

The whole purpose of TOU tariffs was to encourage electricity savvy consumers to save money by avoiding consumption at peak times when the grid is under pressure.

Eskom introduced new TOU times in April 2025, marketed as simply moving an hour from the morning to the evening, but didn't mention moving the entire timetable earlier, which effectively removed peak hours from daylight hours and should be advantageous to businesses that work "normal hours".

It is our understanding that Msunduzi has failed to apply these new times, despite being billed on the new timetable by Eskom themselves, so electricity-savvy consumers managing consumption accordingly, are in many cases unaware that they are now being heavily penalised.

Please join us, and Allan Gevers from Accountable Utilities, to discuss:

- The issue of consumers with an electricity usage profile that uses power during normal business hours (7am to 4pm), and should have minimal peak consumption, still being billed at 26%, per the old timetable.
- Why the 70% demand rule, introduced some 5 years ago on TOU tariffs is illegal - TOU already has a network access charge on the full notified demand, and now, in addition, also attracts the 70% demand rule on kva. While the alternate C1 tariff has always had the 70% rule, it does not attract an access charge on notified demand. Eskom by comparison only have an access charge on notified demand and no demand charges on their TOU tariffs at all.
- The issue that Msunduzi introduced reactive energy charges in Aug 2025 on TOU supplies - reactive energy is already a component of kva ($\text{kW} + \text{reactive energy} = \text{kva}$), meaning this component is now double billed.
- The fact that Msunduzi's formula in calculating the reactive energy charge is incorrect - allowable reactive energy at 30% of consumption is not deducted, and nor do they exclude off-peak consumption from the calculation as described in their own tariff schedule. Eskom by comparison only charge reactive energy on tariffs that do not attract kva demand charges.
- The issue that for years Msunduzi have failed to treat public holidays as Saturdays or Sundays as defined in their tariff schedules. This should apply to all MV supplies (Tariff T1) in Pmb, meaning all affected consumers are entitled to 12 days credit per year for consumption billed as peak and std instead of off-peak.

Date: Wednesday, 26 November 2025

Time: 10h00-12h00

Venue: PMCB Offices, 1 Parkhaven , 55 Macleroy Road, Northern Park, Pietermaritzburg

Yours in Business