incomplete and inaccurately completed forms will lead to delays.

PLEASE TAKE NOTE

- Only the property owner may apply for a new electricity connection or a change to the existing connection to the property. Proof of property ownership must be attached to the application form. This can be a property rates account, title deed or proof of registration.
- If the owner is a private person, a copy of his/her identity document or passport must be attached to the application form.
- If the owner is not a private person, a copy of the business/trust/body corporate registration form must be attached to the application form, together with a copy of the signatory's identity document.
- Applications from sectional title property owners must be accompanied by a letter from the Body Corporate, stating that they take note of the application.
- This form does not cover applications for standby or embedded generation approval.

Enquiries and form submissions

Completed forms can be submitted at the Electrical Services department in Schoeman Street, Mossel Bay.

1.SERVICE LOCATION

ERF NUMBER	
TOWNSHIP/SUBURB/FARM	
PHYSICAL ADDRESS (WHERE SUPPLY IS REQUIRED)	

2. PROPERTY OWNER (Applicant)

BUSINESS PARTNER NUMBER AS PER MUNICIPAL ACCOUNT	
CONTRACT ACCOUNT NUMBER	
FIRST NAME	
SURNAME	
TRADING AS/2ND NAME	
ID/BUSINESS REGISTRATION NR	
ADDRESS WHERE DOCUMENTATION MUST BE SENT, IF DIFFERENT THAN PHYSICAL ADDRESS	

WORK TELEPHONE NUMBER	
MOBILE PHONE / HOME NUMBER	
E-MAIL ADDRESS	

3. SERVICE REQUIRED

APPLICATION FOR (TICK APPLICABLE)	Domestic	Commercial	Prepaid	Credit
	Upgrade	Downgrade		
TYPE OF METERING	Single Phase Credit	Single phase Prepaid	Three Phase Credit	Three Phase Prepaid

Meter No: _____

4. SIZE OF CONNECTION

SINGLE PHASE	30A	45A	60A		
THREE PHASE	15A	30A	45A	60A	80A

NB: PLEASE NOTE THAT A DEPOSIT ADJUSTMENT MAY ALSO BE REQUIRED

Cost: R 235.60

Official: _____ **Date:** _____

Signature: _____

5. SIZE OF CONNECTION

I/we, the owner(s) of the property, hereby declare that I/we have taken the necessary steps to ensure all information contained in this application is correct. I/we request a new or modified electricity supply service as specified, at the tariff indicated. I/we further acknowledge and agree to comply with the provisions of the Mossel Bay Municipality Electricity Supply By-law and Conditions of Supply*.

Available at <http://www.mosselbay.gov.za>

PROPERTY OWNER(S) NAME	
OWNER(S) SIGNATURE	
DATE	

If signing on behalf of the property owner(s), an approved letter of proxy*5 must be attached to this application