

Steps taken from application to installation for large Power User applications

Customer Steps	City Power internal steps	City Power Implementation Plan (days to respond to customer steps)	Overall Days taken per department
	Planning department		
1. Application received for design fee issued	Application form with supporting documents	7	22
	Design fee quote issued		
	Design fee payment received		
	Wayleave application made		
2. Payment of design fee	Payment for Design fee quote received	5	
	Final quotation issued		
	Trip test form issued		
3. Payment of Final quotation	Payment of Final quotation received	10	
	Trip test certificate received		
	Wayleave application received		
	Project file issued to Execution		
	Execution department		
4. Attend kickoff meeting	Receipt of file	3	46
	Arrange kickoff meeting		
	Discuss: Servitudes, designs and drawings		
	Inspect trip tested circuit breaker	1	
	Certificate of compliance issued (CoC)		
	install equipment on site		
	Installation of meter	42	
	Final Connection		
	Capture on SAP		
	Total Days with Planning	22	68
	Total Days with Execution	46	
	Total days to complete Application	68	

Large Power Users (as per City Power classification)	
LV measured (400V)	70 - 250kVA (DB)
	315 - 500kVA
MV measured (11-6.6kV)	730 - 1,000kVA
	800 - 2,500kVA

