



CITY OF CAPE TOWN
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Energy Services Applications:

New or Modified Electricity Supply

'How To' Guide

February 2025

About

The City of Cape Town's new online Energy Services platform can be used to **apply for a new electricity supply** or a **modification to an existing electricity supply** within the City of Cape Town's electricity supply area.

The aim of the new online platform is to improve the process of applying for energy-related services by

- **reducing turnaround** times
- **increasing transparency** on an application's progress and status
- **automate the issuing of quotations** for certain application types

Note: PDF applications will be phased out, and you are encouraged to use the Energy Services platform for all new applications.

Electrical Contractors

For any work requiring an electrical **Certificate of Compliance**, the electrical contractor must be registered as a Service Provider on the Energy Services portal on e-Services. To do this, follow the steps in this Guide [here](#).

NOTE: This Guide is for **electricity supply applications only**. For **SSEG applications**, please read the How-to Guide [here](#).

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What you can apply for: *Part 1*

The following table outlines what types of connections you can apply for on the online application platform:

***Requires electrical contractor**

Type of application	Description
New supply*	To establish a new metered electricity connection to a new property or sub-division. Applications must include a Certificate of Compliance issued by a registered electrical contractor for any electrical work completed on the property. A new metered electricity connection is required for new properties or sub-divisions. When applying, you must provide your registered electrical contractor's details as part of the application. A Certificate of Compliance (CoC) for completed electrical work will be required from your contractor, but this can be submitted after your initial application is processed.
Upgrade/downgrade of existing supply*	To increase or decrease electricity supply. When applying, you must provide your registered electrical contractor's details as part of the application. A Certificate of Compliance (CoC) for completed electrical work will be required from your contractor, but this can be submitted after your initial application is processed.
Retrofitting of existing credit meter with split pre-paid meter (PPM)*	To replace a credit meter (billed retrospectively) with a split prepayment meter. Note: Residential retrofits are free as part of the Meter Replacement Programme if the customer chooses to wait until the contractor is scheduled to work in their area. Customers who prefer not to wait may opt to pay for the service.
Additional Meter*	To install an additional electricity meter on a property. Note: A maximum of three meters are allowed on a domestic (residential) property. The size of the main breaker to the property and the size of supply to each meter point after the main circuit breaker must be provided as part of the application.
Relocation Consumer Service Cable	To reroute the external electrical supply cable to a different location on the property or building.

What you can apply for: *Part 2*

The following table outlines what types of connections you can apply for on the online application platform:

***Requires electrical contractor**

Type of application	Description
Overhead to Underground*	To convert an existing electrical connection, which currently receives power through an overhead line, to an underground electrical cable system. Applications must include a Certificate of Compliance issued by a registered electrical contractor for any electrical work completed on the property. This service converts your existing overhead electricity connection to an underground connection. When applying, you must provide your registered electrical contractor's details. A Certificate of Compliance (CoC) for completed electrical work will be required from your contractor, but this can be submitted after your initial application is processed.
Disconnection and/or Reconnection of low voltage supply	Disconnection and reconnection of low voltage supply during the same site visit. All conducted during or after office hours. One occasion is a disconnection and the associated reconnection even if two visits are required.
Replacement of lost / damaged prepayment meter key pad	Replacement service for lost or damaged prepayment meter keypads. A new keypad will be provided to maintain your electricity access.
Accuracy test of residential meter on site	Residential meter onsite test.
Replacement of Burnt, Vandalised, Stolen Meters/Retrofits	This service covers the replacement of electricity meters or retrofits that have been damaged by fire, vandalised, or stolen.

What you can apply for: *Part 3*

The following table outlines what types of connections you can apply for on the online application platform:

***Requires electrical contractor**

Type of application	Description
Relocation of Services*	To relocate any City-owned electrical infrastructure (such as public street lights, electrical kiosks, electrical cables, electrical overhead services and electrical substations, etc.) to a different physical location. Note: Each request will be evaluated to determine viability, as it is not always possible to relocate services.
Temporary Supply	Temporary supply of electricity to premises for a period of less than 12 months. When applying, you must provide your registered electrical contractor's details. A Certificate of Compliance (CoC) for completed electrical work will be required from your contractor, but this can be submitted after your initial application is processed. Note: Temporary power supply is not permitted for properties that already have a metered electrical connection. The supply duration may not exceed 12 months, and the maximum capacity allowed is 500kVA.
Engineering Services	This service includes conducting engineering network studies to assess and optimise electrical network performance, as well as the installation of Quality of Supply (QoS) instruments to monitor and ensure compliance with power quality standards.
Unmetered Supply Services*	This service includes the provision of unmetered electricity supply for specific applications, such as radio relay stations, security and speed trap cameras and all other installations where metering is not considered feasible. These supplies are typically for equipment with a fixed and predictable energy consumption profile.
Other Services	This category covers services not listed elsewhere. Customers must provide a clear and detailed description of the required service. Insufficient information may result in delays in generating a quotation.

Type of property

The application process will differ slightly depending on the type of property that the application is for. Please read the following information before starting the application process:

1. Individual residential or commercial properties with a City-owned electricity meter:

Start at Step 1 [here](#).

2. Properties owned by a company or business:

Please *first* follow the process in this guide [here](#).

3. Group developments including sectional titles or properties on an estate:

a) For properties with a **City-owned bulk meter and PRIVATE sub-metering per unit:**

These SSEG applications **can be done via Energy Services** on e-Services portal but only for the bulk connection point. The **property owner** i.e. the body corporate (BC) or Home Owners Association (HOA) must submit the application online. A person who is **legally authorised** to act on their behalf must register the BC/HOA on e-Services and submit the application – follow the process in this guide [here](#).

b) For properties with **City-owned individual sub-metering per unit:**

These customers will be able to view their property on the Online Platform and so can proceed with the process as usual – start from Step 1 [here](#).

Step 1: Create an account on e-Services

If you have already registered for e-Services and activated Energy Services, proceed to Step 2 of this guide [here](#).

- Visit the City's [Register for e-Services](#) page for information on how to register.
- Go to the [e-Services Portal](#) to register or log on to an existing profile.
- Follow section 1. *Register for e-Services New user* in the [e-Services registration user manual](#).

NOTE: Once created, the activation of the e-Services account will take 1-2 days.

- Once registered, activate '**Energy Services**' by following section **2. Activate a service as an individual on e-Services** in the [e-Services registration user manual](#).

NOTE: Make sure to activate the 'Energy Services' service as an **individual**, not an organisation. Activation will take 1-2 days. An email notification will be sent once the service activation is approved.

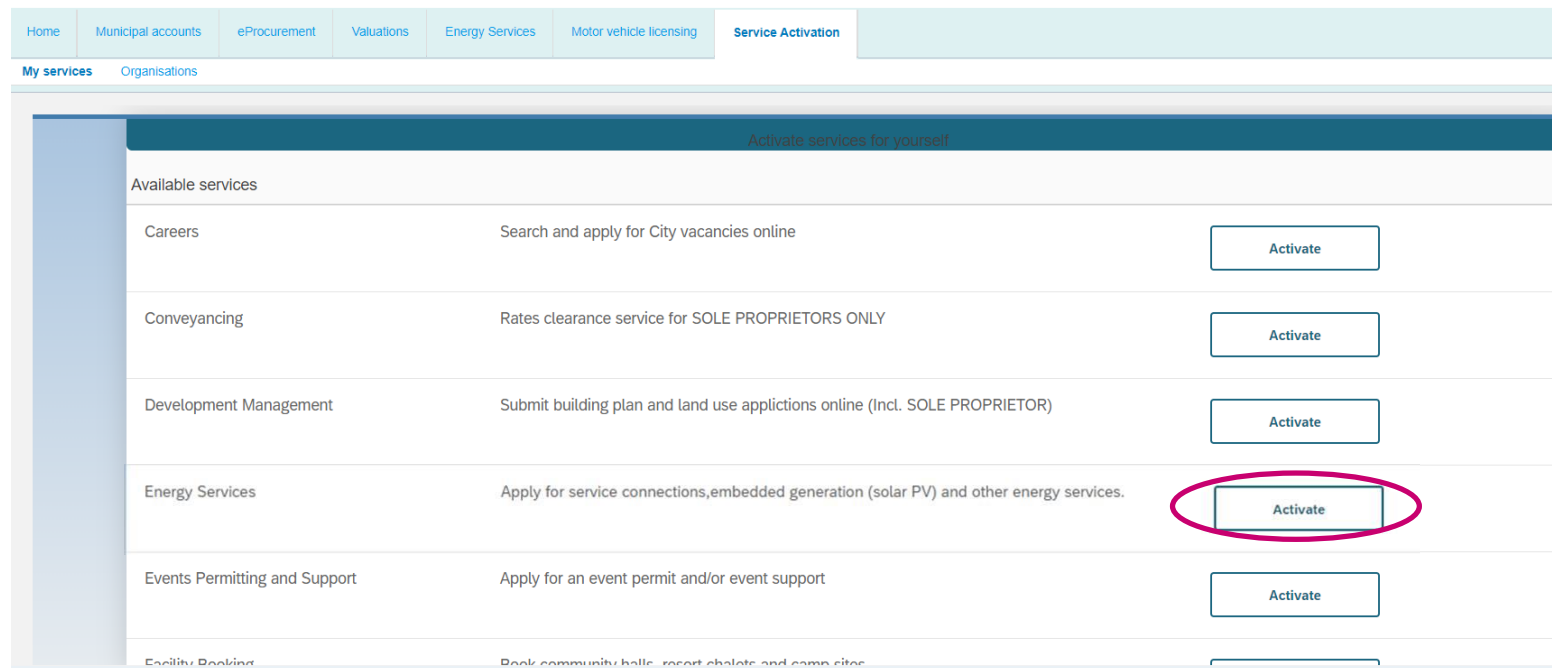
NOTE: e-Services is only for use on a web browser. Functionality on a mobile is limited.

NOTE: For queries relating to **e-Services** registration, please email Revenue.Eservices@capetown.gov.za

Step 1: Activate Energy Services

Once you have received confirmation that e-Services has been activated:

- Log on to e-Services
- Navigate **My Services** under the **Service Activation** Tab.
- Select Activate **Energy Services**



Step 1: Activate Energy Services

Fill out the **Activate Energy Services** form details. **Important:** Check that the **Business Partner** field is populated to avoid delays!

If you do not have a Business Partner number, leave this field blank. Please note, this may take an additional 1-2 days as it will need to be attended to by Revenue e-Services.

1 General Information

2 Address

3 Other Details

4 Data Privacy Statement

3. Other Details

Business Partner Details

Business partner

100XXXXXXX

☐ VAT registered

Step 4



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Step 1: View Activated Energy Services

Once you have received confirmation that Energy Services has been activated, you will see that **Energy Services** is active in **My Services** under the **Service Activation** Tab.

HomeMunicipal accountseProcurementValuationsEnergy ServicesMotor vehicle licensingService Activation

My servicesOrganisations

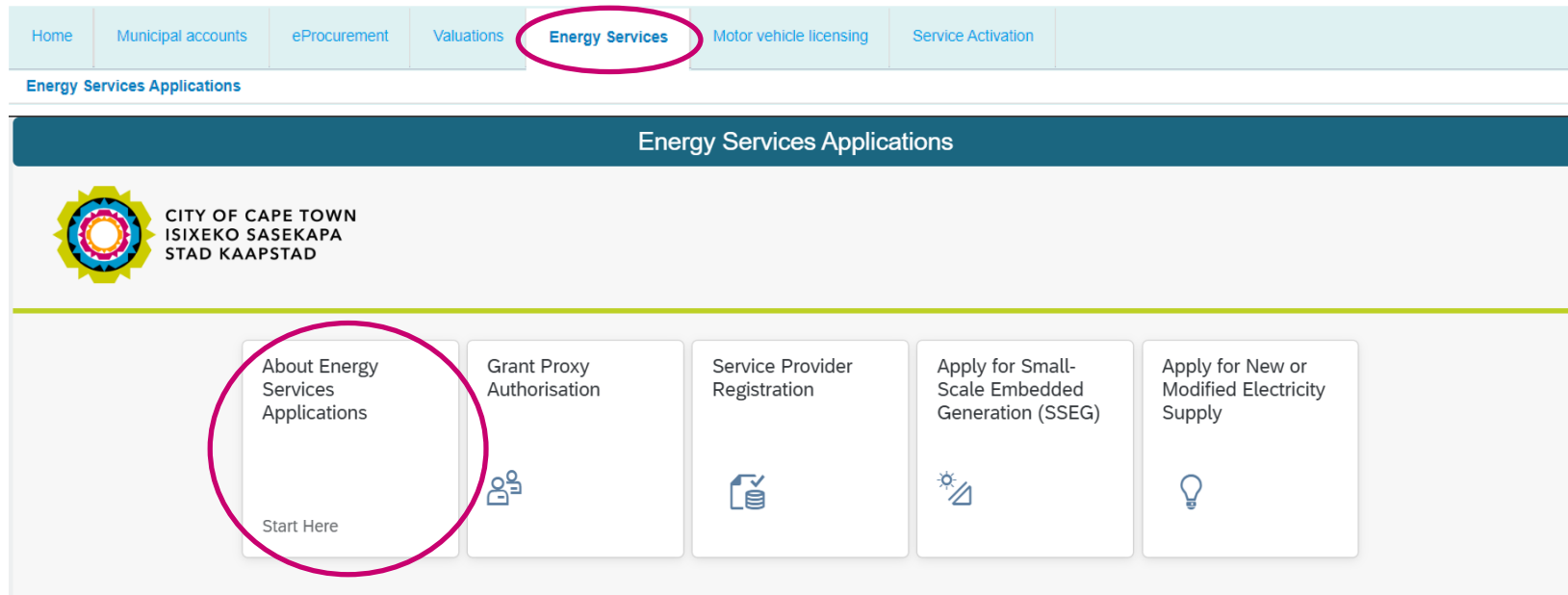
Activate services for yourself

Available services		
Careers	Search and apply for City vacancies online	Activate
Conveyancing	Rates clearance service for SOLE PROPRIETORS ONLY	Activate
Development Management	Submit building plan and land use applications online (Incl. SOLE PROPRIETOR)	Activate
Energy Services	Apply for service connections, embedded generation (solar PV) and other energy services.	Active 
Events Permitting and Support	Apply for an event permit and/or event support	Activate
Facility Booking	Book community halls, resort chalets and camp sites	



Step 1: Find 'Energy Services Applications'

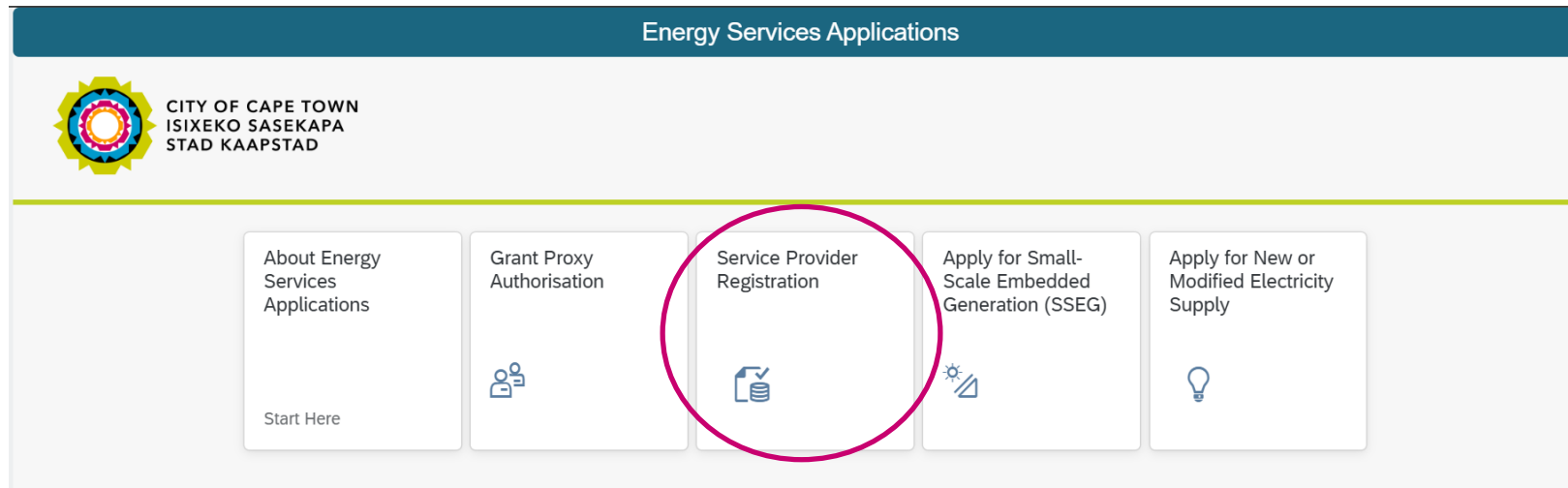
The **Energy Services Applications** tab will automatically be available once 'Energy Services' is activated:



NOTE: Please make sure you first read the *About Energy Services Applications* section as it contains important information about the online application process

Step 1: Electrical Contractor Registration

- Log on to the [e-Services Portal](#) and navigate to **Energy Services > Energy Services Applications**
- Click on **Service Provider Registration**



NOTE: For an electrical contractor to be selectable in the application platform, they **MUST** register first. *This is a once-off registration.*

Step 1: Electrical Contractor Registration

Important information

The **electrical contractors** who will be signing the Certificate of Compliance (CoC) for the electrical work done on site must be registered via the **Service Provider Registration** process. This can be done by the electrical contractor themselves or by a third party.

Before starting this step, the person submitting the service provider registration request must be registered on e-Services and have activated the 'Energy Services' service as outlined in Step 1.

To complete the Service Providers registration, you will need the following documents on hand:

- A copy of the electrical contractor's ID
- A copy of the electrical contractor's Department of Employment and Labour (DEL) registration document

For any of the application services where an identity document (ID) is required, the following forms of identification are accepted:

- Green-coded SA ID;
- SA smart ID card;
- Valid passport document.

Step 1: Electrical Contractor Registration

- Select **Electrical Contractor** from Service Provider Selection
- Initiate '**New Registration**' by clicking on button.

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Service Provider Selection

Select the applicable service provider type you would like to register on the system.

Electrical Contractor

Registered with the Department of Employment and Labour, responsible for signing the COC for the installation.

ECSA Registered Person

Responsible for signing off the Commissioning Report on SSEG installation.

<

More Info

Electrical Contractor Registration Requests

View the status of previous submissions below or select 'New Registration' to submit a new registration request to have your Electrical Contractor credentials verified.

Reference Number	Registered Person Name & Surname	Dept of Employment and Labour Registration No	Validity Period	Status
No Existing Registration				

New Registration

Step 1: Electrical Contractor Registration

1. Provide Electrical Contractor registration details

- Enter the electrical contractor's details. **NOTE:** The Department of Employment and Labour number must contain the prefix (no spaces) before the numbers, e.g. **WC04117**
- Click '**Step 2**'

The screenshot shows a web form titled "Electrical Contractor" with a progress bar at the top indicating three steps: 1. Service Provider Details (active), 2. Supporting Documents, and 3. Declaration. A "More Info" link is visible in the top right corner. Below the progress bar, the heading "1. Service Provider Details" is followed by an information box stating: "Please note that all fields marked with * are mandatory for completion". The form contains several input fields: "*Company Name:", "*Registered Person Name & Surname:", "*Dept of Employment and Labour Registration No:" (with a placeholder "Number with province prefix i.e. WC"), "*Mobile Number:", "*Email Address:", and "*Category:" (a dropdown menu). To the right of these fields is another information box: "Please specify the period for which you are registered as an electrical contractor in accordance with regulation 6(4) of the Electrical Installation Regulations." Below this, there are two date input fields: "*Registration Valid From:" and "*Registration Valid To:", both with "Enter Date" placeholders and calendar icons. At the bottom left, a blue button labeled "Step 2" is circled in red. At the bottom right, there is a blue "Submit" button.

Step 1: Electrical Contractor Registration

2. Upload Supporting Documents

- Upload the electrical contractor's **Department of Employment and Labour registration document** and a **copy of their ID**.
- Click '**Step 3**'

The screenshot shows a web form titled "Electrical Contractor" with a progress bar at the top indicating three steps: 1. Service Provider Details, 2. Supporting Documents (current step), and 3. Declaration. Below the progress bar, the heading "2. Supporting Documents" is followed by a "Please Note:" section. A blue box contains an information icon and the text: "The following file types are supported : docx, doc, jpg, pdf, gif, jpeg, bmp. Maximum file size is 5MB". Below this, a table lists the required documents. The first row is for the "Department of Employment and Labour Registration Letter" and the second row is for the "Copy of ID document of individual listed on DoEL". Each row has a "click browse to upload" link and a "Browse..." button. At the bottom left, a blue "Step 3" button is circled in red. At the bottom right, there is a blue "Submit" button.

Document	click browse to upload	Browse...
*Department of Employment and Labour Registration Letter	click browse to upload	Browse...
*Copy of ID document of individual listed on DoEL	click browse to upload	Browse...

Step 1: Electrical Contractor Registration

3. Declare and Submit Registration

- Read the Declaration and tick '**Confirm**'
- Click '**Submit**'
- Click '**Yes**' on confirmation pop-up

The screenshot displays the 'Electrical Contractor' registration interface. At the top, a progress bar shows three steps: 1. Service Provider Details, 2. Supporting Documents, and 3. Declaration (the current step). Below the progress bar, the '3. Declaration' section contains a text block stating: 'I, the Service Provider, hereby declare that I have taken the necessary steps to ensure the accuracy of all information contained in this request. Furthermore, I acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.' Below this text is a checkbox labeled 'Confirm' which is checked. At the bottom right of the main form area is a blue 'Submit' button. To the right of the main form, a 'Confirmation' pop-up is shown with the question 'Are you sure you want to submit the registration?' and two buttons: 'Yes' and 'No'. A pink arrow points from the 'Submit' button in the main form to the 'Yes' button in the confirmation pop-up.

Electrical Contractor

1 Service Provider Details 2 Supporting Documents 3 Declaration

3. Declaration

I, the Service Provider, hereby declare that I have taken the necessary steps to ensure the accuracy of all information contained in this request. Furthermore, I acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.

☒ Confirm

Submit

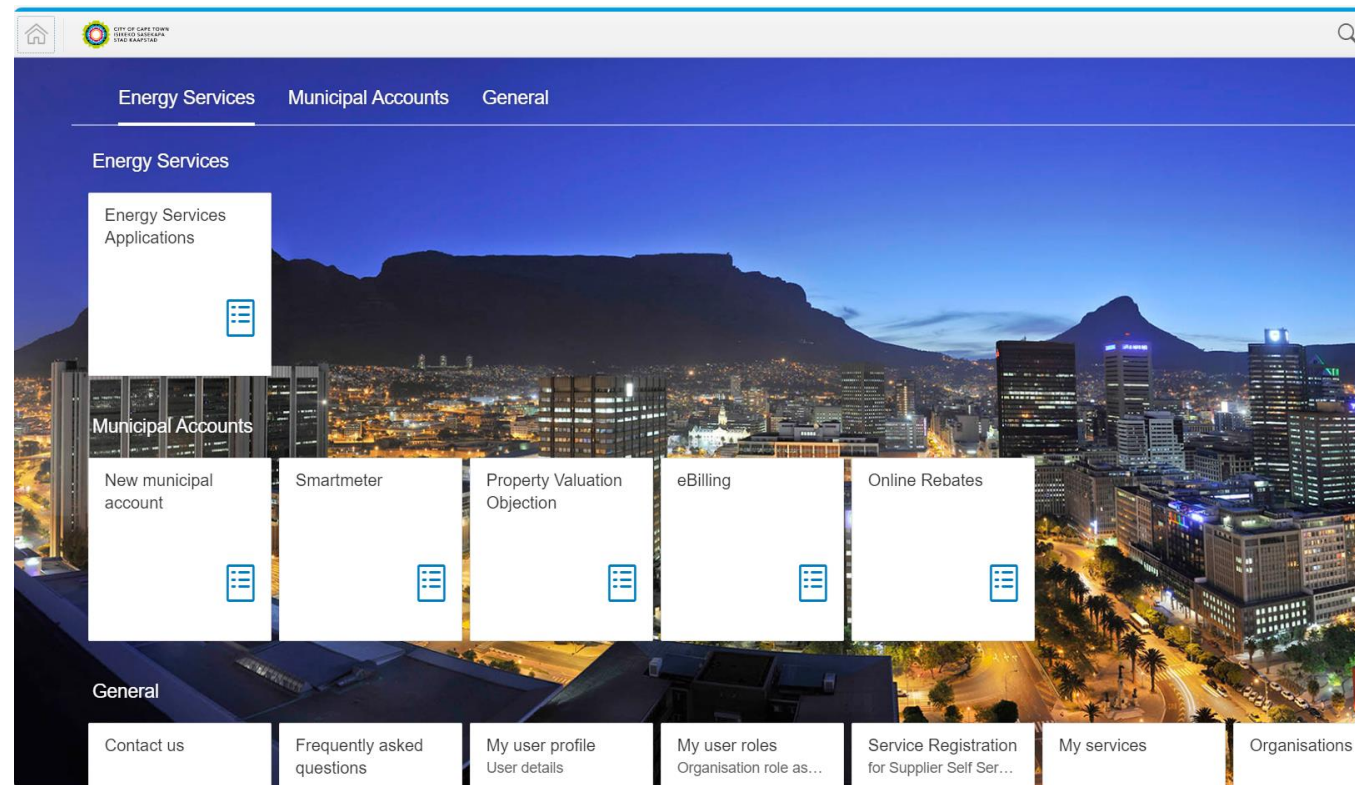
Confirmation

Are you sure you want to submit the registration?

Yes No

Step 1: Find 'Energy Services Applications' (in the new e-Services View)

If you are using the 'New e-Services' view, the **Energy Services Applications** will appear as a file under Energy Services.



Step 2: Property Owner to Grant Proxy Authorisation

If an electrical contractor will be submitting the application on the property owner's behalf, the property owner will first need to grant them Proxy Authorisation in order for them to submit the application.

If the property owner is submitting the application, proceed to [Step 3](#) of this Guide

NOTE: If the property is **owned by a company/organisation**, the organisation will **first** need to be registered on e-Services by a legally authorised person (e.g. owner). Follow the steps in this Guide [here](#) before continuing.

The property owner will need to be registered on e-Services to complete this step. See Step 1 for how to register on e-Services.

To complete this step, the property owner will need to have the following documents on hand:

- The Business Partner (BP) number of the property owner (this is reflected on the rates account of the property applying for the service)
- The BP number of the individual who will be logging in to e-Services and submitting the application

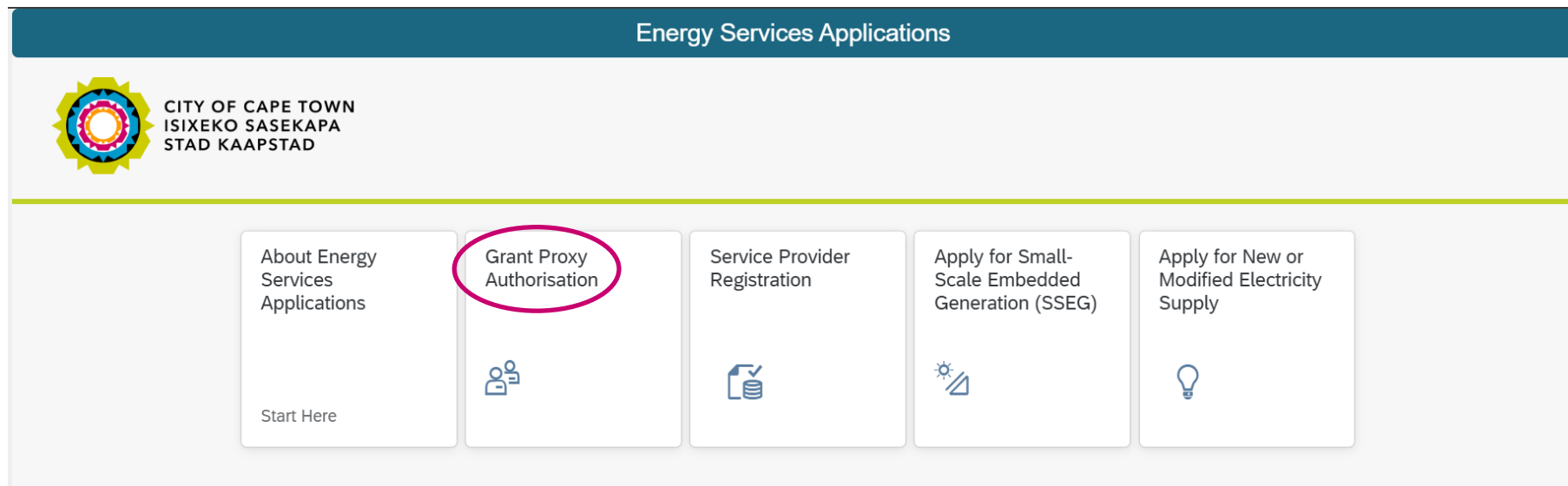
NOTE: If another person will complete and submit the application on your behalf (such as your electrical contractor) you, as property owner, would need to grant proxy authorisation.

NOTE: Proxy authorisation is linked to a property. You as the property owner **SHOULD NOT** share your e-Services log in details with someone in order to grant proxy authorisation or for them to submit an application on your behalf.

Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

The following is completed by the **property owner**:

- Log on to the [e-Services Portal](#) and navigate to **Energy Services > Energy Services Applications**
- Click on **Grant Proxy Authorisation**




Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

Here you can view all your current and completed proxy authorisations for energy services applications.

- Click on **New Application** to authorise a new proxy

< More Info

Proxy Authorisation

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Your Proxy Authorisations

View the status of previously submitted proxy applications, or click 'NEW APPLICATION' to apply for and authorise another proxy.

Application ID	Proxy First Name	Property Address	Proxy Validity Period	Status
No data				

[New Application](#) [Revoke](#)

NOTE: If you would like your service provider to submit the application on your behalf (such as your electrical contractor) they will be the proxy for your application.

Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

1. Select a Property

Properties registered in your name will automatically appear here.

- Select the property for which you are applying for energy services and click **Step 2**

Applying for Proxy Authorisation

More Info

1 Select a Property

2 Proxy Details

1. Select a Property

Properties that are linked to your e-Services profile (as property owner, nominated official or administrator) are presented below. Select a property to grant proxy authorisation for another e-services users to apply for energy services on your behalf.

Don't see your property listed here?

Only properties that fall within one of the City's electricity supply areas will be listed. [View the City's electricity supply areas](#)

For any support-related queries on Energy Services Applications, email Electricityapplication.queries@capetown.gov.za or call one of the electricity area offices: North: 021 444 1394/8333; East: 021 444 8511/8335/8334; South 021 400 4750/1/2/3 /021 444 2097.

ERF Number	Property Address	City
<input checked="" type="radio"/> 00005049	1 LEERVIS;STREET;STRAND	STRAND
<input type="radio"/> 00034693	80 DALLAS CRESCENT SOUTHFORK	STRAND

Step 2

Cancel

Submit

Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

2. Proxy Details

- Insert your **proxy's details** and the **proxy authorisation period** i.e. how long you would like to grant proxy authorisation for example to your electrical contractor, to apply for energy services on your behalf.

The screenshot shows a web form titled "Applying for Proxy Authorisation" with a "More Info" link. It features a progress bar with two steps: "1 Select a Property" and "2 Proxy Details", with the second step being the active one. Below the progress bar, the heading "2. Proxy Details" is followed by a blue information box stating: "Please note that all fields marked with * are mandatory for completion". The form contains several input fields: "*Proxy Business Partner Number:" (with a dropdown menu), "*Proxy First Name:", "*Proxy Last Name:", "*Proxy Mobile Number:", and "*Proxy Email Address:". To the right of these fields is another blue information box: "Please specify the period during which you want to authorise the proxy to act on your behalf in relation to this application. The 'from' and 'to' date selected will be the period within which the party with proxy authorisation will be able to submit energy services applications via e-services against your selected property." Below this box are two date selection fields: "*Proxy Period From:" and "*Proxy Period To:", both with "Select date" text and calendar icons.

NOTE: Proxy authorisation will be given to a person for a specified period of time of no more than 12 months. Once this time has elapsed, you must reapply to "Grant Proxy Authorisation" with a new time period.

Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

- Read through the declaration and tick **Yes**, then click **Submit**

I, the property owner, appoint the proxy as identified above to be the agent of the owner. On behalf of the owner, the proxy is authorised to apply to the City of Cape Town for approval of this application at the property selected in Section A. For this purpose, the proxy is empowered to sign and submit all such forms and documents as may be required by the City of Cape Town and to enter into correspondence and discussions with the City of Cape Town to secure such approval. In general, for the purpose of securing such approval, the proxy is granted the authority to do whatsoever may be necessary as fully and effectually as the owner might or could do if attending to the matter personally. I hereby ratify whatever my agent may lawfully do in terms hereof.

☒ Yes ☐ No

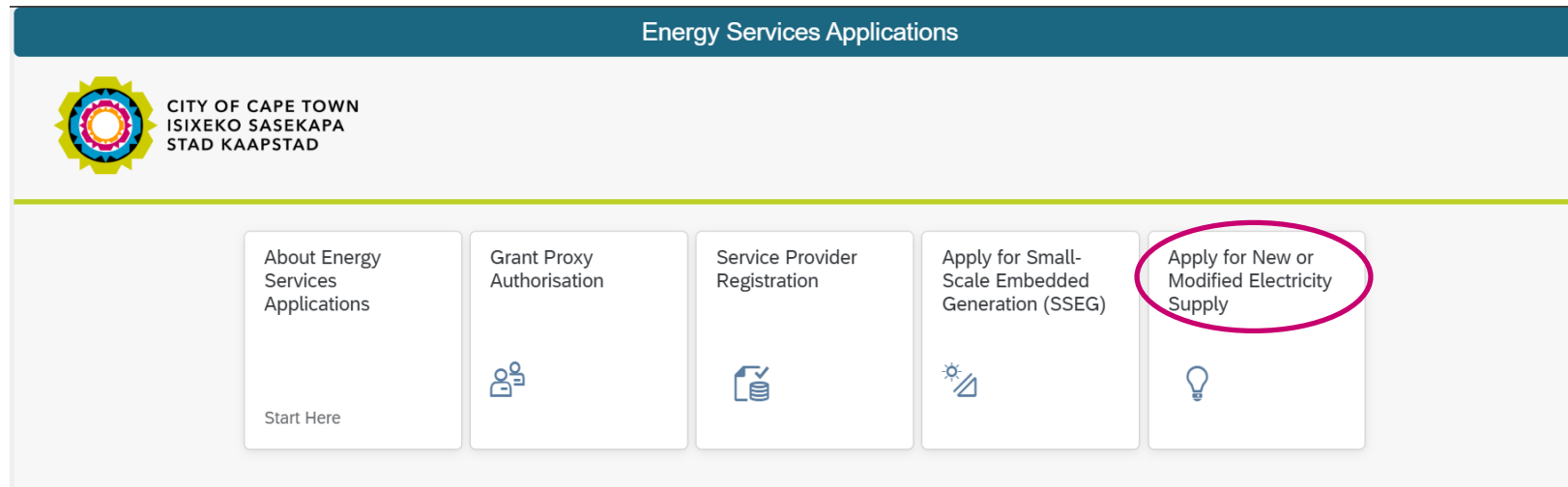
Cancel

Submit

- Once authorised, the proxy will be notified and linked to the relevant property via e-Services

Step 3: Apply for New or Modified Electricity Supply


- Log on to e-Services and navigate to Energy Service Applications
- Click the file **Apply for New or Modified Electricity Supply**



Step 3: Apply for New or Modified Electricity Supply

Here you will see your existing application(s)

- Click **New Application**



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Apply for New or Modified Electricity Supply

Your Applications

To view an existing application, choose it from the list below, or click 'New Application' to initiate a new one.

To withdraw an application, select the relevant application from the list below and click the 'Withdraw' button.

Notification	Property	Service Applied For	Date Submitted	Status
<input type="radio"/> 30411740		Additional Meter	20.09.2024	» Busy with Quotation
<input type="radio"/> 30411741		Upgrade/Downgrade Supply	23.09.2024	» Busy with Quotation
<input type="radio"/> 30411744		New Supply	23.09.2024	» Busy with Quotation
<input type="radio"/> 30411745		Upgrade/Downgrade Supply	23.09.2024	» Busy with Quotation

[New Application](#)

Step 3: Apply for New or Modified Electricity Supply

- Read the Terms and Conditions and click **Agree**

Terms & Conditions

By making application and signing this form the applicant gives consent to the processing of his/her/its personal information as reflected thereon, as understood in terms of the Protection of Personal Information Act, 2013, and to the further processing thereof internally within the City of Cape Town and to its contractors and service providers and its research partners, subject to the conditions of the said Act.

Electricity supply is governed by the City of Cape Town [Electricity Supply By-law 2010](#) and its [2017 Amended By-law](#) . By submitting this application, applicants agree to comply with all terms and conditions set out in these By-laws, including but not limited to provisions regarding electricity supply agreements, liability for electricity charges, billing procedures, metering requirements, access rights, and substation accommodation.

The quotation will remain valid as specified in the quotation letter. If payment is not made within this validity period or the development is not ready for the installation of services within six months from the date of payment, the quotation will lapse and a new application will have to be submitted. A revised quotation at the tariff applicable at the time will then be rendered. If the development will not be ready for the installation of services within six months from the date of payment, do not submit an application now but rather apply later.

The requirement to submit a Commencement of Work form for installation work that would require a new or upgraded electricity supply was waived in the City of Cape Town in accordance with Regulation 8(1) of the Electrical Installation Regulations of the Occupational Health and Safety Act (Act 85 of 1993).

Visit www.capetown.gov.za/electserviceforms for the current tariff rates and policy. You are advised to acquaint yourself with the tariffs available and the conditions applicable, and consult with your electrician or consultant. A wrong or inappropriate tariff may result in delays with the quotation or unnecessarily high electricity bills.

Incentive tariffs are only available to qualifying customers as stipulated in terms of the City's Investment Incentives Policy.

By clicking the 'Agree' button, you acknowledge that you have read and accept the City of Cape Town's [Privacy Policy](#), [Terms of Use](#), and Terms & Conditions.

Agree

Cancel

Step 3: Apply for New or Modified Electricity Supply

1. Select Property

- You should see the properties listed associated with your e-Services account.
- Select the **relevant** property for the application from the list of properties and click **Step 2**

Applying for New or Modified Electricity Supply

More Info

1 Select Property

2 Contact Person

3 Service Selection

4 Complete

1. Select Property

Please choose one of the following properties that are associated with your e-Service account as a property owner or verified proxy.

If the property you are looking for is not listed below, please contact our Customer Services at the respective area email for further assistance:

• North Area: Electricityapplications.north@capetown.gov.za

• East Area: Electricityapplications.east@capetown.gov.za

• South Area: Electricityapplications.south@capetown.gov.za

Properties

↑↓

ERF Number	Property Address	City
<input checked="" type="radio"/> 5049	1 LEERVIS, STREET, STRAND	STRAND
<input type="radio"/> 34693	80 DALLAS CRESCENT SOUTHFORK	SOUTHFORK

Step 2

Cancel

Step 3: Apply for New or Modified Electricity Supply

2. Contact Person

- Fill in the property owner's contact information (some details will be pre-populated)
- Tick **Contact Person same as Property Owner** if the property owner is submitting the application
- If someone else is submitting the application (e.g. electrical contractor), fill in their details under Contact Person Details

[<](#) Applying for New or Modified Electricity Supply [More Info](#)

1 Select Property

2 Contact Person

3 Service Selection

4 Complete

2. Contact Person

Please note that all fields marked with * are mandatory for completion

Property Owner Contact Details

Title:

*Email Address:

Surname:

*Mobile Number:

First Name:

Work Telephone Number:

☐ Contact Person same as Property Owner

Contact Person Details

*Title:

*Email Address:

*Surname:

*Mobile Number:

*First Name:

Cancel

Step 3: Apply for New or Modified Electricity Supply

- Fill in the details of the person/entity responsible for the payment, and click **Step 3**

Note: Fields will disappear if you do not require a VAT invoice

Person/Entity Responsible for Payment

*Select Party/Payer:

*The VAT number we have on record, is this correct? If not please update:

*Select Postal Address that should appear on the Invoice:

*Do you require VAT invoice?: ☐ Yes ☐ No

If yes, provide an up to date VAT registration certificate (PDF only max size is 5MB):

Browse...

Step 3

Cancel

Step 3: Apply for New or Modified Electricity Supply

3. Service Selection

- Click on the drop-down arrow to select which service you are applying for:

< Applying for New or Modified Electricity Supply [More Info](#)

1 Select Property 2 Contact Person 3 Service Selection 4 Complete

3. Service Selection

*Which service would you like to apply for?

Accuracy Services

- Accuracy test of residential meter on site

Conversion Services

- Conversion from City PPM to Bulk metering
- Conversion from Bulk Meter to City PPM/Credit

Metering Services

- Additional Meter
- Replacing existing residential credit meter with split PPM
- Replacement of lost / damaged prepayment meter key pad
- Replacement of Burnt, Vandalised, Stolen Meters

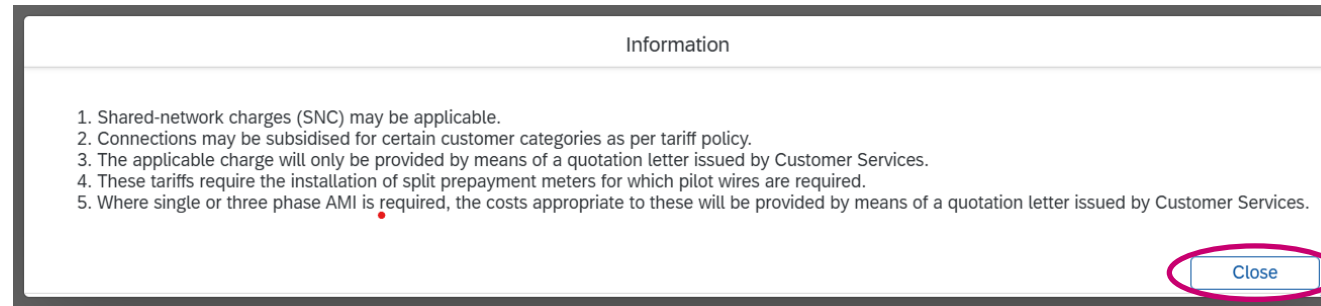
[Cancel](#) [Continue](#)

Note: A description of each service can be found in this guide [here](#).

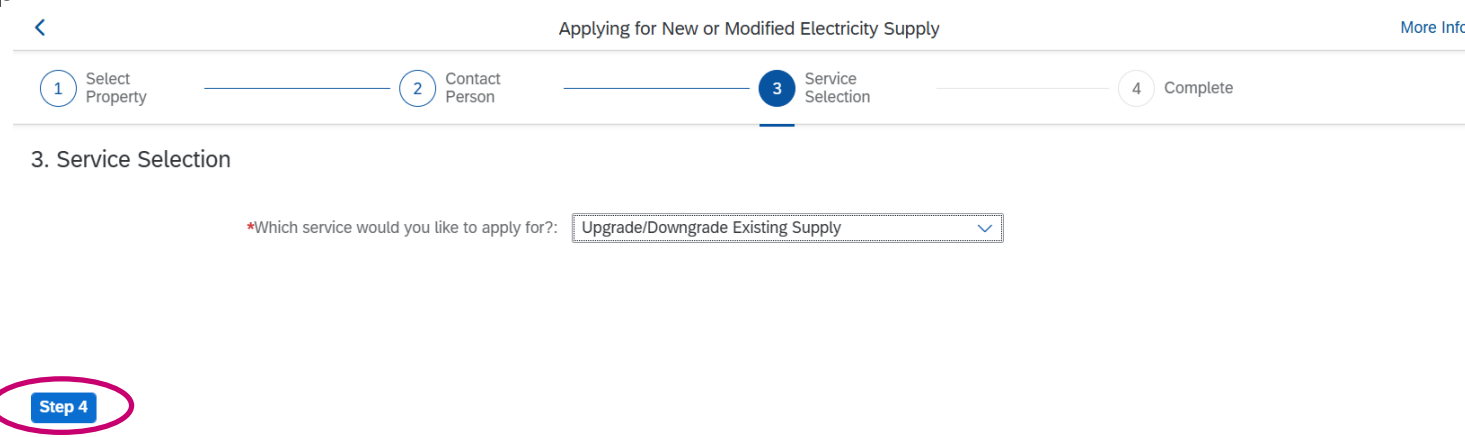
Step 3: Apply for New or Modified Electricity Supply

3. Service Selection

- An information box will pop up depending on your selection. Please read the information carefully and then click **Close**.



- Click **Step 4**

A progress bar titled "Applying for New or Modified Electricity Supply" with a "More Info" link on the right. The progress bar shows four steps: 1. Select Property, 2. Contact Person, 3. Service Selection (the current step, highlighted with a blue circle and a blue line), and 4. Complete. Below the progress bar, the heading "3. Service Selection" is displayed. Under this heading, there is a label "*Which service would you like to apply for?:" followed by a dropdown menu. The dropdown menu is currently set to "Upgrade/Downgrade Existing Supply" and has a downward arrow icon. At the bottom left of the form, there is a button labeled "Step 4" which is circled in red.

Step 3: Apply for New or Modified Electricity Supply

4. Complete

- A summary of your application will appear. Please confirm the details of your application.
- Click **Continue**.

< Applying for New or Modified Electricity Supply [More Info](#)

1 Select Property 2 Contact Person 3 Service Selection 4 Complete

4. Complete

Please review the details below:

Applicant: XXXXXXXXXX Business Partner XXXXXXXXXX

Service Applying For: Upgrade/Downgrade Existing Supply

ERF Number: 5049

Property: XXXXXXXXXX

Please click on 'Continue' below to proceed with your application

Cancel Continue

Step 3: Apply for New or Modified Electricity Supply

Depending on your service selection, you will be required to enter **additional details** relating to your existing and requested electricity supply, and your electrical contractor's details.

Note: In order for you to submit the application, your electrical contractor will FIRST need to be registered as a Service Provider on the Energy Services portal on e-Services. To register an electrical contractor as a Service Provider, follow the steps [here](#).

Example for an additional meter on a residential property:

Please note that the information required will differ depending on your service selection

- Input the **additional meter details** in the relevant fields, and upload the **building plans**:

The screenshot shows a web form titled 'Applying for New or Modified Electricity Supply'. At the top, there are three steps: 1. Service Details (active), 2. Disclaimer, and 3. Declaration. Below the steps, the '1. Service Details' section is expanded. It contains two main sections: 'Additional Meter Details' and 'Approved Building plans'. The 'Additional Meter Details' section has a 'Category' dropdown set to 'Residential' and five input fields for 'Quantity of Single Phase PPM Required', 'Quantity of Three PPM Required', 'Quantity of Single Phase AMI Meters Required', and 'Quantity of Three Phase AMI Meters Required'. The 'Approved Building plans' section has a 'Choose a file' dropdown, a 'Browse...' button (circled in red), and five input fields for 'Single Phase Size for PPM Required', 'Three Phase Size for PPM Required', 'Single Phase Size for AMI Required', 'Three Phase Size for AMI Required', and 'Which other service you would like to add'.

Note: Building plans **must** have received prior approval by the Development Management Dept. To qualify for an additional meter:

- Single structures must have a separate kitchen per additional meter
- Separate structures require no additional kitchens

This applies to residential applications only.

Step 3: Apply for New or Modified Electricity Supply

- Enter your electrical contractor's Registration number, and press enter or click the search button. Their company and contact details will then autofill in the remaining fields. Click **Step 2**

Electrical Contractor Details

*Electrical Contractor Registration No:	<input type="text" value="Search"/>	<input type="button" value="Q"/>	Mobile Number:	<input type="text"/>
Company Name:	<input type="text"/>		Email Address:	<input type="text"/>

Note: If your electrical contractor has not registered as a service provider, you will need to exit the application and have them registered by following the steps [here](#). You can then submit the application.

Step 3: Apply for New or Modified Electricity Supply

- Read the Disclaimer, and click **Step 3**

The screenshot shows a web form titled "Applying for New or Modified Electricity Supply". At the top right is a "More Info" link. Below the title is a progress bar with three steps: "1 Service Details", "2 Disclaimer" (which is the current step and has a blue underline), and "3 Declaration". The main content area is titled "2. Disclaimer" and contains the text: "I/we acknowledge that the City of Cape Town has no liability in respect of any loss or damage suffered by me/us or any other person arising out of this application or the execution thereof." At the bottom left of the form is a blue button labeled "Step 3", which is circled in red.

Step 3: Apply for New or Modified Electricity Supply

- Read the Declaration, and click **Confirm**.
- To submit your application, click **Submit**.

The screenshot shows a web form titled "Applying for New or Modified Electricity Supply" with a "More Info" link. A progress bar at the top indicates three steps: 1. Service Details, 2. Disclaimer, and 3. Declaration. Step 3 is the active step. The main content area is titled "3. Declaration" and contains a paragraph: "I/we, the owner(s) / appointed proxy of the property, hereby declare that I/we have taken the necessary steps to ensure all information contained in this application is correct. I/we request a electricity supply service as specified. I/we further acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies." Below this text is a checkbox labeled "Confirm", which is checked and circled in red. At the bottom right of the form, there are two buttons: "Cancel" and "Submit", both of which are circled in red.

< Applying for New or Modified Electricity Supply More Info

1 Service Details 2 Disclaimer 3 Declaration

3. Declaration

I/we, the owner(s) / appointed proxy of the property, hereby declare that I/we have taken the necessary steps to ensure all information contained in this application is correct. I/we request a electricity supply service as specified. I/we further acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.

☒ Confirm

Cancel Submit

Next steps



- You will get a **notification number** on your screen – please keep this number as your reference and for tracking purposes. Both the property owner and the proxy (if applicable) will also receive email confirmation of the application, which contains your notification number.
- Certain application types will be issued an **automatic quotation** and tax invoice (where applicable) via email. Certain application types require **investigation**, and a quote will be issued once this has been completed.
- Once payment has cleared and **the site is ready for the installation, contact the relevant District Office** listed on your quotation letter to arrange for the City to install the requested service connection.
- If **wayleaves** are required, they are applied for upon payment. Once granted and the site is ready, **contact the relevant District Office** listed on your quotation letter to arrange for installation.
- Where a **CoC** is required, the electrical contractor registered to the application must provide the CoC to the relevant District Office (indicated on the quotation letter). Once confirmed, commissioning can then proceed.
- You (the property owner and proxy if applicable) will receive **email updates** of your application's progress. Where applicable, the electrical contractor will also be notified.

Applications for properties owned by an organisation

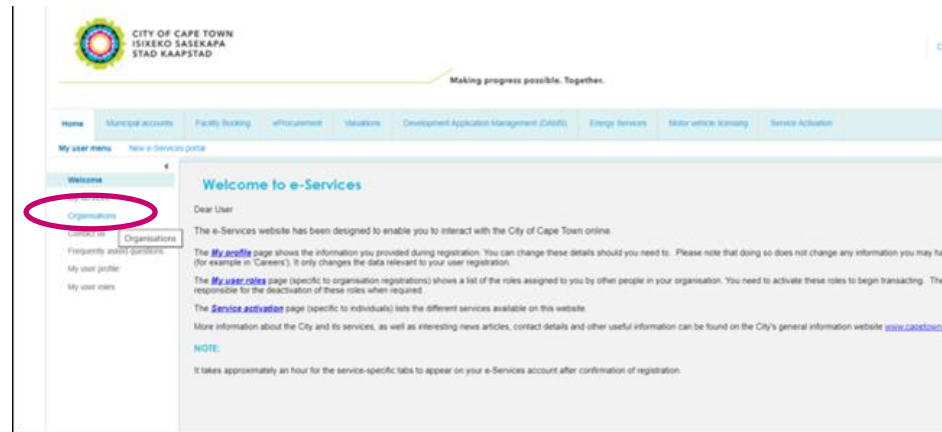
If you wish to apply for a service connection for a property that is owned by a business or organisation, please first follow this registration process, and then [proceed to Step 2](#) to Grant Proxy Authorisation if your application is being handled by a third party, or to [Step 3](#) if you are submitting the application yourself.

The organisation will need to be registered on e-Services by a person who has legal authorisation to act on behalf of the company (e.g. company owner). This person can then activate services for the company, including Energy Services.

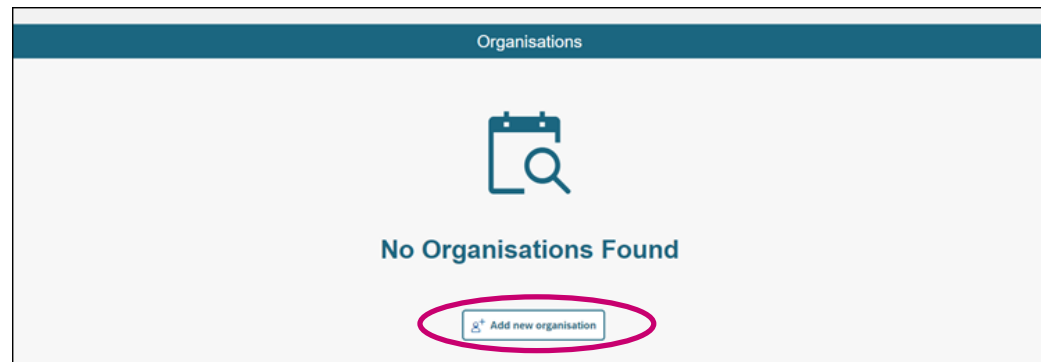
- The person who is **legally authorised** to must register on e-Services as an **individual**:
 - Visit the City's [Register for e-Services](#) page for information on how to register.
 - Go to the [e-Services Portal](#) to register or log on to an existing profile.
 - Follow section 1. *Register for e-Services New user* in the [e-Services registration user manual](#).
- Once logged in, add the company that is the owner of the property for which you are applying:
 - Go to: General > Organisations > Add organisation – choose 'Add new organisation':

Applications for properties owned by an organisation

- Go to: General > Organisations

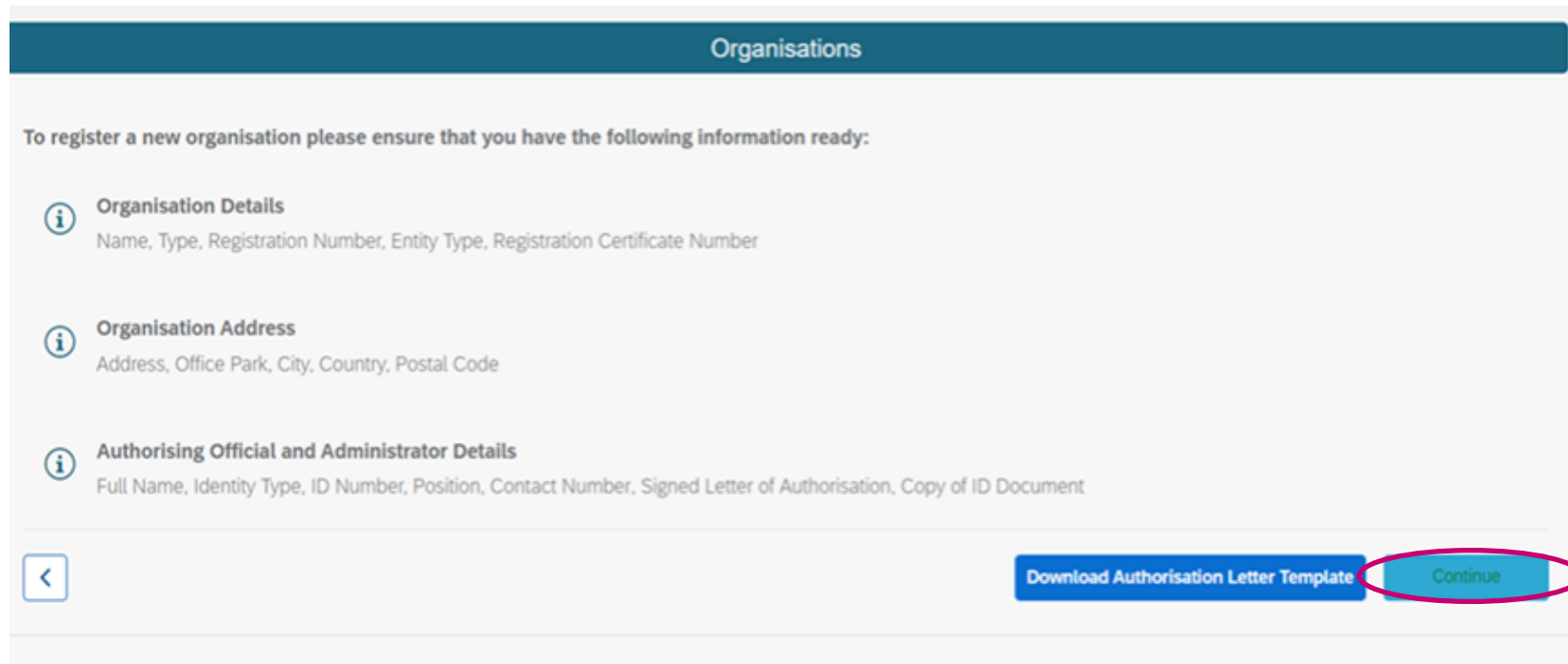


- Click on 'Add new organisation':



Applications for properties owned by an organisation

- You will need the following information to register a new organisation:



Organisations

To register a new organisation please ensure that you have the following information ready:

- Organisation Details**
Name, Type, Registration Number, Entity Type, Registration Certificate Number
- Organisation Address**
Address, Office Park, City, Country, Postal Code
- Authorising Official and Administrator Details**
Full Name, Identity Type, ID Number, Position, Contact Number, Signed Letter of Authorisation, Copy of ID Document

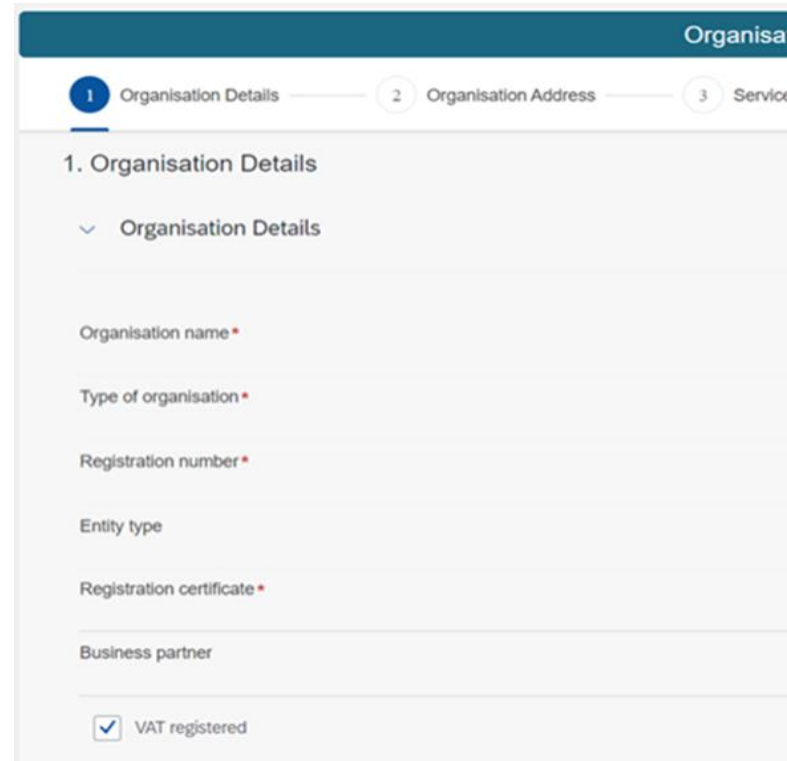
< Download Authorisation Letter Template Continue

- Click **Continue**

Applications for properties owned by an organisation

- Fill in the organisation's details and upload the company Registration certificate :

NOTE: Ensure to use **correct company Business Partner number** that is on the rates account of the property for which you are applying



The screenshot shows a web application interface for 'Organisation Details'. At the top, there is a dark blue header with the word 'Organisat' partially visible. Below the header, a progress bar indicates three steps: '1 Organisation Details' (active), '2 Organisation Address', and '3 Service'. The main content area is titled '1. Organisation Details' and contains a section 'Organisation Details' with a dropdown arrow. Below this, there are several input fields: 'Organisation name *', 'Type of organisation *', 'Registration number *', 'Entity type', 'Registration certificate *', and 'Business partner'. At the bottom, there is a checkbox labeled 'VAT registered' which is checked.

Applications for properties owned by an organisation

- Select **Energy Services** and click **Step 4**

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives

3. Service Activation

Available services		Business partner
Conveyancing	<input type="checkbox"/>	
Debt Management Revenue Collection	<input type="checkbox"/>	
Development Management	<input type="checkbox"/>	
Energy Services	<input checked="" type="checkbox"/>	
Events Permitting and Support	<input type="checkbox"/>	
Facility Booking System	<input type="checkbox"/>	
Municipal Accounts	<input type="checkbox"/>	
Work Order Management	<input type="checkbox"/>	

Step 4

Applications for properties owned by an organisation

- Complete details of the company representatives (can be a signed in user or a new user) and upload ID:

NOTE: A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles

NOTE: The registration process for organisations requires several roles to be activated in order to grant access to company account information. These roles are listed below:

Authorising official:

- Person designated to authorise the organisation's interactions with the City via e-Services
- May be the business owner or a senior official within the organisation
- Responsible for assigning the initial user administrator for the organisation's e-Services account

Administrator:

- Person responsible for managing and maintaining the users (or nominees) on the organisation's e-Services account
- May be a department head or manager within the organisation or any individual authorised to fulfil this role

Nominee:

- Person responsible for performing the service-specific electronic transactions on e-Services on behalf of the organisation
- Would generally be a member of staff in the organisation

NOTE: A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles

Applications for properties owned by an organisation

- Complete details of the company representatives (can be a signed in user or a new user) and upload ID:

NOTE: A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles

4. Representatives

i Authorising official

Details

Sign in user

New user

Sign in user

First Name *

Surname *

Initials *

SA ID Number

Passport

i Administrator

Details

Same as

New user

Sign in user

Authorising official

Surname *

Initials *

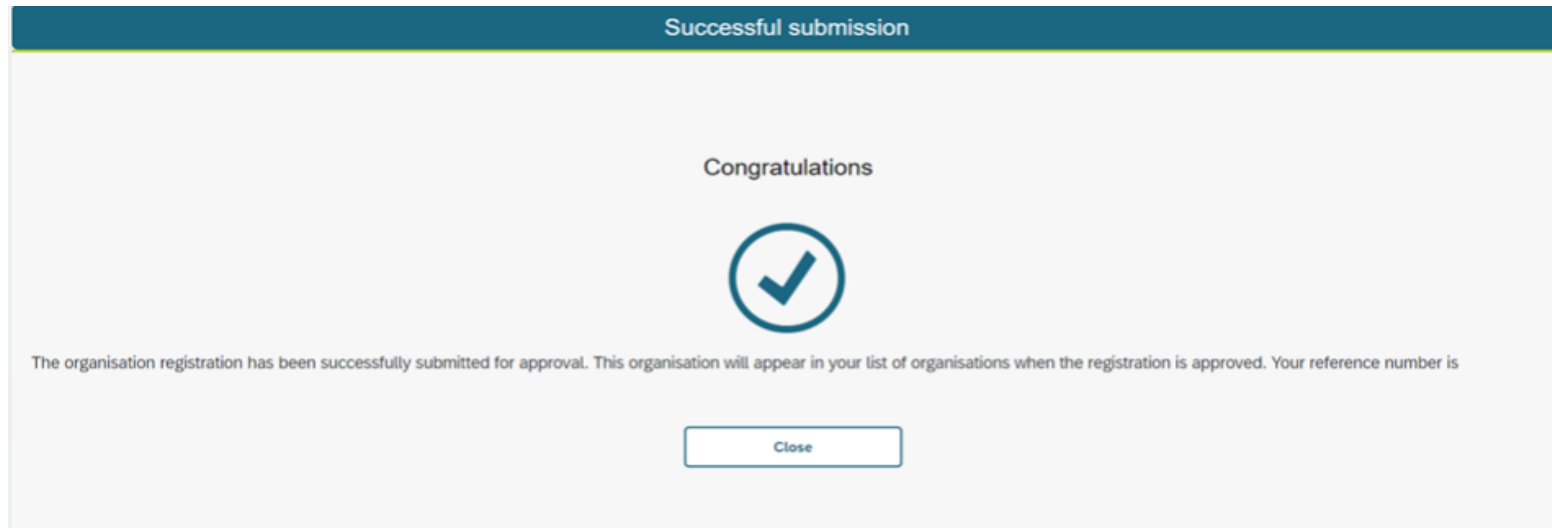
SA ID Number

Passport

Contact number *

Applications for properties owned by an organisation

- Your organisation is now registered.



- To **Grant Proxy Authorisation** to an installer to submit an application on your behalf, follow Step 2 of this guide – click [here](#)
- To **Submit an application**, follow Step 3 of this guide – click [here](#)

Contact us

1. Issues with creating an **e-Services** user account or activating the required services:

- **Email:**
Revenue.Eservices@capetown.gov.za

2. Issues with **electricity supply application process**:

- **Email:**
ElectricityApplication.Queries@capetown.gov.za

Please include the following information in your email:

- Property owner name
 - Property BP number
 - Property address
 - Notification number (if applicable)
-
- **Telephone:**
 - Area North: 021 444 1394 / 8333
 - Area East: 021 444 8511 / 8335 / 8334
 - Area South: 021 444 2097 / 021 400 4750 / 1 / 2 / 3