



## Zimbabwe Electricity Transmission & Distribution Company

# **HOW TO APPLY FOR ELECTRICITY CONNECTION** **(Standard Connection)**

## **1. PURPOSE**

To receive and process applications for connection of electricity for all standard new supplies.

## **2. SCOPE**

This procedure applies to all standard connections (within 30metres from existing electricity supply) in low density areas and 15metres in high density suburbs.

## **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 **EII7 Form** – Installation Inspection Report.

## 5 ACTIVITY DESCRIPTION

- 5.1 Every client requiring electricity connection must complete an E21 Form and submit it to the Commercial Officer.
- 5.2 If electricity supply is within 30m from the existing Medium Voltage line, the customer is requested to complete the E22, E24 and E25 forms, attach a copy of his/her I.D. and submit to the Client Services Officer or the Commercial Officer. **NB.** The E22 form must be completed and signed by the applicant. A third part can only sign on behalf of the applicant if he/she has the power of attorney document.
- 5.3 An Artisan shall be assigned to inspect the installation.
- 5.4 If the installation passes the test, the Artisan shall fill in the E117 form and advise the client to collect certificate of fitness from office.
- 5.5 If the installation fails the test, the Artisan shall raise an E1 form listing the defects and give it to the client.
- 5.6 Once the defects have been corrected, the client shall pay a re-inspection fee and a re-inspection is done thereafter.
- 5.7 Upon passing the second inspection, the Client Services Officer sends a copy of E117 and E22 forms to the Commercial Officer to raise a quotation. The client is advised to visit the ZETDC offices to collect his/ her quotation.
- 5.8 The Commercial Officer enters the client details into ICS and produces a quotation.
- 5.9 The client pays connection fees.
- 5.10 The Commercial Officer sends E22 and E23 forms to the Client Services Officer.
- 5.11 The client is connected and commissioned in the NDM.
- 5.12 A copy of the E22 form is given to the client upon connection and another copy to Commercial Office upon commissioning of the job.
- 5.13 Commercial Office shall register/enrol the new customer and enable such client to vend.
- 5.14 Accounting Officer (Costs) shall close and capitalise the job.

# STANDARD CONNECTION PROCESS

Phase

