



DOLPHIN COAST RESIDENTS & RATEPAYERS ASSOCIATION

PRIVATE AND CONFIDENTIAL

Office: Head of Department
NERSA Complaints

10 January 2025

By email: complaints@nersa.org.za

Copies: Poswa Vuyelwa vuyelwa.poswa@nersa.org.za

Dear Sir/Madam,

RE: Unprecedented electricity crisis in the Southern Grid of the KwaDukuza licensed reticulation area

We write to you today as the KwaDukuza Organised Residents Alliance (KORA), a collective of ratepayer's associations from the Dolphin Coast Residents & Ratepayers Association (DOCRRRA), Zinkwazi, Blythedale, and Tinley Manor, as well as civil society organisations KwaDukuza Residents Forum (KDRF) and the Ilembe Civic Action Movement (ICAM). Together we represent more than 40,000 households in the KwaDukuza Municipality.

The Southern Grid of the KwaDukuza licensed reticulation area is experiencing an unprecedented electricity crisis which began in earnest in the second week of December 2024. These outages are nearly a daily occurrence, and many last for more than 72 consecutive hours. Residents and businesses have been adversely affected at a critical time, the festive season, when many make most of their annual income.

The crisis has also been characterised by a complete failure in communication on behalf of the KwaDukuza Municipality (KDM). Feedback (when rarely given) has been inconsistent, unreliable, and at worst, contradictory. No member of the KDM executive committee (the Mayor, Deputy Mayor, Speaker and Municipal Manager) have issued any statement to the public, nor have they responded to our request for information that was sent on 16 December 2024, at the outset of the crisis (see attached). Our ward councillors have been equally unable to obtain any meaningful communication from the exco or the electricity business unit.

For many years, we have lamented shortcomings in maintenance, planning, and a failure to fill key vacancies with competent and motivated individuals. The current maintenance spend is sitting at half of the NERSA-recommended 6% and in most years, KDM fail to spend this budget allocation. The present predicament lays plain these failures – which have clearly compounded over time.

Website : www.docrra.co.za

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Reg. No. : 2016 / 114855 / 07

COMMITTEE : D Viljoen (Chairman), F Helberg (Vice Chairman), B Botes, D Both-Richards, H Broerse, V Honiball, M Kassam, G Lyle, R Shaw
T Greyling, J Wallis, B Pottinger, T Ntuli



Our area is one of the fastest developing and most important economic nodes in the province, and with that, the demand on the grid is ever-increasing. Most businesses and new residential buildings have high consumption aircon units, and many have battery backup systems which draw an enormous amount of load. This should come as no surprise to KDM as this trend began several decades ago.

We are aware that KDM have been audited in 2009, and then again in 2014, and we are convinced that the recommendations that were made at those points have not been followed. It is also our view that KDM are not maintaining and upgrading their infrastructure in accordance with the specifications of their license.

We therefore urgently request your intervention to resolve this crisis and establish the facts that have led us to this point, performing another audit should that be necessary. Our special subcommittee on electricity would also welcome the opportunity to meet with you to further discuss the problem and potential solutions.

We trust that you will treat this matter with the expediency it demands to alleviate the suffering of our residents in KwaDukuza.

Kindly refer to the attached documents confirming our prior communication with KDM, as well as our official complaint.

Regards

Deon Viljoen

DOC RRA CHAIRMAN