

METER CHANGE-OVER

CHANGING FROM CREDIT TO PREPAYMENT METER:

1 Visit one of our Customer Service Centres and fill in a blue application form.

Note: Your account needs to be up to date before making an application

2

Your completed application will be captured, referenced and forwarded to the relevant department for technical analysis and costing. Once completed, a pro-forma invoice detailing the costs, installation specifications and a metercard will be posted to you.

Note: Refer to eThekweni Electricity's Schedule of Connection Fees and Charges for estimated connection costs (Tariff Brochure & www.durban.gov.za).

3

Once payment has been received, your application will be confirmed. You are also required to submit your completed meter card for your connection request to be processed.

Note: The deposit from your Credit meter account cannot be transferred as payment for a change over connection fee.

TIME FRAMES FOR CONNECTIONS:

The time frames for connections will be dependent on the availability of the meters (3-6 months).

MANDATORY DOCUMENTATION / REQUIREMENTS:

1. I.D document of applicant
2. Proof of ownership
3. Authority from landlord - proxy letter, I.D copy & I.D copy of the landlord
4. Registered contractor details
5. Open an account with a refundable deposit of R100

ELECTRICITY CUSTOMER SERVICE CENTRES

DURBAN

: 031 311 9086

The Rotunda, 1 Jelf Taylor Crescent,
Masabalala Yengwa Avenue
(Behind The Durban Station)

ISIPINGO

: 031 3115632/3

1st Floor, 3 Police Station Road

BESTER

: 031 311 6945/6

20 Ntuzuma Access Road
(near GJ Zuma Secondary School)

PINETOWN

: 031 311 6295/6

Pinetown Civic Centre,
60 Kings Road

CONTACT CENTRE : 080 1313 111

Streetlight Faults and General Enquiries

SMS : 083 700 0819

CABLE THEFT : 031 311 9611

E-mail: custocare@elec.durban.gov.za



NEW CONNECTIONS

Step-by-Step



ELECTRICAL CONNECTIONS

CREDIT METER

- 1 Visit one of our Customer Services Centres and fill in a white application form.
Note: You may need to consult with your electrician for the required technical details in the form.

- 2 Your completed application will be captured, referenced and forwarded to the relevant department for technical analysis and costing. Once completed, a pro-forma invoice detailing the costs, installation specifications and a meter card will be posted to you.
Note: Refer to eThekweni Electricity's schedule of connection fees and charges for estimated connection costs.

- 3 Once payment has been received in accordance with your invoice, your application will be confirmed. You are also required to submit your completed meter card for your connection request to be processed.
Note: Your electrician will need to carry out the electrical connections from your distribution board to the meter point and provide the necessary certification for the work done. Our depot will only commence work once a completed meter card has been received.

- 4 Once the meter has been installed, the customer must hand in a copy of the signed certificate of compliance within 48hrs. The application number needs to be indicated on the front right hand corner of the certificate.

- 5 Prior to any consumption of electricity on site, the customer must open an account and pay a deposit equivalent to 2 months consumption charges. An account can be opened at any Electricity Customer Service Centre.

TIME FRAMES FOR CONNECTIONS:

The timeframes for connections will vary depending on the availability of power in the relevant area.

MANDATORY DOCUMENTS

1. ID document of applicant
2. Proof of ownership
3. Authority from landlord
4. Approved building plan showing preferred meter location
5. Registered contractor's details

NEW PREPAYMENT METER

- 1 Visit one of our Customer Service Centres and fill in a blue application form.
Note: You may need to consult with your electrician for the required technical details in the form.

- 2 Your completed application will be captured, referenced and forwarded to the relevant department for technical analysis and costing. Once completed, a pro-forma invoice detailing the costs, installation specifications and a meter card will be posted to you.

- 3 Once payment has been received in accordance with your invoice, your application will be confirmed. You are also required to submit your completed meter card for your connection request to be processed. It is mandatory to open an account with a refundable deposit of R100.00
Note: Your electrician will need to carry out the electrical connections from your distribution board to the meter point and provide the necessary certification for the work done. Our depot will only commence work once a completed meter card has been received.

The above is not applicable to subsidised customers supplied with a ready-board.

- 4 Once the meter has been installed, the customer must hand in a copy of the signed Certificate of Compliance within 48hrs. The application number needs to be indicated on the front right hand corner of the certificate.

A Certificate of Compliance is supplied with a ready-board for subsidised connections

- 5 Prior to any consumption of electricity on site, the customer must activate their meter card by visiting one of our Customer Service Centres and purchase prepaid electricity.

Note: The customer is liable for any damages to the meter.

TIME FRAMES FOR CONNECTIONS:

The timeframes for connections will vary depending on the availability of power in the relevant area.

MANDATORY DOCUMENTS

1. ID document of applicant
2. Proof of ownership
3. Authority from landlord
4. Approved building plan showing preferred meter location
5. Registered contractor details

ACCOUNT PAYMENT METHODS

The following methods of payment are available:

1. Direct Debits - The simplest and safest method
2. In Person - At any authorised eThekweni account vendor
3. Electronic Transfer
4. EasyPay
5. Standard Bank
6. Post Office

A list of payment methods and pay points is printed on the reverse side of all accounts.

Please note that there are occasionally delays in advice of payment reaching us when accounts are paid at 3rd Party Collectin Agents. Customers are to ensure that payment is made before the due date to avoid arrears on the account and unnecessary disconnections.

**ETHEKWINI ELECTRICITY
CUSTOMER SERVICES**



**ELECTRICAL
CONTRACTOR:** _____

TELEPHONE: _____

DATE: _____

ECB REG. NO: _____

APPLICATION NO: _____

APPLICATION ADDRESS: _____

ELECTRICAL CONTRACTOR'S SIGNATURE: _____
(CERTIFICATE OF COMPLIANCE TO BE SUBMITTED WITHIN 48 HOURS OF
COMPLETION OF INSTALLATION)

**N.B: FALSE NOTIFICATION WILL RESULT IN A RE-VISIT FEE
BEING RAISED ONTO THE CONNECTION CHARGES,
RESULTING IN DELAYED CONNECTION**

ALL INFORMATION MUST BE FILLED IN

NOTIFICATION THAT INSTALLATION IS READY TO ACCEPT SERVICE CABLE and / or / METER / S

<i>Tick applicable items</i>		<i>YES</i>	<i>N/A</i>
1.	Meter box in position at correct height (1,2-1,5m).		
2.	Meter frame ready with meter tails from busbars and permanent labels to identity consumer mains destination. Unit door numbers displayed.		
3.	Meter room ready and safe as per drawing S/P463 (lockable door, labels etc).		
4.	Consumer's cables laid and earthing connected to earth terminal.		
5.	Cable tested for continuity of conductors and earthing.		
6.	Cable tested for insulation resistance between conductors and earth.		
7.	<u> </u> mm cable installed which is the correct current capacity for the installation.		
8.	Cable route clear of obstruction. rubble. scaffold. etc.		
9.	Manholes, cable ducts in position.		
10.	Does the electrical contractor need to meet the Department's staff for the change over?		
11.	Is the installation free from any hazard?		

Note: *In order to enable the timeous installation of the service, please submit this card immediately the installation is ready for acceptance of the service.*

Certificate of Compliance to be submitted within 48 hours of permission given to connect by Ethekwini Municipality.