



# ELECTRICAL SERVICES

## HOW TO APPLY

### NEW / ALTERATIONS TO AN ELECTRICAL SERVICE CONNECTION ( $\leq 56$ 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 contractor before applying, they will guide you as to what your capacity requirements will be. They will also need to install an approved meter receptacle and undertake any alterations to your electrical installation. Further more they will need to 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
- 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 any information is missing they will request it via the Customer Services Agent
4. When all the information has been received, a quotation will be loaded on the notification
5. The Customer Services agent will inform the applicant that the quotation has been done
6. The applicant will have to go to a People Centre to sign the acceptance of the quotation, get the tax invoice and make payment
7. Once payment is reflecting against the notification, the Planner will forward the notification to the Project Manager who will assign a contractor to undertake the installation



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8. The applicant's electrical contractor will be contacted to confirm that the site is ready for the installation and arrangements to meet on site to discuss the details of the installation will be made.
9. At the meeting the applicant's electrical contractor will provide a copy of the certificate of compliance
10. Once the installation is complete 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 meter box has not been installed. 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.**