



a world class African city



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Geysers Control Frequently Asked Questions (FAQs)

Question: What is a “Geysers Control” system?

Answer: A computer-based load management system broadcasts control signals to receiver control units or ripple relays that are installed at the customers’ premises, to interrupt the electricity supply to the geysers during peak times and load shedding.

Question: How much does it cost for the customer to have the control units installed at their premises?

Answer: City Power installs the control units free of charge at its customer’s premises.

Question: What time do the control units switch off and on the geysers?

Answer: 07h00 to 10h00 in the morning, and again between 18h00 to 20h00 in the evening. On Saturdays your geysers will be controlled between 09h00 to 12h00 in the morning and between 18h00 to 20h00 in the evening.

Question: Who are the installers of the control units and how can they be identified?

Answer: City Power employees and/or appointed agents (Contractors) can be identified through their City Power ID cards. The identities can be confirmed by calling City Power Risk Control Department on 011 490 7900/11.

Question: What happens in the event that you as owner or tenant of the premises choose the option to be excluded from having a geysers control unit installed by City Power employees or appointed agents (Contractor)?

Answer: The owner or tenant may apply in writing to be excluded from having a geysers control relay installed, whereupon the owner or tenant will be liable to pay the fixed rate exclusion tariff of R350.00 for a period of one calendar year.

Question: What happens in the event that the owner or tenant refuses access to the premises?

Answer: On refusal of access, the customer will within 14 days of receiving a second notice, be liable to pay the fixed rate exclusion tariff of R350.00 for a period of one calendar year.

Question: What should a customer do when experiencing cold water or the geysers control unit is not functional and would like to be repaired, and/or request a unit to be installed?

Answer: Log a call with City Power Customer Call Centre by calling 086 056 2874.

Question: How long would City Power take to resolve the cold water complaint after a call has been logged?

Answer: City Power is committed to resolve all cold water complaints within 48 hours.

Question: What will happen if a resident goes away from home for any length of time either on business or holiday and the customer wants to switch off the geysers?

Answer: When going on holiday or business trips and there is nobody at home it is advisable to switch off the geysers from the distribution board in such a case as it would be consuming energy unnecessarily while nobody is there to use the hot water.

Question: How will this switching on and off daily of geysers affect the geyser lifetime and is this constant switching on and off of geysers damages the geysers in place?

Answer: All geysers are set to a certain temperature and in this way regulated by a thermostat which switches the geyser on and off automatically several times during a 24 hour period. The City Power geyser control unit will only switch the geyser on and off once in the morning and once in the evening. The life span of a geyser element is not determined by this, but rather than the quality of the product (element). The same goes for your vehicle of which the life span of the engine does not get affected by how many times you start up and drive the vehicle but rather by the distance that you travel.

Question: What will happen if someone wants to do renovations to their premises?

Answer: City Power will assist free of charge in this matter and reconnect the unit when such renovations have been completed.

Question: Can you describe exactly what constitutes tampering with the unit?

Answer: Tampering means breaking of the seal to switch the geyser relay back on or illegally bypassing the relay so as to have hot water permanently available.

Question: What are the consequences of illegally bypassing or tampering in any way with the operation of the geyser control units?

Answer: Bypassing or removal of the equipment is a criminal offence that carries a maximum liability of a fine of R2000.00 or 6 months imprisonment.

Question: Can an owner or tenant use their own electrician and send the account to City Power?

Answer: City Power staff or appointed agents (Contractors) will remove and reinstall or replace the geyser control unit for free, in such instances City Power will not honour any invoices or accounts from private electricians.

Question: Will City Power employees or appointed agents (Contractors) be issuing a Certificate of Compliance (CoC) for the installation of the geyser control unit.

Answer: Regulation (1) of the Electrical Installation Regulations, published under the OHS Act, requires an accredited person who makes an alteration or addition to an existing electrical installation to issue a CoC for the entire installation if no CoC exists for that installation. In addition, this requirement is waived on the condition that the accredited person, when checking the installation, must report any visible defects to the supply authority immediately (City Power), with a view to ensuring that the owner/user of the installation rectifies the defects. Therefore, the installers are not required to issue the CoC as they are not doing any modification on the distribution board or adding new circuit breakers.

Question: What if an owner or tenant have a timer installed, would City Power still need to install the geyser control unit?

Answer: Yes. The geyser control unit will be installed between the circuit breaker on the distribution board and the timer, ensuring to reduce the demand for power when necessary to avoid power failures in your area.

Question: What if as an owner or tenant have a solar geyser installed, would City Power still need to install the geyser control unit?

Answer: Yes. The solar geyser installation will be inspected to check if has been connected to the 220V power supply circuit. If it is during cloudy and rainy days the geyser will need to consume power via the element and therefore, it is necessary for the geyser control unit to be installed so as to ensure

the reduction of demand for power when necessary via the ripple relay so as to avoid power failures in your area.

General technical tips on how to save on electricity costs

- Turn off the lights when nobody is in the room.
- Replace incandescent light bulbs with energy efficient bulbs
- Switch off appliances rather than leaving them on “stand-by” mode if they are not being used, such as TV sets, video machines, personal computers, printers and microwaves etc.
- Reduce the time of the swimming pool pump in winter months – and set the timer outside of the peak periods, even in summer.
- Insulate geysers and hot water pipes.
- Leaking hot water taps should be repaired as soon as possible.
- Don’t fill your kettle if you are only making one cup of coffee (use only enough water to cover the element)
- Visit our website at www.citypower.co.za under Customer service information for more information on this project.