Zimbabwe Electricity Transmission & Distribution Company



Procedure for Applying for an Electricity Service

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1. Introduction

This document outlines the procedure prospective customers should take when applying for new electricity services or alterations to the supply. The procedure is intended to ensure that there is a minimal delay in the provision of your new electricity supply.

2. Steps taken when applying for an electricity service

2.1 Step 1

A qualified and competent electrical contractor who is a holder of a minimum Class IV Electrician Journeyman/apprenticeship certificate issued by the Apprentice Board of Zimbabwe under the Manpower Planning and Development Act[Chapter 28:02) 36 of 1996 sections 32, 33 and 34 to do electrical wiring in the house or premise in accordance to the SAZ Wiring Rules SAZ 400 of 2006, completes a commencement of wiring form E24. Upon completion, the contractor completes a completion of wiring form E25.

2.2 Step 2

ZETDC Installation Inspector will visit the site to verify that wiring conforms to the requirements of ZETDC and SAZ Wiring Rules SAZ 400 of 2006. If the installation is found to be non-conforming with the rules/standards, it is failed and the contractor is advised to correct the non-conformities. Upon completion a re-inspection is requested and after an inspection fee of $20 is paid, re-inspection is done within 3 days.

2.3 Step 3

Once the installation is found to be conforming to the standards, internal processing of customers application is effected. Customer completes an E22 form (Application for connection of electricity supply)

2.4 Step 4

A quotation of supply will be prepared. If the service supply cable/conductor is within 30 metres, a standard quotation is produced and given to the customer whilst he or she waits. If it is a non-standard (beyond 30m of service cable) a customer completes form E21 and a quotation will be availed within 30 days of enquiry

2.5 Step 5

Upon acceptance of the quotation of supply, the customer pays the connection cost and security deposit:

Charges for standard quotation

- Single phase (one pole) overhead high density $95
- Single phase (one pole) overhead low density $185
- Single phase (underground) high density $135
- Single phase (underground) low density $285
- 3 phase (underground)low density $290
- 3 phase (overhead) low density $315
- Security – High density $45
- Security – Low density $100

2.6 Step 6

An account is created according to the customer enrolment procedure and the point becomes ready for billing. If the point has a prepayment meter, then the customer details are registered and the customer can purchase units.

2.7 Step 7

Job is passed for contribution . The construction period after payment - Job execution

- Requiring meter only (30 days)
- Requiring low voltage extension (metered at 240V) (30 days)
- Requiring medium voltage extension (metered at 400V) (90 days)

2.8 Step 8

Upon completion, the job is commissioned and a vote completion certificate is completed. An E22 is completed and sent to Commercial Office. The completed E22 is received by Commercial Services for filing.

APPLICATION FOR AN ELECTRICITY SERVICE

