

PROVINCIAL NOTICE

[NO. 185 OF 2011]

**NOTICE IN TERMS OF SECTION 14(2)(a)(i) OF THE LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, 2000:
PUBLICATION: STANDARD ELECTRICITY SUPPLY BY-LAWS**

I, M.G Qabathe, Member of the Executive Council responsible for Cooperative Governance, Traditional Affairs and Human Settlement in the Free State Province, after consulting the Minister of Cooperative Governance and Traditional Affairs and the South African Local Government Association: Free State, do hereby in terms of section 14(2)(a)(i) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), make standard by-laws as set out in the Schedule.

SCHEDULE

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**CHAPTER 1:
GENERAL**

Definitions

1. For the purpose of these by-laws, any word or expressions to which a meaning has been assigned in the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), bears the same meaning. In these by-laws unless the context indicates otherwise—

“**accredited person**” means a person registered in terms of the Regulations as an electrical tester for single phase, an installation electrician or a master installation electrician, as the case may be;
“**applicable standard specification**” means the standard specifications as listed in Schedule 2 of these by-laws;
“**authorised official**” means a person authorised by the municipality in terms of these by-laws to execute work, conduct an inspection and monitor and enforce compliance with these by-laws;
“**certificate of compliance**” means a certificate issued in terms of the Regulations in respect of an electrical installation or part of an electrical installation by an accredited person;
“**consumer**” in relation to premises means—
(a) any occupier of premises or any other person with whom the municipality has contracted to supply, or is actually

supplying, electricity at those premises; or

(b) if premises are not occupied, any person who has a valid existing agreement with the municipality for the supply of electricity to those premises; or

(c) if there is no such person or occupier, the owner of the premises;

“credit meter” means a meter where an account is issued subsequent to the consumption of electricity;

“electrical contractor” means an electrical contractor as defined in the Regulations;

“electrical installation” means an electrical installation as defined in the Regulations;

“high voltage” means the set of nominal voltage levels that are used in power systems for bulk transmission of electricity in the range of 44kV to 220 kV;

“low voltage” means the set of nominal voltage levels that are used for the distribution of electricity and whose upper limit is generally accepted to be an ac voltage of 1000V (or a dc voltage of 1500 V);

“medium voltage” means the set of nominal voltage levels that lie above low voltage and below high voltage in the range of 1 kV to 44 kV;

“meter” means a device which records the demand or the electrical energy consumed and includes conventional and prepayment meters;

“motor load, total connected” means the sum total of the kW input ratings of all the individual motors connected to an installation;

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

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

“municipality” means the Local Municipality established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998, and includes any political structure, political office bearer, councillor, duly authorised agent thereof or any employee thereof acting in connection with these by-laws by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councillor, agent or employee;

“municipal manager” means the municipal manager as defined in section 82(1)(a) of the Structures Act;

“occupier” includes any person in actual occupation of the land or premises without regard to the title under which he occupies, and, in the case of premises, or parts of premises, let to a lodger or any other person, includes the person receiving the rent payable by a lodger or any other person whether for himself or as an agent for any other person;

“owner” includes any person that has the title to any premises or land, or any person receiving the rent or profits for allowing the occupation or use of any land, premises or part of any premises who would receive such rent or profit if the land or premises were let or used whether he does so himself or for another;

“point of consumption” means a point of consumption as defined in the Regulations;

“point of metering” means the point at which the consumer's consumption of electricity is metered and which may be at the point of supply or at any other point on the distribution system of the municipality or the electrical installation of the consumer, as specified by the municipality or any authorised official; provided that it must meter all of, and only, the consumer's consumption of electricity;

“point of supply” means the point determined by the municipality or any authorised official at which electricity is supplied to any premises by the municipality;

“premises” means any land, or any part of, any building or structure above or below ground level and includes any vehicle, aircraft or vessel;

“prepayment meter” means a meter that can be programmed to allow the flow of pre-purchased amounts of energy in an electrical circuit;

“Regulations” means Regulations made in terms of the Occupational Health and Safety Act, 1993 (Act 85 of 1993);

“SANS Codes” means the South African National Standards Codes or the South African Bureau of Standards Codes as defined in Regulation No 1373 published in Government Gazette 24002, dated 8 November 2002 in terms of the Standards Act, 1993 (Act 29 of 1993) or as may be published in the future in terms of that Act;

“safety standard” means the Code of Practice for the Wiring of Premises SANS 0142 incorporated in the Regulations;

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

“service delivery agreement” means an agreement between the municipality and a service provider in terms of which the service provider is required to provide electricity services;

“service provider” means any person who has entered into a service delivery agreement with the municipality in terms of section 81(2) of the Systems Act;

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

“**standby supply**” means an alternative electricity supply not normally used by the consumer;
“**supply mains**” means any part of the municipality’s electricity network;
“**Structures Act**” means the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998)
“**Systems Act**” means the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000);
“**tariff**” means the charge to users for the provision of electricity services or for any related charge, determined and promulgated by the municipality, or adjusted by a service provider, in terms of Tariff Policy by-laws adopted under section 75 of the Systems Act;
“**token**” means the essential element of a prepayment metering system used to transfer information from a point of sale for electricity credit to a prepayment meter and vice versa; and
“**voltage**” means the root-mean-square value of electrical potential between two conductors.

CHAPTER 2: GENERAL CONDITIONS OF SUPPLY

The Provision of Electricity Services

2. (1) The municipality must take reasonable measures within its available resources progressively to ensure regular access by the local community to electricity services-
 - (a) In planning for and setting service standards and levels of service for the provision of electricity services, and
 - (b) In providing electricity services -the municipality may differentiate between geographical areas and categories of users within the local community but, in doing so, the municipality must comply with national legislation and in particular the requirements of section 73 of the Systems Act.

Exclusive Provision of Electricity Services

3. Save for Eskom Limited, providing electricity services under the Electricity Act, 1987 (Act No. 41 of 1987), only the municipality may supply or contract for the supply of electricity services within its jurisdiction.

Supply by agreement

4. (1) No person must use or is entitled to use electricity supplied by the municipality or service provider unless or until he or she has entered into an electricity supply agreement in writing with the municipality or service provider for the provision of electricity services.
- (2) The provisions of an agreement relating to the supply of electricity services (henceforth the “Electricity Supply Agreement”) together with the provisions of these by-laws govern electricity supply in all respects.
- (3) A person who uses an electricity supply without entering into an electricity supply agreement is liable for the cost of electricity used as stated in section 38 of these by-laws notwithstanding the fact that he or she has not entered into an agreement.

Application for Supply

5. (1) Application for the supply of electricity services must be made in writing by the prospective consumer on the prescribed form obtainable at the office of the municipality, and the estimated load, in kVA, of the installation, must be stated in the form.
- (2) An application made under subsection (1) must be made as early as possible before the supply of electricity is required in order to facilitate the work of the Municipality.
- (3) An application for the supply of electricity services for a period of less than one year must be regarded as an application for a temporary supply of electricity and must be considered at the discretion of the municipality, which may specify any special conditions to be satisfied in such a case.

Processing of Requests for Supply

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

Permission to Use Property

7. (1) The municipality may refuse to lay or erect a service connection above or below ground on any thoroughfare or land not vested in the municipality, or on any private property, unless and until the prospective consumer has obtained and deposited with the municipality written permission granted by the owner of the private

- property or by the person in whom is vested the legal title to the land or thoroughfare, as the case may be, authorising the laying or erection of the service connection on the property.
- (2) If permission under subsection (1) is withdrawn at any time, or if the private property or thoroughfare changes, and the new owner refuses to grant or continue such permission, the cost of any alteration required to be made to a service connection in order that the supply of electricity may be continued, as well as that of any removal of a connection which may become necessary in the circumstances, must be borne by the consumer to whose premises the supply of electricity is required to be continued.

Statutory Servitude

8. (1) Subject to the provisions of subsection (3) and in order to provide, establish and maintain electricity services within its municipal area, the municipality may—
- (a) acquire, construct, lay, extend, enlarge, divert, maintain, repair, discontinue the use of, and close up and destroy electricity supply mains;
 - (b) construct, erect or lay any electricity supply main on, across, through, over or under any street or immovable property and the ownership of any such main vests in the municipality;
 - (c) do any other thing necessary or desirable for or incidental, supplementary or ancillary to any matter contemplated by paragraphs (a) to (c).
- (2) If the municipality constructs, erects or lays any electricity supply main on, across, through, over or under any street or immovable property neither owned by the municipality nor under the control or management of the municipality, it must pay the owner of the street or property compensation in an amount agreed upon by the affected owner and the municipality or, in the absence of agreement, compensation determined either by arbitration or a court of competent jurisdiction.
- (3) The municipality must, before commencing any work other than repairs or maintenance, on or in connection with any electricity supply main on or under immovable property not owned by the municipality or not under the control or management of the municipality, give the owner or occupier of the property reasonable notice of the proposed work and the date on which it proposes to commence its work.

Improper Use

9. (1) If the consumer uses electricity for any purpose, or deals with it in any manner, which the municipality has reasonable grounds for believing interferes in an improper or unsafe manner, or is calculated to interfere in an improper or unsafe manner, with the efficient supply of electricity to any other consumer, the municipality may, with reasonable notice, disconnect the electricity supply but such supply must be restored as soon as the cause for the disconnection has been permanently remedied or removed: Provided that the consumer has been given reasonable notice of the intention to disconnect, and the reasons for doing so, and an adequate opportunity to make representations as to why it should not be disconnected, unless in the opinion of the municipal manager it would be unsafe to do so in the circumstances.
- (2) The fee as prescribed by the municipality for the disconnection and reconnection must be paid by the consumer before the electricity supply is restored, unless it can be shown by the consumer that the consumer did not use or deal with the electricity in an improper or unsafe manner.

Deposits

10. (1) The municipality reserves the right to require the consumer to deposit a sum of money as security in payment of any charges which are due or may become due to it.
- (2) The amount of the deposit in respect of each electricity installation must be determined by the municipality, and each such deposit may be increased if the municipality considers the deposit held to be inadequate.
- (3) Deposits paid under this section must not be regarded as being in payment or part payment of any accounts due for the supply of electricity for the purpose of obtaining any discount provided for in the electricity tariff referred to in this by-law.
- (4) On cessation of the supply of electricity, the amount of such a deposit, free of any interest, less any payments due to the municipality, must be refunded to the consumer by the municipality.

Payment of Charges

11. (1) The consumer is liable to pay for the provision of electricity services according to the tariff, a copy of which is obtainable free of charge from the municipality.

- (2) All accounts are due and payable when issued by the municipality and each account must, on its face, reflect the due date and a warning indicating that the supply of electricity may be disconnected should the charges in respect of such supply remain unpaid after the due date.
- (3) An error or omission in any account or failure to render an account does not relieve the consumer of his or her obligation to pay the correct amount due for electricity supplied to the premises and the onus is on the consumer to satisfy himself or herself that the account rendered is in accordance with the prescribed tariff of charges in respect of electricity supplied to his or her premises.
- (4) Where an authorised official has visited the premises for the purpose of disconnecting the supply of electricity in terms of subsection (2) and is obstructed or prevented from effecting a disconnection, the prescribed fee is payable for each visit necessary for the purpose of disconnecting the service.
- (5) After disconnection for non-payment of an account, the prescribed tariff and any amounts due for electricity consumed must be paid to the municipality before the electricity supply is re-connected.

Interest on Overdue Accounts

- 12. The municipality may charge interest on accounts which are not paid by the due date appearing on the account, at an interest rate as approved by the municipality from time to time.

Principles for the Resale of Electricity

- 13. (1) Unless otherwise authorised by the municipality, no person must sell or supply electricity, supplied to his or her premises under an agreement with the municipality, to any other person or persons for use on any other premises, or permit or suffer such resale or supply to take place.
- (2) If electricity is resold for use upon the same premises, the electricity resold must be measured by a sub-meter of a type which has been approved by the South African Bureau of Standards and supplied, installed and programmed in accordance with the standards of the municipality.
- (3) The tariff, rates and charges at which and the conditions of sale under which electricity is resold under subsection (2) must not be less favourable to the purchaser than those that would have been payable and applicable had the purchaser been supplied directly with electricity by the municipality or a service provider.
- (4) Every reseller must furnish the purchaser with monthly accounts that are at least as detailed as the relevant billing information details provided by the municipality to its electricity consumers.

Right to Disconnect Supply

- 14. (1) The municipality may give notice to any consumer that it intends to disconnect the supply of electricity if, in its opinion, there is an appreciable risk of harm or damage to any person or property.
- (2) The notice referred to in subsection (1) must —
 - (a) be for 14 (fourteen) days;
 - (b) inform the consumer of the nature of the risk;
 - (c) call upon him or her, if he or she does not wish the discontinuation to take place, to give good and adequate reasons within that period why this should not happen.
- (3) Where he or she has failed either to give good and adequate reasons or to remedy the cause of the risk, the municipality may disconnect the supply of electricity to such premises.
- (4) Where any person, who is liable in law to pay for any supply of electricity, fails to pay for it, the municipality may give such a person notice calling on him or her to make such payment and the notice must —
 - (a) be for 14 (fourteen) days;
 - (b) inform him or her of the amount due and payable;
 - (c) notify him or her that if he or she does not pay it, his or her electricity must be disconnected unless he or she gives good and adequate reasons within that period why this should not happen.
- (5) Where he or she has failed either to pay the due amount or to give good and adequate reasons as envisaged in subsection (4), the municipality may disconnect the supply of electricity to such premises.
- (6) Where the municipality is of the opinion, on reasonable grounds, that risk or harm to person or property is immediate or imminent, the municipality may, subject to any other provision in these by-laws, disconnect the supply of electricity to any premises.
- (7) In the case where an installation has been illegally reconnected on a consumer's premises after having been previously legally disconnected by the municipality, or in the case where the municipality's electrical equipment has been tampered with to prevent the full registration of consumption by the meter, the electricity supply equipment may be physically removed from those premises by the municipality.

Non-Liability of the Municipality

15. (1) A person who applies to the municipality for the supply of electricity in terms of section 5 does so on the basis that, if his or her application is accepted by the municipality, it must be agreed that the municipality is not liable for any loss or damage, direct or consequential, suffered or sustained by a consumer as a result of or arising from the cessation, interruption or any other abnormality of the supply of electricity.
- (2) The provisions of subsection (1) must be included in the application form and must also be brought to the attention of the applicant by the municipality, where it is possible to do so, when the applicant lodges an application.

Leakage of Electricity

16. Under no circumstances must any rebate be allowed on the account for electricity supplied and metered in respect of electricity wasted owing to leakage or any other fault in the electrical installation.

Failure of Supply

17. (1) The municipality does not undertake to attend to a failure of supply of electricity due to a fault in the electrical installation of the consumer, except when such failure is due to the operation of the service protective device of the municipality.
- (2) When any failure of supply of electricity is found to be due to a fault in the electrical installation of the consumer or to the faulty operation of apparatus used in connection therewith, the municipality has the right to charge the consumer the tariff as prescribed by the municipality for each restoration of the supply of electricity in addition to the cost of making good or repairing any damage which may have been done to the service main and meter by such fault or faulty operation as aforesaid.

Seals of the Municipality

18. The meter, service protective devices and all apparatus belonging to the municipality must be sealed or locked by an authorised official, and no other person must in any manner or for any reason whatsoever remove, break, deface, or tamper or interfere with the seal or lock.

Tampering With Service Connection or Supply Mains

19. (1) No person must in any manner or for any reason whatsoever tamper or interfere with any meter or metering equipment or service connection or service protective device or supply mains or any other equipment of the municipality.
- (2) Where the municipality has good grounds for believing that a consumer has contravened subsection (1), the municipality has the right to disconnect the supply of electricity immediately and without prior notice to the consumer in circumstances where, in the opinion of the municipality, there are good grounds to believe that a failure to disconnect could constitute an appreciable risk of harm or damage to person or property, in which case the person is liable for all tariffs levied by the municipality for such disconnection; but if that risk is not immediate or imminent or appreciable, the provisions of subsections 14(1) to (3) must apply with any necessary changes.
- (3) Where a consumer or any person has contravened subsection (1) and the contravention has resulted in the meter recording less than the true consumption, the municipality must have the right to recover from the consumer the full cost of his or her estimated consumption.

Protection of Municipality's Supply Mains

20. (1) No person must, except with the consent of the municipality and subject to any conditions imposed by it—
 - (a) construct, erect or lay, or permit the construction, erection or laying of any building, structure or other object, or plant trees or vegetation over or in such a position or in a manner which interferes with or endangers the supply mains;
 - (b) excavate, open up or remove the ground above, next to, under or near any part of the supply mains;
 - (c) damage, endanger, remove or destroy, or do any act likely to damage, endanger or destroy any part of the supply mains;
 - (e) make any unauthorized connection to any part of the supply mains or divert or cause to be diverted any electricity there from; and
 - (f) the owner or occupier must limit the height of trees or length of projecting branches in the proximity of overhead lines, or provide a means of protection which in the opinion of the municipality will

adequately prevent the tree from interfering with the conductors should the tree, or a branch of it, fall or be cut down; and should the owner fail to observe this provision, the municipality has the right, after prior written notification, or at any time in an emergency, to cut or trim the trees or any other vegetation, in such a manner as to comply with this provision and must be entitled to enter the property for this purpose.

- (2) The municipality may subject to obtaining an order of court, demolish, alter or otherwise deal with any building, structure or other object constructed, erected or laid in contravention with these by-laws.
- (3) The municipality may in the case of an emergency or disaster remove anything damaging, obstructing or endangering or likely to damage, obstruct, endanger or destroy any part of the electrical distribution system.

Prevention of Tampering with Service Connection or Supply Mains

21. If the municipality decides that it is necessary or desirable to take special precautions in order to prevent tampering with any portion of the supply mains, service connection or service protective device or meter or metering equipment, the consumer must either supply and install the necessary protection or pay the costs involved where such protection is supplied by the municipality.

Unauthorised Connections

22. No person other than a person specifically authorised thereto by the municipality in writing must directly or indirectly connect, attempt to connect or cause or permit to be connected any electrical installation or part thereof to the supply mains or service connection.

Unauthorised Reconnections

23. (1) No person other than a person specifically authorised thereto by the municipality in writing must reconnect, attempt to reconnect or cause or permit to be reconnected to the supply mains or service connection any electrical installation or installations which has or have been disconnected by the municipality.
- (2) Where the supply of electricity that has previously been disconnected is found to have been reconnected—
 - (a) the consumer using the supply of electricity is liable for all charges for electricity consumed between the date of disconnection and the date the electricity supply was found to be reconnected and any other charges raised in this regard;
 - (b) the municipality reserves the right to remove part or all of the supply equipment until such time as payment has been received in full; and
 - (c) the consumer will be responsible for all the costs associated with the reinstatement of such supply equipment.

Temporary Disconnection and Reconnection

24. (1) The municipality must, at the request of the consumer, temporarily disconnect and reconnect the supply of electricity to the consumer's electrical installation upon payment of the tariff prescribed for each such disconnection and subsequent reconnection.
- (2) In the event of a necessity arising that requires the municipality to effect a temporary disconnection and reconnection of the supply of electricity to a consumer's electrical installation, and if the consumer is in no way responsible for bringing about this necessity, the municipality is not entitled to payment of the tariff referred to in subsection (1).
- (3) Where there are circumstances which the municipality has good grounds to believe are exceptional, the municipality may temporarily disconnect the supply of electricity to any premises without notice for the purpose of effecting repairs or carrying out tests or for any other legitimate purpose, but, where there are no such exceptional circumstances, the municipality must provide adequate notice to the user of the electricity before a temporary disconnection of electricity services may take place.

Temporary Supplies

25. (1) A person who receives a temporary supply of electricity receives it on the clear understanding that it is a condition of the temporary supply of electricity that, if such a supply is found to interfere with the efficient and economical supply of electricity to other consumers, the municipality has the right, after giving reasonable written notice to the consumer, or, under circumstances which it has good grounds to consider exceptional without notice, to terminate the supply at any time and, the municipality is not liable for any loss or damage occasioned to the consumer by such a termination other than loss or damage caused by a wrongful intentional or negligent act or omission by the municipality.

- (2) A person who receives a temporary supply of electricity must be notified by the municipality, before or at the time when he or she receives it, of the provisions of subsection (1).

Temporary Work

26. (1) Electrical installations requiring a temporary supply of electricity must not be connected directly or indirectly to the supply mains except with the special permission in writing of the municipality.
- (2) Full information as to the reasons for and nature of temporary work must accompany the application for permission, and the municipality may refuse the permission or may grant the permission upon terms and conditions as it may consider desirable and necessary.

Load Reduction

27. (1) At times of peak load, or in an emergency, or when, in the opinion of the municipality, it is necessary for any reason to reduce the load on its electricity supply system, the municipality may without notice interrupt and, for a period as the municipality considers necessary, discontinue the electricity supply to any consumer's electrically operated thermal storage water heater or any specific appliance or the whole installation.
- (2) The municipality is not liable for any loss or damage directly or consequentially due to or arising from an interruption and discontinuance of the electricity supply envisaged in subsection (1).
- (3) The municipality may install upon the premises of the consumer any apparatus or equipment necessary to give effect to the provisions of subsection (1), and any authorised official may at any reasonable time enter any premises for the purpose of installing, inspecting, testing adjusting or changing apparatus or equipment.
- (4) The consumer or the owner, as the case may be, must when installing an electrically-operated water storage heater, provide any necessary accommodation and wiring.

High, Medium and Low Voltage Switchgear and Equipment

28. (1) In cases where a supply of electricity is given at either high, medium or low voltage, the supply and installation of the switchgear, cables and equipment forming part of the service connection must, unless otherwise approved by the municipality, be paid for by the consumer.
- (2) All equipment contemplated in subsection (1) must be compatible with the municipality's electrical performance standards.
- (3) No person must open, close, isolate, link or earth high or medium voltage switchgear or equipment without giving reasonable prior notice to the municipality.
- (4) In the case of a high or medium voltage supply of electricity, where the consumer has high or medium voltage switchgear installed, the municipality must be advised of the competent person appointed by the consumer in terms of the Regulations, and of any changes made to the appointment.
- (5) In the case of a low voltage supply of electricity, the consumer must provide and install a low voltage main switch and any other equipment required by the municipality or any authorised official.

Substation Accommodation

29. (1) The municipality may, on such conditions as it considers fit, require an owner to provide and maintain accommodation which must constitute a substation and which consists of a separate room or rooms to be used exclusively for the purpose of housing medium voltage cables and switchgear, transformers, low voltage cables and switchgear and other equipment necessary for the supply of electricity requested by the applicant.
- (2) The accommodation must be situated at a point to which free, adequate and unrestricted access is available at all times for purposes connected with the operation and maintenance of the equipment.
- (3) The municipality reserves the right to supply its own networks from its own equipment installed in such accommodation, and if additional accommodation is required by the municipality, the additional accommodation must be provided by the applicant at the cost of the municipality.

Wiring Diagram and Specification

30. (1) When more than one electrical installation or electricity supply from a common main or more than one distribution board or meter is required for any building or block of buildings, the wiring diagram of the circuits starting from the main switch and a specification must if requested by the municipality be supplied to it in duplicate for approval before the work commences.
- (2) Where an electrical installation is to be supplied from a substation on the same premises on which the current is transformed from high voltage, or from one of the substations of the municipality through mains separate from the general distribution system, a complete specification and a set drawings which in the opinion of the

municipality is adequate, for the plant to be installed by the consumer, must if so required by the municipality be forwarded to it for approval before any material in connection therewith is ordered.

Standby Supply

31. No person is entitled to a standby supply of electricity from the municipality for any premises having a separate source of electricity supply except with the written consent of the municipality and subject to any terms and conditions laid down by the municipality.

Consumer's Emergency Standby Supply Equipment

32. (1) No emergency standby equipment provided by a consumer in terms of the Regulations or for his or her own operational requirements must be connected to any installation without the prior written approval of the municipality.
- (2) Application for an approval in subsection (1) must be made in writing and must include a full specification of the equipment and a wiring diagram.
- (3) The standby equipment must be so designed and installed that it is impossible for the municipality's supply mains to be energized by means of a back-feed from the equipment and the consumer must provide and install the required protective equipment.
- (4) Whereby special agreement with the municipality, the consumer's standby generating equipment is permitted to be electrically coupled to, and run in parallel with the municipality's supply mains, the consumer is responsible for providing, installing and maintaining all the necessary synchronizing and protective equipment required for the safe parallel operation, to the satisfaction of the municipality.

Circular Letters

33. The municipality may from time to time issue Circulars detailing its requirements regarding matters not specifically covered in the Regulations or these by-laws but which are necessary for the safe, efficient operation and management of the provision of electricity services.

CHAPTER 3: SERVICE PROVIDERS

Agreement and Assignment

34. (1) The municipality may, subject to its responsibilities under section 81 of the Systems Act, discharge any of its obligations under section 2 of these by-laws by entering into a service delivery agreement with a service provider or service providers.
- (2) Subject to the provisions of the Systems Act or any other law, the municipality may assign to a service provider any right or power enjoyed by the municipality under these by-laws whenever the assignment is required to enable the service provider to discharge an obligation under its service delivery agreement.
- (3) If a municipality has entered into a service delivery agreement with a service provider, it must publish a notice in the Provincial Gazette listing which rights and powers of the municipality under which provisions of these by-laws have been assigned to the service provider.
- (4) Where the term "municipality" appears in a provision of these by-laws listed in the notice in subsection (3) it must be read as "service provider" in that provision.

Customer Charter

35. Service providers must provide services in accordance with a customer charter which must be drawn up in consultation with the municipality and must—
- (a) accord with the provisions of these by-laws;
- (b) be accessible to the public;
- (c) establish the conditions of supplying the service; and
- (d) provide for the circumstances in which electricity services may be limited.

CHAPTER 4: RESPONSIBILITIES OF CONSUMERS

Consumer to Erect and Maintain Electrical Installation

36. Any electrical installation connected or to be connected to the supply mains, and any additions or alterations to it which may be made from time to time, must be provided and erected and maintained and kept in good order by the consumer at his or her own expense and in accordance with these by-laws and the Regulations.

Fault in Electrical Installation

37. (1) If any fault develops in the electrical installation, which constitutes a hazard to any person or to livestock, or property, the consumer must immediately disconnect the electricity supply and without delay give notice to the municipality which must immediately take steps to remedy the fault.
- (2) The municipality may require the consumer to reimburse it for any expense it may incur in connection with a fault in the electrical installation.

Discontinuance of Use of Supply

38. If a consumer wishes to discontinue using an electricity supply, he or she must give at least two full working days' notice in writing of the intended discontinuance, failing which he or she remains liable for all payments due in terms of the tariff for the supply of electricity until the expiration of two full working days after the notice has been given.

Change of Occupier

39. (1) A consumer vacating any premises must give the municipality not less than two full working days' notice in writing of his or her intention to discontinue using the electricity supply, failing which he or she remains liable for the supply.
- (2) If the person taking over occupation of the premises wishes to continue using the electricity supply, he or she must make application in accordance with the provisions of section 5 of these by-laws, and if he or she fails to make application for electricity services within ten working days of taking occupation of the premises, the supply of electricity must be disconnected, and he or she is liable to the municipality for the provision of electricity services from the date of occupation till the time when the supply is disconnected.
- (3) Where premises are fitted with a pre-payment meter any person occupying the premises at that time is presumed to be a consumer, unless he or she satisfies the municipality that he or she did not use the electricity supplied to the premises, and if he or she fails to satisfy the municipality, he or she is liable for all tariffs owed to the municipality for that metering point as well as for any outstanding tariffs whether accrued by him or her or not until he or she ceases to occupy the premises or until an application made by him or her in terms of section 5 has been accepted, whichever happens sooner.

Service Apparatus

40. (1) A consumer who applies for the supply of electricity services in terms of section 5 does so on the basis that if the application is granted, he or she is liable for all costs to the municipality arising from damage to or loss of any metering equipment, service protective device, service connection or other apparatus on the premises, unless such damage or loss is shown to have been occasioned by an Act of God or an act or omission of an employee of the municipality or caused by an abnormality in the supply of electricity to the premises; and the municipality must inform him or her that it agrees to supply it to him only on that basis.
- (2) If, during a period of disconnection of an installation from the supply mains, the service main, metering equipment or any other service apparatus, being the property of the municipality and having been previously used, are removed without its permission or damaged so as to render reconnection dangerous, the owner or occupier of the premises during such period must bear the cost of overhauling or replacing the equipment or service apparatus.
- (3) Where there is a common metering position, the liability detailed in subsection (2) must devolve on the owner of the premises.
- (4) The amount due in terms of subsection (2) must be stated in a certificate from the municipality which is presumed, unless the contrary is proved, correctly to reflect the amount stated to be due.

CHAPTER 5: SPECIFIC CONDITIONS OF SUPPLY

Service Connection

41. (1) The consumer bears the cost of the service connection.

- (2) Notwithstanding subsection (1), ownership of the service connection, laid or erected by the municipality, vests in the municipality and the municipality is responsible for the maintenance of the service connection up to the point of supply.
- (3) The municipality must determine what work should be carried out in order to install a service connection to the consumer's premises.
- (4) A service connection must be laid underground, whether the supply mains are laid underground or erected overhead, unless an overhead service connection is specifically required by the municipality.
- (5) The consumer must provide, fix and maintain on his or her premises ducts, wire ways, trenches, fastenings and clearance to overhead supply mains as are required by the municipality for the installation of the service connection.
- (6) The conductor used for the service connection must have a cross-sectional area according to the size of the electrical supply but must not be less than 10 mm² (copper or copper equivalent), and all conductors must have the same cross-sectional area, unless otherwise approved by an authorised official.
- (7) Unless otherwise approved by the municipality, only one service connection must be provided by the municipality to each registered erf.
- (8) In respect of two or more premises belonging to one owner and situated on adjacent erven, a single bulk supply of electricity may be made available provided the erven are consolidated or notarially tied.
- (9) Any covers of a wire way carrying the supply circuit from the point of supply to the metering equipment must be made to accept the seals of the municipality.
- (10) Within the meter box, the service conductor or cable, as the case may be, must terminate in an un-obscured position and the conductors must be visible throughout their length when cover plates, if present, are removed.
- (11) In the case of blocks of buildings occupied by a number of individual consumers, separate wire ways and conductors or cables must be laid from the common metering room or rooms to each individual consumer in the blocks of buildings. Alternatively, if trunking is used, the conductors of the individual circuits must be clearly identified (tied together every 1,5m) throughout their length.

Metering Accommodation

42. (1) The consumer must, if required by the municipality, provide accommodation in an approved position, the meter board and adequate conductors for the municipality's metering equipment, service apparatus and protective devices.
- (2) The accommodation and protection referred to in subsection (1) must be provided and maintained, to the satisfaction of the municipality, at the cost of the consumer or the owner, as the circumstances may demand, and must be situated, in the case of credit meters, at a point to which free and unrestricted access can be had at all reasonable hours for the reading of meters but at all times for purposes connected with the operation and maintenance of the service equipment.
- (3) Access to premises at all reasonable hours must be afforded to any authorised official for the inspection of prepayment meters.
- (4) Where sub-metering equipment is installed, accommodation separate from the municipality's metering equipment must be provided.
- (5) The consumer or, in the case of a common meter position, the owner of the premises must provide adequate electric lighting in the space set aside for accommodating the metering equipment and service apparatus.
- (6) Where in the opinion of the municipality the position of the meter, service connection, protective devices or main distribution board is no longer readily accessible or becomes a course of danger to life or property or in any way becomes unsuitable, the consumer must remove it to a new position, and the cost of such removal, which must be carried out with reasonable dispatch, must be borne by the consumer.
- (7) The accommodation for the municipality's metering equipment and protective devices may, if approved, include the consumer's main switch and main protective devices.
- (8) No apparatus other than that used in connection with the supply of electricity and use of electricity may be installed or stored in such accommodation unless approved by the municipality.

CHAPTER 6: SYSTEMS OF SUPPLY

Load Requirements

43. Alternating current supplies must be provided as prescribed by the Electricity Act, 1987 (Act No. 41 of 1987), and in the absence of a quality of supply agreement, as set out in applicable standard specification.

Load Limitations

44. (1) Where the estimated load, calculated in terms of the safety standard, does not exceed 15 kVA, the electrical installation must be arranged for a two-wire single-phase supply of electricity, unless otherwise approved by the municipality.
- (2) Where a three-phase four-wire supply of electricity is provided, the load must be approximately balanced over the three phases but the maximum out-of-balance load must not exceed 15kVA, unless otherwise approved by the municipality.
- (3) No current-consuming appliance, inherently single phase in character, with a rating which exceeds 15kVA must be connected to the electrical installation without the prior approval of the municipality.

Interference with Other Persons' Electrical Equipment

45. (1) No person must operate electrical equipment having load characteristics which, singly or collectively, give rise to voltage variations, harmonic currents or voltages, or unbalanced phase currents which fall outside the applicable standard specification.
- (2) The assessment of interference with other persons' electrical equipment must be carried out by means of measurements taken at the point of common coupling.
- (3) Should it be established that undue interference is in fact occurring, the consumer must, at his or her own cost, install the necessary equipment to filter out the interference and prevent it reaching the supply mains.

Supplies to Motors

46. (1) Unless otherwise approved by the municipality, the rating of a low voltage single-phase motor must be limited to 2kW and the starting current must not exceed 70A; and motors exceeding these limits must be wound for three phases at low voltage or a higher voltage as may be required.
- (2) The starting current of three-phase low voltage motors permitted must be related to the capacity of the consumer's service connection, as follows:

| Insulated service cable, size in mm ² , copper equivalent mm ² | Maximum permissible starting current A | Maximum motor rating in kW | | |
|--|--|---------------------------------------|--------------------------------------|---------------------------------------|
| | | Direct on line (6x full-load current) | Star/Delta (2,5 x full-load current) | Other means (1,5 x full-load current) |
| | | kW | kW | kW |
| 16 25 | 72 95 | 6 7,5 | 13,5 18 | 23 30 |
| 35 50 | 115 | 9 10 | 22 25 | 36,5 45 |
| 70 95 | 135 | 13 16 | 31 38 | 55 67 |
| 120 | 165 | 18 20 | 46 52 | 77 87 |
| 150 | 200 | | | |
| | 230 | | | |
| | 260 | | | |

- (3) In an installation supplied at medium voltage the starting current of a low voltage motor must be limited to 1,5 times the rated full-load current of the transformer supplying such a motor, and the starting arrangement for medium voltage motors must be subject to the approval of the municipality.

Power Factor

47. (1) If required by the municipality, the power factor of any load must be maintained within the limits 0,85 lagging and 0,9 leading.

- (2) Where, for the purpose of complying with subsection (1), it is necessary to install power factor corrective devices, such corrective devices must be connected to the individual appliance terminals unless the correction of the power factor is automatically controlled.
- (3) The consumer must, at his or her own cost, install such corrective devices.

Protection

48. Electrical protective devices for motors must be of such a design as effectively to prevent sustained over-current and single phasing, where applicable.

CHAPTER 7: MEASUREMENT OF ELECTRICITY

Metering

49. (1) The municipality must, at the consumer's cost in the form of a direct charge or prescribed fee, provide, install and maintain metering equipment rated by the municipality at the point of metering for measuring the electricity supplied.
- (2) Except in the case of prepayment meters, the electricity used by a consumer during any metering period must be ascertained by the reading of the appropriate meter or meters supplied and installed by the municipality and read at the end of such period except where the metering equipment is found to be defective, or the municipality invokes the provisions of section 51(3) of these by-laws, in which case the consumption for the period must be estimated.
- (3) Where the electricity used by a consumer is charged at different tariff levels, the consumption must be metered separately for each rate.
- (4) The municipality must be entitled to meter the supply to blocks of shops and flats, tenement-houses and similar buildings for the buildings as a whole, or for individual units, or for groups of units.
- (5) No alterations, repairs or additions or electrical connections of any description must be made on the supply side of the point of metering unless specifically approved in writing by the municipality.

Accuracy of Metering

50. (1) A meter is presumed, unless the contrary is proved, to be registering accurately if its error, when tested in the manner prescribed in subsection (6), is found to be within the limits of error as provided for in the applicable standard specifications.
- (2) The municipality has the right to test its metering equipment.
- (3) If it is established by test or otherwise that the municipality's metering equipment is defective, the municipality must—
 - (a) in the case of a credit meter, adjust the account rendered; or
 - (b) in the case of prepayment meters—
 - (i) render an account where the meter has been under-registering, or
 - (ii) issue a free token where the meter has been over-registering.
- (4) The consumer is entitled to have the metering equipment tested by the municipality on payment of the prescribed fee. If the metering equipment is found not to comply with the system accuracy requirements as provided for in the applicable standard specifications, an adjustment in accordance with the provisions of subsections (3) and (7) must be made and the aforesaid fee must be refunded.
- (5) In case of a dispute, the consumer has the right at his or her own cost to have the metering equipment under dispute tested by an independent testing authority, approved by the municipality, and the result of the test is final and binding on both parties.
- (6) Meters must be tested in the manner as provided for in the applicable standard specifications.
- (7) When an adjustment is made to the electricity consumption registered on a meter, the adjustment must either be based on the percentage error of the meter as determined by the test referred to in subsection (5) or upon a calculation by the municipality from consumption data in its possession, and where applicable, due allowance must be made, where possible, for seasonal or other variations which may affect the consumption of electricity.
- (8) When an adjustment is made as contemplated in subsection (7) the adjustment may not exceed a period of six months preceding the date on which the metering equipment was found to be inaccurate, but the application of this section does not prevent a consumer from claiming back overpayment for any longer period where the consumer is able to prove his or her claim in a court of competent jurisdiction.

- (9) Where the actual load of a consumer differs from the initial estimated load provided for under section 5(1) to the extent that the municipality considers, on good grounds, that it necessary to alter or replace its metering equipment to match the load, the costs of such alteration or replacement must be borne by the consumer.
- (10) Prior to the municipality making any upward adjustment to an account in terms of subsection (7), it must—
 - (a) notify the consumer in writing of the monetary value of the adjustment to be made and the reasons therefore;
 - (b) in such notification provide sufficient particulars to enable the consumer to submit representations relating to what has been said in the notice, and
 - (c) call upon the consumer in such notice to provide it with reasons in writing, if any, within 21 days or such longer period as the municipality may permit, why his or her account should not be adjusted as notified.
- (11) The municipality is entitled to adjust the account as notified in subsection (10), but may do so only if—
 - (a) it has considered any reasons provided by the consumer in terms of subsection (10) and must not make any adjustment unless satisfied that there are good grounds for doing so; and
 - (b) an authorized official decides, after having considered the representation made by the consumer that the representations do not establish a case warranting an amendment to the monetary value established in terms of subsection (7), the municipality is entitled to adjust the account as notified in terms of subsection (10), subject to the consumer's right to appeal against the decision of the official in terms of section 62 of the Systems Act.

Reading of Credit Meters

- 51. (1) Unless decided otherwise by the municipality, credit meters must normally be read at intervals of one month and the fixed or minimum charges due in terms of the tariff must be assessed accordingly.
- (2) The municipality is not obliged to effect any adjustments to the charges contemplated in subsection (1).
- (3) If for any reason the credit meter cannot be read, the municipality may render an estimated account based on rational principles taking into account factors including previous usage; and the electrical energy consumed must be adjusted in a subsequent account in accordance with the electrical energy actually consumed.
- (4) When a consumer vacates a property and a final reading of the meter is not possible, an estimation of the consumption may be made by the municipality and the final account rendered accordingly.
- (5) If a special reading of the meter is desired by a consumer, this may be obtained upon payment of the prescribed fee to the municipality.
- (6) If any calculating, reading or metering error is discovered in respect of any account rendered to a consumer, the error must be corrected in subsequent accounts; and any such correction must only apply in respect of accounts for a period of 6 months preceding the date on which the error in the accounts was discovered, and must be based on the actual tariffs applicable during the period.
- (7) The application of subsection (6) does not prevent a consumer from claiming back overpayment for any longer period where the consumer is able to prove the claim in any court of competent jurisdiction.

Prepayment Metering

- 52. (1) No refund of the amount tendered for the purchase of electricity credit must be given at the point of sale after initiation of the process by which the prepayment meter token is produced.
- (2) Copies of previously issued tokens for the transfer of credit to the prepayment meter may be issued at the request of the consumer.
- (3) When a consumer vacates any premises where a prepayment meter is installed, no refund for the credit remaining in the meter must be made to the consumer by the municipality.
- (4) The municipality is not liable for the reinstatement of credit in a prepayment meter lost due to tampering with, or the incorrect use or the abuse of, prepayment meters or tokens.
- (5) The municipality may, at its discretion, appoint vendors for the sale of credit for prepayment meters and must not guarantee the continued operation of any vendor.

CHAPTER 8: ELECTRICAL CONTRACTORS

Additional Requirements

- 53. (1) Where an application for a new or increased supply of electricity has been made to the municipality, it may at its discretion accept notification of the completion of any part of an electrical installation, the circuit

arrangements of which permit the electrical installation to be divided up into well-defined separate portions, and such part of the electrical installation may, at the discretion of the municipality, be inspected, tested and connected to the supply mains as though it were a complete installation.

- (2) An application for a new or increased supply of electricity is done on the condition that the person making the application accepts that the examination, test and inspection that may be carried out at the discretion of the municipality, in no way relieves the electrical contractor, accredited person or the user or lessor, as the case may be, from his or her responsibility for any defect in the installation; and the examination, test and inspection and must not be taken under any circumstances (even where the electrical installation has been connected to the supply mains) as indicating or guaranteeing in any way that the electrical installation has been carried out efficiently, or with the most suitable materials for the purpose, or that it is in accordance with these by-laws or the safety standard, and the municipality must not be held responsible for any defect or fault in such electrical installation.
- (3) Before the municipality accepts notification in terms of subsection (1), it must inform the applicant of the provisions of subsection (2).

Damage by Electrical Contractors

54. Where an electrical contractor, or any person accredited by the municipality, performs work on a consumer's premises, he or she does so on behalf of the consumer and under the control or supervision of the consumer, and the municipality is neither liable for the cost arising from the work done nor in any way liable for any loss or damage which may be occasioned by fire or by an accident arising from the state of the wiring on the premises.

CHAPTER 9: COST OF WORK

Cost of Work

55. (1) The municipality may repair and make good any damage to property done in contravention of these by-laws or resulting from a contravention of these by-laws, provided that in effecting any repairs it does so in a manner that is fair.
- (2) The cost of any such work carried out by the municipality which was necessary due to the contravention of these by-laws by a consumer must be borne by the consumer and must be reflected as a debit against his or her account.

CHAPTER 10: ADMINISTRATIVE ENFORCEMENT PROVISIONS

Part I: Appointment of Authorised Officials

Appointment of Authorised Officials

56. (1) The municipality must appoint authorised officials vested with the power to exercise the powers of an authorised official under these by-laws and to discharge the municipality's right of access to premises in terms of section 101 of the Systems Act.
- (2) An authorised official is not a peace officer within the meaning of the Criminal Procedure Act, 1977 (Act No. 51 of 1977) and has no powers of arrest in respect of any offence in term of these by-laws.
- (3) In appointing an authorised official, the municipality must have regard to—
 - (a) a person's technical understanding and experience of matters related to electricity services; and
 - (b) any other factor that may be relevant to supervision and enforcement of these by-laws, whether technical or administrative.
- (4) An authorised official may be an employee of the municipality or any service provider of the municipality.
- (5) Upon appointment, authorised officials must be issued with a means of identification by the municipality which must state the name and function of the authorised official, and must include a photograph of the officer.
- (6) An authorised official, acting within the powers vested in him or her by these by-laws, is required to present identification on demand by any member of the public.

**Part II:
Powers of Authorised Officials**

Right of Admittance to Inspect, Test or do Maintenance Work

57. (1) An authorised official may, by notice in writing served on the owner or occupier of any property, require the owner or occupier to provide, on the day and at the hour specified in such notice, access to such property to the authorised official for the purpose of—
- (a) doing anything authorised or required to be done by the municipality under these by-law or any other law;
 - (b) inspecting and examining any service mains and anything connected with it;
 - (c) enquiring into and investigating any possible source of electricity supply or the suitability of immovable property for any work, scheme or undertaking of the municipality and making any necessary survey in this connection;
 - (d) ascertaining whether there is or has been a contravention of the provisions of these by-law or any other law, and
 - (e) enforcing compliance with the provisions of these by-laws or any other law,
- (2) Notwithstanding subsection (1), an authorised official who has reasonable grounds to suspect that harm or damage to property may arise or has arisen as a result of the electricity supply to a premises, or in any way related with the provision of electricity services, the authorised official may, without notice, enter and search any affected premises and take any action necessary to prevent the harm or damage to property including disconnecting the system in terms of section 9.
- (3) Any action under this section, must be conducted with strict regard to decency and order, respect for a person's dignity, freedom and security, and personal privacy.

Refusal or Failure to Give Information

58. (1) In order to monitor or enforce compliance with these by-laws, an authorised official, may, require any person to disclose information, either orally or in writing, and either alone or in the presence of witnesses, on any matter to which these by-laws relate and require that the disclosure be made on oath or affirmation.
- (2) An authorised official may be accompanied by an interpreter and any other person reasonably required to assist the authorised official in conducting the inspection.
- (3) An authorised official must, on request by a person requested to give information, provide his identification as an authorised official.
- (4) No person must refuse or fail to give such information as may be reasonably and lawfully required of him or her by any authorised official or render any false information to any such official regarding any electrical installation work completed or contemplated.

Refusal of Admittance

59. No person must wilfully hinder, obstruct, interfere with or refuse admittance to any authorised official in the performance of his or her duty under these by-laws or of any duty connected with or relating to these by-laws.

**Part III:
Administrative Penalties**

Establishment of an Administrative Penalty System

60. (1) The municipality may establish an administrative penalty system in terms of this chapter.
- (2) A decision to establish an administrative penalty system in terms of subsection (1) must be published by a notice in the Provincial Gazette and comes into operation on the date announced in the notice which may not be less than 3 months from the date of its publication.

Infringement Notices

61. (1) If a municipality has established an administrative penalty system, an authorised official may issue an infringement notice to any person who commits an offence listed in Column A of Annexure 2.
- (2) The infringement notice must—
- (a) specify, at the time when the notice is issued, the name and also the residential and postal address, if either or both of these be known, of the person on whom the infringement notice is served;

- (b) state the particulars of the infringement;
 - (c) specify the amount of the penalty payable in respect of that infringement designated in Column B of Annexure 2;
 - (d) specify the place where the penalty may be paid; and
 - (e) inform the person on whom the infringement notice is served that, not later than 28 calendar days after the date of service of the infringement notice, he or she may—
 - (i) pay the penalty; or
 - (ii) inform the municipality in writing at an address set out in the notice that he or she elects to be tried in court on a charge of having committed an offence in terms of Chapter 11 of these by-laws.
- (3) If it appears to the authorised official that an alleged offence cannot be adequately punished by the payment of the administrative penalty then the authorised official may refrain from accepting the administrative penalty and may take proceedings against the alleged offender in an appropriate Court in terms of Chapter 11 of these by-laws.

Trial

62. If a person who elects to be tried in court in terms of subsection 61(2)(e)(ii) notifies the municipality of his or her election, the authorised official must within 10 calendar days take all necessary steps, as envisaged in the Criminal Procedure Act, 1977 (Act 51 of 1977), in order to secure the attendance and prosecution of the accused, in which event the infringement notice must be cancelled.

Withdrawal of Infringement Notice

63. (1) Within one year after the infringement notice has been issued an authorised official may, whether or not the penalty has been paid, withdraw an infringement notice on the basis that new information has been received by the municipality or on any other good cause, by—
- (a) sending to the alleged offender a notice in the prescribed form stating that the infringement notice has been withdrawn; and
 - (b) providing reasons to the municipal manager for the withdrawal of the infringement notice.
- (2) Where an infringement notice is withdrawn after the penalty has been paid, the amount must be refunded.

Infringement Notice Not an Admission

64. Payment of a penalty is not regarded as an admission for the purposes of any proceedings, whether civil or criminal.

CHAPTER 11: JUDICIAL ENFORCEMENT PROVISIONS

Offences

65. (1) Subject to subsection (2), any person who—
- (a) contravenes or fails to comply with any provisions of these by-laws, other than a provision relating to payment for electricity services;
 - (b) fails to comply with any notice or order issued or condition imposed in terms of or for the purposes of these by-laws;
 - (c) fails to comply with any lawful instruction given in terms of or for the purposes of these by-laws; or
 - (d) who obstructs or hinders any authorised representative or employee of the municipality in the execution of his or her duties under these by-laws;
- is guilty of an offence and liable on conviction to a fine or in default of payment to imprisonment for a period not exceeding 6 months and in the case of any continued offence, to a further fine not exceeding R50 or in default of payment, to imprisonment not exceeding one day for every day during the continuance of such offence after a written notice has been issued by the municipality and served on the person concerned requiring the discontinuance of such an offence.
- (2) Any person committing a breach of the provisions of these by-laws is liable to recompense the municipality for any loss or damage suffered or sustained by it in consequence of the breach.

CHAPTER 12: GENERAL

Service of Documents and Process

66. For the purposes of the service of any notice, order or other document relating to non-payment for the provision of electricity services, the address of the owner of the premises to which electricity services are provided is the place where service of documents and process must be made.

Service of Notices

67. (1) Any notice, order or other document that is served on any person in terms of these by-laws must, subject to the provisions of the Criminal Procedure Act, 1977 (Act No. 51 of 1977), be served personally, failing which it may be regarded as having duly been served—
- (a) when it has been left at that person's place of residence or business, or, where his or her household is situated in the Republic, when it has been left with a person who is apparently 16 years or older;
 - (b) if that person's address in the Republic is unknown, when it has been served on that person's agent or representative in the Republic either personally or in the manner provided by paragraphs (a), (c) or (d);
 - (c) if that person's address and the identity or the address of his or her agent or representative in the Republic is unknown, when it has been posted in a conspicuous place on the property or premises, if any, to which it relates; or
 - (d) subject to section 66, if sent by registered post, whether service by registered post is, or is not required, if effected by sending it by properly addressing it to the addressee's last known residence, place of business or postal address, prepaying and posting a registered letter containing the notice, order or other document, and unless the contrary be proved, is presumed to have been effected at the time at which the letter would be delivered in the ordinary course of post.
- (2) When any notice or other document must be authorised or served on the owner, occupier or holder of any property or right in any property, it is sufficient if that person is described in the notice or other document as the owner, occupier or holder of the property or right in question, and it is not necessary to name that person.
- (3) Any legal process is effectively and sufficiently served on the municipality when it is delivered to the municipal manager or a person in attendance at the municipal manager's office.
- (4) Any legal process is effectively and sufficiently serviced on the service provider when it is delivered to the managing director or a person in attendance at the managing director's office.

Compliance with Notices

68. Any person on whom a notice duly issued or given under this by-law is served must, within the time specified in such notice, comply with its terms.

CHAPTER 13: REPEAL OF BY-LAWS

Repeal of By-Laws

69. (1) Any by-laws relating to electricity supply adopted by the Municipality or any municipality now comprising an administrative unit of the Municipality is repealed from the date of promulgation of these by-laws.
- (2) Any permission obtained, right granted, condition imposed, activity permitted or anything done under a repealed law, must be deemed to have been obtained, granted, imposed, permitted or done under the corresponding provision (if any) of this By-law, as the case may be.

Short title

70. This By-law is called the Electricity Supply By-law, 2011.

