



Zimbabwe Electricity Transmission & Distribution Company

# **HOW TO APPLY FOR ELECTRICITY CONNECTION (Non-Standard (Non-Domestic))**

## **1. PURPOSE**

To receive and process applications for connection of electricity for all non-standard connections across all tariff categories. These include connection from existing electricity supply to mines, agricultural, industrial and commercial points where there might be need for a dedicated supply constructed before the customer reticulation is complete.

## **2. SCOPE**

This procedure applies to all non-standard connections across all tariff categories (commercial, industrial, mining, farming, public lighting and domestic (as defined above)) in ZETDC.

## **3. RESPONSIBILITIES**

The General Manager is responsible for ensuring that this procedure is implemented, maintained and regularly reviewed in line with the changes in operations, technology, legislation, standards, circumstances and policies

## **4. DEFINITIONS**

- 4.1 **Form E21** – Application in respect of Electricity Services
- 4.2 **Form E22** – Application for Connection or Disconnection of Electricity
- 4.3 **Form E23**- Quotation and Contract of Supply
- 4.4 **Form E24** – Notification of Commencement of wiring
- 4.5 **Form E25** – Notification of Completion of wiring.
- 4.6 **ICS** – Integrated Customer System
- 4.7 **NDM** – Network Development and Maintenance.
- 4.8 **WOMI** – Work on Meter Installation.
- 4.9 **Form E117** – Installation Inspection Report.
- 4.10 **Form E33**- Wayleave Application form
- 4.11 **ACE** – Application for Capital Expenditure

## 5. ACTIVITY DESCRIPTION

- 5.1 Every client requiring electricity connection must complete the E21, E24 and E25 Forms, attach a copy of his/her I.D. and submit the same to the Commercial Officer.
- 5.2 The completed forms shall be sent to the Client Services Officer.
- 5.3 An Artisan/Linesperson shall be assigned to do a site assessment and produce a bill of quantities.
- 5.4 The official making the site assessment shall also ascertain if there is need to apply for servitudes (way leaves).
- 5.5 The Client Services Officer shall forward the full set of documents to Commercial Officer and advise the client to visit the Commercial Officer to collect his/her quotation.
- 5.6 The client fills in the E22 form.  
NB. The E22 forms are completed and signed by the applicant and can only be signed by a third person if the power of attorney document is provided.
- 5.7 Where way leaves are required, the Commercial Officer applies to the property owner and gets a written permission to erect the infrastructure through the affected piece of land. The written permission shall be obtained first before raising the quotation.
- 5.8 The Commercial Officer shall enter the client details into ICS and raise the quotation in NDM.
- 5.9 Once the client pays connection fees, the details are recorded by the Commercial Officer and the client is booked on the connection waiting list. The Commercial Officer sends E22 and E23 forms to the Client Services Officer.
- 5.10 The District Manager or District Engineer shall assign the paid job to the respective Client Services Officer in NDM for connection.
- 5.11 The client is connected and commissioned in the NDM.  
NB. The client installation is inspected first before energising. Where the installation fails, the client shall pay re-inspection fee.
- 5.12 A copy of the E22 form is given to the client upon connection and another copy to the Commercial Officer upon commissioning of the job. The Commercial Officer shall register/enrol the new client and enable such client to be billed or to vend if they are a prepayment client.
- 5.13 The Accounting Officer (Costs) shall then close and capitalise the job.

# NON STANDARD CONNECTION PROCESS

