



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CUSTOMER CONNECTION INFORMATION GUIDE

Electricity Generation and Distribution Department

1ST EDITION

(Revision 1, 2018-07-09)

THE AIM OF THIS GUIDE

This Customer Connection Information Guide is published in compliance with the Distribution Network Code approved by the National Energy Regulator of South Africa (NERSA) in September 2007.

The purpose is to inform customers of the process and requirements to apply for a new or modified electricity supply connection.

APPLYING FOR AN ELECTRICITY CONNECTION

1 How do I apply for an electricity service connection?

There are two electricity service providers in the Cape Town municipal area that have been licensed by NERSA: the City's Electricity Generation and Distribution Department and Eskom.

If your property is in an area served by the Electricity Generation and Distribution Department (EGD), you can apply at any City of Cape Town Customer Care Office listed in Annexure A. If it is in an area served by Eskom, you will have to apply direct to Eskom.

The owner of the property where the electricity supply is required (or a proxy duly authorised to act on behalf of the owner) must apply for the service, using the standard application form.

Application forms are available at the Customer Care Offices or can be downloaded from the City of Cape Town website using this link:

<http://www.capetown.gov.za/electserviceforms>

The conditions of supply and other supporting information are also available on this website.

If you want to connect a standby generator or an embedded generator such as a roof-top PV installation, you must apply for these separately, using the forms dealing with standby and embedded generators respectively.

2 What information do I need to complete the application form?

You will need the following information to complete the application form:

Property where the supply is required	
a	Erf number
b	Suburb or township
c	Physical address

Owner of the property (only the owner or his/her proxy may apply)	
a	Name of person or company
b	Identity document of the owner
c	Postal address of the owner
d	Telephone number(s) and email address (if applicable) of the owner

Contact person (the person we can contact if we need more information)	
a	Name
b	Telephone number(s)
c	Email address

Electrical contractor to do the work on the property	
a	Contractor's name
b	Contractor's company name
c	Contractor's registration number issued by the Department of Labour
d	Contractor's contact details – telephone number(s) and email address

The electricity supply service required	
a	Details of the existing installation (if one exists)
1	The category of your property, i.e. Residential or Commercial/Industrial
2	Type of service connection, i.e. Underground or Overhead
3	The size of the supply in Ampere, kVA or MVA and whether single-phase or three-phase
4	The meter number – this is shown on your electricity account or on the prepayment meter token
b	Details of the electricity service connection you need
1	Whether it is a new service connection, an upgrade or a downgrade
2	Whether it is to be temporary (12 months or less) or permanent
3	The category of your property, i.e. Residential, Commercial or Industrial
4	Whether it is a conversion from a credit meter to a prepayment meter
5	Whether it is a second meter to meter a separate portion of your premises
6	Whether it is a conversion from an overhead connection to underground
7	The size of the supply in Ampere, kVA or MVA and whether single-phase or three-phase
c	Your tariff selection from those available
	<i>Residential:</i>
1	Lifeline
2	Domestic
3	Residential Small-scale Embedded Generation
	<i>Commercial/Industrial:</i>
1	Small Power User 1 and 2
2	Large Power User – Low Voltage
3	Large Power User – Medium Voltage
4	Medium Voltage Time of Use
5	Atlantis Medium Voltage Time of Use
6	High Voltage Time of Use
7	Non-residential Small-scale Embedded Generation

Tariff schedules and a copy of the Tariff Policy can be requested at the Customer Care Offices or can be downloaded from the City of Cape Town website using this link:

<http://www.capetown.gov.za/electserviceforms>

3 What supporting documents do I need?

You will need the following documents when you apply for a new electricity connection or for a change to an existing connection:

- A copy of the rates account for the property.
- The owner's identification document or a certified copy.
- If the application is in the name of a company, a letter of proxy from the company's board of directors giving the appropriate authority to the actual person submitting the application. This person must also present his/her identity document.

4 What energy efficiency requirements have to be met?

In view of the current national electricity shortage, measures have been implemented to restrict growth in electricity demand and the use of electrical energy. The following must be noted in this regard:

- The property owner is required to include in the development measures to improve energy efficiency to reduce the consumption of electricity.
- Connections up to 60 A 3-phase are currently exempt from this requirement.
- Energy efficiency requirements depend on the authorised capacity applied for, as detailed in the document Energy Efficiency Requirements. The latest copy can be found at <http://www.capetown.gov.za/electserviceforms>
- Should an electricity conservation or rationing programme be implemented by a sphere of government or relevant regulating body, property owners shall be required to conform by reducing their electricity consumption as required in terms of such a programme.

5 What is the cost of a connection?

You will have to pay a connection fee to cover the cost to connect your property to the City's electricity grid. In addition, you will have to pay a shared-network charge (SNC) to contribute to the capacity that has to be made available in the shared network to provide your new or upgraded connection. The SNC is a fixed tariff in direct proportion to the capacity you require.

The cost of standard connections is given in the Electricity Generation and Distribution Schedule of Miscellaneous Tariffs which is available on the City's website using this link:

<http://www.capetown.gov.za/electserviceforms>

The tariffs applicable each financial year are approved by Council. The City's financial year runs from July to June.

Non-standard supply connections are quotable. You will be required to pay the quotation fee listed in the Schedule of Miscellaneous Tariffs only from the third application for the same property within the same financial year.

The connection fee is a once-off payment based on the required capacity (or the increase in capacity) of the electricity connection to your property. The shared-network charge is also listed in the Schedule of Miscellaneous Tariffs.

6 What happens once I have applied?

Once we have received a fully completed application with all required information and supporting documents, we are required to meet the following timeframes for issuing the quotation:

Providing a quotation to a customer on written request		
a	Existing infrastructure can be used	Within 10 working days ¹
b	Network extensions required	Within 1 month ¹
c	New network installation required	By agreement
d	Industrial and commercial customers	By agreement

- ¹ Provided all the required information was provided and the customer met all his/her obligations

For quotable connections (for non-standard or complex supplies), the City will arrange a site meeting with you as the customer and/or your consulting engineer or electrical contractor to discuss the scope of work and the responsibilities of the various parties.

7 How long does it take for a connection to be installed?

Once we have received your payment of the service connection fee and the shared-network charge, we are required to meet the following timeframes for providing the supply:

Providing an electricity supply		
a	Existing infrastructure can be used	Within 30 working days ¹
b	Network extensions required – low voltage	Within 2 months ¹
c	Network extensions required – medium voltage	Within 3 months ¹
d	Network extensions required – high voltage	By agreement
e	New network installation required	By agreement
f	Industrial and commercial customers	By agreement

- ¹ Provided the customer met all his/her obligations

NOTE: It will be necessary to arrange an extended period to allow for delivery of the equipment required and receipt of all wayleaves required. The quotation letter for quotable connections will normally give an indication when the installation can be done.

8 Further information

Further technical details can be found in the document Guidelines for Electrical Contractors. This document can be downloaded from the City of Cape Town website using this link: <http://www.capetown.gov.za/electserviceforms>

9 How can I get help, if I need it?

- Electricity Account Queries

You can enquire about your account using the following contact details:

Tel: 086 010 3089 (choose the menu selection for account and general queries)

Email: accounts@capetown.gov.za

Fax: 086 010 3090

You will have to provide the number of the account that you are querying.

This service is operational during the following hours:

Mondays to Fridays 07:00 – 21:00

Saturdays 08:00 – 14:00

Sundays & Public Holidays 09:00 – 13:00

- General Electricity Queries

For any general electricity queries, send an email to

electricitycustomer.support@capetown.gov.za

This account is monitored during office hours.

Annexure A: Customer Support Centres

Customer Support Services Offices: Customers, consultants, electrical contractors, etc. requiring specific interaction with the Electricity Services Department can visit one of the following City of Cape Town Electricity customer support centres:

Office	Location
EGD Head Office	Bloemhof Road, Bellville
Wynberg Depot	Rosmead Avenue, Wynberg
Electricity House	Cnr. Bree & Hout Street, Cape Town

Customers may obtain application forms from or submit these at the following City Revenue offices:

Office	Location
Athlone Office	Civic Centre, Protea Street, Athlone
Atlantis Office	Wesfleur Centre, Wesfleur Circle, Wesfleur
Belhar Housing Office	Huguenot Square, Belhar
Bellville Office	Civic Centre, Voortrekker Road, Bellville
Bellville South Office	Community Centre, Kasselsvlei Road, Proteaville
Beacon Valley Office	42 Chrysler Crescent, Mitchells Plain
Blaauwberg Office	Pienaar Road, Milnerton
Bloekombos Office	Civic Centre, Sam Njokozela Avenue, Bloekombos
Brackenfell Office	Municipal offices, cnr. Paradys & Old Paarl Road, Brackenfell
Cape Town Office	Civic Centre, 2 nd floor podium, Hertzog Boulevard, Cape Town
Delft Office	Cnr. Delft & Voorburg Roads, Delft
Durbanville Office	Civic Centre, cnr. Queen & Oxford Street, Durbanville
Fezeka Office	Municipal office, Lansdowne Road, Gugulethu
Fish Hoek Office	Municipal office, Recreation Road, Fish Hoek

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Office	Location
Goodwood Office	Municipal offices, Voortrekker Road, Goodwood
Kraaifontein Office	Municipal offices, Brighton Road, Kraaifontein
Kuils River Office	Civic Centre, cnr Van Riebeek Road & Carinus Street, Kuils River
Langa Office	Washington Street, Langa
Lentegeur Office	Municipal offices, Merrydale Street, Lentegeur
Macassar Office	Municipal offices, Bind Avenue, Macassar
Manenberg Office	Cnr Lansdowne, Vygiekraal & Wye Roads, Manenberg
Mfuleni Office	Main Road, Mfuleni
Milnerton Office	Municipal offices, 35 Pienaar Road, Milnerton
Nyanga Office	Municipal offices, New Eisleben Road, Nyanga
Parow Office	Civic Centre, Voortrekker Road, Parow
Plumstead Office	Old Plessey Building, cnr. Main & Victoria Road, Plumstead
Resource Centre	Makhabeeni Street, A Section, Lingeletu, Khayelitsha
Rocklands Office	Municipal offices, cnr. Spine & Caravelle Roads, Rocklands
Site B Office	Bonga Drive, Khayelitsha
Stocks & Stocks Office	Ntlazane Street, Litha park, Khayelitsha
Strand Office	Municipal offices, cnr. Fagan & Main Road, Strand
Somerset-West Office	Municipal offices, cnr. Andries Pretorius & Victoria Road, Somerset-West
Tuscany Glen Office	203 Blue Downs Road, Blue Downs
Westridge Office	Municipal offices, cnr. Simon Sig & Wespoort Roads, Westridge