

ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY
COMMERCIAL DEPARTMENT



Customer Enrollment Procedure

Introduction

As part of efforts to improve service delivery to customers, ZETDC intends to modify the customer Enrollment procedure in a bid to minimize the leakage caused by enrolling a customer after the meter has been installed on a commissioned site. The amendment seeks to instead have an account enrolled into ICS before physical commissioning of the point and ensure customers are not connected and consuming at any time without being billed.

Steps of the Procedure

No	Procedure	System	Responsible
1	Customer submits E21/E23/E25 to indicate need for electrical connection.	Manual	Client
2	Inspection arrangement and client's premises visit for checking for adherence to wiring standards and connection job scoping.	Manual	Client Service Officer
3	Customer fills and submits E22, copy ID, certificate of incorporation, Proof of ownership, Offer letter	Manual	Client
4	Quotation for connection done and submitted to client.	NDM, ICS	Commercial Officer/ Customer Service Officer/Commercial Clerk/Planning Engineer
5	Quotation Approved	NDM	Senior Eng/ District Manager/NDE/ Engineering Manager/General Manager/Managing Director

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4	Payment for connection done by customer and receipted	ICS	Client/ Accounting Officer Cash
5	Job assignment done (construction Engineer)	NDM	Senior Engineer/District Manager
6	Materials requisition on Stores Transaction Form(STF) and approval	NDM/SAP MM	SCSO/CSO/Meter Test Technician
7	Meter Management in ICS, Materials (including meter) Issued and posted in the system	SAP-MM	Storekeeper/Stores Clerk/Accounting Officer Stores
8	Pre-commissioning of Job	NDM	SCSO/CSO
9	Enrollment, Account creation and route assignment	ICS	Accounting Officer Credit control/Commercial Officer/Commercial Clerk
10	Copy of E22 with account number dispatched to Depot	Manual	Commercial Officer/Accounting Officer Credit Control.
11	Materials physically issued from stores	SAP MM	Storeman/Artisan/Meter Test Technician
12	Onsite Meter installation and Commissioning	Manual	S/CSO/Artisan/Meter Test Technician
13	Submission of E22 to Commercial and filling	Manual	Artisan/ Commercial Officer/Commercial Clerk/Meter Test Technician
	Job Capitalization	NDM/SAP FI	S/CSO/ Accounting Officer Costing
13	Meter Reading	Manual/ HES	Revenue assurance Assistant/Accounting Officer Billing and credit control/Artisan
14	Billing/Vending	ICS/3E	Accounting Officer Billing and credit control/ Accounting Officer Revenue

Procedure: Customer Enrollment

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CONTROLS

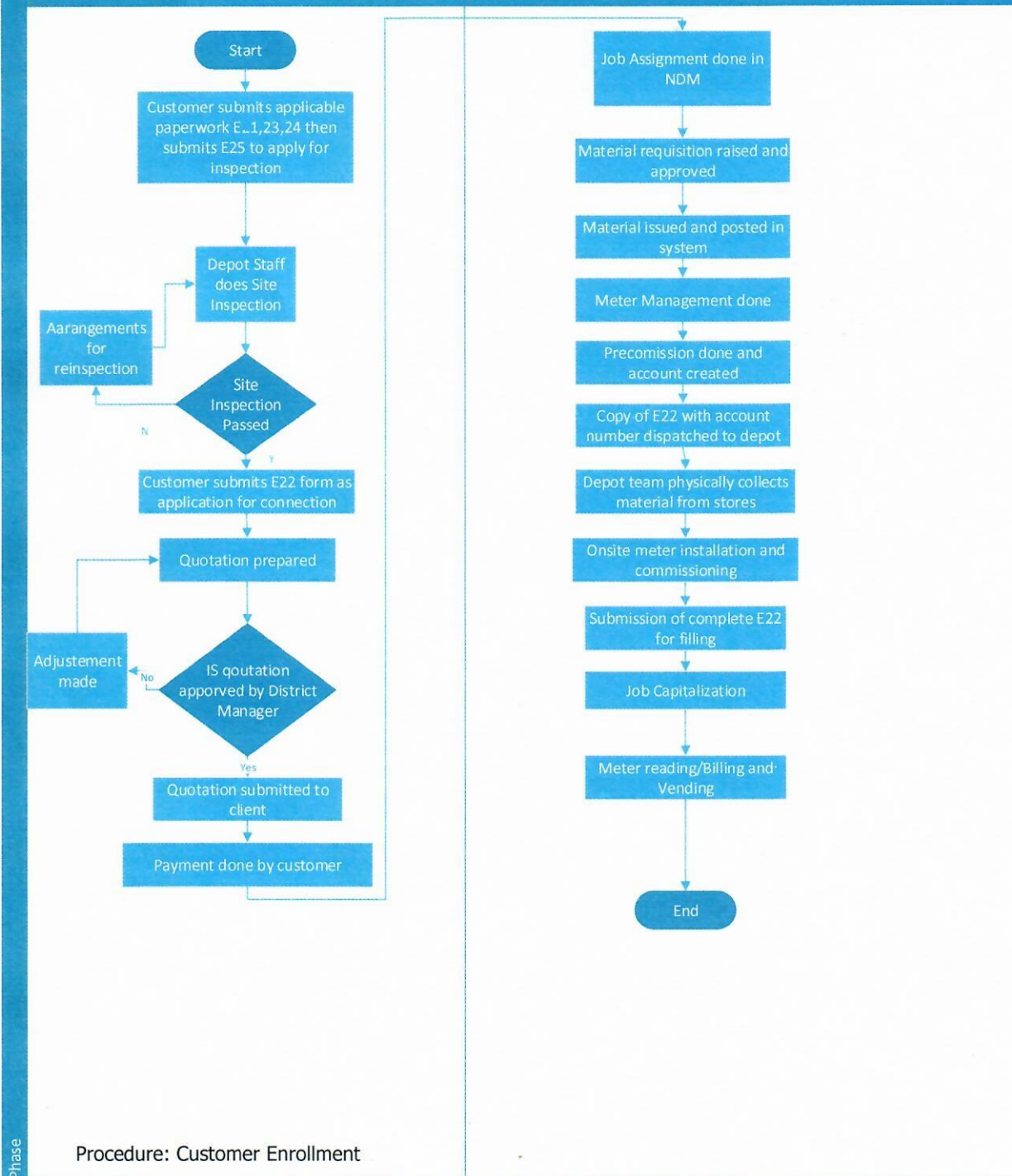
Item	Control Description	Responsible Official	Accountable Official
	(i) No meter shall be booked out(physically taken out of Stores) without an ICS account number	Storekeeper/S/CSO/Meter Test Technician/Meter Test Stores Officer	Sales Executive/District Manager
	(ii) In exceptional cases, a written approval shall be obtained by the storekeeper from the Sales Executive or the District Manager	Storekeeper	Sales Executive/District Manager
	(iii) Jobs with materials pre-issued and pre-commissioned shall be connected in the same month of material issue	S/CSO/Meter Test Technician	District Manager/Sales Executive
	(iv) Storekeeper shall issue materials online in SAP MM module against an approved STF only. Approval to issue manually shall be granted by the Sales Executive or District Manager in such exceptional cases	Storekeeper	Sales Executive/District Manager

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Customer Enrollment Procedure

Re-engineered Enrolment Process for New Connections



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1. RECOMMENDED

ENG R KATSANDE
COMMERCIAL DIRECTOR

2/2/2022

DATE

2. APPROVED / NOT APPROVED

ENG H CHOGA
MANAGING DIRECTOR (A)

16/02/2022

DATE

an