

**NTCSA GRID ACCESS UNIT ESTABLISHMENT
FREQUENTLY ASKED QUESTIONS (FAQ)****1. What is the NTCSA Grid Access Unit (GAU)?**

The NTCSA Grid Access Unit (GAU) is a dedicated customer-facing function responsible for providing a single point of entry for transmission-related grid access and grid connection services. It serves as the primary customer interface for enquiries, applications, quotations, agreements, capacity allocation, connection planning, and related customer support services.

2. Why is NTCSA establishing the Grid Access Unit?

The establishment of the NTCSA GAU supports the objectives of the Electricity Regulation Amendment Act (ERAA) and the evolution of the South African electricity supply industry towards a more transparent, independent, and non-discriminatory transmission access framework. It provides customers with a clear, neutral, and accountable interface for transmission-related services.

3. What services will NTCSA Grid Access Unit provide?

NTCSA Grid Access Unit will provide: Grid connection enquiries support, application processing, grid connection studies, cost estimates, budget quotations, capacity allocation support, connection agreements, customer communications, application status tracking, escalation management, customer account management, and grid access information support

4. What will happen to projects currently in progress?

Projects already in progress will continue to be processed under existing arrangements while accountability for transmission connected projects is progressively transitions to NTCSA. Existing commitments, studies, quotations, and agreements will continue to be honoured, subject to their applicable terms and conditions.

5. Will existing Cost Estimate Letters and Budget Quotations (BQs) remain valid?

Yes. Existing cost estimate letters and budget quotations for connection to the transmission network remain subject to their approved validity periods and contractual conditions. The establishment of the NTCSA GAU does not automatically invalidate any approved budget quotation.

6. What happens to existing connection agreements?

Existing connection agreements remain legally binding and continue to be administered in accordance with their terms and applicable regulatory requirements. Where changes in administration occur, customers will be formally notified.

7. Will existing transmission customers need to sign new contracts?

Existing agreements for transmission connected customers will continue unless a specific contractual amendment, novation, or replacement is required. Any proposed changes will be communicated and managed through established contractual processes.

8. Where should new customers submit transmission connection enquiries?

New customers seeking transmission-related connections should submit enquiries through the NTCSA Grid Access Unit, which serves as the single customer interface for transmission grid access matters. The relevant contact details are available on NTCSA website: www.ntcsa.co.za.

9. What types of applications can be submitted to NTCSA Grid Access Unit?

Applications may include new generator connections, renewable energy projects, battery energy storage projects, Distribution network service providers' interfaces, existing transmission connection capacity modifications (reduction / increases)

10. Will all generation projects connect directly through NTCSA?

No. Generation projects seeking connection to the transmission network will be processed through the NTCSA, while projects connecting to distribution networks will continue to follow distribution connection processes and technical requirements.

11. What if a Large Power User or Distributors wishes to install generation behind their meter?

All generation facilities installed behind the meter of a Large Power User or Distributors may still impact the transmission network. In such cases, the NTCSA, which is the primary interface for the cumulative grid impact assessment, will coordinate with the relevant in Large Power User or Distributors to facilitate grid capacity allocation.

12. Will the establishment of the NTCSA GAU change capacity allocation rules?

No. Capacity allocation continues to be governed by approved regulatory requirements and applicable capacity allocation frameworks. The NTCSA GAU acts as the customer-facing interface and transmission connection process facilitator.

13. Will my project lose its position in the connection queue?

No. Existing application positions and allocated rights remain subject to approved processes and applicable regulatory rules. The creation of the NTCSA GAU does not automatically alter project queue positions.

14. Does the establishment of the NTCSA GAU change customers' regulatory rights?

No. Customers will continue to enjoy all rights afforded under applicable legislation, licences, Grid Codes and approved rules governing grid access and connection services.

15. When will customers begin interacting directly with the NTCSA GAU?

Customers can start interacting directly with the NTCSA GAU from 31 July 2026 via the Contact Centre: 011 871 3373 or email: txgridconnection@ntcsa.co.za.

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