

# MUNICIPAL ELECTRICITY COMMUNICATIONS TOOLKIT

**2022**

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# Aim of the Communications Toolkit

The communications toolkit can be used by municipalities to address the questions asked by customers including:

1. What am I paying for?
2. How is my bill calculated?
3. What is a grid for all?
4. How to save money on your electricity bill?
5. FAQ about electricity in SA.

The communications toolkit is available in six South African languages:

**English, Afrikaans, isiXhosa, isiZulu, Setswana and Sepedi.**

# Distribution Platforms

The toolkit can be distributed through any of the following channels:



WhatsApp



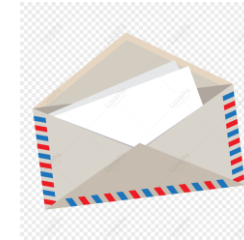
Facebook



Instagram



Email



Post



Twitter



Noticeboards



Presentations

# Toolkit Content

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**1. What am I  
paying for?**

# What am I paying for?

## MEDIA

Animated video with narration

## SUMMARY

These videos summarise the different costs that are included in a customer's electricity bill.

To watch:



[English](#)

[Sepedi](#)

[Afrikaans](#)

[isiXhosa](#)

[Setswana](#)

[isiZulu](#)

To download:



[English](#)

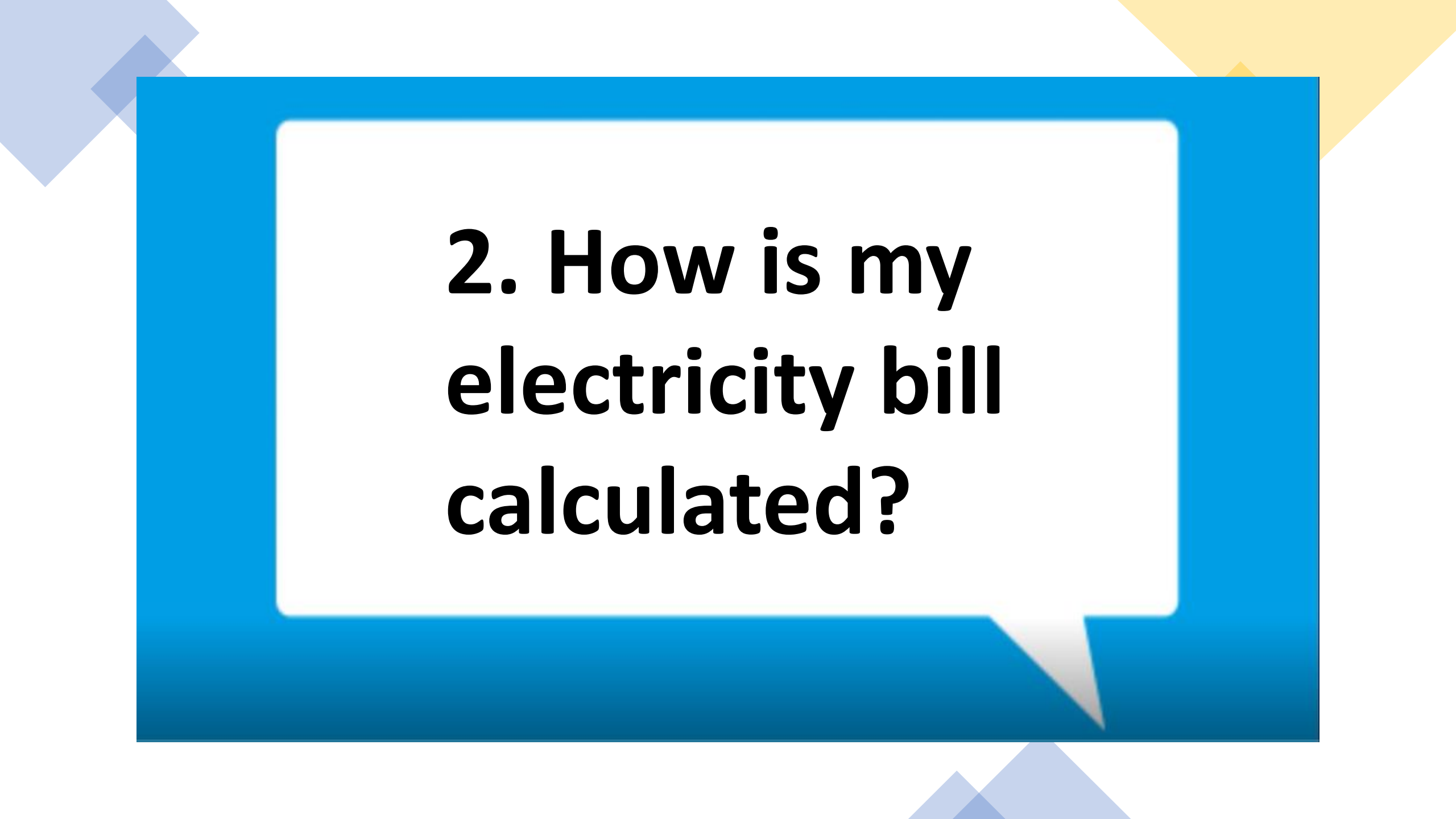
[Sepedi](#)

[Afrikaans](#)

[isiXhosa](#)

[Setswana](#)

[isiZulu](#)



**2. How is my  
electricity bill  
calculated?**



How is my electricity  
bill calculated?

Two factors affect  
how your bill is  
calculated...

## 1. Who supplies your electricity?



## 2. What type of customer are you?

Click below to find out more about the tariffs applicable to different customers.



# How is my electricity bill calculated ?

## MEDIA

Infographics

## SUMMARY

Interactive PDF which can be used to explain how the electricity bill is calculated for different customer classes.

To download:



[English](#)  
[isiZulu](#)

[Afrikaans](#)  
[Setswana](#)

[isiXhosa](#)  
[Sepedi](#)





## Frequently Asked Questions about Electricity in South Africa

### How is my electricity bill calculated?

Click below to find out more about  
the costs associated with providing  
electricity for you as a customer.

DOMESTIC



Subsidised  
lifeline  
Tariff

Residential  
Tariff

Free Basic  
Electricity

Pre-Paid  
vs. Credit

Time  
of Use

Incline  
Block Tariff

## MEDIA

Animated videos

## SUMMARY

Short videos to provide insight to *Domestic customers*.

To watch:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)

To download:



[English](#)  
[isiZulu](#)

[Afrikaans](#)  
[Setswana](#)

[isiXhosa](#)  
[Sepedi](#)



## Frequently Asked Questions about Electricity in South Africa

### How is my electricity bill calculated?

Click below to find out more about  
the costs associated with providing  
electricity for you as a customer.

#### BUSINESS



Small &  
Large power  
user

Demand

Time  
of Use

Incline  
Block Tariff

## MEDIA

Animated videos

## SUMMARY

Short videos to provide insight to *Business or Commercial customers*.

To watch:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)

To download:



[English](#)  
[isiZulu](#)

[Afrikaans](#)  
[Setswana](#)

[isiXhosa](#)  
[Sepedi](#)



## Frequently Asked Questions about Electricity in South Africa

### How is my electricity bill calculated?

Click below to find out more about  
the costs associated with providing  
electricity for you as a customer.

SSEG



What is  
SSEG?

Your grid  
Connection

Feed-in  
Tariff

Network  
cost

Return on Investment  
Business vs. Residential

## MEDIA

Animated videos

## SUMMARY

Short videos to provide insight to *Small-scale  
Embedded Generation customers.*

To watch:



[English](#)

[Sepedi](#)

[Afrikaans](#)

[isiXhosa](#)

[Setswana](#)

[isiZulu](#)

To download:



[English](#)

[isiZulu](#)

[Afrikaans](#)

[Setswana](#)

[isiXhosa](#)

[Sepedi](#)



**3. What is a  
grid for all?**

# What is a grid for all?

## MEDIA

Animated video with narration

## SUMMARY

This video describes the importance of having an inclusive electricity grid.

To watch:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)

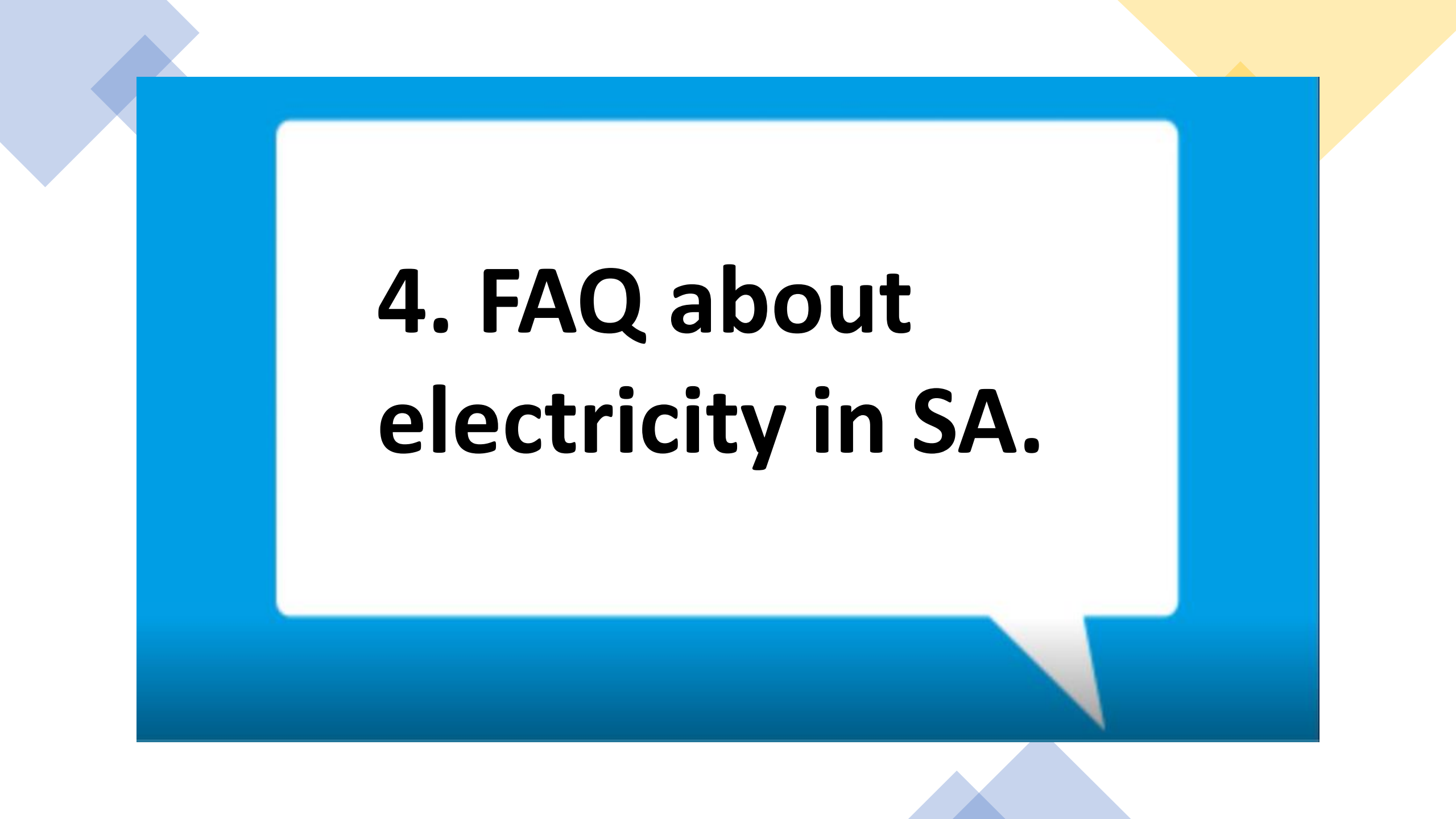
To download:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)



## **4. FAQ about electricity in SA.**

# Frequently asked questions about electricity

## MEDIA

Animated videos with narration

## SUMMARY

Short videos to answer the following questions:

- Can municipalities set whatever tariffs they like?
- Do municipalities make a huge profit from electricity
- Is energy generated from the sun free?
- Why am I being taxed for using the sun?
- Is going off-grid cheaper?

To watch:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)

To download:



[English](#)  
[Sepedi](#)

[Afrikaans](#)  
[isiXhosa](#)

[Setswana](#)  
[isiZulu](#)



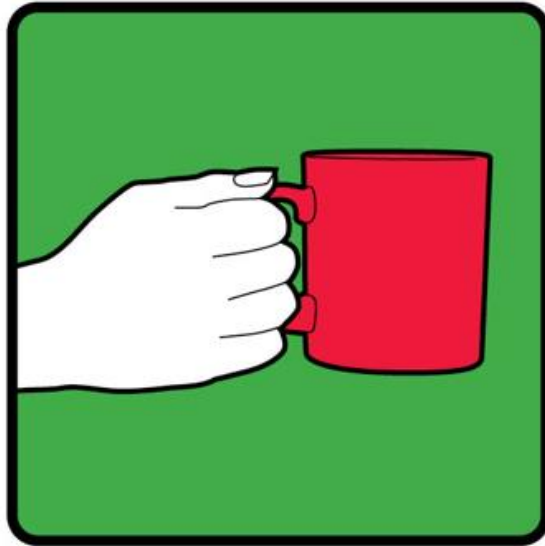
**5. How to save  
money on your  
electricity bill**



# How to save money on your electricity bill.



**How to save money**  
on your electricity bill.



Boil only as much water as you will need.  
Don't fill up the kettle just to make  
a single cup of tea.

## MEDIA

Infographics

## SUMMARY

This infographic provides tips on how customers could reduce their electricity consumption.

To download:



[English](#)

[Setswana](#)

[isiXhosa](#)

[Sepedi](#)

[isiZulu](#)

[Afrikaans](#)