



# ELECTRICAL SERVICES

## HOW TO APPLY

### NEW / ALTERATIONS TO AN ELECTRICAL SERVICE CONNECTION ( $\geq 56$ kVA)

#### Who can apply?

All customers who have a registered property that is located within the City Power area of supply

#### How do I know if I am supplied by City Power?

If your municipal bill includes an item for City Power / Electricity consumption then you are a City Power customer, if you don't have a bill you can consult the township list on the City of Johannesburg or City Power websites

**You will need to appoint a registered electrical consultant and / or an electrical contractor before applying, they will guide you as to what your capacity requirements will be. They will also need to ensure that all the City Power requirements are met. Further more the will need to undertake all the alterations to the electrical installation and provide a certificate of compliance before the service connection is energized**

#### What do I need to apply?

- An application form (This form can be downloaded from the City of Johannesburg or City Power websites or can be obtained at one of the CoJ People Centre's)
- A copy of the rates account for the property
- The zoning certificate
- A copy of the site plan indicating the proposed point of electrical connection
- A copy of the owner's ID
- If the application is being made on behalf of the owner then a power of attorney giving the applicant authority to sign on behalf of the owner
- In the case that the property is owned by a company then a proxy from the companies board giving the applicant authority to sign on behalf of the company
- The name of your electrical contractor, their contact details and their registration number



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#### How do I apply?

You need to fill in the application form and then take it along with the documents listed above to one of the City of Johannesburg People Centre's. The customer services agent will capture the application and provide you with a notification number, this is the number you should use if any queries are made regarding this application

#### What happens after the application has been captured?

1. The application will be electronically sent to City Power's Network and Services Planning department.
2. The application will be assessed by a Planner
3. If the property is not within the City Power supply area the application will be rejected and the Customer Services agent will be informed
4. If there are capacity constraints on the City Power network, a letter will be sent to the applicant advising them of the situation and the time frame when capacity will be available
5. If any documents are missing they will request it via the Customer Services Agent
6. When all the documents have been received and there is confirmation that capacity is available, a design fee quotation will be loaded on the notification and a letter will be sent to the applicant
7. The applicant will have to go to a People Centre to sign the acceptance of the quotation, get the tax invoice and make payment



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#### What happens after the application has been captured? (continued)

8. Once design fee payment is reflecting against the notification and any additional documents that were requested have been submitted, the Planner will proceed to obtain all the required approvals, e.g. wayleave
  9. Once the approvals have been obtained the Planner will load the final quotation against the notification and send the applicant the final quotation letter.
  10. A trip testing form for the consumer's main circuit breaker will be sent with the final quotation.\*
  11. The applicant will have to go to a People Centre to sign the acceptance of the quotation, get the tax invoice and make payment
- The main circuit breaker and 3 copies of the trip test form needs to be handed in for testing at the Test Department. The test department is located at City Power's head office, 40 Heronmere road, Reuven

#### What happens after the final payment has been received?

1. Once the final payment is reflecting against the notification the project will be handed over the Project Manager who will manage the work on site
2. The applicant's electrical contractor will be contacted to confirm that the site is ready for the installation. A site meeting will be arranged with all the role players to discuss the details of the installation



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#### What happens after the final payment has been received? (cont.)

3. The applicant's electrical contractor will provide a copy of the certificate of compliance and proof that the main circuit breaker has been trip tested
4. Once the installation has been completed and the final tests have been done, the installation will be energized

#### **Please Note:**

**A call out fee of R 1200 will be charged if a contractor is dispatched and they are unable to complete the installation because the miniature substation site or meter box is not ready. The payment will need to be made at one of the People Centre's. The installation will only be completed once this fee has been paid.**