



# ELECTRICAL SERVICES

## HOW TO APPLY

### CONVERT FROM POST PAID TO PREPAID BILLING

#### Who can apply?

Individually metered, City Power supplied domestic or business customers with a service connection not exceeding 56 kVA (3 phase, 80 ampere) that is currently billed on post paid can convert to prepaid billing.

#### 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

#### 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
- The meter number, if possible a photo of the meter
- 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

#### 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



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#### 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. Once all the information has been received, then a quotation will be loaded against the notification
5. The Customer Services agent will inform the applicant that the quotation has been loaded on
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 conversion
8. The applicant will be contacted to arrange a date and time when the contractor can come to audit the existing installation
9. On the appointed day the contractor will assess the meter and make a second appointment to do the actual conversion
10. On the appointed day the contractor will programme or change the meter
11. Once the conversion is done the applicant will have to be in a position to start purchasing vouchers on the various platforms to load onto the meter

#### **Please Note:**

**A call out fee of R 1200 will be charged if a contractor is dispatched and they are unable to access the electrical meter because it is located within the property. The payment will need to be made at one of the People Centre's. The conversion will only be completed once this fee has been paid.**